
Colorado Department of Transportation Statewide Transit Survey of Older Adults and Adults with Disabilities

Transportation Planning Region: Southeast Area

Survey Results

June 2014



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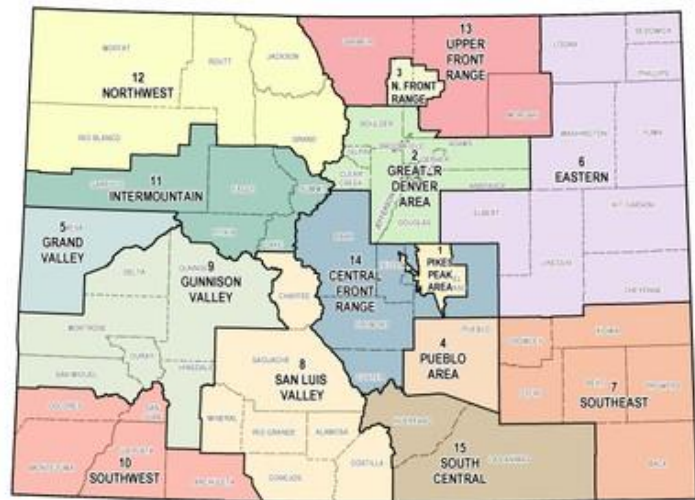
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Survey Background

About the Southeast Transportation Planning Region

The Southeast Transportation Planning Region is located in the southeast corner of the state, and includes the entire counties of Baca, Bent, Crowley, Kiowa, Otero, and Prowers. According to the 2010 Census, the total population of this region was 44,092. There were 7,316 adults age 65 and older residing in this region, and 4,517 adults with disabilities age 18 to 64. This region accounts for 1.5% of older adults and adults age 18 to 64 with disabilities in the state of Colorado.



Why the survey was conducted

The Colorado Department of Transportation’s (CDOT) Division of Transit and Rail (DTR) is developing its first ever comprehensive Statewide Transit Plan, providing a framework for creating an integrated transit system that meets the mobility needs of Coloradans. In addition, development of the Regional Coordinated Transit and Human Services Plans (Regional Plans) for the state’s rural Transportation Planning Regions (TPR) is being undertaken. These Regional Plans will be integrated into the CDOT Statewide Transit Plan and the TPR Regional Transportation Plans, along with the developed transit plans of various metropolitan planning organizations, providing a complete picture of existing transit services, future transit needs, and overall transit service gaps statewide. Funding and financial needs also will be assessed.

Using the Statewide Transit Plan as a foundation, CDOT will be able to implement policies and strategies for funding enhanced transit services throughout the state. These transit services will facilitate mobility for the citizens and visitors of Colorado, offer greater transportation choice to all segments of the state’s population, improve access to and connectivity among transportation modes, relieve congestion, promote environmental stewardship, and improve coordination of service with other providers in an efficient, effective and safe manner.

As one of the data collection efforts for the Statewide Transit Plan, CDOT DTR contracted with National Research Center, Inc. (NRC) to conduct a statewide survey to learn about the travel behavior and characteristics of the elderly (65 years or older) and disabled (18 years or older) residents of Colorado, and determine their transportation priorities, needs and preferences.

How the survey was conducted

The survey topics were discussed and refined by CDOT DTR staff in meetings and discussions with NRC and reviewed with various stakeholders. In addition, survey questions from other surveys were reviewed. A questionnaire was drafted by NRC, and revised through an iterative process with CDOT DTR. The final questionnaire was five pages in length.

Two approaches were taken to recruit survey participants. In the first approach, approximately 4,000 households containing persons with disabilities aged 18 to 64 and persons age 65 and over were randomly selected to receive the survey. NRC purchased marketing mailing lists that identified household members as fitting into one of these two groups. A total of 267 surveys were distributed in each of the 15 Transportation Planning Regions (TPRs), with roughly one-third going to households including people with disabilities and two-thirds to households in which older adults lived. Each selected household was contacted three times starting in November 2013: a prenotification postcard and two survey packets, each mailed one week apart. The cover letters to the survey included a web link where the respondent could complete the survey online in Spanish and in English, if preferred.

Additionally, CDOT worked with various agencies across the state that serve older adults (age 65+) and adults with disabilities to distribute the survey to their clientele. These agencies were provided with 6,746 hard copy survey packets. Agencies that had email addresses for their clients also were provided a web link they could email to their clientele if they desired. Surveys were collected from both sources through mid-January 2014.

A total of 3,113 respondents completed a survey: 1,190 completed the mailing list survey; 998 completed the agency-distributed hard copy survey; and 925 completed the agency-distributed web survey. The response rate for those responding to the mailing list survey was 30%. Assuming all 6,746 agency surveys were given to clients, the response rate for the agency-distributed paper surveys was 15%. Because the number of emails sent by the agencies is unknown, a response rate cannot be calculated for the 925 web responses.

The response rates for the mailing list survey and the agency-distributed survey varied across the TPRs. Response rates for the mailing list survey ranged from 22% to 45% across the TPRs, while the agency survey response rates ranged from 9% to 25%. Overall, roughly two-thirds of the completed surveys received were those distributed by agencies (62%), while about one-third (38%) came from those distributed by mail. However, these proportions differed across the 15 TPRs. In examining the differences among those who responded to the agency-distributed survey versus those who responded to the mailing list survey, it was found that agency clientele were less likely to drive than those who received the survey from the mailing list. In order to make comparisons across the TPRs as fair as possible, survey results were weighted such that the proportion of surveys from agencies and the mailing list were similar across the TPRs.

For the Southeast TPR, 27 respondents completed an agency-distributed hard copy survey, 0 completed the web-based agency survey and 95 respondents were from the mailing list survey. The response rates for the agency-distributed and mailing list surveys were 18% and 36%, respectively.

Number of Surveys and Survey Response Rates by TPR

TPR	Hard copy agency surveys			Web-based agency surveys*	Mailed surveys			Total number of surveys
	Surveys distributed	Number returned	Response rate		Surveys distributed	Number returned	Response rate	
Pikes Peak Area	228	53	23%	94	267	59	22%	206
Greater Denver Area	1,181	150	13%	388	267	88	33%	626
North Front Range	620	157	25%	72	267	71	27%	300
Pueblo Area	606	64	11%	10	267	76	28%	150
Grand Valley	801	71	9%	25	267	79	30%	175
Eastern	475	77	16%	4	267	76	28%	157
Southeast	130	24	18%	0	267	95	36%	119
San Luis Valley	282	60	21%	1	267	66	25%	127
Gunnison Valley	257	35	14%	10	267	64	24%	109
Southwest	209	27	13%	6	267	85	32%	118
Intermountain	400	68	17%	20	267	68	25%	156
Northwest	225	31	14%	15	267	66	25%	112
Upper Front Range	845	77	9%	26	267	68	25%	171
Central Front Range	333	41	12%	18	267	121	45%	180
South Central	156	18	12%	7	267	67	25%	92
Unknown	--	45		229	--	41	--	315
Overall	6,746	998	15%	925	4,005	1,190	30%	3,113

Highlights of Survey Results

- **Approximately half of older adults and adults with disabilities in the Southeast TPR reported having trouble finding transportation for trips they wanted or needed to make.**

When asked if they encountered difficulties finding transportation for trips they wanted or needed to make, 52% of respondents said they never had trouble, while 48% did have troubles. Of those who had trouble, 13% said they experienced problems finding transportation “a lot of times” and 35% had trouble sometimes or rarely. Respondents most frequently indicated having trouble finding transportation for medical appointments and shopping/pharmacy trips.

- **About 4 in 10 respondents who drove themselves said they would be very or somewhat likely to use public transportation or paratransit in their community instead of driving.**

Conversely, about 6 in 10 respondents who drove said they would be not at all likely to use public transportation or paratransit instead of driving.

- **The most frequently cited barriers to using public transportation and paratransit were a lack of service and wanting to use the service during hours it was not available.**

Half of respondents felt that the lack of public transportation service where they lived or where they wanted to go presented a major problem, and another 12% felt this was minor problem. About 4 in 10 Southeast respondents felt that the lack of needed service times was a major problem, and another one-quarter said this was a minor problem. More than 4 in 10 cited difficulty finding and understanding service information, difficulty boarding and exiting buses or light rail trains and expensive fares as at least minor problems.

Respondents were also asked about the barriers they perceived to using paratransit services, which was defined as a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. As with public transportation services, the largest obstacles were lack of service where respondents lived or wanted to go and lack of needed service times, with half of Southeast residents citing these as a major problems.

- **The issue deemed most important for the statewide transit plan by survey respondents in the Southeast TPR was providing lower fares for seniors and disabled riders.**

All of the transportation issues included on the survey were deemed very important by at least 6 in 10 Southeast respondents. Eight in 10 respondents felt that providing lower fares, expanding discount programs and subsidies, providing more community transportation services and supporting the development of easily accessible and understandable transportation information and referral services were very important. About 7 in 10 felt that supporting veterans’ transportation issues, providing more transportation services to regional destinations, expanding or adding routes in their communities and expanding service hours were very important. In general, Southeast TPR residents’ ratings of importance for transit-related issues were higher than those from other regions.

Responses to Survey Questions

The following pages contain a complete set of responses to each question on the survey. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Question 1										
In a typical month, about how often, if ever, do you use the following forms of transportation?	Never		4 or fewer times a month		1 to 2 times a week		3 or more times a week		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Drive myself in a personal vehicle	46%	N=51	11%	N=13	2%	N=2	41%	N=46	100%	N=112
Get a ride in a personal vehicle from a family member or someone who lives in my household	47%	N=49	28%	N=30	9%	N=9	16%	N=17	100%	N=105
Get a ride in a personal vehicle from family, friends or neighbors	46%	N=51	40%	N=44	8%	N=9	6%	N=7	100%	N=110
Driven by a paid driver or personal assistant	80%	N=82	13%	N=13	0%	N=0	6%	N=6	100%	N=101
Get a ride from a volunteer driver	89%	N=95	6%	N=6	0%	N=0	6%	N=6	100%	N=107
Take a taxi at the full price fare	100%	N=104	0%	N=0	0%	N=0	0%	N=0	100%	N=104
Take a taxi at a subsidized or discounted fare	97%	N=105	3%	N=3	0%	N=0	0%	N=0	100%	N=108
Walk	60%	N=66	18%	N=20	9%	N=9	13%	N=15	100%	N=111
Bicycle	85%	N=88	7%	N=7	1%	N=1	7%	N=7	100%	N=104
Use transportation provided by my faith community or church	92%	N=99	2%	N=2	0%	N=0	6%	N=6	100%	N=107
Use a senior center or community center shuttle	86%	N=92	6%	N=6	6%	N=6	3%	N=3	100%	N=107
Use shuttle/transportation provided by the housing facility or complex where I live	100%	N=110	0%	N=0	0%	N=0	0%	N=0	100%	N=110
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	91%	N=100	3%	N=4	3%	N=3	3%	N=3	100%	N=110
Use paratransit which is "on demand" transportation where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	79%	N=84	7%	N=8	6%	N=6	9%	N=9	100%	N=107
Use a private or non-profit transportation service or program	91%	N=94	6%	N=7	3%	N=3	0%	N=0	100%	N=104

Question 2		
About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Percent	Number
None of my trips	38%	N=43
Less than half my trips	19%	N=21
About half my trips	3%	N=4
More than half my trips	8%	N=10
All of my trips	32%	N=37
Total	100%	N=115

Question 3		
If you drive yourself, what time of day do you most often drive?	Percent	Number
I don't drive	48%	N=55
Mornings	34%	N=40
Afternoons	16%	N=18
Evenings and nights	1%	N=1
Total	100%	N=115

Question 4		
For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Percent	Number
Very likely	13%	N=8
Somewhat likely	24%	N=14
Not at all likely	63%	N=37
Total	100%	N=60

This question was asked only of those who said that they drive themselves.

Question 5		
Do you ever have trouble finding transportation for trips you want or need to make?	Percent	Number
No, never	52%	N=58
Rarely	10%	N=11
Sometimes	25%	N=28
A lot of times	13%	N=14
Total	100%	N=110

Question 6		
For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Work	1%	N=0
Visiting family or friends	39%	N=20
Volunteering	6%	N=3
Medical appointment	66%	N=34
Community event	28%	N=14
Religious service	21%	N=11
Recreation	8%	N=4
School	0%	N=0
Shopping/pharmacy trips	52%	N=26
Other, please specify	21%	N=11

Total may exceed 100% as respondents could select more than one answer.

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 7		
What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Weekdays 6am to 10am	35%	N=15
Weekdays 10am to 4pm	52%	N=22
Weekdays 4pm to 7pm	41%	N=17
Weekdays 7pm to midnight	48%	N=20
Weekdays Midnight to 6am	23%	N=10
Saturday day time	52%	N=22
Saturday night time	46%	N=19
Sunday day time	47%	N=20
Sunday night time	45%	N=19

Total may exceed 100% as respondents could select more than one answer.

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 8		
How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Percent	Number
Never	20%	N=10
Once or twice	42%	N=22
3 to 6 times	26%	N=14
7 times or more	12%	N=6
Total	100%	N=52

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 9								
Public transportation services includes buses, trains and other forms of transportation that charge set fares, run on fixed routes, and are available to the public. Below is a list of possible barriers to using public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using public transportation.	Major problem		Minor problem		Not a problem		Total	
	Service is not provided where I live or where I want to go	52%	N=54	12%	N=12	36%	N=38	100%
Service does not operate during the times I need	42%	N=35	26%	N=22	32%	N=27	100%	N=84
Information about fares, schedules and routes is difficult to find	36%	N=29	7%	N=6	57%	N=46	100%	N=81
Information about fares, schedules and routes is difficult to read	25%	N=20	11%	N=9	64%	N=50	100%	N=78
I cannot understand the information about fares, schedules and routes	26%	N=21	16%	N=13	58%	N=47	100%	N=81
Information about fares, schedules and routes is not in my first (non-English) language	13%	N=9	9%	N=7	78%	N=57	100%	N=73
I am unclear about how to use public transportation	16%	N=11	14%	N=10	70%	N=50	100%	N=71
I cannot easily access bus stops or light rail stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	19%	N=14	9%	N=7	72%	N=56	100%	N=77
Buses or light rail trains lack clear announcements or visual displays about the next stops	14%	N=10	14%	N=11	72%	N=54	100%	N=76
I cannot easily access bus stops or light rail stations when there is snow or other poor weather conditions, or don't want to or can't wait for delayed buses or trains in poor weather	23%	N=17	3%	N=2	75%	N=55	100%	N=74
I have health reasons that prevent me from being able to use fixed route public transportation	33%	N=27	7%	N=6	60%	N=50	100%	N=84
I have difficulty boarding and exiting buses or light rail trains	34%	N=25	7%	N=5	59%	N=44	100%	N=74
Distance from bus stop or light rail station is too far for me to walk	32%	N=27	6%	N=5	61%	N=50	100%	N=82
I am unable to get a seat	11%	N=9	9%	N=7	80%	N=59	100%	N=74
I do not feel safe while waiting for the bus or light rail train	16%	N=12	10%	N=8	74%	N=55	100%	N=74
I do not feel safe while riding the bus or light rail train	11%	N=9	13%	N=10	75%	N=56	100%	N=74
Fares are too expensive	27%	N=22	19%	N=15	54%	N=42	100%	N=79
Travel time to my destinations is too long	15%	N=11	10%	N=8	75%	N=56	100%	N=75
Bus stops and stations are poorly maintained	18%	N=13	11%	N=9	70%	N=52	100%	N=74
Service is not reliable	21%	N=16	15%	N=12	64%	N=49	100%	N=77
I do not understand how to make a transfer	14%	N=10	9%	N=7	78%	N=57	100%	N=74

Question 10								
Paratransit is a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. Most paratransit service is provided “on demand,” meaning the person using the service must contact the agency to arrange service. Below is a list of possible barriers to using paratransit services. To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services?	Major problem		Minor problem		Not a problem		Total	
	Service is not provided where I live or where I want to go	53%	N=53	10%	N=9	38%	N=37	100%
Services does not operate during the times I need	50%	N=37	15%	N=11	35%	N=26	100%	N=73
Information about how to use the service and costs is difficult to find	36%	N=25	12%	N=8	53%	N=37	100%	N=70
Information about how to use the service and the costs is difficult to read	29%	N=21	11%	N=8	59%	N=42	100%	N=70
Information about how to use the service and the costs is not in my first (non-English) language	20%	N=13	5%	N=4	75%	N=50	100%	N=66
I cannot understand the information on how to use the service and the costs	24%	N=17	16%	N=11	60%	N=42	100%	N=70
I am unclear about how to start using it	32%	N=21	12%	N=8	56%	N=38	100%	N=67

Question 11		
How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Percent	Number
Through my place of residence	54%	N=58
Friends or family	24%	N=25
Printed materials	40%	N=43
Telephone	23%	N=25
Other, please specify	7%	N=8
Through the place where I work or volunteer	7%	N=7
Electronic (websites, email, social media, smart phone)	16%	N=18
In-person assistance	16%	N=17
Presentations at church, community centers, etc.	11%	N=12

Total may exceed 100% as respondents could select more than one answer.

Question 12								
CDOT is working with a number of groups across the state to create a statewide transit plan. We want to know what issues we should focus on in creating this plan. How important are each the following issues to you?	Very important		Somewhat important		Not at all important		Total	
	Supporting the development of easily accessible and understandable transportation information and referral services	78%	N=76	12%	N=11	10%	N=10	100%
Supporting veterans' transportation issues	68%	N=64	20%	N=19	12%	N=11	100%	N=94
Supporting volunteer and faith-based transportation services	60%	N=55	30%	N=27	10%	N=9	100%	N=92
Increasing the availability of wheelchair-accessible taxi cabs	65%	N=60	19%	N=18	16%	N=15	100%	N=92
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	80%	N=72	10%	N=9	10%	N=9	100%	N=91
Providing more transportation services in my community	79%	N=77	14%	N=13	7%	N=7	100%	N=98
Providing more transportation services to regional destinations	72%	N=66	22%	N=20	7%	N=6	100%	N=92
Expanding hours that transportation services are offered	71%	N=64	18%	N=16	12%	N=11	100%	N=90
Expanding or adding routes in my community	68%	N=64	22%	N=21	10%	N=10	100%	N=94
Providing lower fares for seniors and disabled riders	84%	N=85	8%	N=8	8%	N=8	100%	N=101

Question 15		
Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Percent	Number
Climbing stairs	62%	N=69
Talking	9%	N=11
Lifting or carrying a package or bag	44%	N=50
Understanding written directions	29%	N=33
Understanding spoken directions	13%	N=15
Seeing	12%	N=13
Hearing	27%	N=30
Walking 1/4 mile	66%	N=74
None	19%	N=21

Total may exceed 100% as respondents could select more than one answer.

Question 16		
Do you use any of the following to get around? (Please select all that apply.)	Percent	Number
None	50%	N=54
Guide or service dog	0%	N=0
White cane	3%	N=3
Cane or walker	37%	N=40
Power wheelchair or scooter	18%	N=19
Manual wheelchair	13%	N=14

Total may exceed 100% as respondents could select more than one answer.

Question 17		
Which best describes the building you live in?	Percent	Number
Single family home or mobile home	68%	N=81
Townhouse, condominium, duplex or apartment	8%	N=10
Age-restricted senior living residence	8%	N=10
Assisted living residence	8%	N=9
Nursing home	0%	N=0
Other	8%	N=9
Total	100%	N=119

Question 19		
What is your race/ethnicity?	Percent	Number
American Indian or Alaskan Native	3%	N=4
Asian or Pacific Islander	0%	N=0
Black, African American	0%	N=0
Hispanic/Spanish/Latino	34%	N=41
White/Caucasian	65%	N=76
Other	0%	N=0

Total may exceed 100% as respondents could select more than one answer.

Question 20		
In which category is your age?	Percent	Number
18 - 44 years	3%	N=3
45 - 54 years	5%	N=6
55 - 64 years	4%	N=5
65 - 74 years	47%	N=54
75 - 84 years	25%	N=28
85 - 94 years	13%	N=15
95 years or older	3%	N=4
Total	100%	N=115

Question 21		
What is your gender?	Percent	Number
Female	56%	N=64
Male	44%	N=51
Total	100%	N=115

Verbatim Responses to Open-Ended Questions

The following are verbatim responses to open-ended questions. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order.

Comments from those completing an Agency survey

Question 1: In a typical month, about how often, if ever, do you use the following forms of transportation? Responses to “some other form of transportation.”

- Bike ride and walk
- Go with a friend in her car
- Sometimes my friend
- Time per mo. To doctor

Question 6: For what types of trips do you need transportation but have trouble finding transportation? Responses to “other.”

- Going to the senior center to eat.
- None of the above
- Rides for sante fe trail assoc. Events that are out of town
- To go to get mail, it is not delivered.

Question 9: Please tell us how much of a problem, if at all, each of these are for you when using public transportation. Responses to “other.”

- I am in a wheelchair
- I need things explained clearly and well. I need clarity
- In a wheelchair can't walk.

Question 10: To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services? Responses to “other.”

- No transportation available

Question 11: How would you prefer to get your information about transportation services and programs? Responses to “other.”

- A letter, so i can study it
- Where could call?

Question 13: What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

- Cost of transportation
- Experience has been good. But sometimes can't pay. Don't like how some of the people talk about others.
- I have no problem with the city transit

- I have not used the service yet but i might need to use it some day since i don't like to drive to other towns for appointments.
- I have to change my appointments. I have to make appointments 3 mo. In advance with senior transport service.
- I never had any
- It is good
- My health does not allow me to use public transportation
- No services
- Not so good
- This bus here in la. Has been good. But wish it would keep working at least 7:00 i've gone to the clinic and was out late, i had to call my sons friend to come for me, at least until 7 ok it was raining.
- Wait time can very long and when it is cold and you are in a wheelchair can be uncomfortable also some dispatchers not friendly very kind and unkind
- We have no transportation in our area at all.
- We need to have buses everywhere like greyhound to take routes in remote areas to small towns in eastern colorado
- You have to have a car or bicycle to get around. Here in la junta co. There are no senior transportation facilities except for a bus that transports you, but the services are limited and not really reliable to get you places.

Question 14: What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

- I really don't have much to say about it right now, but my sister in law has used it. And that really helped her out a lot.
- I would like service to my house. A bus with a chair lift. I would like to have my noon meal at the senior center instead of getting meals on wheels
- It is hard for people with wheelchair
- I've never been to wal-mart but a friend was on bus there and said she had to be out before an hour and i wish they could wait longer since that is the only what she can get there.
- Like one driver never helps with your stuff, when i go to the store.
- More services from on town to another even from la junta to all routes in eastern colorado like pawnee buttes and grandlake
- No way of moving around
- Our community lacks all kinds of public transportation
- Print schedules for services
- Seems the senior public transportation bus works well. Maybe more times to go to la junta for shopping and medical
- We have no bus or taxis in my community, drive in the arkansas valley and there is very little of anything
- We should have a bus to take us places

Question 17: What best describes the building you live in? Responses to "other."

- Single family home
- Stockmen motel

Comments from those completing a mailed survey

Question 1: In a typical month, about how often, if ever, do you use the following forms of transportation? Responses to “some other form of transportation.”

- Friend i have to pay for gas
- My own personal vehicle always!
- Only in emergencies or special occasions like goint to the state fair with other senior citizens organization members.
- Whe have no transportation available.
- Work truck

Question 6: For what types of trips do you need transportation but have trouble finding transportation? Responses to “other.”

- Going to an airport
- Out of town
- Out of town

Question 9: Please tell us how much of a problem, if at all, each of these are for you when using public transportation. Responses to “other.”

- Do not use public transportation period! When government gets involved it is like health care a disaster period!!
- Don't use public transportation at this time.
- Have no idea where to find or get information for above questions.
- I don't have any other reasons. I have a car and still drive, anywhere, anytime.
- I live 170 miles from denver
- I live out of rocky ford, co.
- I need personal transportation because i cannot walk very far without giving out. I have a power chair but no one has handicap vehicle. I also need someone to do most of my shopping. And paying bills.
- I would love to have our railroad used again for transportation. Don't remove the rails.
- Most do not apply to us.
- Most of questions n/a to me.
- No public transportation in this area
- Nothing available to pueblo, denver or colorado springs
- Rural area do not have these services. I live in the country
- There are no buses, trains or taxis in kiowa county. Kiowa county public transit service is the only public source we have
- There is no public transportation where i live.
- There is no service provided in this town
- There is no service. I am capable of driving myself.
- This may change in 2015 should amtrak discontinue train service through la junta, co.
- To expensive.
- We are rural no public transportation
- We do not have this kind of transportation
- We don't have bus stops
- We have none of this in our area
- We have our own transportation yet!

- We live in a rural area about 5-6 miles from a town.

Question 10: To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services? Responses to “other.”

- 170 miles to town
- Don't need
- Don't use
- Drive myself or ride with my wife
- Have no use for this service
- It is free through helping hands, but only 1 driver,so not everyone gets a ride.
- It 'taint here.
- Need information on how to access this service.
- No need at this time
- No paratransit serving in this area
- None available.
- None is this area
- Nothing is available here.
- Services not offered where i live.
- Services not provided. I can drive myself
- There isn't any public transportation here.
- They usually go within the county and i need to go to several counties.
- This works well here for my disabled friends. I do not need this service.
- We don't have this kind of service.
- We have never seen info. On how to use it. The service or the cost.

Question 11: How would you prefer to get your information about transportation services and programs? Responses to “other.”

- Don't need it
- I don't use public transportation
- None apply

Question 13: What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

- 4 lane us 50 from kansas to i-25
- As of now, i don't need help
- As stated above, i live in the country and services are not provided.
- Colorado's road system does not compare with other states. I don't need public transportation.
- Do not use public transprotation at this time. If public transportation was available to regional destinations. Lamar, pueblo, i might take advantage of it.
- Don't have any issues.
- Gats van
- Getting from la junta to denver area for pre and post surgery appointments.
- Gotta walk.
- Have my own transportation.
- Have no problem getting to where i need too.

- Have no services.
- I do not need any public transportation services.
- I don't have any of those problems, as i can still drive myself.
- I drive where i need to go
- I go to dr. Over 50 miles away.
- I have all the transportation on the county bus, good service.
- I have never used public transportation, many of my friends use public transp.
- I have no problem with the transportation. It is very good.
- I have no transportation needs.
- I live 45 miles out in the country no towns close by, dirt roads, no transportation services available as there are very few people for miles. I'm a cattle rancher.
- I need to go to powers county to do my banking. I also buy my monthly supply of groceries at the same time. I have serveral bills that need paying.
- I usually greyhound for christmas. Rocky ford co. At 10:45 when station is closed, to go to texas which means waiting outside. Next year i will try to leave at truck stop in lamar. I depend on friends getting me to bus service. Bee line so far from kansas leaves after 4am going east which is much too early, i take amtrak from lajunta to florida and leave my car parked at station, i can get train coming back from dallas, but not able to take train to texas.
- Live in rural area where services are not provided would have to rely on neighbor, friends.
- Medical care at awschutz caner center. Required that i stay in denver or drive 300 mile round trip daily. Bad weather makes it almost impossible.
- Need four lane highway from lamar to pueblo on highway state 501 especially around los animus! Highway from oklahoma state to lamar is great now!!
- No experience
- No experience
- No problems, and i can call my kids or neighbors if i have an emergency.
- No service
- No transportation here.
- No transportation in my community
- No transportation services are available in my town
- None
- Not
- Not available, i don't yet need any
- Problems buying bus tickets on internet. Finding place to purchase bus ticket in town very limited service, only one travel site to purchase tickets that im aware of.
- Rest areas missing in between parts, using dot vehicles for private transportation, live in one town drive to another with diesel fuel hog 5 pick-ups
- Since we live far off the main highway we have never thought to even look into it.
- Takes to long have to call way ahead of time.
- The only way we can go to the cities is in our personal cars. On mon. Tues. Wed. Or thurs. If we can get an appointment and you are a senior citizen the county can take you to colo.spring. Pueblo, lamar and maybe denver and la junta. It is a blessing to us if you can go.
- There is not transportation service.
- To have to make arrangements a day before when an emergency comes up. The transportation is needed in a shorter time.
- Train service in lajunta is good when we use it.
- Transportation around my area
- Walk

- We do not have the information on who to contact for this service. Have missed dr.'s appointments.
- When govt gets into anything like this it is a disaster.

Question 14: What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

- Addition of bike lanes.
- All we have here is a city transit. It only runs 8-5 monday thru friday
- Although i do not use the paratransit offered in my community, it is used by many senior citizens. What is not available is public transportation for people needing to go to dr. Appt. Out of town
- As long as i can drive i don't need transportation services
- At present, i do not use
- Better descrimination of information
- Dot employee, tax money thieves, work less than 40 per week
- Gats van
- Got bad hip.
- High speed rail from pueblo to denver metro needed. From la junta or lamar would be even better.
- I have a daughter that lives in rural olney spgs. And one in rural fowler. It would be nice to have transportation to visit each one.
- It should be a free service the city runs it and should take all expences for it. They charge enough for everything else.
- It would be good for greyhound to stop in las animas and beeline to leave better time in morning. It would be terrible if amtrak train stopped service to lajunta.
- Just spend our taxes on better roads.
- Most of the time it is non existing, when we have appointments with specilists of dr's in denver or elsewhere.
- My town has 800 people
- Need 4 lane hwy 50 la junta to pueblo. I-25
- Need services
- Needs to be more accessible.
- No idea
- No public transportation available.
- No transportation
- On demand services only provide daylight runs, amtrak is only a rail service.
- Per elderly i now need to have transportation available everyday. Doctors don't make appointments on days the transportation goes always.
- Provide more money to kiowa county public transit service.
- See above.
- Since i am independent, i am not familiar with any issues. If i could not dirve, i would be grateful for your services. So thank you for those that do (my neighbor)
- Sincie i have never used it, public transp. No issues
- Some of us who can not drive we have people to drive us to the cities. We have no bus services out here as we did in the 1950's 1960's and 1970's
- Stay out of our personal lives.

- Take the median from the center of main street in Lamar. This process was done in Hugo, CO. And Kit Carson, CO. On highway 287. Great improvement. Get it done!
- That more money is spent tearing out roads on the front range and repairing them and they are in better condition than hwy 96 between Eads and Sheridan Lake and Towner
- There are no transportation available in this rural area.
- There is no train
- There isn't any
- To have more transportation services for all people
- We are a small town, senior citizens come to the county seat once a week on the senior van, which has a day set aside for the county seat residents.
- We are a very small rural town. Although we have one bus it has to divide the days available with surrounding towns. Also need to allow driver to help unload pkg. Etc.
- We do not have public transportation!
- We have 2 small busses you have to call 24hrs ahead to get service.
- We have a good system.
- We need any kind of transportation. Rail service would be my choice.
- We only have one disabled bus.
- We tried a shuttle bus, it did not work for a variety of reasons. The roads, highways could use maintenance.
- Your survey is geared more to Denver and Colorado Springs than to small communities in Southeast Baca County

Question 17: What best describes the building you live in? Responses to “other.”

- Bi level
- Camper
- My home
- My own home
- Plex 20

Survey Instrument

A copy of the questionnaire appears on the following pages.



¡Queremos oír de usted!

Taking care to get you there

Dear Colorado Resident:

The Colorado Department of Transportation (CDOT) is conducting a statewide survey to learn about the travel behavior and transportation needs of older adults and adults with disabilities. This survey will support development of CDOT's first Statewide Transit Plan.

(To learn more, you can visit the website:

www.coloradodot.info/programs/transitandrail/statewidetransitplan)

The Division of Vocational Rehabilitation, the Division of Developmental Disabilities and the Division of Aging & Adult Services are all members of the State Coordinating Council on Transportation and have been working closely with CDOT to create opportunities for persons with special transportation needs to give input during their 5-year transit planning process.

Since you are one of a small number of people in the area randomly chosen to participate in this survey, it is very important that you do so!

The completed questionnaire can be returned in the enclosed postage-paid envelope to the independent research firm conducting the survey.

Your answers will help CDOT better understand the transportation needs of older adults and adults with disabilities in your community and develop strategies to address those needs.

You may complete the survey online if you prefer, at the following Web address:

www.n-r-c.com/survey/cdotsurvey.htm

(please be sure to type the address exactly as it appears here).

If you have any questions or need assistance with this survey, please call me, Tracey MacDonald, at 303-757-9753.

We thank you very much for your time and participation.

Respectfully,

Tracey MacDonald, Senior Transit and Rail Planner

El Departamento de Transporte de Colorado (CDOT) está llevando a cabo una encuesta de alcance estatal para enterarse del comportamiento de viaje y las necesidades de transporte de adultos mayores y adultos con incapacidades. Su hogar ha sido seleccionado al azar para participar en esta encuesta. Si no puede completar la encuesta adjunta en inglés, podría pedirle a una amistad o un miembro de familia que le ayude con ella, y devolverla en el sobre pre-pagado adjunto. También puede completar la encuesta en línea en español en:

www.n-r-c.com/survey/cdotsurvey.htm

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si lo desea, también puede llamar al Stacy Romero a 303-757-9237 y dejar un mensaje con su dirección, y se le enviará por correo una copia de la encuesta en español.

Sus respuestas permanecerán completamente confidenciales, y serán reportadas solamente en forma de grupo.



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Since your household is one of a small number of households in the area randomly chosen to participate in this survey, it is very important that you do so!

Because we want to hear from a representative group of people who are age 65 and older or adults age 18 or older with a disability, please have the adult age 65 years or older or the adult with a disability age 18 or older in your household **who most recently had a birthday** (regardless of the year of birth) take a few minutes to complete this survey.

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Dear Colorado Resident:

You should have received a copy of this survey about a week ago. If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.

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Colorado Department of Transportation Survey

1. In a typical month, about how often, if ever, do you use the following forms of transportation?

	<u>Never</u>	<u>4 or fewer times a month</u>	<u>1 to 2 times a week</u>	<u>3 or more times a week</u>
Drive myself in a personal vehicle.....	1	2	3	4
Get a ride in a personal vehicle from a family member or someone who lives in my household	1	2	3	4
Get a ride in a personal vehicle from family, friends or neighbors	1	2	3	4
Driven by a paid driver or personal assistant.....	1	2	3	4
Get a ride from a volunteer driver.....	1	2	3	4
Take a taxi at the full price fare	1	2	3	4
Take a taxi at a subsidized or discounted fare.....	1	2	3	
Walk	1	2	3	4
Bicycle	1	2	3	4
Use transportation provided by my faith community or church.....	1	2	3	4
Use a senior center or community center shuttle	1	2	3	4
Use the shuttle/transportation provided by the housing facility or complex where I live	1	2	3	4
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	1	2	3	4
Use paratransit, which is “on demand” transportation, where you can call ahead or otherwise arrange for services (e.g., “call-a-ride,” “access-a-ride”, etc.)	1	2	3	4
Use a private or non-profit transportation service or program.....	1	2	3	4
Some other form of transportation (what? _____)	1	2	3	4

2. About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?

- None of my trips
- Less than half my trips
- About half my trips
- More than half my trips
- All of my trips

3. If you drive yourself, what time of day do you most often drive?

- I don't drive → GO TO QUESTION #5
- Mornings
- Afternoons
- Evenings and nights

4. For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?

- Very likely
- Somewhat likely
- Not at all likely

5. Do you ever have trouble finding transportation for trips you want or need to make?

- No, never → GO TO QUESTION #9
- Rarely
- Sometimes
- A lot of times

6. For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)

- Work
- Visiting family or friends
- Volunteering
- Medical appointment
- Community event
- Religious service
- Recreation
- School
- Shopping/pharmacy trips
- Other, please specify: _____

7. What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)

- Weekdays 6am to 10am
- Weekdays 10am to 4pm
- Weekdays 4pm to 7pm
- Weekdays 7pm to midnight
- Weekdays Midnight to 6am
- Saturday day time
- Saturday night time
- Sunday day time
- Sunday night time

8. How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?

- Never
- Once or twice
- 3 to 6 times
- 7 times or more

9. Public transportation services includes buses, trains and other forms of transportation that charge set fares, run on fixed routes, and are available to the public.

Below is a list of possible barriers to using public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using public transportation.

	<u>Major problem</u>	<u>Minor problem</u>	<u>Not a problem</u>
Service is not provided where I live or where I want to go.....	1	2	3
Service does not operate during the times I need	1	2	3
Information about fares, schedules and routes is difficult to find.....	1	2	3
Information about fares, schedules and routes is difficult to read	1	2	3
I cannot understand the information about fares, schedules and routes	1	2	3
Information about fares, schedules and routes is not in my first (non-English) language	1	2	3
I am unclear about how to use public transportation.....	1	2	3
I cannot easily access bus stops or light rail stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	1	2	3
Buses or light rail trains lack clear announcements or visual displays about the next stops	1	2	3
I cannot easily access bus stops or light rail stations when there is snow or other poor weather conditions, or don't want to or can't wait for delayed buses or trains in poor weather.....	1	2	3
I have health reasons that prevent me from being able to use fixed route public transportation.....	1	2	3
I have difficulty boarding and exiting buses or light rail trains.....	1	2	3
Distance from bus stop or light rail station is too far for me to walk	1	2	3
I am unable to get a seat	1	2	3
I do not feel safe while waiting for the bus or light rail train	1	2	3
I do not feel safe while riding the bus or light rail train.....	1	2	3
Fares are too expensive	1	2	3
Travel time to my destinations is too long.....	1	2	3
Bus stops and stations are poorly maintained	1	2	3
Service is not reliable	1	2	3
I do not understand how to make a transfer.....	1	2	3
Other reasons: _____			

10. Paratransit is a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. Most paratransit service is provided “on demand,” meaning the person using the service must contact the agency to arrange service.

Below is a list of possible barriers to using paratransit services. To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services?

	<u>Major problem</u>	<u>Minor problem</u>	<u>Not a problem</u>
Service is not provided where I live or where I want to go	1	2	3
Service does not operate during the times I need.....	1	2	3
Information about how to use the service and the costs is difficult to find	1	2	3
Information about how to use the service and the costs is difficult to read.....	1	2	3
Information about how to use the service and the costs is not in my first (non-English) language.....	1	2	3
I cannot understand the information on how to use the service and the costs...	1	2	3
I am unclear about how to start using it.....	1	2	3
Other reasons: _____			

11. How would you prefer to get your information about transportation services and programs? (Please select all that apply.)

- Through my place of residence
- Friends or family
- Printed materials
- Telephone
- Other, please specify: _____
- Through the place where I work or volunteer
- Electronic (websites, email, social media, smart phone)
- In-person assistance
- Presentations at church, community centers, etc.

12. CDOT is working with a number of groups across the state to create a statewide transit plan. We want to know what issues we should focus on in creating this plan. How important are each the following issues to you?

	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Supporting the development of easily accessible and understandable transportation information and referral services	1	2	3
Supporting veterans’ transportation issues.....	1	2	3
Supporting volunteer and faith-based transportation services	1	2	3
Increasing the availability of wheelchair-accessible taxi cabs	1	2	3
Expanding discount programs and/or subsidies for public transportation and/or taxi fares.....	1	2	3
Providing more transportation services in my community.....	1	2	3
Providing more transportation services to regional destinations.....	1	2	3
Expanding hours that transportation services are offered.....	1	2	3
Expanding or adding routes in my community	1	2	3
Providing lower fares for seniors and disabled riders.....	1	2	3

13. What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

14. What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

15. Please indicate if you have difficulty with any of these activities. (Please select all that apply.)

- Climbing stairs
- Talking
- Lifting or carrying a package or bag
- Understanding written directions
- Understanding spoken directions
- Seeing
- Hearing
- Walking ¼ mile

16. Do you use any of the following to get around? (Please select all that apply.)

- None
- Guide or service dog
- White cane
- Cane or walker
- Power wheelchair or scooter
- Manual wheelchair

17. Which best describes the building you live in?

- Single family home or mobile home
- Townhouse, condominium, duplex or apartment
- Age-restricted senior living residence
- Assisted living residence
- Nursing home
- Other _____

18. What is your home zip code?..... _____

19. What is your race/ethnicity? (Mark one or more categories to indicate which you consider yourself to be.)

- American Indian or Alaskan native
- Asian or Pacific Islander
- Black, African American
- Hispanic/Spanish/Latino
- White/Caucasian
- Other

20. In which category is your age?

- 18 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75 - 84 years
- 85 - 94 years
- 95 years or older

21. What is your gender?

- Female
- Male

Thank you for completing this survey.
Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc.
2955 Valmont Rd., Suite 300
Boulder, CO 80301