



## APPENDIX A GLOSSARY OF TERMS

**ACCESSIBLE VEHICLE (OR WHEELCHAIR-ACCESSIBLE VEHICLE OR ADA ACCESSIBLE VEHICLE)** - Public transportation revenue vehicles, which do not restrict access, are usable, and provide allocated space and/or priority seating for individuals who use wheelchairs, and which are accessible using ramps or lifts.

**ADVANCED GUIDEWAY SYSTEM (AGS)** – A fully automated, driverless, grade-separated transit system in which vehicles are automatically guided along a guideway. The guideway provides both physical support as well as guidance. The system may be elevated or at-grade. Examples include maglev systems, people mover systems and monorail.

**AMERICAN RECOVERY AND REINVESTMENT ACT OF 2009 (ARRA)** – Legislation passed in 2009 as an economic stimulus program to fund projects such as improving education, building roads, public transportation, criminal justice, health care and others. The intent of the act is that it would result in jobs and other associated economic benefits.

**AMERICANS WITH DISABILITIES ACT (ADA)** – Federal civil rights legislation for disabled persons passed in 1990. It mandates that public transit systems make their services more fully accessible to the disabled. If persons with disabilities are not capable of accessing general public transit service, the law requires agencies to fund and provide for delivery of paratransit services which are capable of accommodating these individuals.

**AREA AGENCY ON AGING (AAA)** A state-approved county or regional body responsible for administering Title III funds within a particular geographical area. There are 16 AAAs in Colorado.

**ASSET MANAGEMENT** – A systematic and strategic process of operating, maintaining, upgrading and expanding physical assets effectively through their life cycles.

**BROKERAGE** - A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors.

**BUS RAPID TRANSIT (BRT)** – BRT combines the quality of rail transit with the flexibility of buses. It can operate on exclusive transitways, HOV lanes, expressways, or ordinary streets. A BRT system combines Intelligent Transportation Systems (ITS) technology, priority for transit, lower emissions, quieter vehicles, rapid and convenient fare collection, and integration with land use policy.

**CAPITAL COSTS** – Refers to the costs of long-term assets of a public transit system such as property, buildings, equipment and vehicles. Can include bus overhauls, preventive maintenance, mobility management and even a share of transit providers' ADA paratransit expenses.

**CARPOOL** – Arrangement made between a group of people that ride together to a designated place.

**CAR SHARE** – Companies that own cars that can be rented by members for the hour or day and are conveniently located at designated locations (transit stations, downtown, etc.).

**COLORADO DEPARTMENT OF TRANSPORTATION (CDOT)** - CDOT is primarily responsible for the design, construction, maintenance, and operation of Colorado Highway System, including the Interstate Highway System within the state's boundaries. Within CDOT, the Division of Aeronautics supports aviation interests statewide, the Division of Transit and Rail provides assistance to numerous transit systems around the state, and the Bicycle and Pedestrian Program supports improvements to non-motorized facilities, such as bike paths, trails and routes, and pedestrian walkways and trails. [www.coloradodot.info](http://www.coloradodot.info)

**COLORADO TRANSPORTATION COMMISSION** – The state's transportation system is managed by the Colorado Department of Transportation under the direction of the Transportation Commission. The commission is

comprised of 11 commissioners who represent specific districts. Each commissioner is appointed by the Governor, confirmed by the Senate, and serves a four-year term. The Transportation Commission is responsible for formulating general policy with respect to the management, construction, and maintenance of the state's transportation system; advising and making recommendations to the Governor and the General Assembly relative to transportation policy; and promulgating and adopting CDOT's budgets and programs, including construction priorities and approval of extensions of abandonments of the state highway system.

[www.coloradodot.info/about/transportation-commission](http://www.coloradodot.info/about/transportation-commission)

**COMMUTER RAIL** – A transit mode that is an electric or diesel propelled railway for urban passenger train service consisting of local short distance travel operating between a central city and adjacent suburbs. Service is operated on a regular basis by or under contract with a transit operator for the purpose of transporting passengers within urbanized areas, or between urbanized areas and outlying areas.

**COUNCIL OF GOVERNMENTS (COG)** – A voluntary association of local governments that operates as a planning body, collects and disseminates information, reviews applications for funding, and provides services common to its member agencies.

**COMMUNITY CENTERED BOARDS (CCBS)** – Private non-profit agencies that provide services to the developmentally disabled population. CCBs provide a variety of services, including transportation.

**COORDINATION** – A cooperative arrangement among public and private transportation agencies and human service organizations that provide transportation services. Coordination models can range in scope from shared use of facilities, training or maintenance to integrated brokerages of consolidated transportation service providers. Coordination also means the cooperative development of plans, programs and schedules among responsible agencies and entities to achieve general consistency, as appropriate.

**COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN (COORDINATED PLAN)** – a locally or regionally developed, coordinated plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those needs, and prioritizes transportation services for funding and implementation. The Federal Transit Administration (FTA) requires that a project be included in a Coordinated Plan to be eligible for certain federal transit funds.

**CURB-TO-CURB** – A form of paratransit or demand-response service that picks up passengers at the curbside.

**DEADHEAD** – The time/distance that a transit vehicle does NOT spend in revenue service or moving passengers, as in the movement from the garage to the beginning of a route.

**DEMAND-RESPONSE SERVICE** – Personalized, direct transit service where individual passengers request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed schedule or a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called “dial-a-ride,” “paratransit” or “specialized service” to refer to any non-fixed route service. These services usually, but not always, require advance reservations and are often provided for elderly and disabled persons.

**DEVIATED FIXED ROUTE** – Provides service along a fixed route with deviations to pick up special riders (e.g., elderly and disabled persons) without significantly detracting from its schedule.

**DISABLED** – Any person who by reason of illness, injury, age, congenital malfunction or other permanent or temporary incapacity or disability, is unable, without special facilities, to use local transit facilities and services as effectively as people who are not so affected.

**DIVISION OF TRANSIT AND RAIL (DTR)** – A division within the Colorado Department of Transportation (CDOT) responsible for transit and rail policy, planning, funding and oversight. DTR was created in 2009 to promote,

plan, design, build, finance, operate, maintain and contract for transit services, including, but not limited to bus, passenger rail and advanced guideway systems. The Division is also responsible for administering and expending state and federal transit funds, integrating transit and rail into the statewide transportation system, and developing a statewide transit and passenger rail plan as part of the multimodal statewide transportation plan.

**DOOR-TO-DOOR SERVICE** – A form of paratransit or demand –response service that includes passenger assistance between the vehicle and the door of the passengers’ home or other destination. A higher level of service than curb-to-curb, yet not as specialized as “door-through-door” service.

**DOOR-THROUGH-DOOR SERVICE** – A form of paratransit or demand-response service that includes passenger assistance between the vehicle and within the home or destination. A higher level of service than curb-to-curb and door-to-door service.

**ENVIRONMENTAL JUSTICE (EJ)** – Refers to the fair treatment of all people, regardless of race, color, national origin or income in terms of the distribution of benefits and costs of federal programs, policies and activities. Executive Order 12898, signed by President Clinton on February 11, 1994, requires procedures be established to protect against the disproportionate allocation of adverse environmental and health burdens on a community’s minority and low-income populations.

**FARE BOX RECOVERY** – The amount of revenue generated through fares by paying customers as a fraction of the total operating expenses.

**FEDERAL HIGHWAY ADMINISTRATION (FHWA)** – The agency within the U.S. Department of Transportation that provides funding for the construction, maintenance and preservation of the nation’s highways, bridges and tunnels. [www.fhwa.dot.gov](http://www.fhwa.dot.gov)

**FEDERAL TRANSIT ADMINISTRATION (FTA)** – The agency within the U.S. Department of Transportation that administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers. FTA provides financial assistance for capital, operating, administration and planning costs of these public transportation systems. [www.fta.dot.gov](http://www.fta.dot.gov)

**FEDERAL RAILROAD ADMINISTRATION (FRA)** – The federal agency within the U.S. Department of Transportation that oversees certain aspects of rail services, especially safety issues. The FRA promulgates and enforces rail safety regulations, administers railroad assistance programs, conducts research and development in support of improved railroad safety and national rail transportation policy, among other things. [www.fra.dot.gov](http://www.fra.dot.gov)

**FIXED ROUTE** – Transit services where vehicles run on regular, scheduled routes with fixed stops and no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.

**FUNDING AGENCY** - Any organization, agency, or municipality that funds transportation services by contracting with another organization, agency, or municipality to provide the service. This does not include organizations that provide travel vouchers, subsidies, stipends, reimbursements, or other travel assistance directly to their clients for travel on public transit, paratransit, taxi services, other agency-sponsored transportation, or in private vehicles.

**FUNDING ADVANCEMENT FOR SURFACE TRANSPORTATION AND ECONOMIC RECOVERY (FASTER) ACT** – Signed into law in 2009, FASTER provides state funds from an increase in vehicle registration fees to improve roadways, repair unsafe bridges, and support and expand transit. FASTER generates approximately \$200 million every year for transportation projects across Colorado. Of this, \$15 million annually goes to fund public

transportation/transit projects statewide. Additional money is provided for city roads (approx. \$27 million annually) and county roads (approx. \$33 million annually). <http://www.coloradodot.info/projects/fasternew>

**HEAD START** – A federal program that provides support to children, birth to age five, that come from low income families by improving their physical, social and emotional development. Head Start programs are typically managed by local nonprofit organizations and are in almost every county in the country.

**HEADWAY** – The time interval between the passing of successive transit buses or trains moving along the same route in the same direction, usually expressed in minutes. It may also be referred to as service frequency.

**HIGHWAY TRUST FUND (HTF)** – is a federal transportation fund, established in 1956 to finance the Interstate Highway System. In 1982, the Mass Transit Fund was created and a portion of the HTF also funds transit projects. Revenue for the HTF is generated by the federal fuel tax (18.4 cents per gallon on gasoline and 24.4 cents per gallon of diesel fuel), which has not increased since 1993.

**HIGHWAY USERS TAX FUND (HUTF)** – A state transportation fund, primarily funded by a motor fuel tax of 22 cents per gallon. Colorado's gas tax has been 22 cents since 1991. Funds are distributed based on a formula to CDOT, counties, and municipalities. Counties are authorized to flex HUTF dollars to transit, multimodal, bicycle, and pedestrian projects.

**HUMAN SERVICES TRANSPORTATION** - Transportation for clients of a specific human or social service agency that is usually limited to a specific trip purpose (e.g., Medicaid, Title III, etc.). Human service agency trips are often provided under contract to a human service agency and may be provided exclusively or rideshared with other human service agencies or general public service.

**INTERCITY TRANSPORTATION** - Long distance service provided between at least two urban areas or that connects rural areas to an urbanized area, usually on a fixed route, and often as part of a large network of intercity bus operators. Both express and local bus service may be provided. The Greyhound and Trailways systems are examples national intercity bus networks. Under the Federal Transit Administration's Section 5311(f) program, intercity transportation service must receive no less than 15 percent of each state's total Section 5311 funding, unless a state's governor certifies that these needs are already being met.

**ITS (INTELLIGENT TRANSPORTATION SYSTEMS)** – Technical innovations that apply communications and information processing to improve the efficiency and safety of ground transportation systems.

**LAST MILE CONNECTION** – Refers to the challenge of getting people from transit centers/stations to their final destination. Last mile connections can be made by walking, biking, shuttles, local bus routes, etc.

**LIGHT RAIL** – A transit mode that typically is an electric railway with a light volume traffic capacity characterized by vehicles operating on fixed rails in shared or exclusive right-of-way. Vehicle power is drawn from an overhead electric line (catenary).

**LIMITED ENGLISH PROFICIENT (LEP) PERSONS** - Refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

**LOW-INCOME PERSON** – A person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

**LOW-INCOME POPULATION** –Refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient person who will be similarly affected by a proposed DOT program, policy or activity.

**MAGLEV (Magnetic Levitation)** – A high-speed form of transit that moves along a fixed guideway by means of magnetic forces that vertically lift the vehicle from the guideway to propel it forward.

**MOVING AHEAD FOR PROGRESS IN THE 21<sup>ST</sup> CENTURY ACT (MAP-21)** – A two-year funding and authorization bill to govern the United States federal surface transportation spending passed by Congress June 29, 2012 and signed into law by President Obama on July 6, 2012.

**MATCH** - State or local funds required by various federal or state programs to complement funds provided by a state or federal agency for a project. A match may also be required by states in funding projects that are joint state/local efforts. Some funding sources allow services, such as the work of volunteers, to be counted as an in-kind funding match. Federal programs normally require that match funds come from other than federal sources.

**METROPOLITAN PLANNING ORGANIZATION (MPO)** – The agency designated by law as responsible for carrying out the transportation planning process and developing transportation plans and programs within an urbanized area. MPOs are established by agreement between the Governor and the local governments. There are five MPOs in Colorado.

**MINORITY PERSONS** - includes the following:

- (1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- (2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- (3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- (4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- (5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**MODE/INTERMODAL/MULTIMODAL** - *Mode* refers to a form of transportation, such as automobile, transit, bicycle, and walking. *Intermodal* refers to the connections between modes, and *multimodal* refers to the availability of transportation options within a system or corridor.

**MODE SHARE** – Indicates the share of a transportation mode utilized by people for their transportation trips as compared to other modes and all of a region’s transportation trips as a whole.

**MONORAIL** – Guided transit vehicles operating on or suspended from a single rail, beam or tube.

**NATIONAL TRANSIT DATABASE (NTD)**: Annual reports (formerly known as “Section 15” reports) that provide financial and operating data that are required of almost all recipients of transportation funds under Section 5307. [www.ntdprogram.gov/ntdprogram/](http://www.ntdprogram.gov/ntdprogram/)

**NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)** - A form of medical transportation that is provided in non-emergency situations to people who require special medical attention. Often a form of human service transportation and a resource of Departments of Health and Human Services.

**OLDER AMERICANS ACT (OAA)** – An act passed in 1965 to address the needs of older adults and provide comprehensive services to those at risk of losing their self dependence. The act focuses on boosting the income, housing, health, employment, retirement and community services for older adults.

**OPERATING EXPENSES/COSTS** – The sum of all recurring expenses (e.g., labor, materials, supplies, fuel and equipment) associated with the operation and maintenance of the transit system including maintain equipment and buildings, operate vehicles, and to rent equipment and facilities.

**OPERATING REVENUES** – All funds generated from the operation of a transit system, including passenger fares, donations, advertising fees, etc.

**PARATRANSIT SERVICE** - The ADA requires public transit agencies that provide fixed-route service to provide “complementary paratransit” services to people with disabilities who cannot use the fixed-route bus or rail service because of a disability. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare.

**PARK-AND-RIDE** – A parking garage or lot used for parking passengers’ automobiles while they use transit agency facilities. Generally established as collector sites for rail or bus service, but may also serve as collector sites for vanpools and carpools, and as transit centers. Can be either free or fee-based.

**PERFORMANCE MEASURES** – Specific measures developed to evaluate the impact and effectiveness of public transit.

**PUBLIC (MASS) TRANSPORTATION** – Transportation by bus, rail, or other conveyance, either publicly or privately owned, provided to the general public or special service on a regular and continuing basis. Does not include school bus, charter, or sightseeing service.

**REGIONAL PLANNING COMMISSION (RPC)** – The planning body responsible for transportation planning within a MPO or rural area.

**REGIONAL TRANSPORTATION PLAN (RTP)** – A multimodal transportation plan addressing no less than a 20-year planning horizon that is developed, adopted, and updated by the MPO or RPC through the transportation planning process.

**REVENUE SERVICE MILES** – The time when a vehicle is available to the general public, including running time and layover/recovery time.

**RIDESHARING** – A form of transportation in which two or more people shares the use of a vehicle, such as a van or a car. Also known as carpool or vanpool.

**SERVICE AREA** - A measure of access to transit service in terms of population served and area coverage (square miles). For fixed-route service, service areas are typically arranged in corridors. Complementary ADA paratransit services are required by ADA law to extend ¼ mile beyond the fixed-route corridors. As demand response serves a broad area and does not operate over a fixed route, the “service area” encompasses the origin to destination points wherever people can be picked up and dropped off.

**SERVICE SPAN** – The hours at which service begins and ends during a typical day.

**SOCIAL SECURITY ACT (SSA)** – Federal legislation enacted in 1935 to provide elderly citizens (age 60 and older) with a monthly stipend, which is funded by payroll taxes on working citizens. The Act has been amended several times and now also provides stipends to dependents and those with disabilities.

**STATEWIDE TRANSPORTATION ADVISORY COMMITTEE (STAC)** – Committee that provides advice to the Colorado Department of Transportation and the Transportation Commission on the needs of the transportation system in Colorado and review and comment on all regional transportation plans submitted by the transportation planning regions and/or CDOT.

**STATEWIDE TRANSPORTATION IMPROVEMENT PROGRAM (STIP)** – A statewide prioritized listing/program of transportation projects covering a period of four years that is consistent with the long-range statewide transportation plan, regional transportation plans, and TIPs, and required for projects to be eligible for funding.

**STATEWIDE TRANSPORTATION PLAN** – The long-range, fiscally constrained, comprehensive, multimodal statewide transportation plan covering a period of no less than 20 years from the time of adoption, developed through the statewide transportation planning process, and adopted by the Colorado Transportation Commission.

**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)** – A federal assistance program created in 1997. It is a social security program that provides financial assistance to indigent American families with dependent children through the Department of Health and Human Services.

**TITLE VI** – A federal regulation that prohibits discrimination by recipients of federal financial assistance on the basis of race, color, and national origin, including denial of meaningful access for limited English proficient persons.

**TRANSIT AND RAIL ADVISORY COMMITTEE (TRAC)** – An advisory committee created specifically to advise the CDOT Executive Director, the Colorado Transportation Commission and the Division of Transit and Rail on transit and rail related activities.

**TRANSIT ORIENTED DEVELOPMENT (TOD)** – A type of development that links land use and transit facilities to support the transit system and help reduce sprawl, traffic congestion and air pollution. It calls for locating housing, along with complementary public uses (jobs, retail and services) at strategic points along a transit line.

**TRANSPORTATION DEMAND MANAGEMENT (TDM)** – Low-cost ways to reduce demand by automobiles on the transportation system, such as programs to promote telecommuting, flextime and ridesharing.

**TRANSPORTATION DISADVANTAGED:** A term used to describe those people who have little or no access to meaningful jobs, services, and recreation because a transportation system does not meet their needs. Often refers to those individuals who cannot drive a private automobile because of age, disability, or lack of resources.

**TRANSPORTATION EXPENSES** - Expenses for transportation services including vehicle operation, scheduling, dispatching, vehicle maintenance, fuel, supervision, fare collection (including ticket or scrip printing and sales), and other expenses for the purpose of carrying passengers, whether provided in-house, through contracts, or via taxicab.

**TRANSPORTATION IMPROVEMENT PROGRAM (TIP)** – A prioritized listing/program of transportation projects covering a period of four years that is developed and formally adopted by an MPO as part of the transportation planning process, consistent with the regional transportation plan, and required for projects to be eligible for funding. The TIP is included in the STIP without modification.

**TRANSPORTATION PLANNING REGION (TPR)** – A geographically designated area of the state within which a regional transportation plan is developed. The term is inclusive of non-MPO TPRs, MPO TPRs and areas with both. There are 15 TPRs in Colorado; 5 are MPOs and 10 are in rural areas of the state.

**TRANSPORTATION PROVIDER** - Any organization, agency, or municipality that operates its own vehicles with agency staff and schedules trips for passengers or clients. This does not include organizations that provide travel



vouchers, subsidies, stipends, reimbursements, or other travel assistance directly to their clients for travel on public transit, paratransit, taxi services, other agency-sponsored transportation, or in private vehicles.

**URBANIZED AREA** - An area defined by the U.S. Census Bureau that includes one or more incorporated cities, villages, and towns (central place), and the adjacent densely settled surrounding territory (urban fringe) that together have a minimum of 50,000 persons. The urban fringe generally consists of contiguous territory having a density of at least 1,000 persons per square mile. Urbanized areas do not conform to congressional districts or any other political boundaries.

**U.S. DOT (UNITED STATES DEPARTMENT OF TRANSPORTATION)** – The federal cabinet-level agency with responsibility for highways, mass transit, aviation and ports headed by the secretary of transportation. The DOT includes the Federal Highway Administration, Federal Railroad Administration, Federal Aviation Administration and the Federal Transit Administration, among others. [www.dot.gov](http://www.dot.gov)

**VANPOOL** – An arrangement in which a group of passengers share the use and costs of a van in traveling to and from pre-arranged destinations together.

**WORKFORCE INVESTMENT ACT (WIA)** – A federal law enacted in 1998 to provide workforce investment activities, through statewide and local workforce investment systems with a goal of increasing the employment, retention, and earnings of participants and to increase occupational skill attainment.



## APPENDIX B TRANSIT WORKING GROUP

The following includes a list of stakeholders invited to the Transit Working Group meetings in the Upper Front Range region.

## Upper Front Range Transit Working Group Invitees

Agency	Name	Title
Access and Ability	Menda Warne	Executive Director
Alternative Homes for Youth	Shayna Miller	Executive Director
ARC of Weld County	Larry McDermott	Executive Director
Ault Senior Citizens Association	Mildred Danielson	President
Berthoud Rural Alternative for Transportation	Ruth Fletcher-Carter	Project Coordinator
Berthoud Senior Center (Golden Links)		
Brush Housing Authority	Ray Danielson	Executive Director
Brush Senior Center	Betty Condy	Executive Director
Catholic Charities Northern Colorado	Tracy Murphy	Director of Communications
CDOT DTD	Marissa Robinson	UFR Liaison
CDOT DTR	David Averill	DTR Plan Lead
CDOT DTR	Stacy Romero	Grant Coordinator
CDOT Policy Office	Aaron Greco	Budget/Policy Analyst
CDOT Region 4	Karen Schneiders	Region 4 Planner
CDOT Region 4	Johnny Olson	Regional Transportation Director
CDOT Region 4	Myron Hora	Regional Planning and Environmental Manager
CDOT Transportation Commission	Kathy Gilliland	District 5 Commissioner
City of Fort Lupton	Claud Hanes	City Administrator
City of Fort Morgan	Bradley Curtis	Municipal Engineer
Colorado Head Start Association	Andrea Molarius	Executive Director
Colorado Medicaid NEMT (First Transit)	Gavin Tomlinson	Regional Transportation Manager
Connections for Independent Living	Beth Danielson	Executive Director
Crossroads Ministry	Virgil Good	Executive Director
Elderhaus	Joanne Vande Walle	Executive Director
Envision	Mary Lu Walton	Executive Director
Estes Park Free Shuttle	Teri Salerno	Visitor Center Manager
Estes Park Housing Authority	Rita Kurelja	Executive Director
Estes Park Senior Citizens Center	Lori Mitchell	Senior Center Manager
Foothills Gateway	Timothy O'Neill	Executive Director
Fort Morgan Housing Authority	Jo Spotts	Executive Director
Fort Morgan Senior Center	Jane Perkins	Sr. Center Coordinator
Fort Morgan Workforce Center		

# Upper Front Range

Regional Coordinated Transit and  
Human Services Plan

Transportation Planning Region

Agency	Name	Title
Gray Cara Alternative Facility	Mark Gray	Owner
Greeley Center for Independence (Stephens Campus)	Adelita Romero	Day Program Coordinator
Greeley-Evans Transit	Will Jones	Director
Greeley-Weld Housing Authority	Tom Teixeira	Executive Director
Grover Senior Citizens Club	Betty Gage	
Health Services District of Northern Larimer County	Carol Plock	Executive Director
Hillcrest Friendship Club	Orva Sidman	President
Housing Authority of Fort Lupton	Renee Gonzales	Executive Director
Kersey Senior Center	Brett Bloom	Kersey Town Administrator
Larimer County	Steve Johnson	Commissioner
Larimer County	Tom Donnelly	Commissioner
Larimer County	Lew Gaiter III	Commissioner
Larimer County Department of Human Services	Ginny Riley	Director
Larimer County Engineering Department	Martina Wilkinson	Traffic Engineer
Larimer County Office on Aging	Lynda Meyer	AAA Director
Larimer County Veterans Services	Debbie Pierson	Veterans Services Officer
Larimer County Workforce Center	Joni Friedman	Department Director
LaSalle Town Government Recreation	Bob Lohff	Rec Director/Sr Programs
Morgan County	Laura Teague	Commissioner
Morgan County	Brian McCracken	Commissioner
Morgan County	Jim Zwetzig	Commissioner
Morgan County Department of Human Services	Steve Romero	Director
Morgan County Veterans Services	Stan Gray	Veterans Services Officer
NECALG	HJ Greenwood	Executive Director
North Colorado Medical Center (NCCMC)	Ken Schultz	Board Executive Officer
North Front Range Metropolitan Planning Organization	Mary Warring	Mobility Manager
North Range Behavioral Health	Josh Noonan	Board President
Nunn Senior Center	Tony Vella	Senior Coordinator
Out West Senior Center	Jane Patterson	Manager
Rocky Mountain National Park	John Hannon	
Salud Family Health Administration	Clandra Robinson	Fort Lupton Director
Senior Resource Service	DeeAnn Groves	Founder/Executive Director
Sunrise Community Health Center	Cynthia Perez	

# Upper Front Range

Regional Coordinated Transit and  
Human Services Plan

Transportation Planning Region



Agency	Name	Title
The Aladdin at Keenesburg Assisted Living	Carol Blackson	Director
Town of Berthoud Public Works and BATS: Berthoud Area Transportation Service	Stephanie Brothers	Director
Town of Estes Park Public Works Dept	Scott Zurn	Director of Public Works
Triangle Cross Ranch	Brad Schlepp	President
Turning Point for Youth and Family Development	Stephanie Brown	Executive Director
United Way of Larimer County	Nick Chistensen	Board Chair
United Way of Weld County	Jeannine Truswell	President
Upstate Colorado Economic Development	Eric Berglund	President/CEO
Via Mobility Services	Lenna Kottke	Executive Director
Via Mobility Services	Bob D'Alessandro	Director of Customer and Community Services
Weld County	Bill Garcia	Commissioner At-Large
Weld County	Sean Conway	Commissioner At-Large
Weld County	Mike Freeman	District 1 Commissioner
Weld County	Douglas Rademacher	District 2 Commissioner
Weld County	Barbara Kirkmeyer	District 3 Commissioner
Weld County	Elizabeth Relford	Transportation Planner
Weld County Area Agency on Aging	Eva Jewell	AAA Division Head
Weld County Department of Human Services	Judy Griego	Director
Weld County Veterans Service Office	Deon Harris	Veterans Services Officer
Wellington Housing Authority	Julie Brewen	Executive Director
Wellington Senior Resource Center	Dotty Lowery	Director
Wiggins School District	Bill Crites	Transportation Director



## ***B.1 – Transit Working Group Meeting #1***

## Upper Front Range Transit Working Group Meeting #1

Date: December 11, 2013

Time: 1:30 PM – 3:30 PM

Location: Fort Morgan City Hall  
110 Main Street  
Fort Morgan, CO

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Meeting Goals: 1) Draft regional vision and goals, 2) Identify potential coordination strategies, 3) Initiate project prioritization

### Agenda

- 1) Welcome and Introductions
- 2) Statewide Planning Process
  - Statewide Transit Plan
  - Statewide Vision and Goals
  - Regional Coordinated Transit Plans
  - Schedule
- 3) Area Demographics
- 4) Transit Providers
- 5) Develop Regional Plan Vision and Goals
- 6) Coordination Plans and Coordination Strategies
- 7) Project Prioritization
- 8) Adjourn

CDOT Project Manager: Tracey MacDonald, [Tracey.MacDonald@state.co.us](mailto:Tracey.MacDonald@state.co.us)  
Phone: 303-757-9753

CDOT Regional Lead: David Averill, [David.Averill@state.co.us](mailto:David.Averill@state.co.us)  
Phone: 303-757-9347

Lead TPR Planner: [Ralph.powers@transitplus.biz](mailto:Ralph.powers@transitplus.biz)  
Phone: 720-222-4717

Project Web Site: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>

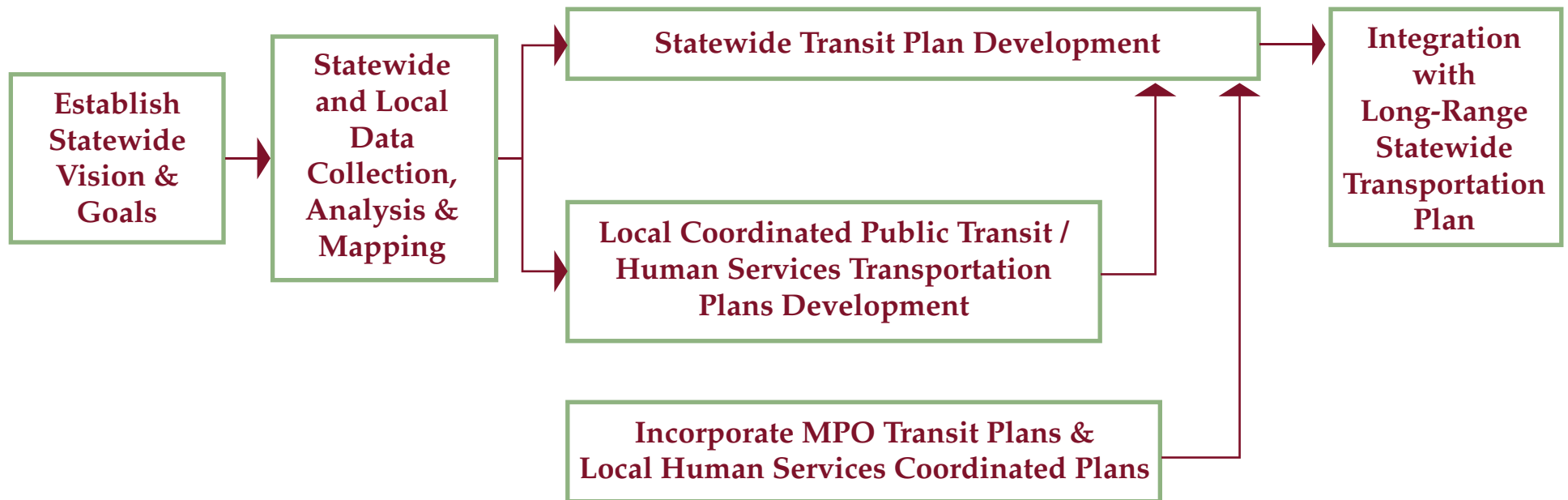
Conference Call # 1-877-820-7831  
Participant Code: 418377#

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# Work Plan

## Public Involvement & Agency Coordination

- Statewide Steering Committee
- Transit Working Groups
- Public Open Houses



## Project Management & Coordination

- Project Management Team
- Statewide Steering Committee
- Coordination Meetings



## The Statewide Transit Plan will Include:

- Ten local transit and human services coordination plans
- A vision for transit in Colorado
- CDOT's role in fulfilling the State's vision
- Policies, goals, objectives and strategies for meeting needs
- Visions for multimodal transportation corridors
- Demographic and travel profiles
- Existing and future transit operations and capital needs
- Funding and financial analysis
- Performance measures
- Public involvement
- Statewide survey of the transportation needs of the elderly and disabled

## Guiding Principles for Transit Planning at CDOT

- When planning and designing for future transportation improvements, CDOT will consider the role of transit in meeting the mobility needs of the multimodal transportation system. CDOT will facilitate increased modal options and interface to facilities for all transportation system users.
- CDOT will consider the role of transit in maintaining, maximizing and expanding system capacity and extending the useful life of existing transportation facilities, networks and right-of-way.
- CDOT will promote system connectivity and transit mobility by linking networks of local, regional and interstate transportation services.
- CDOT will work towards integrating transit to support economic growth and development, and the state's economic vitality. CDOT will pursue transit investments that support economic goals in an environmentally responsible manner.
- CDOT will establish collaborative partnerships with local agencies, transit providers, the private sector and other stakeholders to meet the state's transit needs through open and transparent processes.
- CDOT will advocate for state and federal support of transit in Colorado including dedicated, stable and reliable funding sources for transit. Through partnerships, CDOT will leverage the limited transit funds available and seek new dollars for transit in Colorado.

## STATEWIDE TRANSIT VISION

Colorado's public transit system will enhance mobility for residents and visitors in an effective, safe, efficient, and sustainable manner; will offer meaningful transportation choices to all segments of the state's population; and will improve access to and connectivity among transportation modes.

## SUPPORTING GOALS AND OBJECTIVES

### *Transit System Development and Partnerships*

Increase communication, collaboration and coordination within the statewide transportation network by supporting and implementing strategies that:

- Meet travelers' needs
- Remove barriers to service
- Develop and leverage key partnerships
- Encourage coordination of services to enhance system efficiency

### *Mobility/Accessibility*

Improve travel opportunities within and between communities by supporting and implementing strategies that:

- Strive to provide convenient transit opportunities for all populations
- Make transit more time-competitive with automobile travel
- Create a passenger-friendly environment, including information about available services
- Increase service capacity
- Enhance connectivity among local, intercity and regional transit services and other modes
- Support multimodal connectivity and services

### *Environmental Stewardship*

Develop a framework of a transit system that is environmentally beneficial over time by supporting and implementing strategies that:

- Reduce vehicle miles traveled and greenhouse gas emissions
- Support energy efficient facilities and amenities

### *Economic Vitality*

Create a transit system that will contribute to the economic vitality of the state, its regions, and its communities to reduce transportation costs for residents, businesses, and visitors by supporting and implementing strategies that:

- Increase the availability and attractiveness of transit
- Inform the public about transit opportunities locally, regionally and statewide
- Further integrate transit services into land use planning and development

### *System Preservation and Expansion*

Establish public transit as an important element within an integrated multimodal transportation system by supporting and implementing strategies that:

- Preserve existing infrastructure and protect future infrastructure and right-of-way
- Expand transit services based on a prioritization process
- Allocate resources toward both preservation and expansion
- Identify grant and other funding opportunities to sustain and further transit services statewide
- Develop and leverage private sector investments

### *Safety and Security*

Create a transit system in which travelers feel safe and secure and in which transit facilities are protected by supporting and implementing strategies that:

- Help agencies maintain safer fleets, facilities and service
- Provide guidance on safety and security measures for transit systems

## **Local Transit and Human Services Transportation Coordination Plans will Include:**

- Local vision, goals, and objectives
- Regional demographics
- An inventory of existing services
- Identification of needs and issues
- Prioritized projects and strategies
- Vision and framework for transit in 20 years
- Public involvement and agency coordination
- Funding and financial analysis

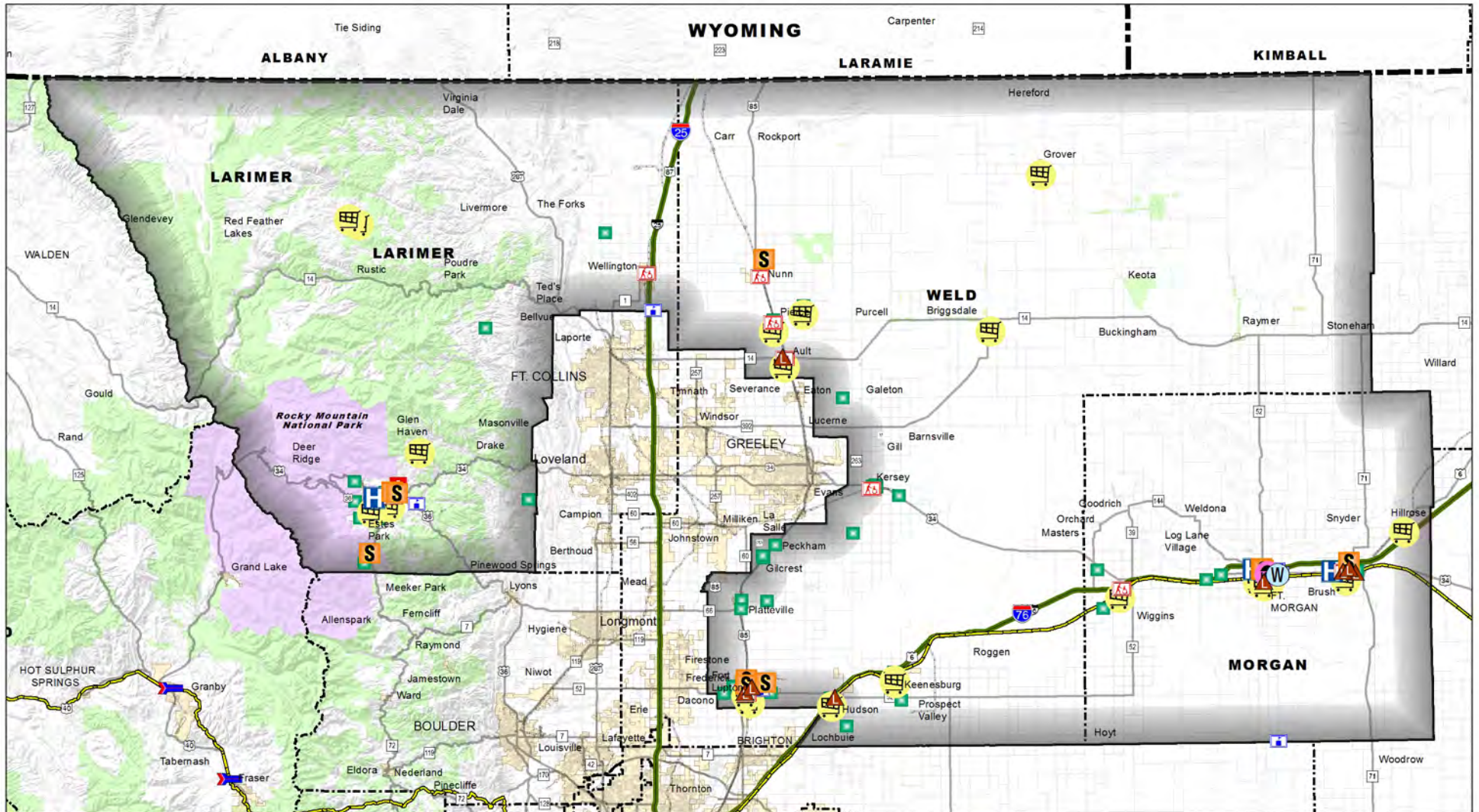
		2013				2014						
		SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Statewide Transit Plan Development	Statewide Steering Committee Meetings		●				●	●		●		
	Statewide Needs Analysis		█									
	Financial Analysis and Investment Needs	█	█									
	Statewide Policies and Strategies		█									
	Performance Measures	█	█									
	Draft Final Report Development						█					
	Agency Consultation - State/Federal					█						
	CDOT - 30 Day Review of Draft Final Report							█				
	Update Draft Report								█			
	SSC and Public Review of Draft Final Report									█		
	Prepare Final Report										█	
	Submit Final Report/ TC Adoption											█
	Final Report Spanish Translation											█
Regional Coordinated Transit Plan Development	Transit Working Group (TWG) Meetings		█			█						
	Local Plan/Statewide Open Houses		█									
	Vision and Goals Development	█	█									
	Financial Analysis and Investment Needs	█	█									
	Projects, Strategies & Prioritization	█	█									
	Needs Assessment/ Gap Analysis		█									
	Development of Draft Final Reports			█								
	CDOT - 30 Day Review of Draft Final Reports						█					
	Update Draft Reports							█				
	TWG and Public Review of Draft Final Reports							█				
	Prepare Final Reports								█			
Integration with Statewide Transportation Plan									█			

# Upper Front Range

Transportation Planning Region

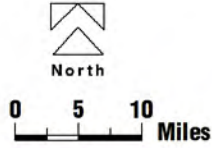
## Major Activity Centers and Destinations

Business locations derived from 2011 ESRI data.



### Legend

	Workforce Centers		Correctional Institutions		Hospitals		Section 8 and Multi-Family Housing Assistance		Amtrak Stations		U.S. & State Highways
	Mental Health Services		Veteran Services		Higher Education Institutions		Upper Front Range TPR Boundary		County Boundaries		National Parks and Monuments
	Human Service Agencies		Grocery Stores		Senior Citizens' Services		Incorporated Cities and Towns		State Boundaries		National Forest
	Employers with 50+ Employees		Amtrak Routes		Interstate Highways						



# Upper Front Range

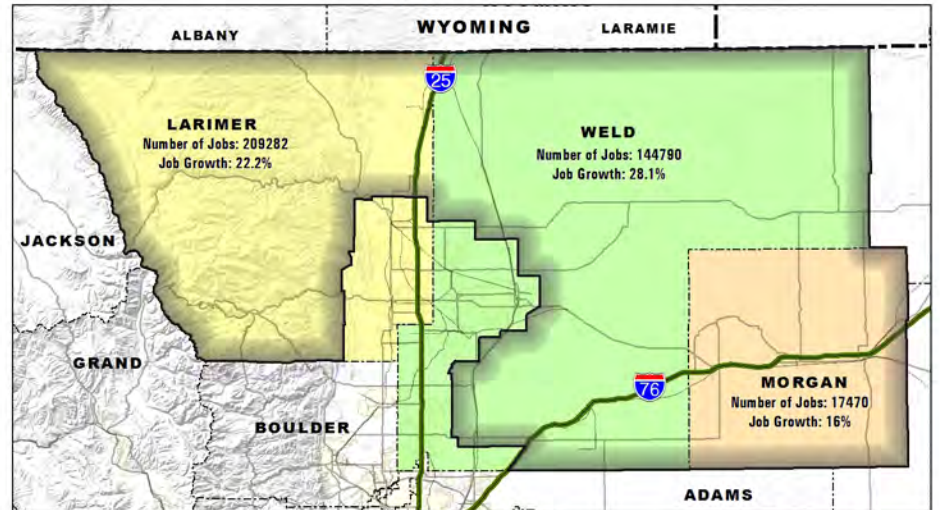
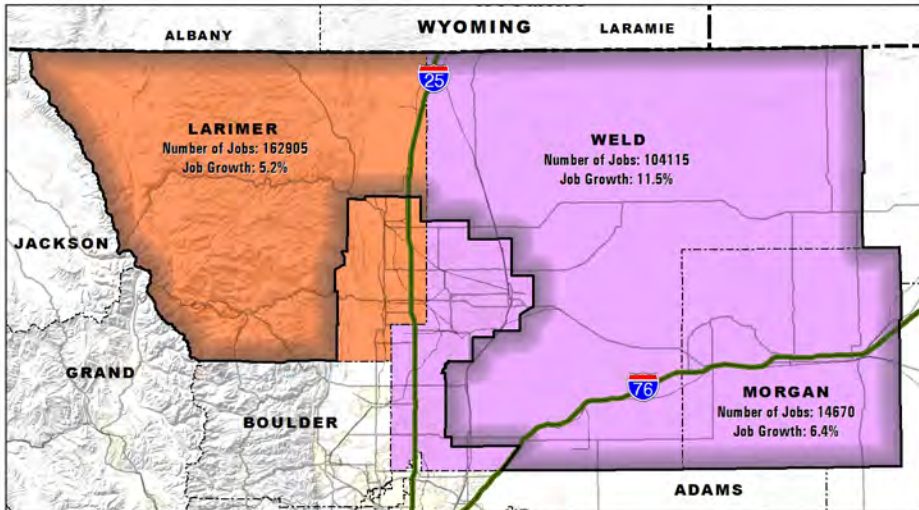
Transportation Planning Region

## Job Growth from 2000 to 2010, 2020, 2030 and 2040

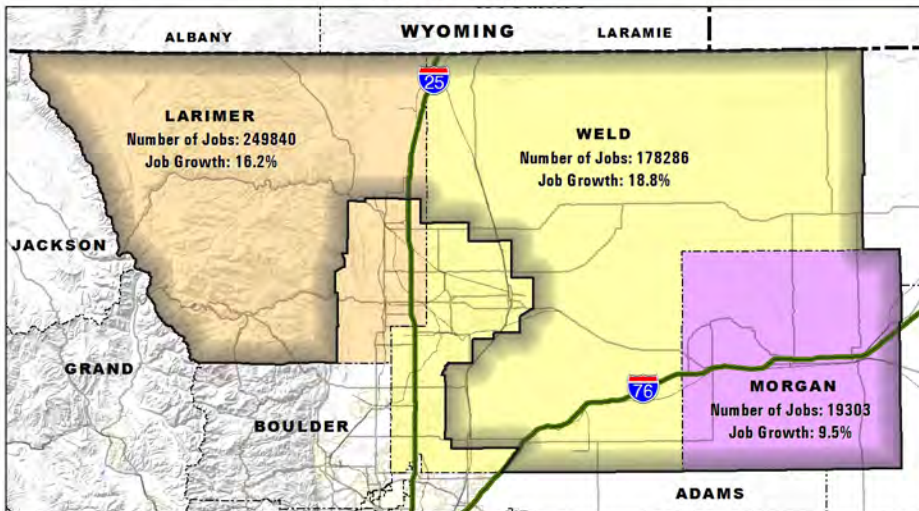
2000 - 2010

Job growth based on 2012 estimates provided by the State Demographer's Office through the Colorado Department of Local Affairs.

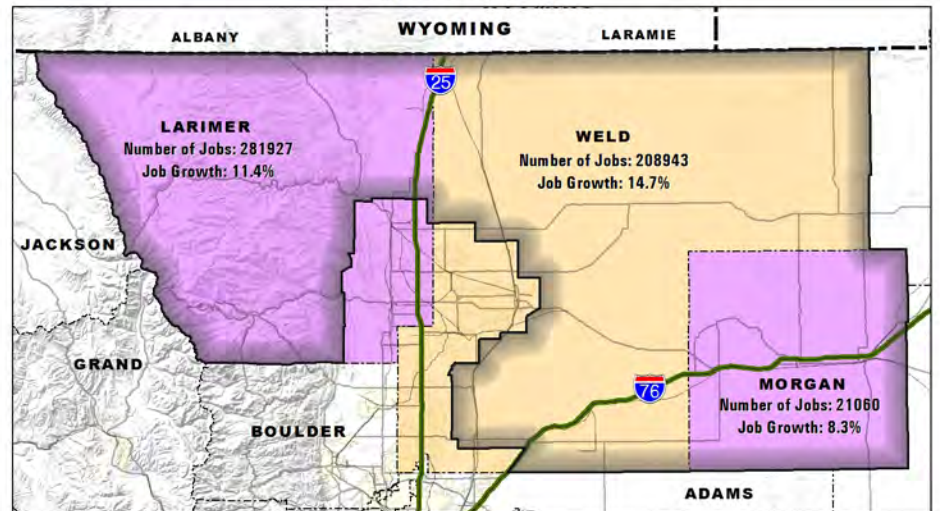
2010 - 2020



2020 - 2030

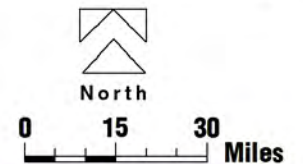


2030 - 2040



### Legend

- |                         |                             |                                |                       |
|-------------------------|-----------------------------|--------------------------------|-----------------------|
| Less Than 6% Job Growth | 18% - 24% Job Growth        | Upper Front Range TPR Boundary | U.S. & State Highways |
| 6% - 12% Job Growth     | Greater Than 24% Job Growth | Incorporated Cities and Towns  | County Boundaries     |
| 12% - 18% Job Growth    |                             | Interstate Highways            | State Boundaries      |



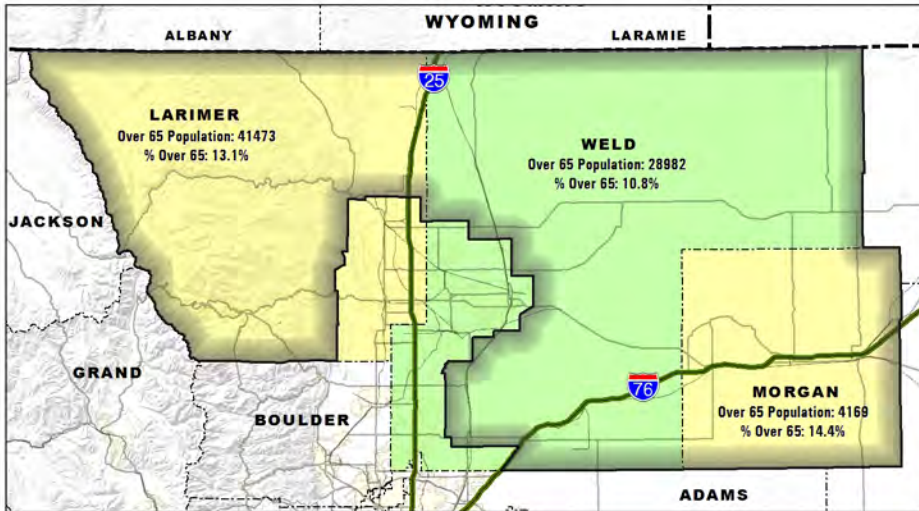
# Upper Front Range

Transportation Planning Region

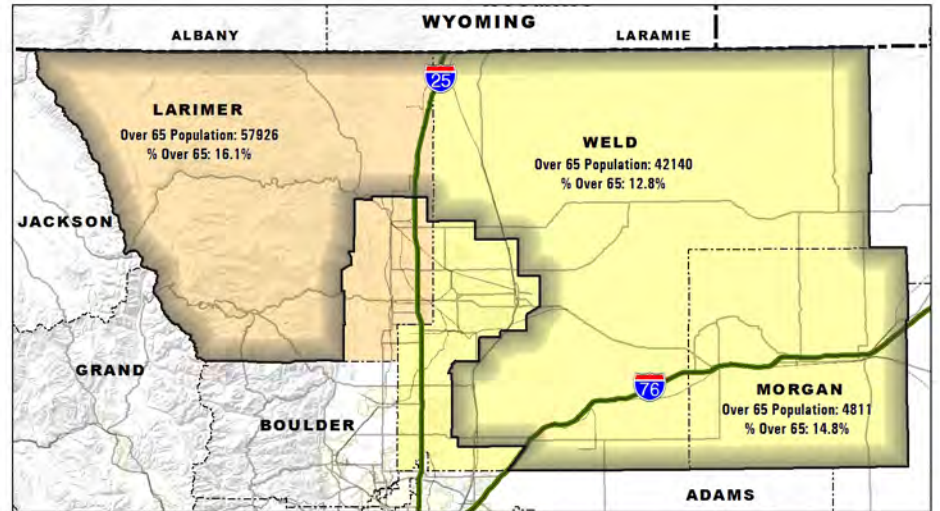
## Projected Percentage of Residents Age 65+ for 2013, 2020, 2030 and 2040

Percentage is based on 2012 estimates provided by the State Demographer's Office through the Colorado Department of Local Affairs.

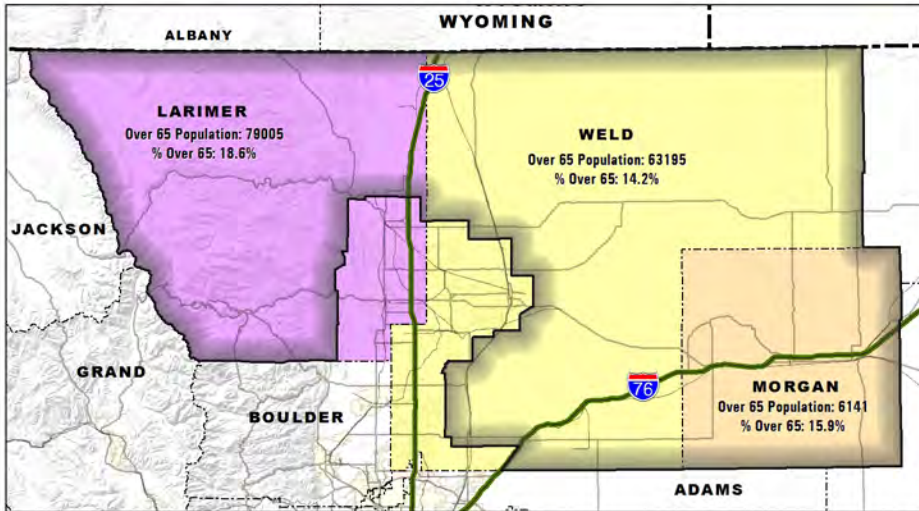
2013



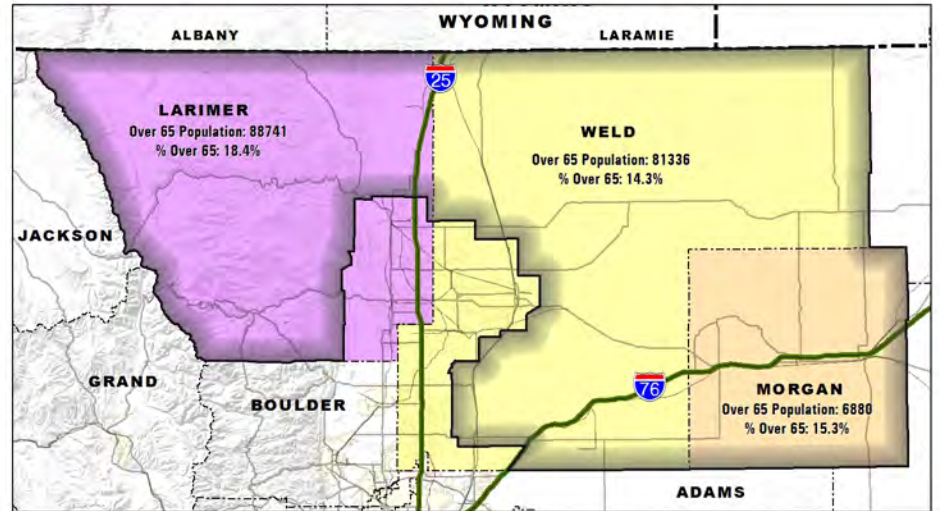
2020



2030

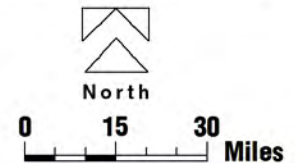


2040



### Legend

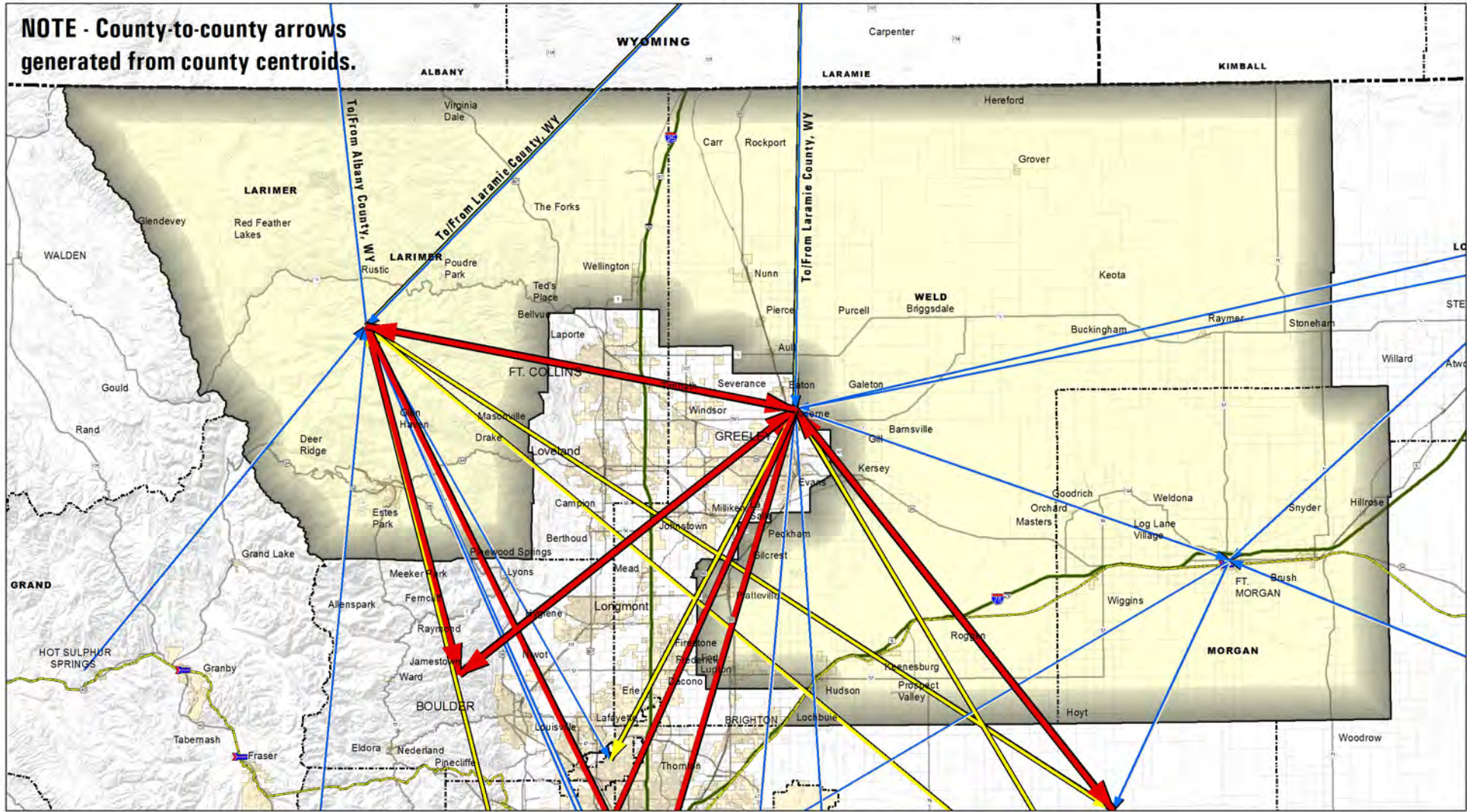
- Less Than 12% Age 65+
- 15% - 18% Age 65+
- Upper Front Range TPR Boundary
- U.S. & State Highways
- 12% - 15% Age 65+
- Greater Than 18% Age 65+
- Incorporated Cities and Towns
- County Boundaries
- Interstate Highways
- State Boundaries





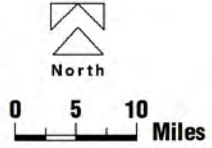
## Employed Working Outside County of Residence

\*Note: Values are based on the 2006-2010 US Census American Community Survey (ACS) Metropolitan and Microplace Table 2 - Residence County to Workplace County Flows for the U.S. by Workplace Geography and 2009 ACS Table S0804 - Means of Transportation to Work by Workplace Geography.



### Legend

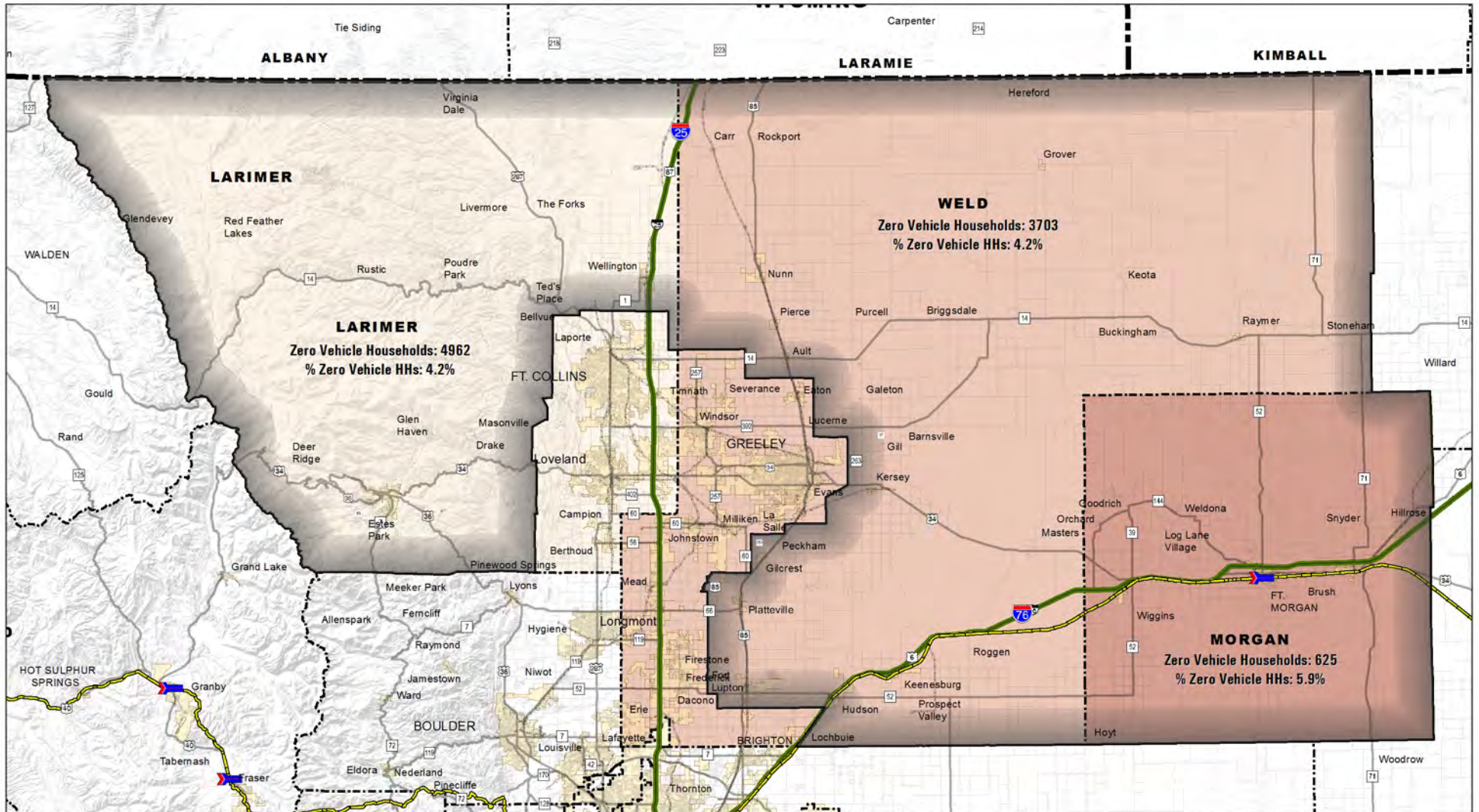
- 100 - 500 Commuters
- 2000 - 12000+ Commuters
- Incorporated Cities and Towns
- County Boundaries
- Amtrak Stations
- 500 - 2000 Commuters
- Upper Front Range TPR Boundary
- Interstate Highways
- State Boundaries
- U.S. & State Highways
- Amtrak Routes



\* County-to-county commuters totaling less than 100 not depicted.

## 2011 Percentage of Households with No Vehicle

Zero vehicle household data extracted from 2011 U.S. Census American Community Survey Table B08201 - Household Size by Vehicles Available.



### Legend

- 4.2% Zero Vehicle Households
- 5.9% Zero Vehicle Households
- 4.3% Zero Vehicle Households
- Upper Front Range TPR Boundary
- Incorporated Cities and Towns
- Interstate Highways
- U.S. & State Highways
- Amtrak Routes
- County Boundaries
- State Boundaries
- Amtrak Stations



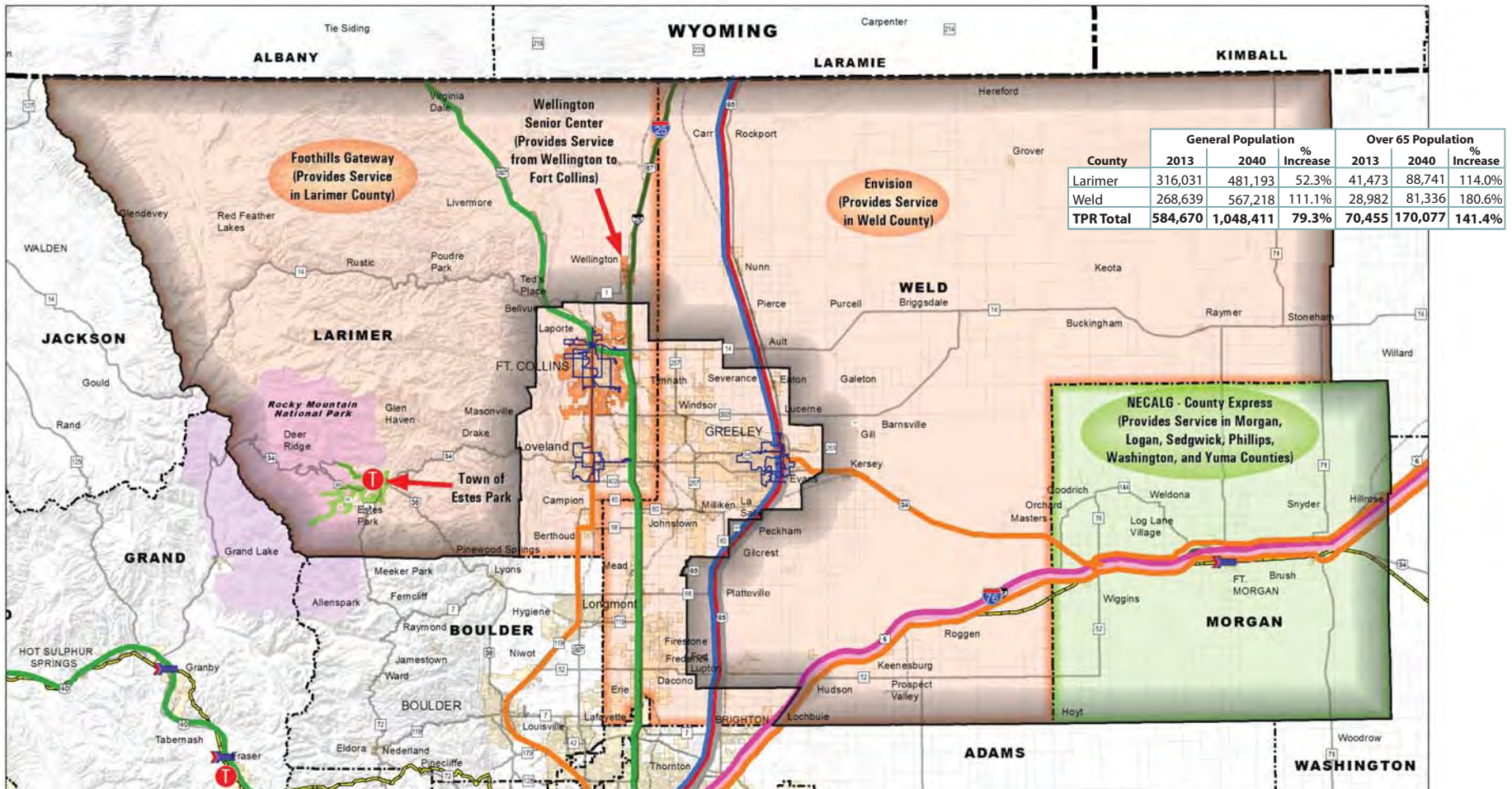
0 5 10 Miles

# Upper Front Range

Transportation Planning Region

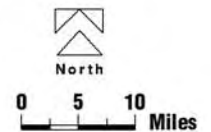
## Existing Transit Service Providers

Transit service provider information based upon 2013 mapping.



### Legend

- Local Transit Services
- Elderly & Disabled Transit Service Providers
- General Public Transit Service Providers
- Fort Collins, Greeley, and Loveland Fixed Bus Routes
- Regional Bus Routes
- Black Hills Stage #884 (Denver-Greeley-Billings)
- Black Hills Stage #883 (Denver-Greeley-Billings)
- El Paso-LA Limo (Denver-Greeley)
- Greyhound #360 (KC-Limon-Denver-FC-SLC)
- Greyhound #364 (Denver-Steamboat-SLC)
- Black Hills Stage Lines #881 (Denver-Omaha)
- Burlington Trailways #7096 (Denver-Omaha-Chicago)
- Upper Front Range TPR Boundary
- Incorporated Cities and Towns
- Amtrak Routes
- Amtrak Stations



## Upper Front Range Transit Services

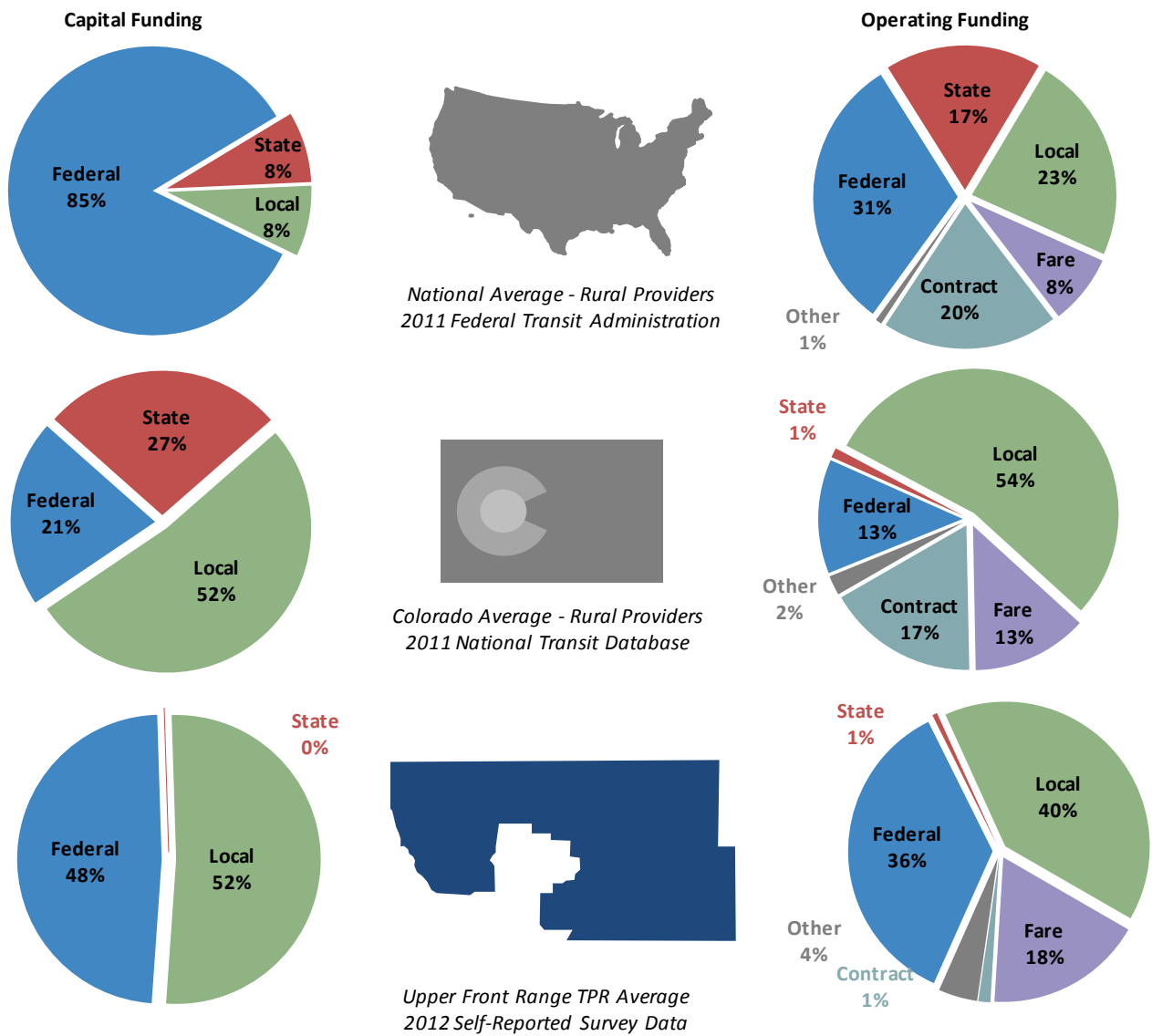
Transit Agency	Clientele	Service Type	Service Days	Service Area
<b>General Public Providers</b>				
NECALG (County Express)	General Public	Demand Response, Fixed Route	M, T, W, Th, F, Sa, Su	Weld, Morgan Counties
Town of Estes Park	General Public	Fixed Route	M, T, W, Th, Fri, Sa, Su	Estes Park, Loveland
<b>Human Services Providers</b>				
Wellington Senior Center	Seniors	Demand Response	M, W, F	Wellington
Envision	Disabled, Low-income	Demand Response	M, T, W, Th, F	Weld County
Foothills Gateway	Cognitive Disability	Demand Response	M, T, W, Th, F, Sa, Su	Larimer, Weld County
Disabled American Veterans	Veterans	Demand Response	M, T, W, Th	Larimer, Morgan, Weld Counties
<b>Private Providers</b>				
Estes Park Shuttle	General Public	Demand Response, Fixed Route	M, T, W, Th, F, Sa, Su	Estes Valley, Boulder, DIA
Black Hills Stage Line	General Public	Intercity	M, T, W, Th, F, Sa, Su	Weld, Morgan Counties

## Upper Front Range Financial Summary

The information presented here is in draft form and subject to change. Financial data for each provider has been aggregated to the regional level. Data is drawn from survey responses, CDOT grant award records, and information within the National Transit Database. While incomplete in some cases, this summary provides a snapshot of investment in the region in recent years and how the region compares to the state and nation.

### Comparison of Regional Funding Sources

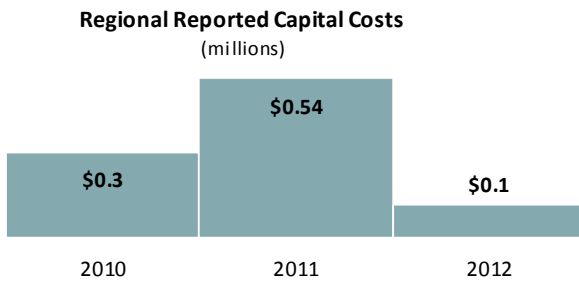
#### Regional Funding Comparison



\* Intended for illustrative purposes. Data in draft form.

"Other" includes miscellaneous revenues from private, civic, or non-FTA federal funds (e.g. NEMT, OAA, CSBG)

### Regional Finance Summary



### Upper Front Range Transportation Planning Region

Capital Funding *	2010	2011	2012	Operating Funding *	2010	2011	2012
<b>Federal Awards</b>	<b>\$202,249</b>	<b>\$156,997</b>	<b>\$15,000</b>	<b>Federal Awards</b>	<b>\$674,781</b>	<b>\$1,594,153</b>	<b>\$456,074</b>
5309	\$17,542	\$156,997		5304	\$0	\$0	\$0
5310	\$95,993			5309	\$0	\$0	\$0
5311				5310	\$124,757	\$246,258	\$0
5316				5311	\$425,267	\$933,027	\$456,074
5317	\$88,714			5316	\$124,757	\$87,125	\$0
ARRA				5317	\$0	\$327,743	\$0
Other Federal			\$15,000	Other Federal	\$0	\$0	\$0
<b>State Support</b>	<b>\$176,000</b>	<b>\$228,826</b>		<b>State Support</b>	<b>\$0</b>	<b>\$106,790</b>	<b>\$6,972</b>
<b>Local Support</b>	<b>\$22,016</b>		<b>\$16,000</b>	<b>Local Support</b>	<b>\$383,460</b>	<b>\$1,617,329</b>	<b>\$508,556</b>
<b>Other</b>				<b>Fare and Donation Revenue</b>	<b>\$115,938</b>	<b>\$242,353</b>	<b>\$223,642</b>
				<b>Contract Revenue</b>	<b>\$256,622</b>	<b>\$294,979</b>	<b>\$16,846</b>
<b>Total Capital Revenues</b>	<b>\$400,265</b>	<b>\$385,823</b>	<b>\$120,986</b>	<b>Other Revenue</b>	<b>\$69,652</b>	<b>\$1,428,351</b>	<b>\$55,319</b>
<b>Total Capital Costs **</b>	<b>\$289,206</b>	<b>\$544,956</b>	<b>\$112,482</b>	<b>Total Operating Revenues **</b>	<b>\$1,925,720</b>	<b>\$5,709,836</b>	<b>\$1,645,240</b>
				<b>Total Operating Expenses **</b>	<b>\$1,920,797</b>	<b>\$5,487,032</b>	<b>\$1,949,478</b>

\* 2012 data self reported through survey. Prior year data from National Transit Database and CDOT records.

\*\* Self reported survey data

Blank = No Data Available

## What is a Coordinated Transit Plan?

**Transportation coordination** is a process between transportation organizations and providers to maximize the use of transportation resources through shared responsibility, management and funding of transportation services.

The purpose of this coordinated plan will be to:

- ▶ Provide a process where transit and human service providers can discuss issues
- ▶ Identify areas where enhanced coordination between transit and human services might be beneficial
- ▶ Establish a set of priorities and projects to improve mobility and access
- ▶ Move some priorities and projects into the larger regional and statewide planning processes to gain state assistance and/or funding; and
- ▶ Satisfy the requirements for a coordinated transit and human services transportation plan under MAP 21.

## Why do we need to coordinate transit services?

In times of limited funding options, coordinated planning is one way to create added capacity and free up funding resources for baseline or enhanced transit services.

In addition, there may be changes in conditions, programs, and transit needs. Your region may benefit from a readjustment of services to help use resources most effectively.

As with any business or organization, it is helpful periodically to review processes and identify areas for greater efficiency. Your region may consider the following:

- ▶ A level of transportation service well below the level of need;
- ▶ Vehicles and other resources not utilized to capacity;
- ▶ Duplicative services in some areas of the community and little or no service in other areas;
- ▶ Variations in service quality among providers, including safety standards;
- ▶ A lack of overall information for consumers, planners and providers about available services and costs; and
- ▶ Multiple transportation providers, each with its own mission, equipment, eligibility criteria, funding sources, and institutional objectives, resulting in duplication of expenditures and services

If so, there is an opportunity to use this transit process to create dialog and work on strategies and actions that can make a difference to daily operations and, in turn, to the customers who are served.

## What will this plan do?

Some of the objectives of this plan include:

- ▶ Review of the demographic profile and transit services within the region for any changes in recent years
- ▶ Establish a transit-human service coordination vision and subsequent goals and objectives
- ▶ Provide a prioritized list of goals that can be used to prioritize strategies and projects
- ▶ Move from a list of issues to action strategies that would enhance mobility and access

## What value does transit coordination bring to the region?

There are several positive outcomes achieved through transit coordination that add value to a region, including:

- ▶ **Reduces Cost Inefficiencies** - Higher quality and more cost-effective services can result from more centralized control and management of resources; reduced cost of capital and better use of capital investments ; and matching customers with the least restrictive and least costly service that best meets their needs for a particular trip.
- ▶ **Improves Cost Efficiency**, leading to reduced costs per trip - Coordinated transportation services often have access to more funds and thus are better able to achieve economies of scale. They also have more sources of funds and other resources, thus creating organizations that are more stable because they are not highly dependent on only one funding source.
- ▶ **Improves quality of life and cost savings** – Coordinated services can offer more visible transportation services for consumers and less confusion about how to access services. It can also provide more trips at lower cost. This improved mobility can enable people to live independently at home for a longer period of time.
- ▶ **Promotes diverse travel options** - For many people, receiving transportation services such as taxis, vans, buses or other options is not a choice, but rather a necessity. Coordinated transportation services can often provide the most number of choices from which a traveler can choose.



## Coordination Strategies

1. **Centralized Call Center** – a centralized call center puts information access for all county or regional transportation operations in one place, with one phone number for residents to call to schedule a ride. In communities where there are several transportation service providers, a centralized call center can be very valuable to assign service requests to the most appropriate provider.

*Expected Benefits/Needs Addressed*

- Can create cost efficiencies by consolidated trip reservations and scheduling staff
- Maximizes opportunities for ride sharing
- Improves service delivery and customer satisfaction
- Provides one number for clients to call to access service

*Potential Obstacles and Challenges*

- Requires allocation/reimbursement models and service delivery standards
- Requires champion agency to take on consolidation and support idea
- Once implemented, requires leadership, on-going attention and committed staff
- Existing providers may not want to outsource reservation function

2. **Mobility Managers/ Mobility Management Organizations** – A mobility manager could be an individual, a group of individuals or an organization that provides a wide variety of mobility management functions for consumers, human service agency staffs, and/or for community transportation providers. A mobility manager could be an individual, a group of individuals or an organization that provides mobility management functions for consumers and provide a range of services.

*Expected Benefits/Needs Addressed*

- Ensures staff resources are available to implement mobility and coordination strategies
- Creates community resource to promote existing and available resources

*Potential Obstacles and Challenges*

- Individual will need to be well supported by key institutions and organizations to be effective
- Individuals will likely need training and support

3. **Centralized Resource Directory** – Centralized resource directories are very helpful to consumers, human service agency staff, and advocates who need to find and/or arrange transportation for members of the target populations (low income, seniors, and persons with disabilities) online.

*Expected Benefits/Needs Addressed*

- Provide a “one-stop” resource for all public and private transit services and human service agency transportation
- Provide easy contact and eligibility information enabling consumers and advocates alike to identify potential service providers for specific members of the target populations
- Particularly useful in larger communities with a large number of public and private sector transportation resources

*Potential Obstacles and Challenges*

- Requires a comprehensive data collection effort to create the directory
- Keeping the directory up-to-date has proven problematic in other areas
- Consumers must be aware that the directory exists in order to be useful

4. **New Partnerships** – Partnerships with private or other nonprofit organizations can increase ridership as well as provide sponsorship for transit routes and services. Partnerships with private employers and retailers could include schools and colleges, employers, social service agencies, etc.

*Expected Benefits/Needs Addressed*

- Potential to subsidize routes and/or services with private funding
- Increased/guaranteed ridership on some routes and /or services

*Potential Obstacles and Challenges*

- Some businesses are unwilling to participate

5. **Marketing and Information Campaigns** – In many areas there is a lack of awareness and/or a negative perception of available public transportation services. In conjunction with a directory of services (#3), a marketing campaign can begin to change awareness and attitudes.

*Expected Benefits/Needs Addressed*

- Creates awareness of services for eligible clients
- Can shift perceptions to transit as a community resource

*Potential Obstacles and Challenges*

- Needs continuous updating if detailed service information (i.e., schedules) is included
- Sophisticated, comprehensive marketing campaigns can be costly

6. **Regional and County Coordinating Councils** – Create focal points for coordination and mobility management activities. Regional and County coordinating councils could assist in implementing the regional and county-scale coordination strategies and assist and encourage the implementation of local initiatives.

*Expected Benefits/Needs Addressed*

- Ensures that one body is responsible for addressing transportation needs in the community or region
- Enhances local/regional awareness of transportation needs and mobility issues
- Provides a vehicle for implementing strategies, facilitating grants and educating the public and professionals

*Potential Obstacles and Challenges*

- Maintaining momentum with an ad-hoc group, prior to the hiring of a mobility manager, can be challenging

7. **Taxi Subsidy Programs** – Provide reduced fare vouchers to older adults, persons with disabilities and persons with low incomes to allow for more trip flexibility and increased travel coverage as needed. Encourages use of lower-cost travel modes and supports expansion of accessible and community car fleet. Typically, human service agencies that employ this strategy generally limits taxi subsidies to agency clientele or program participants.

*Expected Benefits/Needs Addressed*

- Provide same-day if not immediate service
- Effective for unanticipated travel and evening and weekend hours
- Effective for trips outside of service area or “under-served” areas
- Effective way to “divert” more expensive paratransit trips to a less expensive mode
- Can set/control subsidy per trip and/or overall budget

*Potential Obstacles and Challenges*

- Requires well-managed/controlled taxi car companies
- Few accessible taxicabs
- Requires good communication among all parties
- Need to establish fraud-protection mechanisms

8. **Travel Training** – Programs designed to train individuals to use fixed-route and/or dial-a-ride public transit. Travel training may be promoted as a marketing strategy to encourage key consumer groups (i.e., older adults) to use public transit; or it may be targeted towards frequent users of paratransit to encourage individuals to use lower-cost fixed route services, as appropriate to the individual’s circumstances.

*Expected Benefits/Needs Addressed*

- Encourage and support use of local fixed-route services
- May reduce demand for paratransit services
- Increase awareness and use of a variety of community transportation services
- May support other regional priorities, such as workforce development
- Build good community will through the establishment of a corps of volunteers who act as advocates for the transit system

*Potential Obstacles and Challenges*

- Some audiences and individuals may require specialized training
- Requires multiple-agency cooperation to identify training opportunities
- Training may require support from agencies that perceive no, or minimal, long-term gain
- Volunteer retention can be an issue, creating an ongoing need to train new volunteers

9. **Volunteer Driver Program** – Volunteer drivers are individuals who volunteer to drive people who lack other mobility options. A sponsoring organization, such as a transportation provider, human service agency or other entity often helps match volunteer drivers with individuals who need rides. A volunteer driver will typically use their private vehicle but will be reimbursed, usually based on mileage driven, by the sponsoring agency. Sponsoring agencies may also arrange for insurance coverage. Volunteer driver programs have proven to be an effective and important resource to help supplement community transportation programs.

*Expected Benefits/Needs Addressed*

- Provide low cost transportation option
- Some programs will reimburse friends or family members for providing rides
- Volunteers can provide a flexible source of transportation that can be useful for longer distance, out of area trips

*Potential Obstacles and Challenges*

- Setting up a volunteer driver network requires time and effort to recruit, screen, train, and reward volunteer drivers
- Riders need to be introduced to and appreciate concept of volunteer drivers
- Real or perceived driver liability and insurance issues

10. **Joint Procurement of Vehicles and Equipment and Insurance** – This is a strategy for agencies to coordinate on purchasing capital equipment and insurance coverage. For overall coordination, there is value in procuring vehicles, insurance and equipment as part of a joint effort because it encourages transportation providers to work together and potentially achieve some resource savings (in direct costs and staff time).

*Expected Benefits/Needs Addressed*

- Potential to reduce unit costs and speed up process for procuring vehicles, equipment and insurance
- Reduces duplication in preparing vehicle specifications
- Allows “piggybacking” on existing programs

*Potential Obstacles and Challenges*

- Agencies may have difficulty on agreeing on same vehicle specifications
- May need “high level” assistance in preparing bid specifications

## Upper Front Range Transit Projects

Agency	Project Description	Cost	Horizon	Priority	Category
2008 – Larimer County	Develop a rural service	\$650,000/yr.	Short		Access to Human Services
Town of Estes Park	Purchase a new trolley	\$43,000/used	Short		Capital/Facilities
Town of Estes Park	Lease additional buses for more routes or shorten wait time	\$4,000/bus	Short		Capital/Facilities
Town of Estes Park	Bikes racks for shuttles and certain stops				Capital/Facilities
Town of Estes Park	Electronic information kiosks for shuttle routes and stops		Mid		Capital/Facilities
Town of Estes Park	Information monitors on buses (with or without audio)		Mid		Capital/Facilities
Town of Estes Park	Sheltered bus stops/benches at all stops	\$6,000	Mid		Capital/Facilities
Town of Estes Park	All buses ADA equipped	\$4,500/bus	Mid		Capital/Facilities
Town of Estes Park	More buses/shuttles		Long		Capital/Facilities
NECALG – County Express	7 accessible buses	\$354,124	Short		Capital/Facilities
NECALG – County Express	7 minivans	\$179,678	Short		Capital/Facilities
NECALG – County Express	4 accessible minivans	\$213,673	Short		Capital/Facilities
NECALG – County Express	Scheduling Software	\$30,000	Short		Capital/Facilities
NECALG – County Express	Hardware/Computers	\$6,000	Short		Capital/Facilities
NECALG – County	Continue to upgrade software/hardware packages to operate more efficiency, time, money, and resources		Long		Capital/Facilities
2008 – Larimer Lift	Purchase one replacement bus		Short		Capital/Facilities
2008 – Larimer Lift	Purchase three replacement vehicles for rural service		Long		Capital/Facilities
NECALG – County Express	Maintain current vehicle inventory at 60		Mid		Capital/Maintaining Service
2008 – Transportation Plan	Create a Coordination Council				Coordination Strategies

# Upper Front Range

Transportation Planning Region

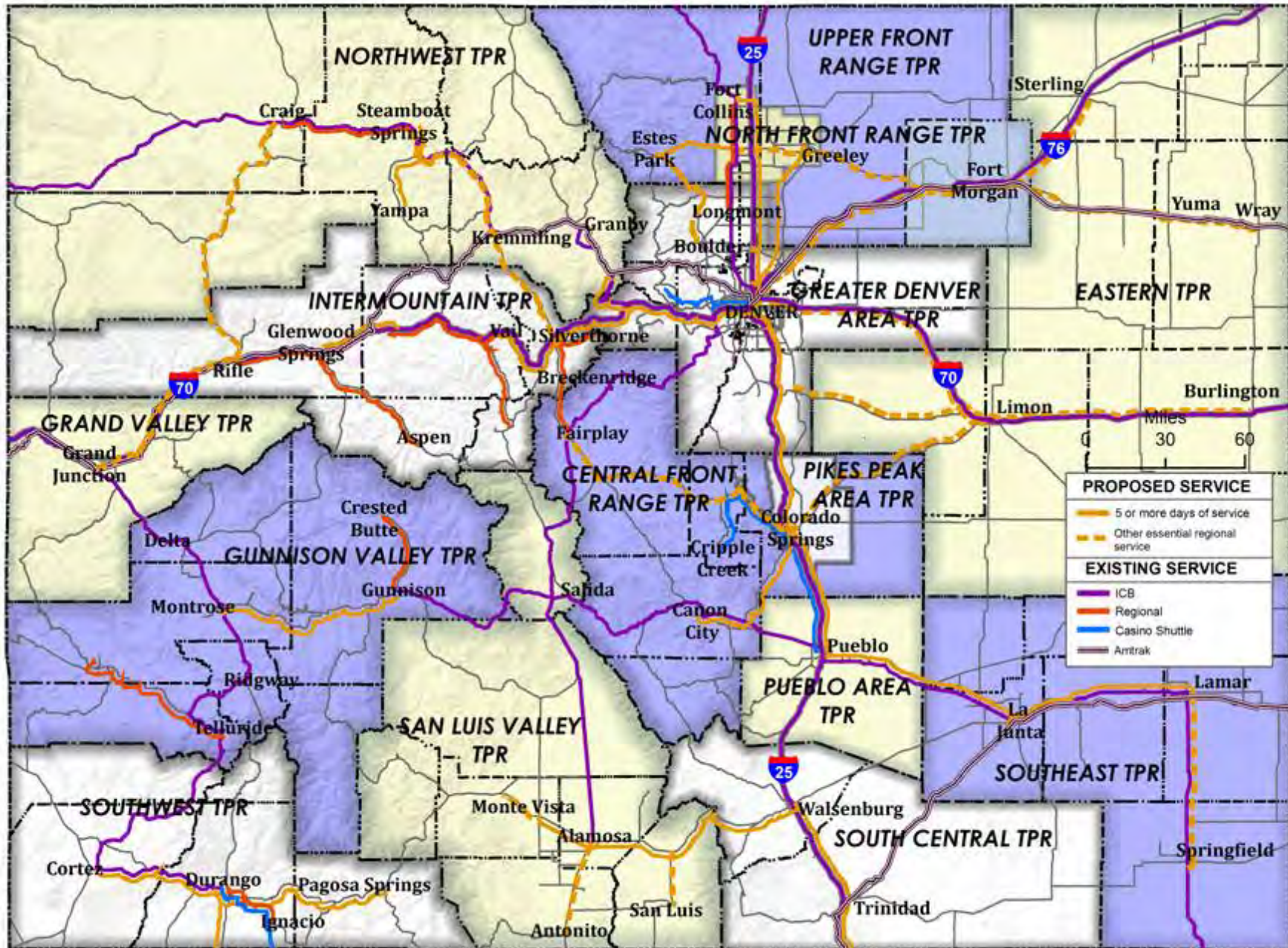
Agency	Project Description	Cost	Horizon	Priority	Category
2008 – Transportation Plan	Vehicle sharing for regional service to urban areas for medical and employment trips until new service is started				Coordination Strategies
2008 – Transportation Plan	Develop contract service between human service providers				Coordination Strategies
Town of Estes Park	Coordinate routes with other services to Front Range communities		Long		Coordination Strategies
Town of Estes Park	Expand service through October 15 <sup>th</sup>	\$150,000	Short		Expansion of Current Service
Town of Estes Park	More service days/buses to include weekends in fall/winter/spring service and special events	\$200,000	Mid		Expansion of Current Service
Town of Estes Park	More service days to include year-round service		Long		Expansion of Current Service
2008 – Larimer County	Purchase two new buses		Short		Facilities
2008 – Berthoud Area Transit System (BATS)	Invest \$400,000 for new bus facility		Short		Facilities
2008 - BATS	Three vehicle replacements		Short		Facilities
2008 – BATS	Purchase new vans to help support new rural service		Long		Facilities
Town of Estes Park	Develop Shuttle mobile tracking application				Miscellaneous
NECALG – County Express	Continue to grow ridership as funding will allow		Mid		Miscellaneous
NECALG – County Express	Increase ridership by 3% each year		Long		Miscellaneous
2008 – Larimer Lift	Increase peak service for regional links to Fort Collins and Greeley for medical and employment to 4,000 revenue-hours	\$254,700	Long		Regional Connectivity
2008 – Larimer Lift	Increase link to Denver on a multi-day basis of an estimated 1,500 – 2,000 revenue-hours	\$127,000	Long		Regional Connectivity

## Intercity and Regional Bus Service

What is Intercity Bus Service? What is Regional Bus Service? There is overlap between these two terms and their common definitions have changed over time. Thirty years ago Greyhound and other intercity carriers operated a comprehensive network of services but today they focus only on connecting key cities. Regional services have developed to provide connections that are no longer provided by private intercity carriers.

The FTA defines Intercity Bus Service as regularly scheduled bus service that connects two or more urban areas, serves passengers traveling long distances, serves the general public, can transport passengers' baggage, and makes meaningful connections with national intercity bus service to more distant points. Intercity bus generally operates with only a few trips each day, but usually operates every day. Greyhound is a major provider of intercity services.

Regional Bus Service also crosses jurisdictional lines, but may operate within rural regions or connect to an urban area. Regional services are generally 20 - 60 miles in length. Regional services are often geared around certain markets (e.g., workers or airport shuttles) and operate on schedules geared to these markets. Regional services may also be designed to serve people who need to travel long distances to access government services, medical trips, or other destinations. Some regional services only operate 1-2 trips each day while others have robust schedules.





## Baseline Provider Financial Datasets

For the Southwest TPR, baseline financial information is being compiled for each provider operating within the region. This information will be used to produce estimates of future revenues, to illustrate regional funding flows, and to inform prioritization and coordination discussions. We need your help to verify and complete this baseline data. The following worksheets includes a summary of major capital and operating revenue sources. The information was compiled from responses to the recent DTR survey, from the National Transit Database, and from CDOT award records.

1) In some cases, we have incomplete information or inaccurate data for providers. We would like to work with the best available information to build a dataset that is accurate and may be used for future analysis.

We are requesting your assistance to verify this data. We are not asking for additional information. To this end, please review and provide comments with particular attention to:

- ▶ Are there providers in the region not included, but that should be?
- ▶ We are not interested in correcting to exact dollar amounts, but rather if the data presented is reasonably accurate and inclusive of all major funding sources? If not, please provide corrections or notations.
- ▶ Are there any recent major investments or grant awards that are not included or that are inaccurately noted?
- ▶ For missing data or missing providers, please provide data or suggest contacts or information that we might use to fill in the blanks.

2) This baseline data will then be used to guide later prioritization discussions by estimating future fiscal constraint and illustrating potential future funding gaps. At this time, we would also like to gather input on considerations and adjustments that should be made to any future estimates.

- ▶ Are there significant investments, or significant challenges in the region that may skew historical trend data (e.g. extraordinary capital investment programs, local government budget shortfalls, recent changes in provider finances, etc.)?
- ▶ Are there significant future investments already planned, policy or taxation decisions anticipated, or expected changes in provider services or structure (e.g. known within the next 6 years)?
- ▶ Are there significant federal, state, or local investments in transit supportive plans or projects that should be noted (e.g. Transit oriented development or planning, park and ride construction, livability and sustainability initiatives, etc. Please brainstorm to list major investments)?

The agencies and organizations listed in this worksheet are identified because they completed the recent DTR statewide survey and/or because they are recent CDOT/FTA grantees. It is important to note that agencies and organizations responding to the survey may not necessarily have provided complete financial information. If there are other known transit operators or social services providers active in the region, please help identify those.

*Corrections and notations may be returned to Evan Enarson-Hering (enarsonhering@camsys.com).*

Upper Front Range TPR  
 Transit Working Group  
 SIGN - IN SHEET

10-11-2013

Name	Organization	Contact Info
Ralph Power	Transit Plus	ralph.power@transitplus.biz
BRADLEY CURTIS	CITY OF FORT MORGAN	bcurtis@cityoffortmorgan.com
Karen Schneiders	CDOT	karen.schneiders@state.co.us
Bob D'Alessandro	Via Mobility Services	rdalelessandro@viacolorado.org
Clavel Hines	Fort Lupton	chines@fortlupton.org
LAURA TEAGUE	MORGAN COUNTY	lteague@co.morgan.co.us
Will Jones	Greilley Evans Transit	will.jones@greilleyevans.com
David Foy	Washington County	dfoy@co.washington.co.us
Steve Romero	Morgan County Human Services	Steve.romero@state.co.us

## UPPER FRONT RANGE PLANNING REGION

### Upper Front Range Transportation Planning Region Transit Working Group #1 – Meeting Minutes

Date: December 11th, 2013  
Time: 1:30 PM – 3:30 PM  
Location: Fort Morgan City Hall  
110 Main Street  
Fort Morgan, Colorado

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#### Meeting attendees:

Bradley Curtis – City of Fort Morgan  
Karen Schneiders – CDOT  
Bob D’Allesandro – VIA Mobility Services  
Claude Hanes – City of Fort Lupton  
Laura Teague – Morgan County  
Will Jones – Greeley Evans Transit  
David Foy – Washington County  
Steve Romero – Morgan County Human Services  
David Averill – CDOT  
Ralph Power - TransitPlus

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#### Welcome & Introductions

David Averill from CDOT began the meeting, distributed the meeting agenda, and asked that all participants introduce themselves.

#### Project Background

Mr. Averill distributed the meeting packet, which included: a project schedule, statewide vision/goals, draft CFR vision/goals, regional growth projections and demographics, summary of existing service providers, coordination strategies, a regional financial summary, and a regional project list that was derived from prior planning efforts.

Mr. Averill discussed the statewide planning processes, current status, timelines, and the vision and goals for the Statewide Transit Plan. He discussed that the planning process began in early July, but started later in the Upper Front Range and that either two or three meetings of the Transit Working Group (TWG) would be needed to develop effective strategies for the Upper Front Range.

#### Demographics, Transit Service and Financial Summaries

Ralph Power, Senior Transit Consultant for TransitPlus, Inc. reviewed area demographics and trends impacting the need for transit service. He also reviewed the existing UFR transit services and solicited corrections or other information that may have been omitted or inaccurately reported on the survey that generated the information. It was discussed that some service provider information, as well as

financial information, was inaccurate and that the project team would be following up with respondents to correct the information. Items identified in the discussion included:

- Wellington Senior Center services both Wellington and Fort Collins.
- Senior Resource in Greeley provides volunteer driver transportation service.
- Taxi service is available in the region from Dash About.
- Yellow Cab provides Weld County Medicaid service.
- VIA provides service in Estes Park and Greeley.

### **Draft Central Front Range Vision and Goals.**

Mr. Power presented a generic draft vision and goal statement that was customized to the region and gained consensus from the Transit Working Group (TWG). After some discussion, the TWG agreed to the following vision and goals:

- Vision: *The Upper Front Range's vision is to improve mobility, economic vitality and economic growth for all residents through the effective coordination and delivery of transit services that are sustainable and provide the maximum benefits in using available resources.*
- Goal 1: Preservation and expansion of existing systems and infrastructure
- Goal 2: Improve coordination and develop partnerships
- Goal 3: Regional connections
- Goal 4: Coordinate with Rail

### **Regional Transit Needs, Projects, and Priorities**

Subsequent to the development of the vision and supporting goals, Mr. Power gave a brief overview of the projects listed in the information packet and asked the TWG members to review them for relevance prior to the next meeting. Projects that are still relevant and additional projects identified by the TWG would be prioritized as part of the planning process.

### **Next Steps**

The meeting with a brief summary of what we need from the Transit Working Group and what they can expect in the months to come, including:

- Prioritization of a project list for distribution to the TWG and inclusion in the final coordinated plan document.
- Next Transit Working Group Meeting – TBA; mid February.
- Likely to be 3 TWG meetings, potentially carrying the project into early March.
- Please send Ralph Power (email below) any information that is missing or otherwise should be included in the coordinated transit plan

### **Adjourn**

David Averill of CDOT thanked the group for attending and reiterated the value of their participation and that we look forward to continuing to work with them through plan completion.

### **PROJECT CONTACTS:**

Lead Planner:                      Ralph Power, [ralph.power@transitplus.biz](mailto:ralph.power@transitplus.biz)

# Upper Front Range

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Regional Coordinated Transit and  
Human Services Plan



Transportation Planning Region

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## ***B.2 - Transit Working Group Meeting #2***

## Upper Front Range Transit Working Group Meeting #2

Date: January 30, 2014

Time: 1:30 PM – 3:30 PM

Location: Fort Morgan City Hall  
110 Main Street  
Fort Morgan, CO

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### Meeting Goals:

- Finalize vision and goals
- Prioritize projects and coordination strategies

### Agenda

- 1) Welcome and Introductions
- 2) Finalize Regions Transit Vision and Goals
- 3) Coordination Plans and Coordination Strategies
- 4) Upper Front Range Growth Projections
- 5) Projects and Prioritization
- 6) Adjourn

CDOT Project Manager: Tracey MacDonald, [Tracey.MacDonald@state.co.us](mailto:Tracey.MacDonald@state.co.us)  
Phone: 303-757-9753

CDOT Regional Lead: David Averill, [David.Averill@state.co.us](mailto:David.Averill@state.co.us)  
Phone: 303-757-9347

Lead TPR Planner: [Ralph.Power@transitplus.biz](mailto:Ralph.Power@transitplus.biz)  
Phone: 720-222-4717

Project Web Site: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>

Conference Call # 1-877-820-7831  
Participant Code: 418377#

## UPPER FRONT RANGE PLANNING REGION

### Draft Vision and Goal Statements

#### VISION

*The Upper Front Range's vision is to improve regional mobility for all residents and visitors through the effective coordination, planning, and delivery of sustainable transit services.*

#### SUPPORTING GOALS

##### **Goal 1: Preservation and Expansion of Existing Systems and Infrastructure**

- ▶ Maintain capital to meet service needs for NECALG, Town of Estes Park and VIA.
- ▶ Maintain existing levels of service and infrastructure. NECALG, the Town of Estes Park and VIA seeks to maintain existing levels of service in Estes Park, Greeley, and surrounding areas.
- ▶ NECALG, the Town of Estes Park and VIA seeks to expand service if funding is increased in 2014 and beyond.

##### **Goal 2: Regional Connections**

- ▶ Colorado Highway 85 corridor service connecting Greeley, Fort Collins, and Loveland.
- ▶ US Highway 34 service connecting Estes Park with I-25 and Greeley.
- ▶ US Interstate 76 service connecting Fort Morgan with Denver.
- ▶ Explore the need and feasibility of other regional connections; coordinate with the Intercity Bus Plan.

##### **Goal 3: Improve Regional Coordination**

- ▶ Identify grant and other funding opportunities to maximize regional financial resources and coordination opportunities.
- ▶ Integrate private transportation providers into the regional transit network.
- ▶ Improve connectivity between local, intercity and regional transit services and other modes through better sharing of information and schedules.

##### **Goal 4: Coordinate with Rail**

- ▶ Begin discussions with railroads to identify opportunities for coordination.

## What is a Coordinated Transit Plan?

**Transportation coordination** is a process between transportation organizations and providers to maximize the use of transportation resources through shared responsibility, management and funding of transportation services.

The purpose of this coordinated plan will be to:

- ▶ Provide a process where transit and human service providers can discuss issues
- ▶ Identify areas where enhanced coordination between transit and human services might be beneficial
- ▶ Establish a set of priorities and projects to improve mobility and access
- ▶ Move some priorities and projects into the larger regional and statewide planning processes to gain state assistance and/or funding; and
- ▶ Satisfy the requirements for a coordinated transit and human services transportation plan under MAP 21.

## Why do we need to coordinate transit services?

In times of limited funding options, coordinated planning is one way to create added capacity and free up funding resources for baseline or enhanced transit services.

In addition, there may be changes in conditions, programs, and transit needs. Your region may benefit from a readjustment of services to help use resources most effectively.

As with any business or organization, it is helpful periodically to review processes and identify areas for greater efficiency. Your region may consider the following:

- ▶ A level of transportation service well below the level of need;
- ▶ Vehicles and other resources not utilized to capacity;
- ▶ Duplicative services in some areas of the community and little or no service in other areas;
- ▶ Variations in service quality among providers, including safety standards;
- ▶ A lack of overall information for consumers, planners and providers about available services and costs; and
- ▶ Multiple transportation providers, each with its own mission, equipment, eligibility criteria, funding sources, and institutional objectives, resulting in duplication of expenditures and services

If so, there is an opportunity to use this transit process to create dialog and work on strategies and actions that can make a difference to daily operations and, in turn, to the customers who are served.



## What will this plan do?

Some of the objectives of this plan include:

- ▶ Review of the demographic profile and transit services within the region for any changes in recent years
- ▶ Establish a transit-human service coordination vision and subsequent goals and objectives
- ▶ Provide a prioritized list of goals that can be used to prioritize strategies and projects
- ▶ Move from a list of issues to action strategies that would enhance mobility and access

## What value does transit coordination bring to the region?

There are several positive outcomes achieved through transit coordination that add value to a region, including:

- ▶ **Reduces Cost Inefficiencies** - Higher quality and more cost-effective services can result from more centralized control and management of resources; reduced cost of capital and better use of capital investments ; and matching customers with the least restrictive and least costly service that best meets their needs for a particular trip.
- ▶ **Improves Cost Efficiency**, leading to reduced costs per trip - Coordinated transportation services often have access to more funds and thus are better able to achieve economies of scale. They also have more sources of funds and other resources, thus creating organizations that are more stable because they are not highly dependent on only one funding source.
- ▶ **Improves quality of life and cost savings** – Coordinated services can offer more visible transportation services for consumers and less confusion about how to access services. It can also provide more trips at lower cost. This improved mobility can enable people to live independently at home for a longer period of time.
- ▶ **Promotes diverse travel options** - For many people, receiving transportation services such as taxis, vans, buses or other options is not a choice, but rather a necessity. Coordinated transportation services can often provide the most number of choices from which a traveler can choose.

## Coordination Strategies

1. **Centralized Call Center** – a centralized call center puts information access for all county or regional transportation operations in one place, with one phone number for residents to call to schedule a ride. In communities where there are several transportation service providers, a centralized call center can be very valuable to assign service requests to the most appropriate provider.

### *Expected Benefits/Needs Addressed*

- Can create cost efficiencies by consolidated trip reservations and scheduling staff
- Maximizes opportunities for ride sharing
- Improves service delivery and customer satisfaction
- Provides one number for clients to call to access service

### *Potential Obstacles and Challenges*

- Requires allocation/reimbursement models and service delivery standards
- Requires champion agency to take on consolidation and support idea
- Once implemented, requires leadership, on-going attention and committed staff
- Existing providers may not want to outsource reservation function

2. **Mobility Managers/ Mobility Management Organizations** – A mobility manager could be an individual, a group of individuals or an organization that provides a wide variety of mobility management functions for consumers, human service agency staffs, and/or for community transportation providers. A mobility manager could be an individual, a group of individuals or an organization that provides mobility management functions for consumers and provide a range of services.

### *Expected Benefits/Needs Addressed*

- Ensures staff resources are available to implement mobility and coordination strategies
- Creates community resource to promote existing and available resources

### *Potential Obstacles and Challenges*

- Individual will need to be well supported by key institutions and organizations to be effective
- Individuals will likely need training and support

3. **Centralized Resource Directory** – Centralized resource directories are very helpful to consumers, human service agency staff, and advocates who need to find and/or arrange transportation for members of the target populations (low income, seniors, and persons with disabilities) online.

### *Expected Benefits/Needs Addressed*

- Provide a “one-stop” resource for all public and private transit services and human service agency transportation
- Provide easy contact and eligibility information enabling consumers and advocates alike to identify potential service providers for specific members of the target populations
- Particularly useful in larger communities with a large number of public and private sector transportation resources

### *Potential Obstacles and Challenges*

- Requires a comprehensive data collection effort to create the directory
- Keeping the directory up-to-date has proven problematic in other areas
- Consumers must be aware that the directory exists in order to be useful

4. **New Partnerships** – Partnerships with private or other nonprofit organizations can increase ridership as well as provide sponsorship for transit routes and services. Partnerships with private employers and retailers could include schools and colleges, employers, social service agencies, etc.

*Expected Benefits/Needs Addressed*

- Potential to subsidize routes and/or services with private funding
- Increased/guaranteed ridership on some routes and /or services

*Potential Obstacles and Challenges*

- Some businesses are unwilling to participate

5. **Marketing and Information Campaigns** – In many areas there is a lack of awareness and/or a negative perception of available public transportation services. In conjunction with a directory of services (#3), a marketing campaign can begin to change awareness and attitudes.

*Expected Benefits/Needs Addressed*

- Creates awareness of services for eligible clients
- Can shift perceptions to transit as a community resource

*Potential Obstacles and Challenges*

- Needs continuous updating if detailed service information (i.e., schedules) is included
- Sophisticated, comprehensive marketing campaigns can be costly

6. **Regional and County Coordinating Councils** – Create focal points for coordination and mobility management activities. Regional and County coordinating councils could assist in implementing the regional and county-scale coordination strategies and assist and encourage the implementation of local initiatives.

*Expected Benefits/Needs Addressed*

- Ensures that one body is responsible for addressing transportation needs in the community or region
- Enhances local/regional awareness of transportation needs and mobility issues
- Provides a vehicle for implementing strategies, facilitating grants and educating the public and professionals

*Potential Obstacles and Challenges*

- Maintaining momentum with an ad-hoc group, prior to the hiring of a mobility manager, can be challenging

7. **Taxi Subsidy Programs** – Provide reduced fare vouchers to older adults, persons with disabilities and persons with low incomes to allow for more trip flexibility and increased travel coverage as needed. Encourages use of lower-cost travel modes and supports expansion of accessible and community car fleet. Typically, human service agencies that employ this strategy generally limits taxi subsidies to agency clientele or program participants.

*Expected Benefits/Needs Addressed*

- Provide same-day if not immediate service
- Effective for unanticipated travel and evening and weekend hours
- Effective for trips outside of service area or “under-served” areas
- Effective way to “divert” more expensive paratransit trips to a less expensive mode
- Can set/control subsidy per trip and/or overall budget

*Potential Obstacles and Challenges*

- Requires well-managed/controlled taxi car companies
- Few accessible taxicabs
- Requires good communication among all parties
- Need to establish fraud-protection mechanisms

8. **Travel Training** – Programs designed to train individuals to use fixed-route and/or dial-a-ride public transit. Travel training may be promoted as a marketing strategy to encourage key consumer groups (i.e., older adults) to use public transit; or it may be targeted towards frequent users of paratransit to encourage individuals to use lower-cost fixed route services, as appropriate to the individual’s circumstances.

*Expected Benefits/Needs Addressed*

- Encourage and support use of local fixed-route services
- May reduce demand for paratransit services
- Increase awareness and use of a variety of community transportation services
- May support other regional priorities, such as workforce development
- Build good community will through the establishment of a corps of volunteers who act as advocates for the transit system

*Potential Obstacles and Challenges*

- Some audiences and individuals may require specialized training
- Requires multiple-agency cooperation to identify training opportunities
- Training may require support from agencies that perceive no, or minimal, long-term gain
- Volunteer retention can be an issue, creating an ongoing need to train new volunteers

9. **Volunteer Driver Program** – Volunteer drivers are individuals who volunteer to drive people who lack other mobility options. A sponsoring organization, such as a transportation provider, human service agency or other entity often helps match volunteer drivers with individuals who need rides. A volunteer driver will typically use their private vehicle but will be reimbursed, usually based on mileage driven, by the sponsoring agency. Sponsoring agencies may also arrange for insurance coverage. Volunteer driver programs have proven to be an effective and important resource to help supplement community transportation programs.

*Expected Benefits/Needs Addressed*

- Provide low cost transportation option
- Some programs will reimburse friends or family members for providing rides
- Volunteers can provide a flexible source of transportation that can be useful for longer distance, out of area trips

*Potential Obstacles and Challenges*

- Setting up a volunteer driver network requires time and effort to recruit, screen, train, and reward volunteer drivers
- Riders need to be introduced to and appreciate concept of volunteer drivers
- Real or perceived driver liability and insurance issues

10. **Joint Procurement of Vehicles and Equipment and Insurance** – This is a strategy for agencies to coordinate on purchasing capital equipment and insurance coverage. For overall coordination, there is value in procuring vehicles, insurance and equipment as part of a joint effort because it encourages transportation providers to work together and potentially achieve some resource savings (in direct costs and staff time).

*Expected Benefits/Needs Addressed*

- Potential to reduce unit costs and speed up process for procuring vehicles, equipment and insurance
- Reduces duplication in preparing vehicle specifications
- Allows “piggybacking” on existing programs

*Potential Obstacles and Challenges*

- Agencies may have difficulty on agreeing on same vehicle specifications
- May need “high level” assistance in preparing bid specifications

# Regional Growth Projections

To estimate future transit demand the following table provides regional growth projections as described by the State Demographers Office. These growth projections can be used to infer transit needs in the future.

County	General Population				Elderly Population (65+)			
	2013	2019	2023	2040	2013	2019	2023	2040
Larimer	316,031	354,152	381,078	481,193	41,473	55,427	65,428	88,741
Weld	268,639	318,412	361,768	567,218	28,982	40,092	48,618	81,336
<b>TPR Total</b>	<b>584,670</b>	<b>672,564</b>	<b>742,846</b>	<b>1,048,411</b>	<b>70,455</b>	<b>95,519</b>	<b>114,046</b>	<b>170,077</b>

County	Population Growth from 2013				Elderly Growth from 2013			
		6 Year	10 Year	By 2040		6 Year	10 Year	By 2040
Larimer		12.1%	20.6%	52.3%		33.6%	57.8%	114.0%
Weld		18.5%	34.7%	111.1%		38.3%	67.8%	180.6%
<b>TPR Overall</b>		<b>15.0%</b>	<b>27.1%</b>	<b>79.3%</b>		<b>35.6%</b>	<b>61.9%</b>	<b>141.4%</b>

## Upper Front Range Transit Projects

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# Upper Front Range

## Transportation Planning Region

Agency	Project Description	Cost	Horizon	Priority	Category
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Town of Estes Park	Expand service through October 15 <sup>th</sup>	\$150,000	Short		Expansion of Current Service
Town of Estes Park	More service days/buses to include weekends in fall/winter/spring service and special events	\$200,000	Mid		Expansion of Current Service
Town of Estes Park	More service days to include year-round service		Long		Expansion of Current Service
2008 – Larimer County	Purchase two new buses		Short		Facilities
2008 – Berthoud Area Transit System (BATS)	Invest \$400,000 for new bus facility		Short		Facilities
2008 - BATS	Three vehicle replacements		Short		Facilities
2008 – BATS	Purchase new vans to help support new rural service		Long		Facilities
Town of Estes Park	Develop Shuttle mobile tracking application				Miscellaneous
NECALG – County Express	Continue to grow ridership as funding will allow		Mid		Miscellaneous
NECALG – County Express	Increase ridership by 3% each year		Long		Miscellaneous
2008 – Larimer Lift	Increase peak service for regional links to Fort Collins and Greeley for medical and employment to 4,000 revenue-hours	\$254,700	Long		Regional Connectivity
2008 – Larimer Lift	Increase link to Denver on a multi-day basis of an estimated 1,500 – 2,000 revenue-hours	\$127,000	Long		Regional Connectivity



# High Priority Regional Transit Projects

Project Description	Details (e.g., hours of service, number of trips daily, clientele served, etc.)	Project Champion	Match Available? Source?	Overall Cost

UPPER FRONT RANGE

MEETING 2

Jan, 30th, 2014

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Name	Organization	Contact
Ralph Power	Transit Plus	ralph.power@transitplus.biz
BRAD CURTIS	CITY OF FORT MORGAN	bcurtis@cityof fortmorgan.com
Steve Romero	Morgan County Dept. Human Services	steve.romero@state.co.us
Jonathan Basso	Arc of Weld County	larry@arcweldcounty.org

## Upper Front Range Transportation Planning Region Transit Working Group #2 – Meeting Minutes

Date: January 27th, 2014  
Time: 1:30 PM – 3:30 PM  
Location: Fort Morgan City Hall  
110 Main Street  
Fort Morgan, Colorado

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### Meeting attendees:

Bradley Curtis – City of Fort Morgan  
Steve Romero – Morgan County Department of Human Services  
Bob D’Allesandro – VIA Mobility Services  
Jonathan Basso – ARC of Weld County  
David Averill – CDOT  
Ralph Power - TransitPlus

### *Attended by Teleconference*

Will Jones – Greeley Evans Transit  
Linda Warren -  
Brian Wells – Estes Park  
Eric Berg – Upstate Colorado Economic Development  
Mary Waring – NFRMPO  
Karen Schneiders, CDOT

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### Welcome & Introductions

David Averill from CDOT began the meeting, distributed the meeting agenda, and asked that all participants introduce themselves.

### Finalize Upper Front Range Vision and Goals.

Ralph Power, Senior Transit Consultant for TransitPlus, Inc., reviewed a draft vision and goal statements to gain consensus from the Transit Working Group (TWG). After some discussion, the TWG agreed to changes to the vision and supporting goals. The vision and goals discussion produced the following:

- Settled on a vision for the UFR: *The Upper Front Range’s vision is to improve regional mobility, for all residents through the effective coordination, planning, and delivery of transit services.*
- Goal 1 - Preservation and Expansion of Existing Systems and Infrastructure: The group made mostly small and/or grammatical changes. Changed “surrounding areas” to “within the rural areas of the planning region” and correct spelling of Via.
- Goal 2 - Regional Connections: In addition to connections previously listed (Hwy 85, US Hwy 34, and US Interstate 76, the group wanted to add connections south on Highway 71 to Interstate 70 and Fort Morgan to Greeley via US Hwy 34.

- Goal 3 - Improve Regional Coordination: The group added a strategy to identify barriers to coordination in the short-term. It was also decided to focus on rural transit outside service areas and rural Weld County and to perform a regional needs analysis.
- Goal 4 – Coordinate with Rail: Discussed ongoing need for dialog.

### **Coordinated Planning Summary**

Next, Mr. Power led a discussion on coordinated plans and their purpose. It was stated that coordinated plans are required by the FTA under MAP 21 funding and that help the region to establish transit priorities and projects.

This was followed by a discussion of the potential coordination strategies that could be used in the Upper Front Range. David of CDOT mentioned that Greeley-Evans Transit is embarking on a joint procurement, and that CDOT looked favorably on coordination efforts like this as they tend to reduce administrative overhead. He further stated that a coordinated application makes sense and is looked upon favorably in the grant review process. Brad from Fort Morgan discussed CMAQ grants in Larimer and Weld County and stated that the grants tend to be limited and he would like to learn about other grant program opportunities.

### **Regional Transit Needs, Projects, and Priorities**

The final portion of the second TWG meeting was used to prioritize project needs within the Upper Front Range TPR. A “Project List” was developed and the projects were prioritized under broader categories. The projects were prioritized using the following categories: coordination strategies, facilities/vehicles, maintenance of service, and mobility for the general public. The discussion prioritization outcomes and time approximations are listed below.

#### *Coordination Strategies*

- Develop a coordinating council to increase coordination between systems (short-term). David Averill mentioned that there are resources (5310) available through CDOT to aid in this regard
- Work to resolve the issues that make vehicle and resource sharing difficult and identify ways to increase service capacity (long-term)
- Town of Estes Park to coordinate routes with other Front Range services, Via Mobility.

#### *Facilities/Vehicles*

- NECALG showed short, mid, and long-range vehicle replacements for approximately 60 vehicles. Also had upgrades to hardware and software packages. Ralph agreed to follow-up with H.J. Greenwood to confirm numbers.
- The Town of Estes Park had listed short-range bus leases, mid-range electronic kiosks and information, and long-range bus shelters.

#### *Maintaining and Expanding Existing Services*

- Maintain existing service levels – NECALG, Town of Estes Park, Via Mobility (short-term)
- Town of Estes Park expand service through October 15<sup>th</sup>, at least on weekends (short-range)
- Town of Estes Park increase service to year round (mid-range)

#### *Mobility for the General Public*

- Develop a rural service in Morgan County (long-range)
- Develop a rural service in Weld County (long-range)

#### *High Priority Regional Projects*

- Service in Hwy 85 corridor connecting Greeley with Fort Collins and Loveland
- Service along US Hwy 34 connecting Estes Park to I-25 and Greeley
- Service along Interstate 76 connecting Fort Morgan with Denver

#### **Next Steps**

The meeting closed by discussing what we need from the Transit Working Group and what they can expect in the weeks to come, including:

- The project team will compile remaining data, information, and prioritized project list for distribution to the TWG and inclusion in the final coordinated plan document
- Next Transit Working Group Meeting – Mid March
- Please send Ralph Power (email below) any information that is missing or otherwise should be included in the coordinated transit plan

#### **Adjourn**

David Averill of CDOT thanked the group for attending and reiterated the value of their participation and that we look forward to continuing to work with them through plan completion.

#### **PROJECT CONTACTS:**

CDOT Project Manager: David Averill, [david.averill@state.co.us](mailto:david.averill@state.co.us)  
Work: 303-757-9347

Lead Planner: Ralph Power, [ralph.power@transitplus.biz](mailto:ralph.power@transitplus.biz)  
Work: 303-728.4582

Project Web Site: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>

# Upper Front Range

Regional Coordinated Transit and  
Human Services Plan



Transportation Planning Region

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## ***B.3 - Transit Working Group Meeting #3***

## Upper Front Range Transit Working Group Meeting #3

Date: Tuesday, April 1st, 2014

Time: 1:00 – 3:00pm

Location: Fort Morgan City Hall  
110 Main Street  
Fort Morgan, Colorado

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Meeting Goals: Review financial scenarios and finalize development of strategies for the region

### Agenda

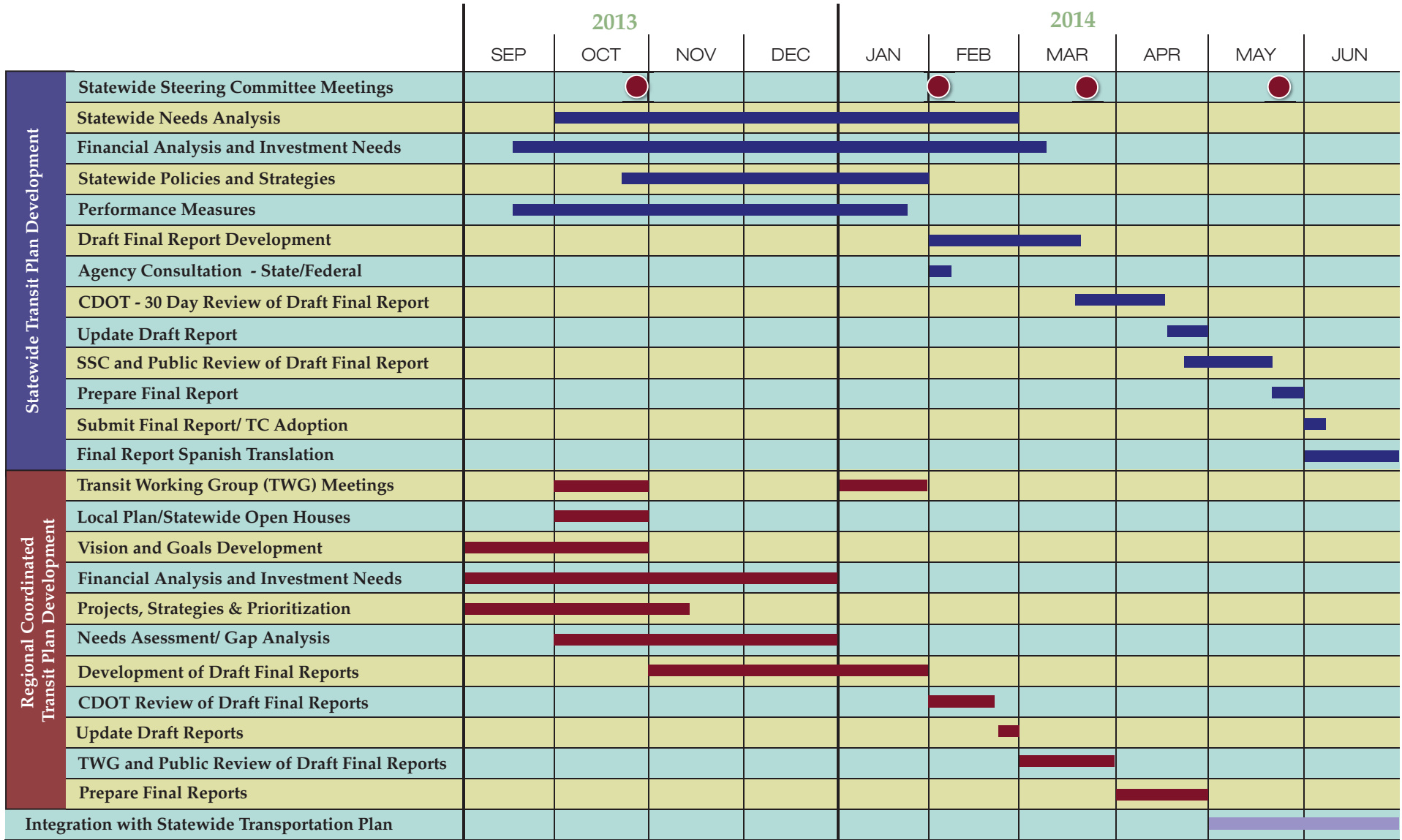
- 1) Welcome and Introductions (5 minutes)
- 2) Schedule Update (5 minutes)
- 3) Review and Finalize Recommended Strategies (45 minutes)
- 4) Financial Scenarios (45 Minutes)
- 5) Key Concepts Covered in Coordinated Regional Plan (10 minutes)

CDOT Project Manager: David Averill, [david.averill@state.co.us](mailto:david.averill@state.co.us)  
Work: 303-757-9753

Lead TPR Planner: Ralph Power [ralph.power@transitplus.biz](mailto:ralph.power@transitplus.biz)  
Work: 720-222-4717

Project Web Site: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>

Conference Call # 1-877-820-7831  
Participant Code: 418377#





*Upper Front Range Vision: The Upper Front Range’s vision is to improve regional mobility, for all residents through the effective coordination, planning, and delivery of transit services.*

Goal	High Priority Strategy	Approximate Annual Cost	Potential Funding Sources	Champion Partners	Timeframe
1) Preservation and Expansion of Existing Systems and Infrastructure	Maintain service levels and infrastructure. Northeast Colorado Association of Local Governments (NECALG), the Town of Estes Park and Via Mobility seek to maintain existing levels of service in Estes Park, Greeley, and within the rural areas of the planning region.	\$1.7 million	FTA 5310, FTA 5311, FASTER Fare Revenues, Local Government.	Upper Front Range Transit Working Group (UFR TWG), NECALG, Town of Estes Park, Via Mobility	1 – 6 years
	NECALG bus replacements/Cap: 7 buses, 11 mini vans	\$250,000	FTA 5310, FTA 5311, FASTER Fare Revenues, Local Government.	UFR TWG, NECALG	1 – 6 years
	Software	\$125,000			1 – 6 years
	Town of Estes Park bus replacements/capital: 5 bus leases	\$22,500	FTA 5310, FTA 5311, FASTER Fare Revenues, Local Government.	UFR TWG, Town of Estes Park	1 – 6 years
All buses ADA equipped	\$ 4,500	1 – 6 years			
Electronic kiosks, information	\$25,000	7 – 12 Years			
Bus shelters at each stop	\$ 6,000	12 years & beyond			

	Via Mobility bus replacements/capital: 3 bus purchases	\$60,000	FTA 5310, FTA 5311, FASTER Fare Revenues, Local Government.	UFR TWG, Via Mobility	1-6 years
	NECALG, the Town of Estes Park and Via Mobility seek to maintain current vehicle fleet size in mid and long range.	\$320,000	FTA 5310, FTA 5311, FASTER Fare Revenues, Local Government.	UFR TWG, NECALG, Town of Estes Park, Via Mobility	7 – 12 years

	<p>The Town of Estes Park seeks to expand service if funding is increased in 2014 and beyond.</p> <p>Extend service to October 15, estimated at 600 annual hours.</p> <p>Extend service to year round, estimated at 2,100 hours.</p>	<p>\$30,000</p> <p>\$94,0000</p>	<p>FTA 5310, FTA 5311, Fare Revenues, Local Government.</p>	<p>UFR TWG, Town of Estes Park</p>	<p>1 – 6 years</p> <p>7 – 12 years</p>
	<p>NECALG seeks to expand service if funding is increased in 2014 and beyond. Expand rural service, estimated at 2,000 annual hours.</p>	<p>\$90,000</p>	<p>FTA 5310, FTA 5311, Fare Revenues, Local Government.</p>	<p>UFR TWG, NECALG, Town of Estes Park, Via Mobility</p>	<p>1 – 6 years</p>
2) Establish Regional Connections	<p>Colorado Highway 85 Corridor service connecting Greeley, Fort Collins, and Loveland. Estimated at 2 days per week (624 annual hours).</p>	<p>\$28,000</p>	<p>FTA 5310, FTA 5311, Fare Revenues, Local Government.</p>	<p>UFR TWG, NECALG, Via Mobility</p>	<p>1 – 6 years</p>

US Highway 34 service connecting Estes Park with I-25 and Greeley. Estimated at 3 days per week (1,250 annual hours).	\$56,000	FTA 5310, FTA 5311, Fare Revenues, Local Government.	UFR TWG, Town of Estes Park, Via Mobility	1 – 6 years
US Highway 34 service connecting Fort Morgan to Greeley. Estimated at 2 days per week (416 annual hours).	\$19,000	FTA 5310, FTA 5311, Fare Revenues, Local Government.	UFR TWG, City of Fort Morgan, NECALG, Via Mobility	1 – 6 years
Explore the need and feasibility of other regional connections; coordinate with the Intercity Bus Plan.	\$5,00	FTA 5304, Fare Revenues, Local Government.	UFR TWG	1 – 6 years
US Interstate 76 service connecting Fort Morgan with Denver. Estimated at 3 days per week (624 annual hours).	\$28,000	FTA 5310, FTA 5311, Fare Revenues, Local Government.	UFR TWG, City of Fort Morgan, NECALG	7 - 12 years
Add connections south on Highway 71 to Interstate 70. Estimated at 1 day per week (416 annual hours).	\$19,000	FTA 5310, FTA 5311, Fare Revenues, Local Government.	UFR TWG, NECALG	7 – 12 years

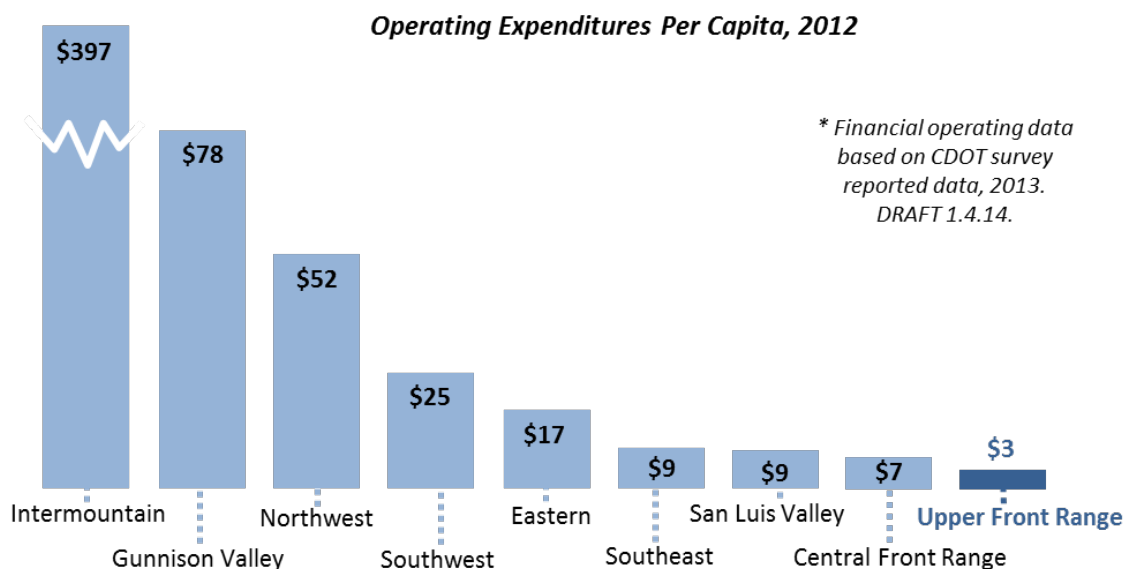
3) Improve Regional Coordination	Identify grant and other funding opportunities to maximize regional financial resources and coordination opportunities.	\$5,000	FTA 5304, FTA, 5310, Fare Revenues, Local Government	UFR TWG	1 - 6 years
	Integrate private transportation providers into the regional transit network.	\$5,000	FTA 5304, FTA 5310, Fare Revenues, Local Government	UFR TWG	1 - 6 years
	Improve connectivity between local, intercity and regional transit services and other modes through better sharing of information and schedules.	\$5,000	FTA 5304, FTA 5310, Fare Revenues, Local Government	UFR TWG	1 - 6 years
	Identify barriers to coordination in the short-term. It was also decided to focus on rural transit outside service areas and rural Weld County.	\$5,000	FTA 5304, FTA 5310, Fare Revenues, Local Government	UFR TWG	1 - 6 years
	Perform a regional needs analysis. Hire a consulting firm to analyze service gaps and perform demand analysis to establish needs.	\$40,000	FTA 5304, Fare Revenues, Local Government	UFR TWG	1 – 6 years
4) Coordinate with Rail	Begin discussions with railroads to identify opportunities for coordination.	\$0		UFR TWG	1 – 6 years

# Upper Front Range Financial Resources and Anticipated Revenues

The 2040 revenue and operating expense projections presented here are intended to estimate the general range of future revenues and magnitude of future resource needs. While any forecast is subject to uncertainty, these estimates may help guide regional actions and may indicate the need for future coordination, collaboration, and alternative revenue strategies. These sketch-level planning estimates are intended to foster dialogue among regional partners, not to determine local decision-making or prioritization.

## Statewide Current and Future Operating Expenditures

Per capita operating expenditures provide an approximate indicator of current and future resource needs. The figure below illustrates the various levels of transit service provided in each of Colorado’s planning regions measured by per capita expenditures. Each region varies considerably in sources of transit revenues, scale and type of operations, system utilization and ridership, full-time resident population, and population of seasonal visitors.

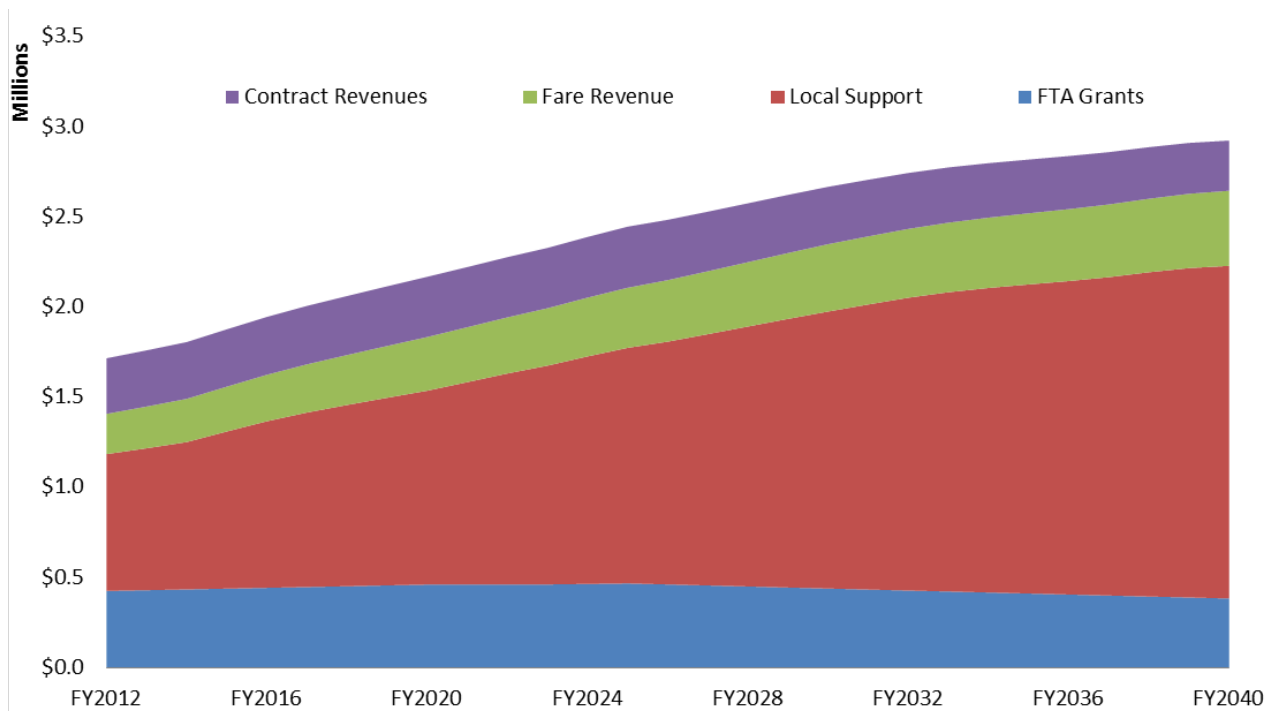


## Upper Front Range TPR Operating Expenditures

- In recent years, operating expenses for service providers in the region have grown faster than available revenues. For one of the region’s largest providers, operating revenues have grown at an annual average rate of just 0.5% over the past five years.
- The region’s full-time resident population is expected to grow 1.4% annually from 2010 to 2040 and reach over 1 million by 2040. Population growth is anticipated to grow steadily until 2030 and to grow more slowly.
- Approximately \$1.7 million annually, or less than \$3 per capita is expended to support critical transit and transportation services within all counties of the Upper Front Range Region.
- To provide the same level of service (as measured by per capita expenditures) in 2040 as today – the region will require approximately \$3.2 million in operating funds.

### Upper Front Range TPR Future Revenues

Projections of future revenues are based on historical trends and current Federal and state population and regional economic growth rates. By 2040, the Upper Front Range could expect to see transit revenues available for operating and administration purposes reach an estimated \$2.9 million dollars.



- Federal Transit Administration (FTA) revenues are dependent on fuel tax revenues which are expected to grow more slowly from 2020 through 2040. FTA awards provide a significant portion of transit service funding in the region today, including continuing operating support through FTA 5311 rural funds. Future FTA funding levels are estimated by CDOT per Congressional Budget Office forecasts.
- Local governments contribute the majority of operating funds that support transit and transportation services in the region. These funds may include matching funds for grant awards, general fund transfers, or in-kind contributions. Local funds are variable and depend on the fiscal health of governments and state of the economy in the region. Local sales tax sources provide the most significant source of revenue for local governments in the region (as much as two-thirds of all revenues in some towns). However, growth in sales tax revenue is expected to slow in the future as consumer spending shifts from durable goods to non-taxable services, such as healthcare.
- Fare revenues tend to be variable and many public transit agencies in the region operate on a suggested donation policy. Fare revenue growth is also linked to personal income growth, ridership growth, and policy changes. Based on historic trends, fare revenues are anticipated to grow steadily at 3.7 percent annually, though fare-recovery rates could slow over the long-term.
- Contract revenues include reimbursements and grants from a variety of Federal programs including relatively stable sources such as payments through Title III of the Older Americans Act (OAA). Other Federal programs are highly variable and include payments through the Non-Emergent Medical Transportation (NEMT) Medicaid program. Sequestration or other changes in Federal programs will impact the revenues available through NEEMT, OAA, Community Service Block Grants (CSBG), and other

important programs. Over the long-run, the revenues available for discretionary spending within these programs, such as transportation assistance, are likely to decline.

- Other revenues, including Temporary Assistance for Needy Families/Workforce Investment Act (TANF/WIA), Head Start, other FTA operating grant programs, and agency-derived sources such as investments and fees are important but relatively small sources of revenues and not directly included in this forecast.

**Upper Front Range TPR Financial Projections**

Based on best available information and known trends, it is currently forecast that transit expenses in the Central Front Range region will outstrip the growth in transit revenues by as much as 0.4% annually by 2040. In terms of potential projects and strategies, this may mean either the region will have to be more selective about service expansion or that finding new funding sources may have to become a higher priority to address this potential funding gap.

Future operating expenses represent only the resources necessary to maintain transit services at current levels on a per-capita basis. Potential future funding shortfalls or surplus amounts indicate what resources might be available or needed to improve or expand service over existing levels. Revenue forecasts are highly variable and could come in higher or lower than expected. Alternative revenue sources or growth in current revenue streams will be necessary to continue to fund improvements or to meet the growing needs of elderly, veterans, low-income, and transit dependent populations.

<i>Upper Front Range TPR</i>	<b>2020</b>	<b>2030</b>	<b>2040</b>	<b>2020 - 2040 Annual Growth</b>
<b>Estimated Population</b>	721,996	911,040	1,097,928	1.4%/yr
<b>Estimated Operating Expenses</b>	2,124,649	2,680,955	3,230,918	1.4%/yr
<b>Estimated Operating Revenues</b>	\$2,167,064	\$2,666,066	\$2,922,152	1.0%/yr
<b><i>Potential Funding (Gap) / Surplus</i></b>	<b>\$42,416</b>	<b><i>(-\$14,889)</i></b>	<b><i>(-\$308,766)</i></b>	<b>-0.4%</b>





# REGIONAL COORDINATED TRANSIT AND HUMAN SERVICES PLAN

## KEY CONCEPTS

### Introduction

This section describes why the plan was developed, the process used to develop the plan and the planning requirements fulfilled by this plan.

### Regional Overview

This section describes the region's activity centers, key demographics and travel patterns. It includes existing data on populations that are often associated with transit demand in a community (people over age 65, low income people and households without vehicles). Other data is included on veterans, race, ethnicity, and English proficiency to paint a comprehensive picture of the region's need for transit.

### Existing Transit Provider and Human Service Agencies

This section summarizes the key features of the region's public and private transit providers as well as the human service agencies in the region. Data is provided on provider's service areas, types of service, eligibility, and ridership.

### Current and Potential Funding

This section describes the variety of transit funding sources at various levels of government. This section also describes the challenges faced by transit and human service transportation providers with various funding sources.

### Key Findings, Transit Needs and Service Gaps

This section describes key findings from the review of the region's demographic profile and activity centers that illustrate the existing and future unmet transit needs.

### Financial Scenarios and Recommended Strategies

This section summarizes the anticipated funding through 2040 as well as the funding needed through 2040 based on population growth. This section also lists the recommended strategies for meeting the region's transit vision.

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**SCHEDULE:** Draft Regional Coordinated Plan to region for review March 2014  
Final Regional Coordinated Plan to region May 2014

UPPER FRONT RANGE TRANSIT WORKING GROUP  
MEETING 3  
APRIL 1, 2014

<u>Name</u>	<u>Agency</u>	<u>Contact</u>
Ralph Pauer	Transit Plus	ralph.pauer@transitpw.biz
Brian McCracken	Morgan County	b.mccracken@co.morgan.co.us
BRADLEY CURTIS	FT. MORGAN	bcurtis@cityoffortmorgan.com
Steve Romero		
Jonathan Basso	Arc of Weld	jon@arcweldcounty.org

## Upper Front Range Transportation Planning Region Transit Working Group #3 – Meeting Minutes

Date: April 1, 2014  
Time: 1:00 PM – 3:00 PM  
Location: Fort Morgan City Hall  
110 Main Street  
Fort Morgan, Colorado

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### Meeting attendees:

Bradley Curtis – City of Fort Morgan  
Steve Romero – Morgan County Department of Human Services  
Jonathan Basso – ARC of Weld County  
Brian McCracken – Morgan County Commissioner  
Kathy Gilliland – District 5 Commissioner  
David Averill – CDOT  
Ralph Power - TransitPlus

### *Attended by Teleconference*

Menda Warne – Access and Ability

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### Welcome & Introductions

David Averill from CDOT began the meeting, distributed the meeting agenda, and asked that all participants introduce themselves.

### Project Schedule

Mr. Averill provided an update of the schedule for completing the Statewide Transit Plan. The Draft Final Plan documents will be distributed to the Central Front Range Transit Working Group by March 2014.

### Draft Central Front Range Goals and Strategies

Ralph Power of TransitPlus facilitated a discussion focused on refining the goals and strategies that had been previously identified and prioritized by the Transit Working Group. Mr. Power explained how the strategies were in direct of support of the vision and goals that the group had identified earlier in the process.

Mr. Power then led the group through each of the strategies supporting the four (4) goals established by the group. The group weighed in on strategy details, costs, and timelines in moving the study forward.

### Goal: Preservation and Expansion of Existing Systems and Infrastructure

Discussions focused on strategy details and costs, as the group was in agreement that maintaining existing services is a priority. Brian McCracken and Brad Curtis recalled that NECALG was previously looking at bus shelters for passenger convenience and to capture additional riders. This strategy was added to the list. Strategies identified under this goal are:

- Strategy (1 – 6 years) – Maintain service levels and infrastructure of NECALG, Town of Estes Park, and Via Mobility; estimated cost \$1.7 million annually.
- Maintenance Strategy (1 – 6 years) – NECALG bus replacements: 7 buses, 11 mini vans; estimated cost \$250,000 annually.
- Maintenance Strategy (1 – 6 years) – NECALG scheduling software; estimated cost \$125,000.
- Maintenance Strategy (1 – 6 years) – Town of Estes Park bus replacements: 5 bus leases; estimated cost \$22,500 annually.
- Maintenance Strategy (1 – 6 years) – Town of Estes Park all buses ADA equipped; estimated cost \$4,500.
- Maintenance Strategy (7 - 12 years) – Town of Estes Park electronic information kiosks; estimated cost \$25,000.
- Maintenance Strategy (7 – 12 years) – Town of Estes Park bus replacements: trolley; estimated cost \$25,000 annually.
- Maintenance Strategy (7 - 12 years) – Town of Estes Park shelters on bus stops; estimated cost \$6,000 per shelter.
- Maintenance Strategy (7 - 12 years) – NECALG shelters on bus stops; estimated cost \$6,000 per shelter.
- Maintenance Strategy (1 – 6 years) – Via Mobility one bus replacement; estimated cost \$20,000 annually.
- Maintenance Strategy (7 – 12 years) – NECALG, Town of Estes Park, and Via Mobility seek to maintain current vehicle fleet sizes in mid to long range; estimated cost \$320,000 annually.
- Expansion Strategy (1 – 6 years) – Town of Estes Park seeks to extend service to October 15<sup>th</sup>; estimated cost of \$30,000 annually.
- Expansion Strategy (7 – 12 years) – Town of Estes Park seeks to extend service to year round; estimated cost of \$94,000 annually.
- Expansion Strategy (1 – 6 years) – NECALG seeks to expand service rural services; estimated cost of \$90,000 annually.

#### Goal: Establish Regional Connections

Most of the discussion on regional connections was focused on service frequency and cost details. Menda Warne suggested that regional connections coordinate with existing plans for commuter service on the Colorado Highway 85 corridor. David Averill further suggested that we adjust project descriptions to include broader markets and coordination with the North Front Range MPO Plan.

- Strategy (1 – 6- years) – Colorado Highway 85 Corridor service connecting Greeley, Fort Collins, and Loveland. Estimated at 5 days per week, 3 times per day; cost of \$117,000 annually. The general public service would be coordinated among current providers and with the Statewide Intercity Bus Plan that is currently being completed.
- Strategy (1 -6 years) – US Highway 34 service connecting Estes Park with I-25 and Greeley. Estimated at 3 days per week; cost of \$56,000 annually. David Averill requested that these costs be verified prior to inclusion in the Draft Final Document. The service would be coordinated with the Intercity Express Bus connecting Fort Collins, Loveland and Denver.

- Strategy (1- 6 years) – US Highway 34 service connecting Fort Morgan to Greeley. Estimated at 2 days per week; cost of \$19,000 annually. David Averill requested that these costs be verified prior to inclusion in the Draft Final Document.
- Strategy (1 – 6 years) – Coordinate services with services expected from the outcome of the Intercity Bus Plan; estimated cost \$5,000.
- Strategy (7 – 12 years) – US Interstate 76 service connecting Fort Morgan with Denver. Estimated at 3 days per week; cost \$28,000 annually.
- Strategy (7 – 12 years) - Add connections south on Highway 71 to Interstate 70. Estimated at 1 day per week; cost \$19,000 annually.

### Goal 3: Regional Coordination

In addition to fine tuning the strategies, discussions centered on the lack of a Coordinating Council and whether the existing Transit Working Group could or should carry on as the champion of regional coordination efforts. David Averill stated that CDOT had funding assistance available for Coordinating Councils and mobility management activities. Kathy Gilliland suggested that since the Upper Front Range includes areas as far Estes Park, that a coordinating group should be all-inclusive. Brian McCracken offered that since he is focused on the eastern area of the Upper Front Range, it is positive to hear about issues and opportunities outside of these areas. Steve Romero noted that there are extreme program differences within areas of the region. All agreed that a good starting point toward regional coordination would be for the Transit Working Group to continue meeting and talking.

- Strategy (1 – 6- years) – Identify grant and other funding opportunities to maximize regional financial resources and coordination opportunities.
- Strategy (1 – 6 years) – Integrate private transportation providers into the regional transit network.
- Strategy (1 – 6 years) – Improve connectivity between local, intercity and regional transit services and other modes through better sharing of information and schedules.
- Strategy (1 – 6 years) – Identify avenues and opportunities for coordination that focus on rural transit outside of current service areas and rural Weld County.
- Strategy (1 – 6 years) - Perform a regional needs analysis. Hire a consulting firm to analyze service gaps and perform demand analysis to establish needs.

### Goal: Coordinate with Rail

The Working Group agreed that it was critical to maintain contact and coordinate with rail operations in the Region. The lack of central person or agency to lead the effort was again cited and it is assumed that individuals within the towns or areas affected by rail operations would lead local efforts to maintain and expand rail services. CDOT can also play a role in helping entities in the UFR TPR coordinate with railways.

### **Financial Summaries**

Subsequent to the finalization of strategies, Mr. Power reviewed anticipated financial resources and revenues of the Upper Front Range Transportation Planning Region. He reiterated that the projections were basic, sketch-level numbers aimed at spurring discussion, not for making decisions. There was

discussion on the fact that local sources made up the largest portion of transit revenues and that there are grant opportunities available to the region.

### **Key Concepts and Plan Outline**

Ralph concluded the meeting with a brief overview of key concepts and chapters that will be included in the Final Regional Coordinated Transit and Human Services Plan. In addition to strategies and funding options, the plan will detail the steps that took place throughout the project.

### **Next Steps**

This was the final meeting of the Transit Working Group and the Draft Final Plan document will be distributed in May for TWG member review and comment. Some agencies will be contacting or be contacted by Mr. Power to finalize specific details.

### **Adjourn**

David Averill of CDOT thanked the group for attending and participating in the process.

### **PROJECT CONTACTS:**

CDOT Project Lead: David Averill, [david.averill@state.co.us](mailto:david.averill@state.co.us)  
Work: 303-757-9347

Lead Planner: Ralph Power, [ralph.power@transitplus.biz](mailto:ralph.power@transitplus.biz)  
Work: 303-728.4582

Project Web Site: <http://coloradotransportationmatters.com/other-cdot-plans/transit/>



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## APPENDIX C PUBLIC OUTREACH MATERIALS AND ATTENDANCE



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# Welcome

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**We are here to inform you about the statewide transit plan and solicit your feedback about transit needs in your area**

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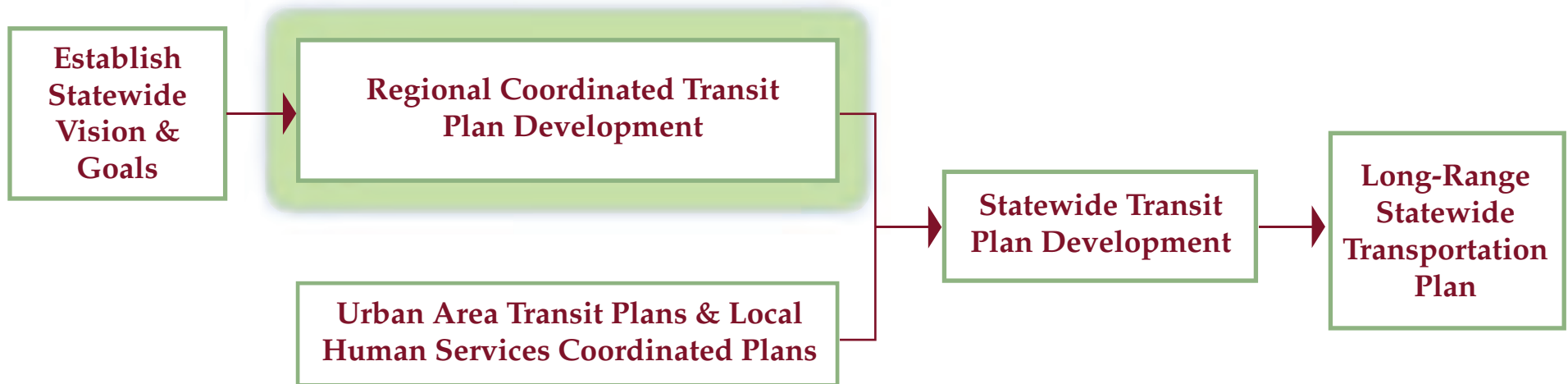
**Open House  
December 2013**



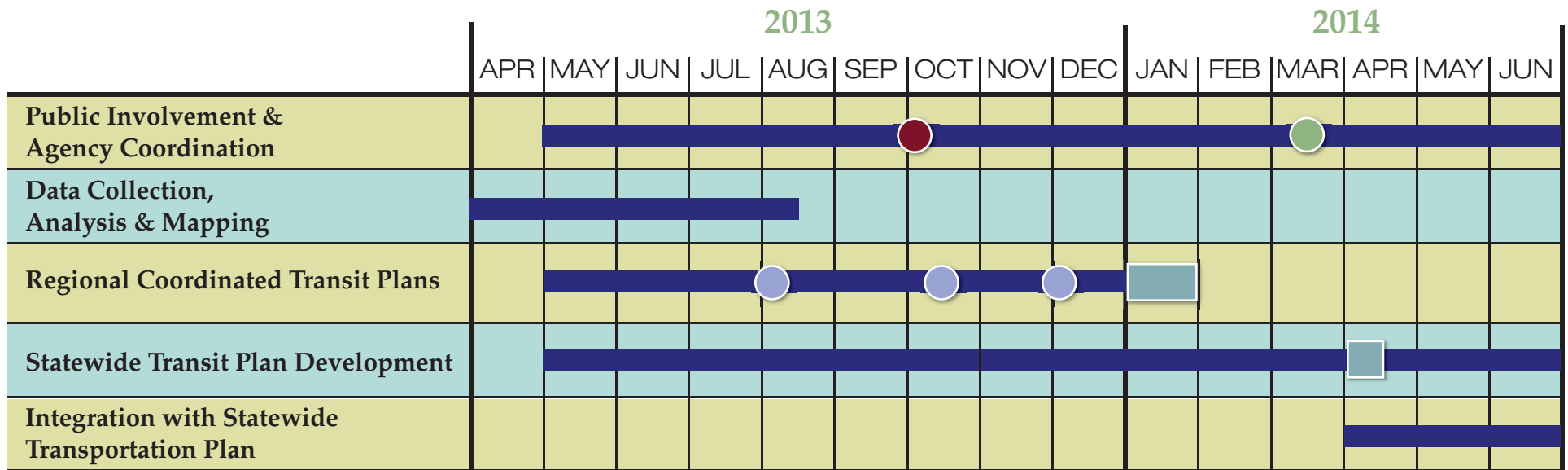
## The Statewide Transit Plan will Include:


- Ten local transit and human services coordination plans
- A vision for transit in Colorado
- CDOT's role in fulfilling the State's vision
- Policies, goals, objectives and strategies for meeting needs
- Visions for multimodal transportation corridors
- Demographic and travel profiles
- Existing and future transit operations and capital needs
- Funding and financial analysis
- Performance measures
- Public involvement
- Statewide survey of the transportation needs of the elderly and disabled

## Work Plan



## Project Overview Schedule



-  Statewide Open Houses (4 locations)
-  Two Open Houses in each TPR
-  TPR Transit Working Group Meeting
-  Draft Plan Available for Public Review

*The schedule of all open houses will be coordinated with the outreach program for the Statewide Transportation Plan. All meeting dates are subject to change.*

## STATEWIDE TRANSIT VISION

Colorado's public transit system will enhance mobility for residents and visitors in an effective, safe, efficient, and sustainable manner; will offer meaningful transportation choices to all segments of the state's population; and will improve access to and connectivity among transportation modes.

## SUPPORTING GOALS AND OBJECTIVES

### Transit System Development and Partnerships

Increase communication, collaboration and coordination within the statewide transportation network by supporting and implementing strategies that:

- Meet travelers' needs
- Remove barriers to service
- Develop and leverage key partnerships
- Encourage coordination of services to enhance system efficiency

### Mobility/Accessibility

Improve travel opportunities within and between communities by supporting and implementing strategies that:

- Strive to provide convenient transit opportunities for all populations
- Make transit more time-competitive with automobile travel
- Create a passenger-friendly environment, including information about available services
- Increase service capacity
- Enhance connectivity among local, intercity and regional transit services and other modes
- Support multi-modal connectivity and services

### Environmental Stewardship

Develop a framework of a transit system that is environmentally beneficial over time by supporting and implementing strategies that:

- Reduce vehicle miles traveled and green house gas emissions
- Support energy efficient facilities and amenities

### Economic Vitality

Create a transit system that will contribute to the economic vitality of the state, its regions and its communities to reduce transportation costs for residents, businesses, and visitors by supporting and implementing strategies that:

- Increase the availability and attractiveness of transit
- Inform the public about transit opportunities locally, regionally and statewide
- Further integrate transit services into land use planning and development

### System Preservation and Expansion

Establish public transit as an important element within an integrated multimodal transportation system by supporting and implementing strategies that:

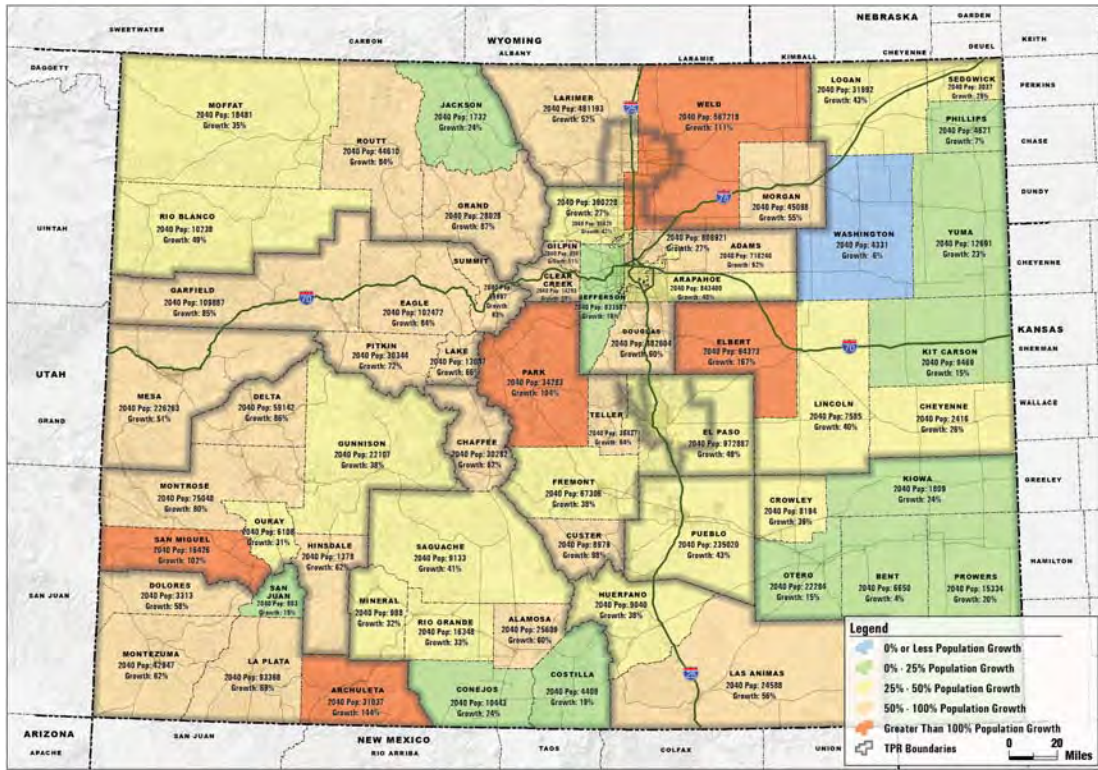
- Preserve existing infrastructure and protect future infrastructure and right-of-way
- Expand transit services based on a prioritization process
- Allocate resources toward both preservation and expansion
- Identify grant and other funding opportunities to sustain and further transit services statewide
- Develop and leverage private sector investments

### Safety and Security

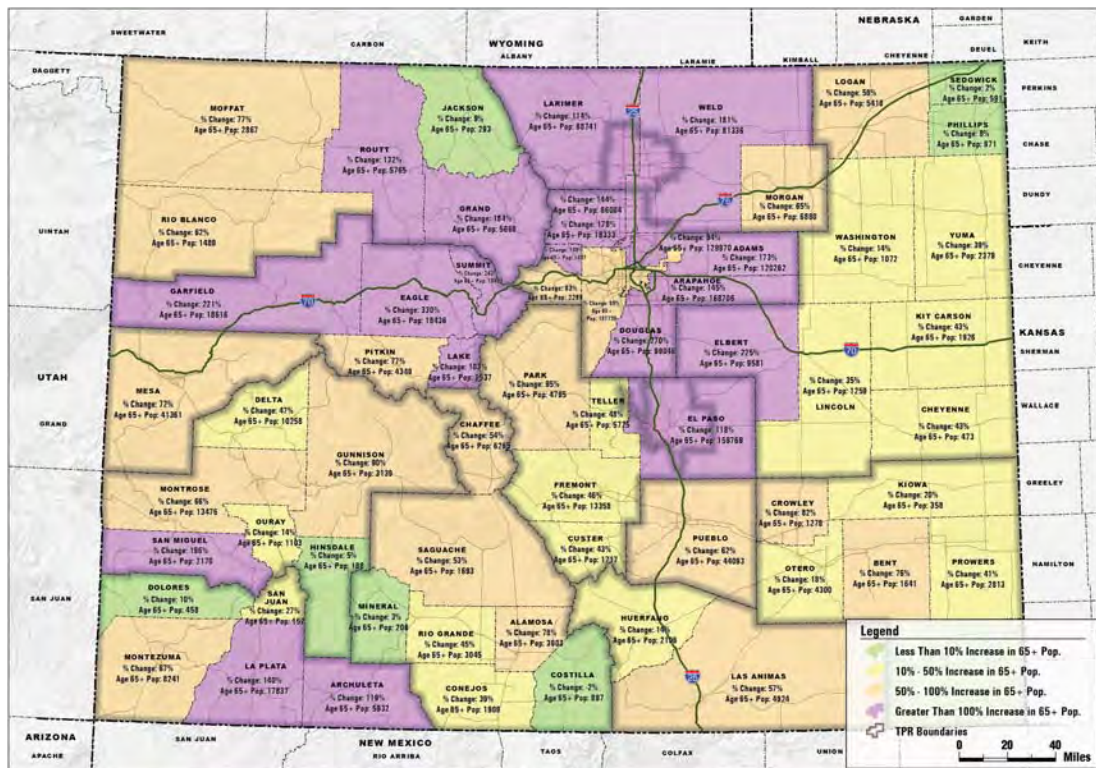
Create a transit system in which travelers feel safe and secure and in which transit facilities are protected by supporting and implementing strategies that:

- Help agencies maintain safer fleets, facilities and service
- Provide guidance on safety and security measures for transit systems

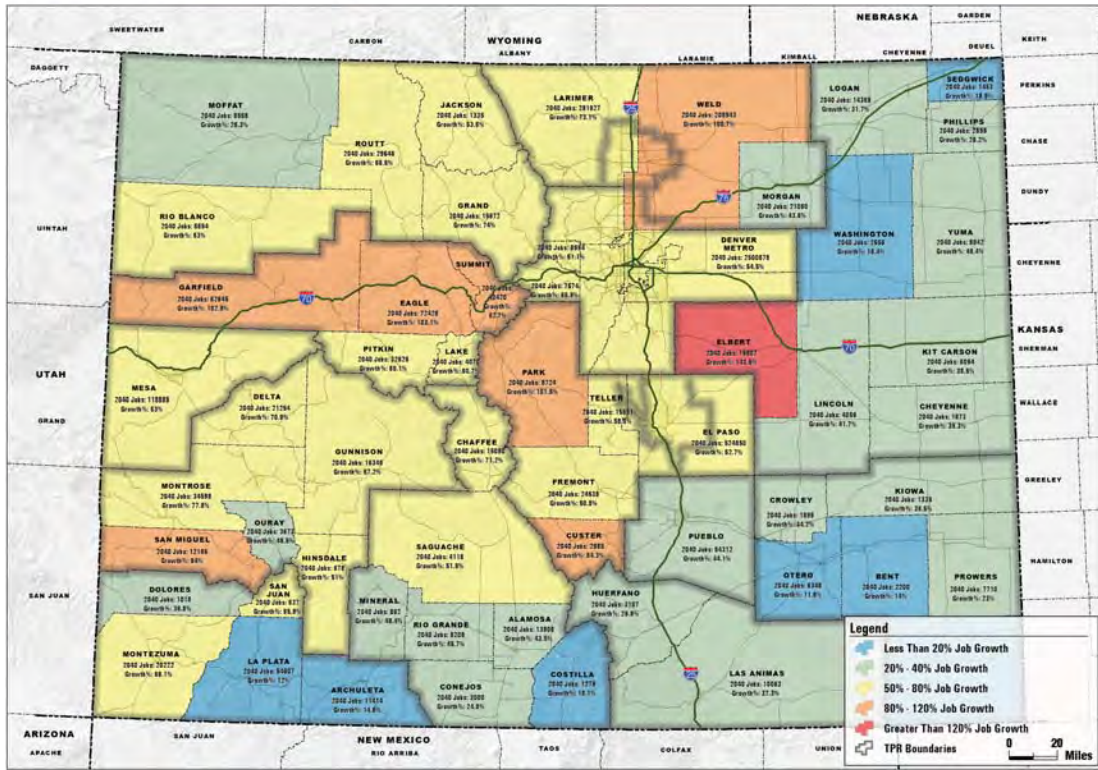
# Population Growth (2013-2040)



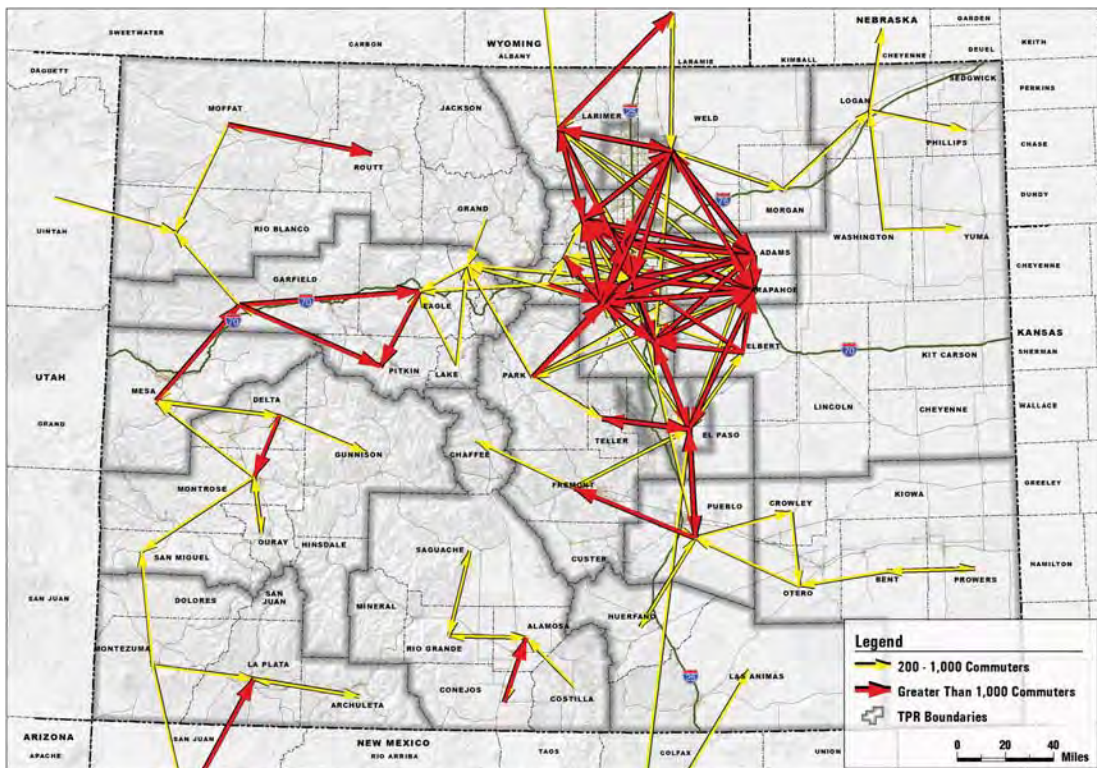
# Age 65+ Population Growth (2013-2040)



# Job Growth (2013-2040)



# County to County Commuter Patterns



## **Regional Coordinated Transit Plan will Include:**

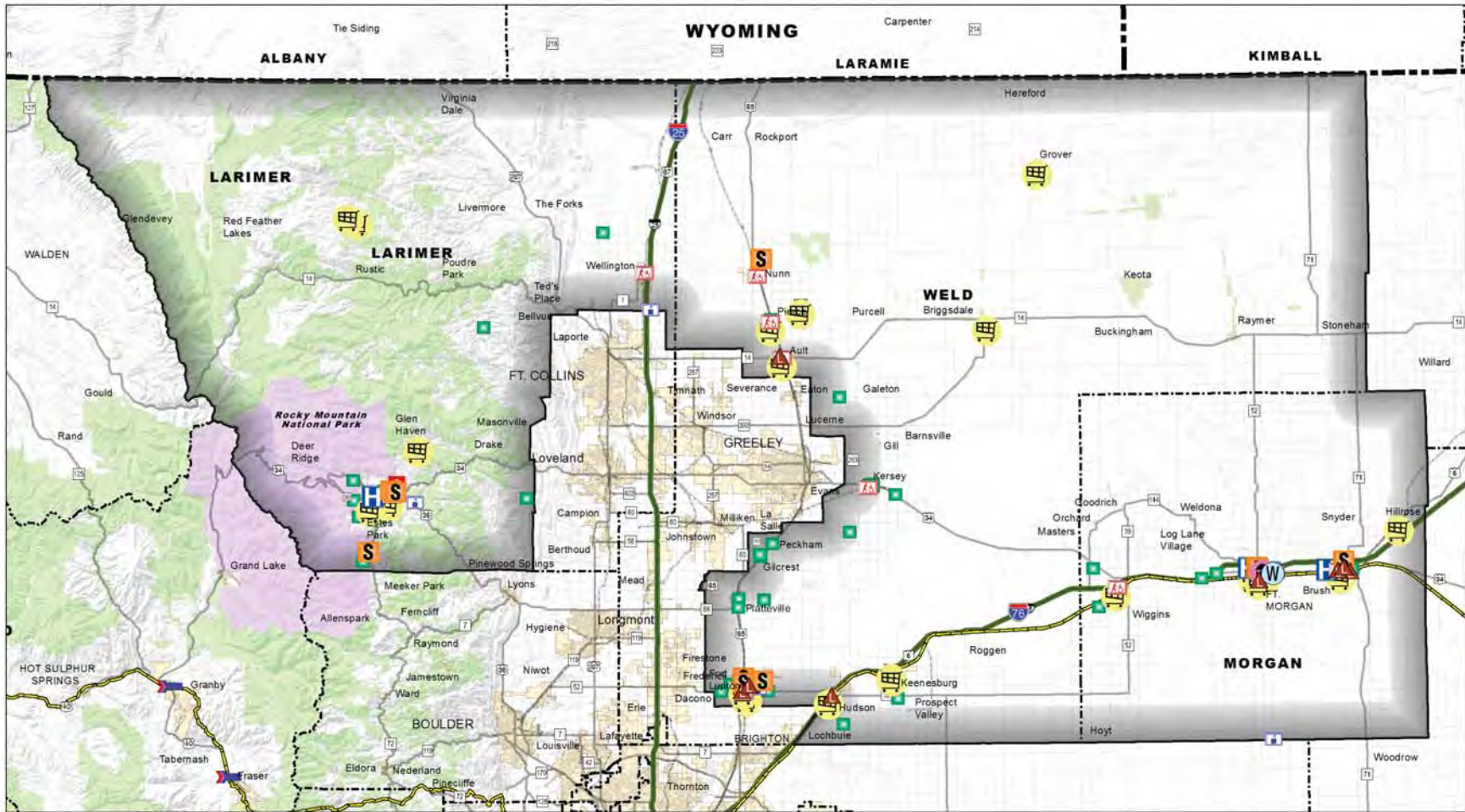
- Regional vision, goals, and objectives
- Regional demographics
- An inventory of existing services
- Identification of needs and issues
- Prioritized projects and strategies
- Vision and framework for transit in 20 years
- Public involvement and agency coordination
- Funding and financial analysis

# Upper Front Range

Transportation Planning Region

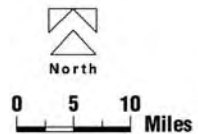
## Major Activity Centers and Destinations

Business locations derived from 2011 ESRI data.



### Legend

- |                              |                           |                               |   |                   |                              |
|------------------------------|---------------------------|-------------------------------|---|-------------------|------------------------------|
| Workforce Centers            | Correctional Institutions | Hospitals                     | Section 8 and Multi-Family Housing Assistance | Amtrak Stations   | U.S. & State Highways        |
| Mental Health Services       | Veteran Services          | Higher Education Institutions | Upper Front Range TPR Boundary                | County Boundaries | National Parks and Monuments |
| Human Service Agencies       | Grocery Stores            | Senior Citizens' Services     | Incorporated Cities and Towns                 | State Boundaries  | National Forest              |
| Employers with 50+ Employees | Amtrak Routes             |                               | Interstate Highways                           |                   |                              |



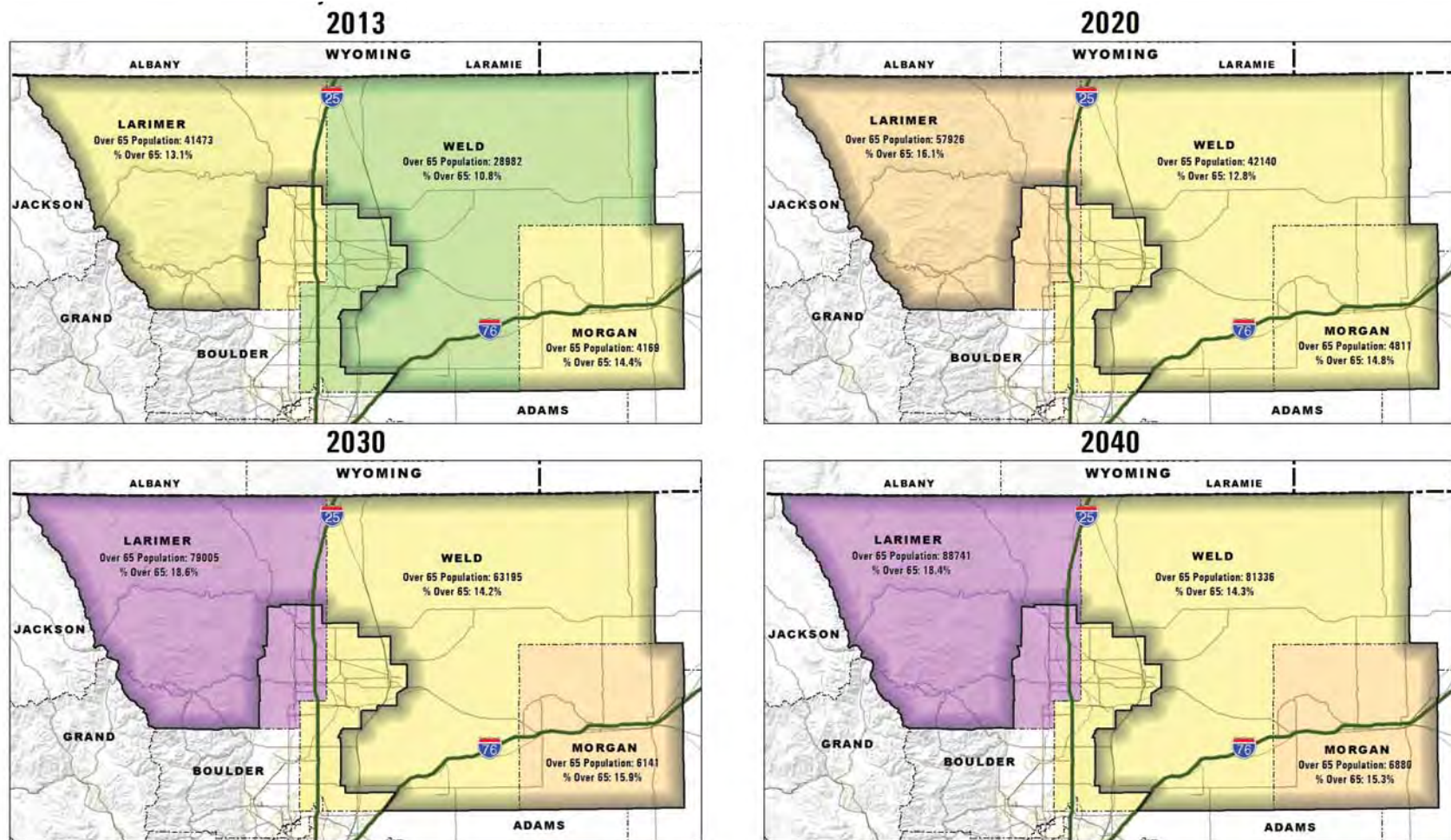


# Upper Front Range

Transportation Planning Region

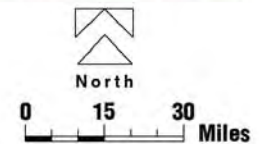
## Projected Percentage of Residents Age 65+

Percentage is based on 2012 estimates provided by the State Demographer's Office through the Colorado Department of Local Affairs.



### Legend

- Less Than 12% Age 65+
- 12% - 15% Age 65+
- 15% - 18% Age 65+
- Greater Than 18% Age 65+
- Upper Front Range TPR Boundary
- U.S. & State Highways
- Incorporated Cities and Towns
- County Boundaries
- Interstate Highways
- State Boundaries

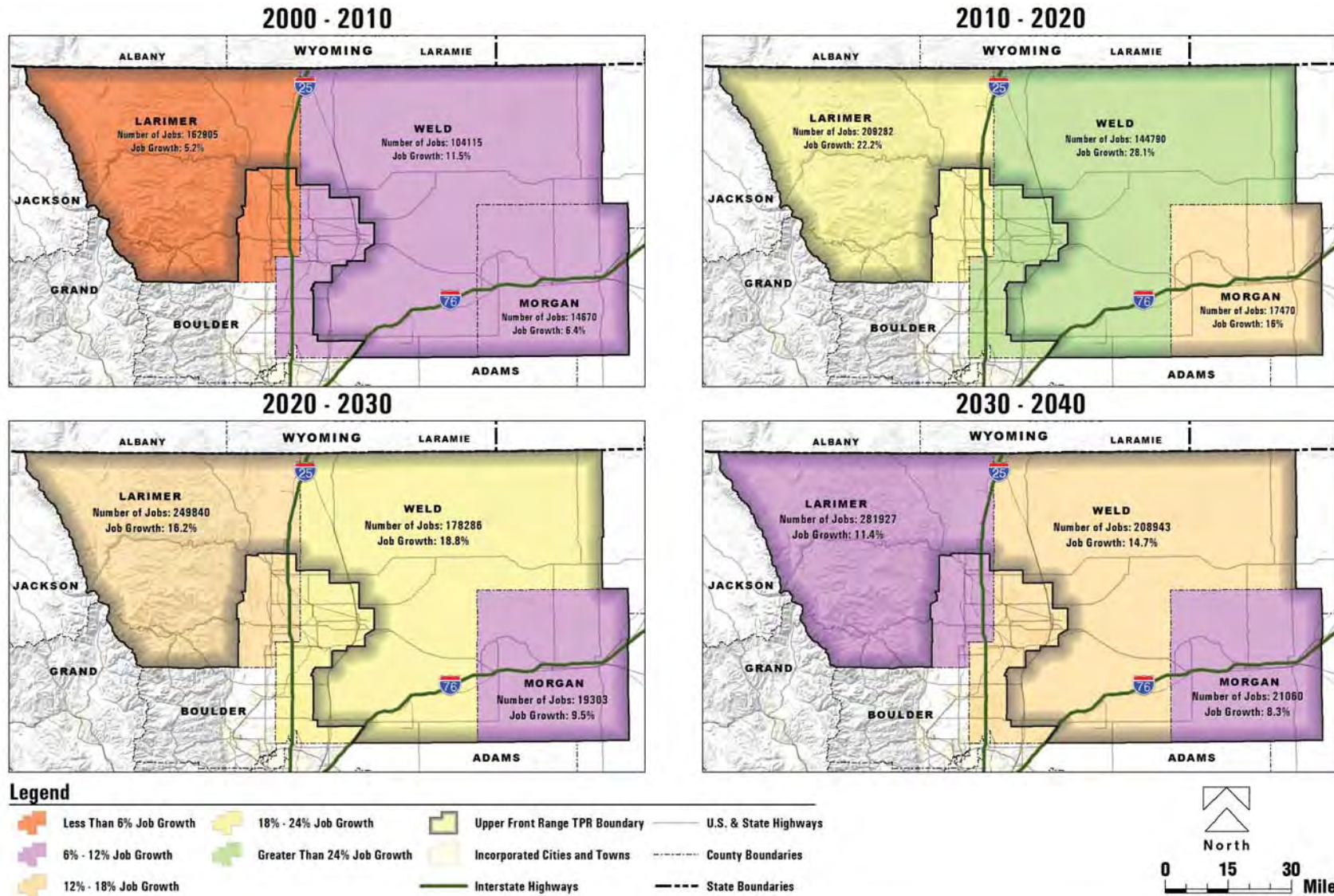


# Upper Front Range

Transportation Planning Region

## Job Growth from 2000-2040

Job growth based on 2012 estimates provided by the State Demographer's Office through the Colorado Department of Local Affairs.

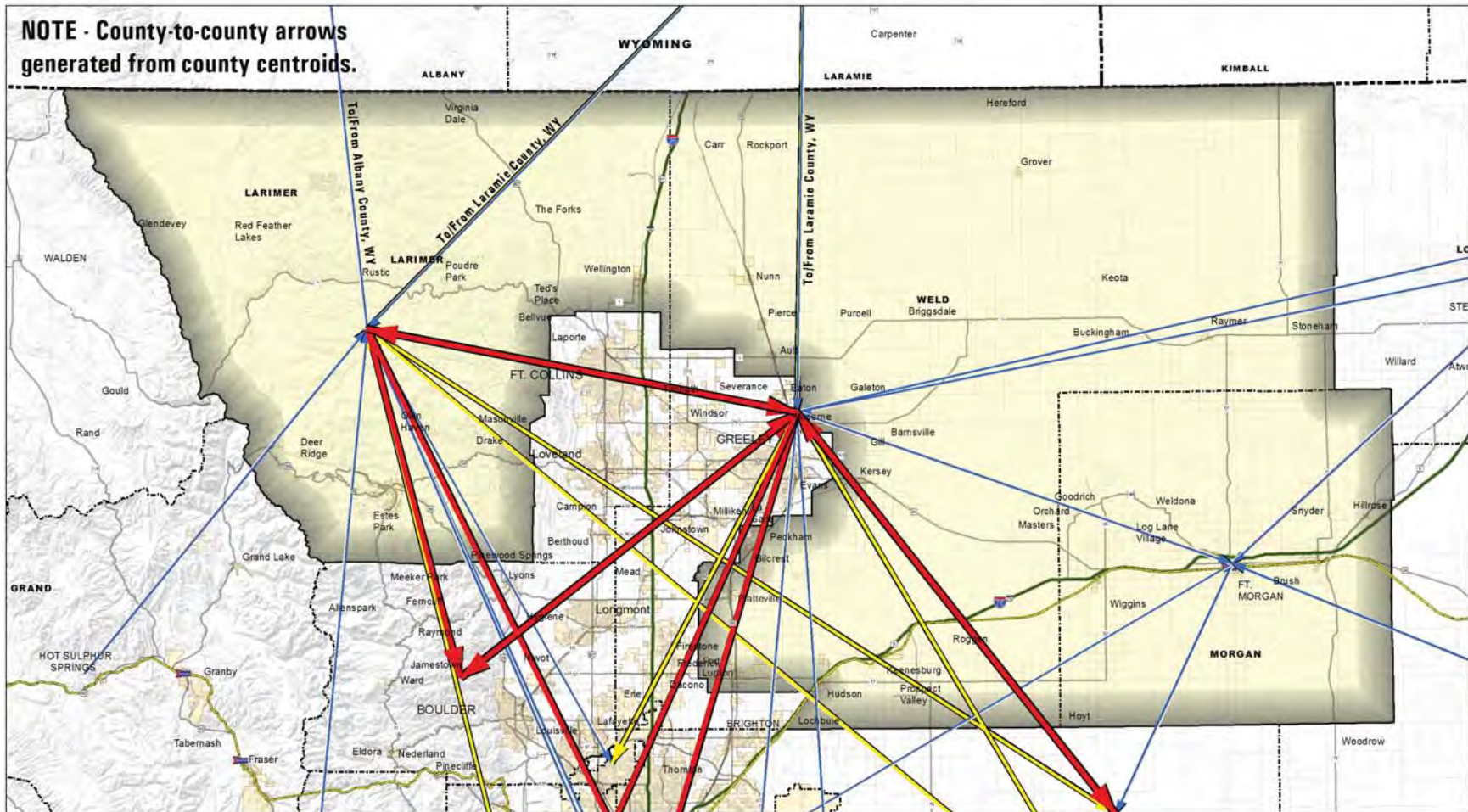


# Upper Front Range

Transportation Planning Region

## Employed Working Outside County of Residence

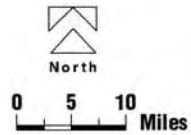
Note: Values are based on the 2006-2010 US Census American Community Survey (ACS) Metropolitan and Micropolitan Table 2 - Residence County to Workplace County Flows for the U.S. by Workplace Geography and 2009 ACS Table S0804 - Means of Transportation to Work by Workplace Geography.



**NOTE - County-to-county arrows generated from county centroids.**

### Legend

- 100 - 500 Commuters
- 2000 - 12000+ Commuters
- Incorporated Cities and Towns
- County Boundaries
- State Boundaries
- ⚓ Amtrak Stations
- 500 - 2000 Commuters
- Upper Front Range TPR Boundary
- Interstate Highways
- U.S. & State Highways
- Amtrak Routes



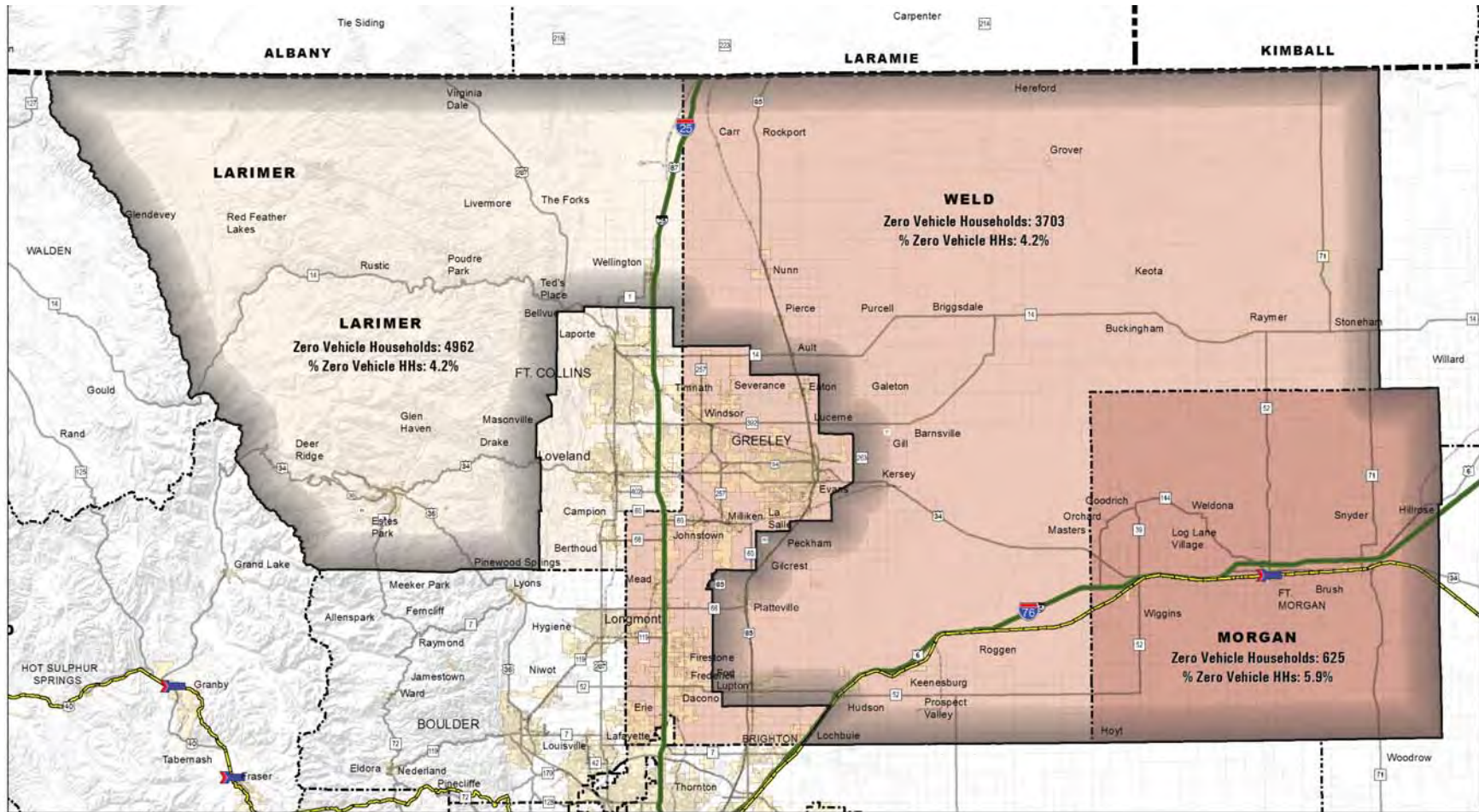
\* County-to-county commuters totaling less than 100 not depicted.

# Upper Front Range

Transportation Planning Region

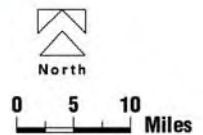
## 2011 Percentage of Households with No Vehicle

Zero vehicle household data extracted from 2011 U.S. Census American Community Survey Table B08201 - Household Size by Vehicles Available.



### Legend

- 4.2% Zero Vehicle Households
- 5.9% Zero Vehicle Households
- Upper Front Range TPR Boundary
- Incorporated Cities and Towns
- 4.3% Zero Vehicle Households
- U.S. & State Highways
- Amtrak Routes
- County Boundaries
- State Boundaries
- Amtrak Stations

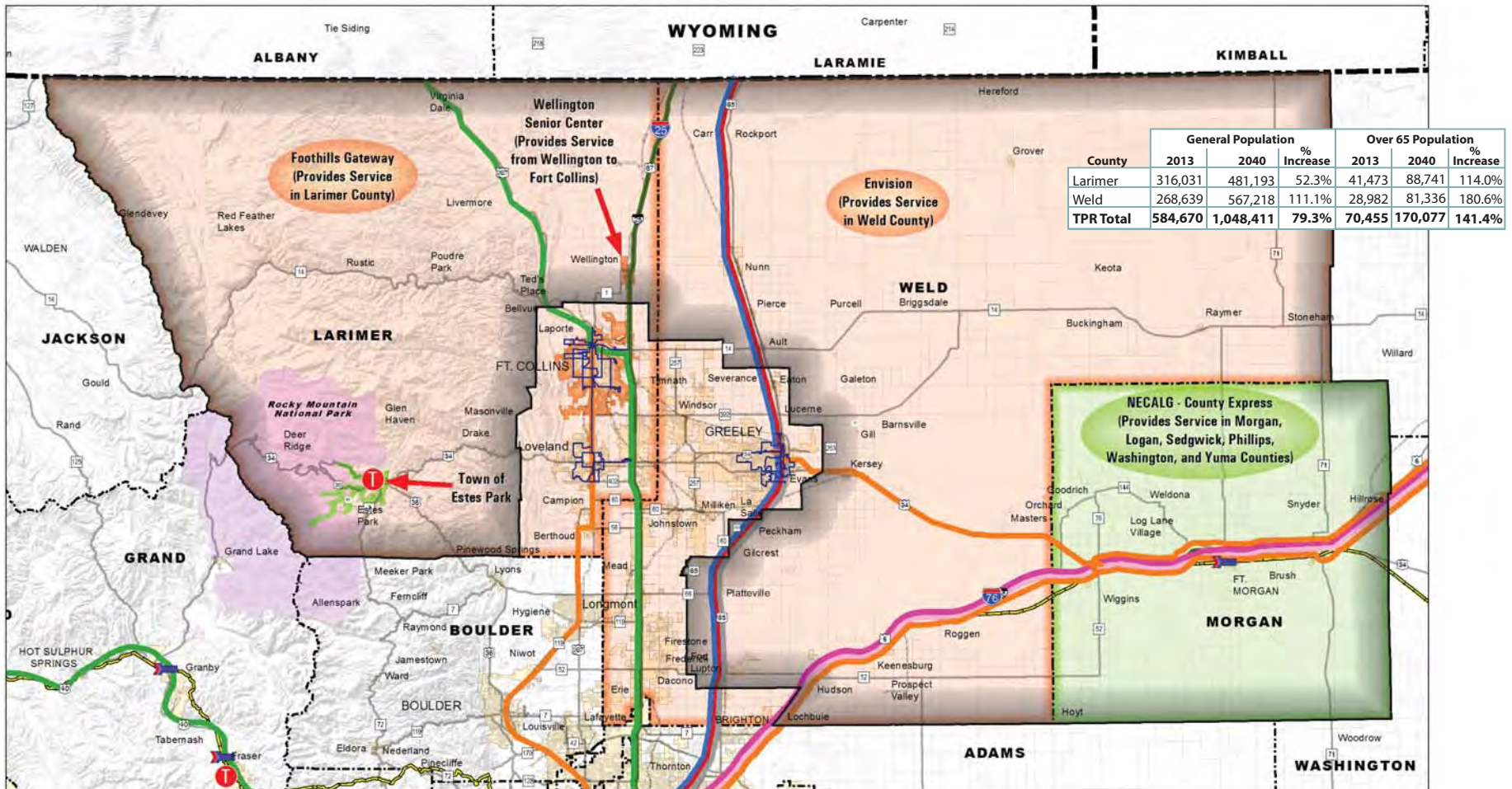


# Upper Front Range

Transportation Planning Region

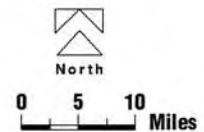
## Existing Transit Service Providers

Transit service provider information based upon 2013 mapping.



### Legend

- Local Transit Services
- Elderly & Disabled Transit Service Providers
- General Public Transit Service Providers
- Fort Collins, Greeley, and Loveland Fixed Bus Routes
- Regional Bus Routes
- Black Hills Stage #884 (Denver-Greeley-Billings)
- Black Hills Stage #883 (Denver-Greeley-Billings)
- El Paso-LA Limo (Denver-Greeley)
- Greyhound #360 (KC-Limon-Denver-FC-SLC)
- Greyhound #364 (Denver-Steamboat-SLC)
- Black Hills Stage Lines #881 (Denver-Omaha)
- Burlington Trailways #7096 (Denver-Omaha-Chicago)
- Upper Front Range TPR Boundary
- Incorporated Cities and Towns
- Amtrak Routes
- Amtrak Stations



# We Want to Hear From You!

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- Please fill out our brief questionnaire or a comment card
- Visit the web site at:  
<http://coloradotransportationmatters.com/other-cdot-plans/transit/>
- Talk with your regional planning lead at tonight's meeting

Name	Agency or Association	Email
BRAD CURTIS	CITY OF FORT MORGAN	bcurtis@cityoffortmorgan.com
Larry Worth	TRAC	Larry.Worth@trac.com
Cody Dolly	CARR	cummins05@yahoo.com
Karen Schneiders	CDOT	
MICHAEL ALEXANDER	EBEN EZER LCC	mladad@yahoo.com
David Foy	Washington County	dfoy@co.washington.co.us
Joel Hemesath	City of Greeley	Joel.Hemesath@greeleygov.com
HJ GREENWOOD	NECALG	hgreenwood@necalg.com
Jonathan Seis	Fort Morgan Times	sports@fm-times.com



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## APPENDIX D PROVIDER AND HUMAN SERVICE AGENCY SURVEYS





## *D.1 – Provider Survey Questionnaire*

## Statewide Transit Plan: Provider Survey

Welcome!

The Division of Transit and Rail (DTR) within the Colorado Department of Transportation (CDOT) has initiated the process of developing the Department's first Statewide Transit Plan. As a part of this process, CDOT will also be updating the Local Transit and Human Service Coordination Plans in the rural regions throughout the state. Inclusion in this plan is **required to be eligible for FTA funds**.

This survey is also being conducted in coordination with the Colorado Association of State Transit Agencies (CASTA).

It is our intention to minimize the number of surveys and forms that each agency is required to fill out. In this effort:

- CDOT will be using this data as the basis to initiate each State and Federal grantee's agency profile and in assessing **FTA operating and administrative awards for FY's 2014 and 2015**.
- CASTA will be using this data to update the **Colorado Transit Resource Directory**.

The survey is split into ten sections. Data you will need for this survey includes:

- Agency Contact Information and Characteristics
- Service Information (type, operating times, etc.)
- Ridership/Operational Data and Demographics
- Operation Costs and Revenues
- Administrative Costs and Revenues
- Capital Costs and Revenues
- Transportation Needs (6 yr., 10 yr., and 20 yr.)
- Vehicle Fleet Inventory Information
- Coordination Efforts
- Number of Employees / Volunteers
- Service Area Information

Please complete the survey by **Wednesday, August 28th**. Should you have questions about this survey, please contact Cady Dawson at (303) 721-1440 or [cady.dawson@fhueing.com](mailto:cady.dawson@fhueing.com)

Thanks for your time!

Please click "Next" to start the survey.

# Statewide Transit Plan: Provider Survey

## Section 1: Transit Agency Information

### \*1. Please provide the following agency information.

Agency Name:

Doing Business As:

Tax ID (FEIN):

Vendor Number:

Financial Software:

DUNS Number:

Previous Agency Name (if applicable):

### \*2. Agency Type:

- Public Transit Agency
- County-Operated Agency
- Municipal-Operated Agency
- Private Non-Profit
- State Agency
- Other (please specify)

### \*3. Agency Type: (check all that apply)

- Rural
- Urbanized
- Charter / Taxi / Tours
- Intercity / Regional (operates regionally but qualifies for intercity bus funding)
- Intercity Bus (Greyhound, Blackhills Stagelines, etc.)
- Pass Through (grantee contracts out the service or passes it through to a sub-recipient)
- Resort
- Specialized

### \*4. Agency Description:

## \*5. Agency History:

## \*6. Please provide the following contact information.

Phone:

Fax:

Website:

## \*7. Agency Associated Contact 1:

First Name:

Last Name:

Title/Position.:

E-mail:

Office Phone:

Mobile:

## 8. Agency Associated Contact 2:

First Name:

Last Name:

Title/Position.:

E-mail:

Office Phone:

Mobile:

## 9. Agency Associated Contact 3:

First Name:

Last Name:

Title/Position.:

E-mail:

Office Phone:

Mobile:

## Statewide Transit Plan: Provider Survey

**\*10. Please provide your agency's physical address information.**

Street:

Street 2:

City/Town:

State/Province:

Zip/Postal Code:

Country:

**\*11. Is your agency's physical address the same as its mailing address?**

Yes

No

## Section 1: Transit Agency Information (cont.)

**\*12. Please provide your agency's mailing address information.**

Mailing Street:

Mailing Street 2:

Mailing City/Town:

Mailing State/Province:

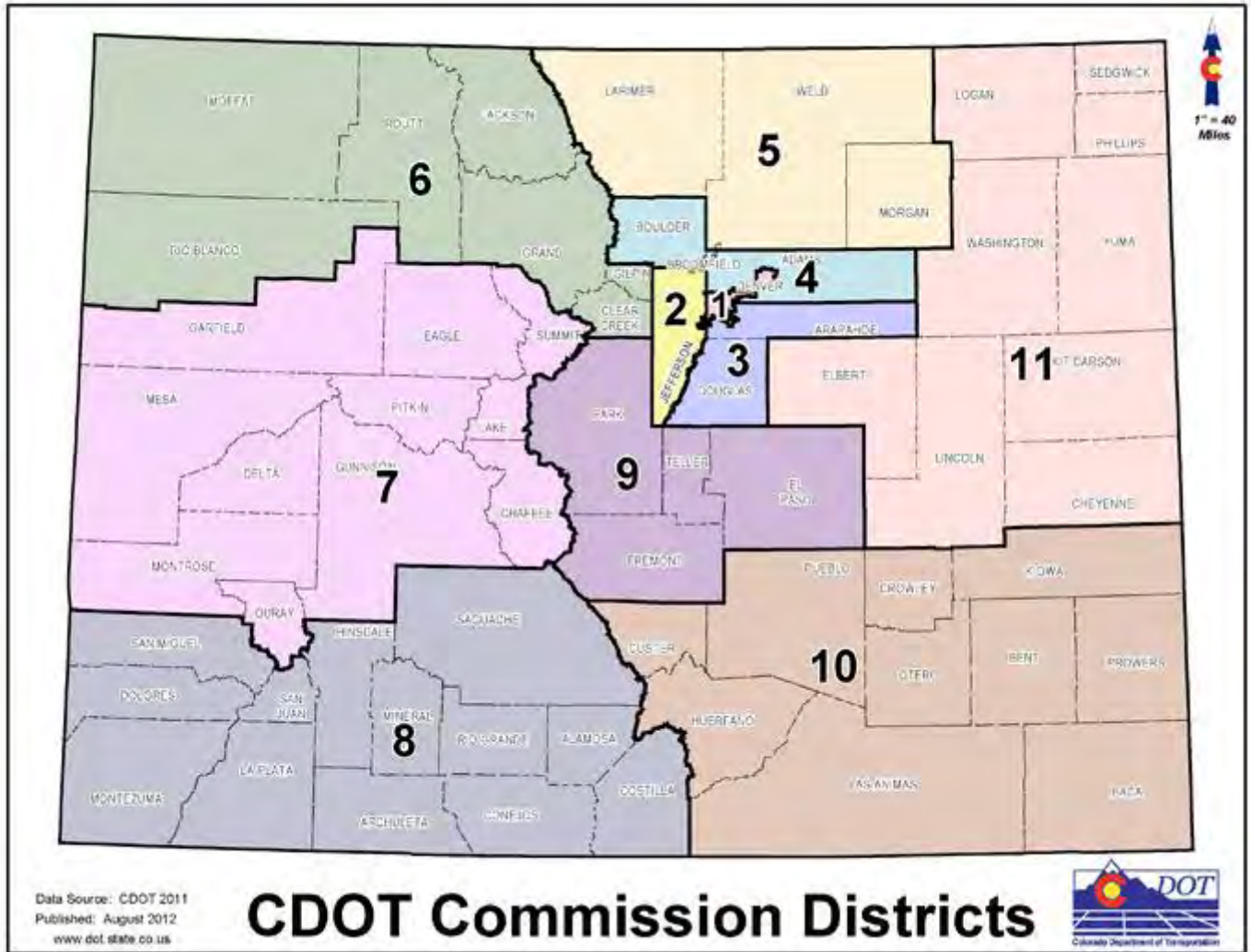
Mailing Zip/Postal

Code:

Mailing Country:

# Statewide Transit Plan: Provider Survey

## Section 1: Transit Agency Information (cont.)

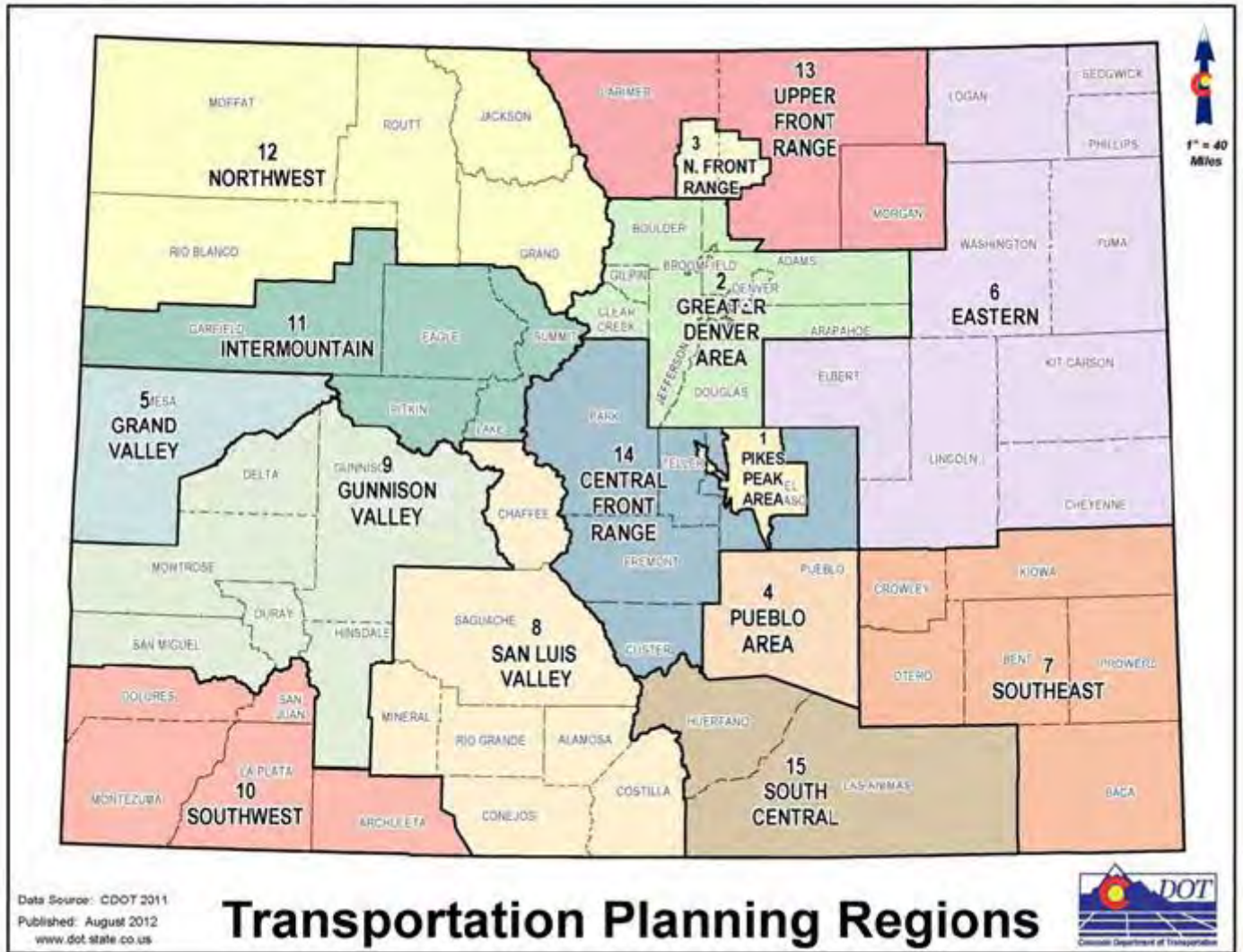


**\*13. Which CDOT Transportation Commission District(s) does your agency operate in? (check all that apply)**

- 1    2    3    4    5    6    7    8    9    10    11

# Statewide Transit Plan: Provider Survey

## Section 1: Transit Agency Information (cont.)





## Statewide Transit Plan: Provider Survey

**\*14. Which CDOT Planning Region(s) does your agency operate in?  
(check all that apply)**

- 1 - Pikes Peak Area Council of Governments (PPACG)
- 2 - Denver Regional Council of Governments (DRCOG)
- 3 - North Front Range MPO (NFRMPO)
- 4 - Pueblo Area Council of Governments (PACOG)
- 5 - Grand Valley MPO (GVMPO)
- 6 - Eastern TPR
- 7 - Southeast TPR
- 8 - San Luis Valley TPR
- 9 - Gunnison Valley TPR
- 10 - Southwest TPR
- 11 - Intermountain TPR
- 12 - Northwest TPR
- 13 - Upper Front Range TPR
- 14 - Central Front Range TPR
- 15 - South Central TPR
- DO NOT KNOW

More information about CDOT planning regions is available [here](#).

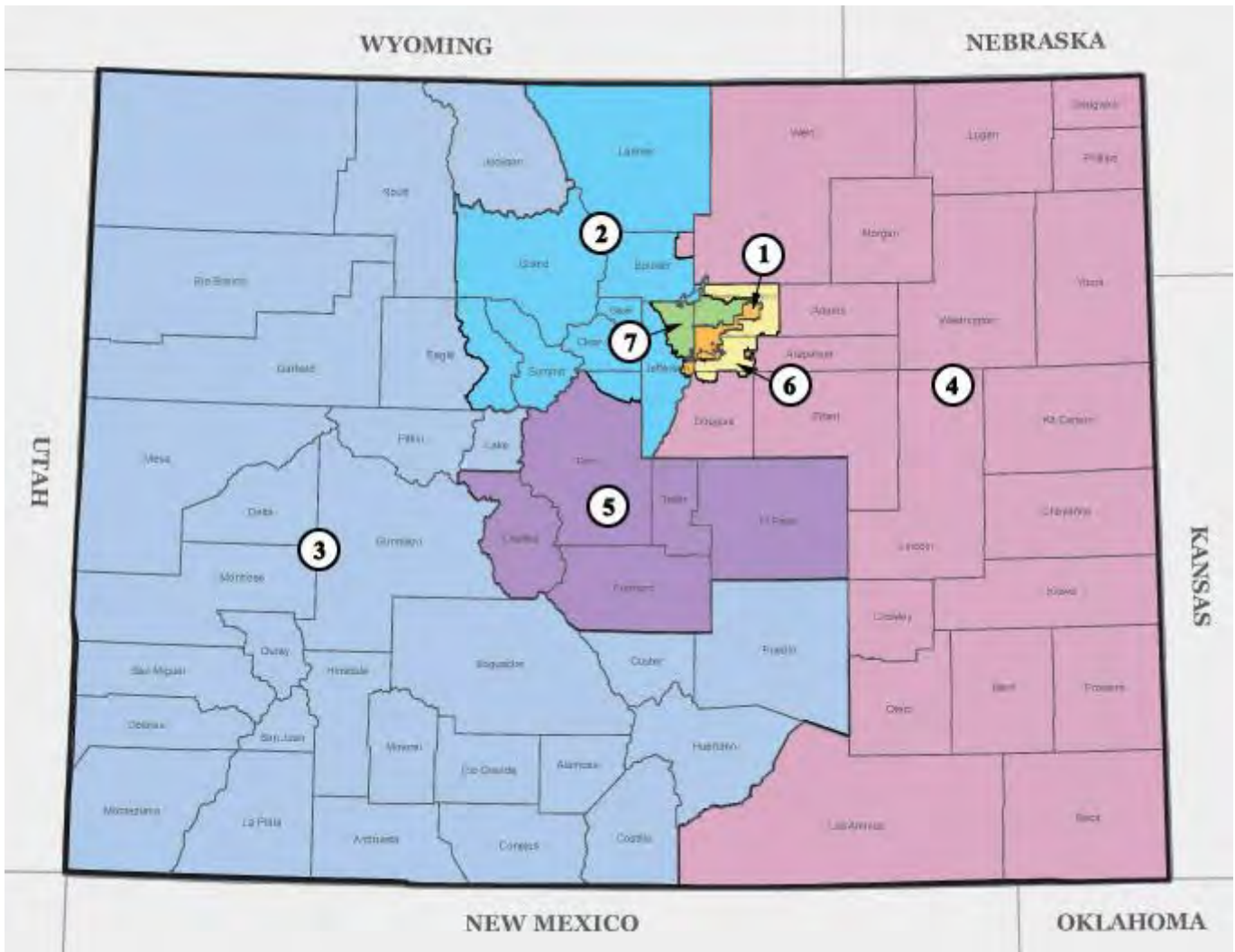
## Statewide Transit Plan: Provider Survey

**\*15. Which counties does your agency operate in?  
(check all that apply)**

- |                                      |                                     |                                     |
|--------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Adams       | <input type="checkbox"/> Fremont    | <input type="checkbox"/> Morgan     |
| <input type="checkbox"/> Alamosa     | <input type="checkbox"/> Garfield   | <input type="checkbox"/> Otero      |
| <input type="checkbox"/> Arapahoe    | <input type="checkbox"/> Gilpin     | <input type="checkbox"/> Ouray      |
| <input type="checkbox"/> Archuleta   | <input type="checkbox"/> Grand      | <input type="checkbox"/> Park       |
| <input type="checkbox"/> Baca        | <input type="checkbox"/> Gunnison   | <input type="checkbox"/> Phillips   |
| <input type="checkbox"/> Bent        | <input type="checkbox"/> Hinsdale   | <input type="checkbox"/> Pitkin     |
| <input type="checkbox"/> Boulder     | <input type="checkbox"/> Huerfano   | <input type="checkbox"/> Prowers    |
| <input type="checkbox"/> Broomfield  | <input type="checkbox"/> Jackson    | <input type="checkbox"/> Pueblo     |
| <input type="checkbox"/> Chaffee     | <input type="checkbox"/> Jefferson  | <input type="checkbox"/> Rio Blanco |
| <input type="checkbox"/> Cheyenne    | <input type="checkbox"/> Kiowa      | <input type="checkbox"/> Rio Grande |
| <input type="checkbox"/> Clear Creek | <input type="checkbox"/> Kit Carson | <input type="checkbox"/> Routt      |
| <input type="checkbox"/> Conejos     | <input type="checkbox"/> La Plata   | <input type="checkbox"/> Saguache   |
| <input type="checkbox"/> Costilla    | <input type="checkbox"/> Lake       | <input type="checkbox"/> San Juan   |
| <input type="checkbox"/> Crowley     | <input type="checkbox"/> Larimer    | <input type="checkbox"/> San Miguel |
| <input type="checkbox"/> Custer      | <input type="checkbox"/> Las Animas | <input type="checkbox"/> Sedgwick   |
| <input type="checkbox"/> Delta       | <input type="checkbox"/> Lincoln    | <input type="checkbox"/> Summit     |
| <input type="checkbox"/> Denver      | <input type="checkbox"/> Logan      | <input type="checkbox"/> Teller     |
| <input type="checkbox"/> Dolores     | <input type="checkbox"/> Mesa       | <input type="checkbox"/> Washington |
| <input type="checkbox"/> Douglas     | <input type="checkbox"/> Mineral    | <input type="checkbox"/> Weld       |
| <input type="checkbox"/> Eagle       | <input type="checkbox"/> Moffat     | <input type="checkbox"/> Yuma       |
| <input type="checkbox"/> El Paso     | <input type="checkbox"/> Montezuma  |                                     |
| <input type="checkbox"/> Elbert      | <input type="checkbox"/> Montrose   |                                     |

# Statewide Transit Plan: Provider Survey

## Section 1: Transit Agency Information (cont.)



Source: The Colorado Department of Education

**\*16. Which Congressional District(s) does your agency operate in?  
(check all that apply)**

- C-1       C-2       C-3       C-4       C-5       C-6       C-7

# Statewide Transit Plan: Provider Survey

## Section 1: Transit Agency Information (cont.)

Please use the following link to determine your Colorado Senate and House district(s):

<http://www.colorado.gov/apps/maps/neighborhood.map>

Click the green "+" button next to "Legislators" and then check the appropriate district type. Once displayed, move the map to find your area and click to reveal the district number.

**\*17. Which State Senate District(s) does your agency operate in?  
(check all that apply)**

- |                               |                               |                               |
|-------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> S-01 | <input type="checkbox"/> S-13 | <input type="checkbox"/> S-25 |
| <input type="checkbox"/> S-02 | <input type="checkbox"/> S-14 | <input type="checkbox"/> S-26 |
| <input type="checkbox"/> S-03 | <input type="checkbox"/> S-15 | <input type="checkbox"/> S-27 |
| <input type="checkbox"/> S-04 | <input type="checkbox"/> S-16 | <input type="checkbox"/> S-28 |
| <input type="checkbox"/> S-05 | <input type="checkbox"/> S-17 | <input type="checkbox"/> S-29 |
| <input type="checkbox"/> S-06 | <input type="checkbox"/> S-18 | <input type="checkbox"/> S-30 |
| <input type="checkbox"/> S-07 | <input type="checkbox"/> S-19 | <input type="checkbox"/> S-31 |
| <input type="checkbox"/> S-08 | <input type="checkbox"/> S-20 | <input type="checkbox"/> S-32 |
| <input type="checkbox"/> S-09 | <input type="checkbox"/> S-21 | <input type="checkbox"/> S-33 |
| <input type="checkbox"/> S-10 | <input type="checkbox"/> S-22 | <input type="checkbox"/> S-34 |
| <input type="checkbox"/> S-11 | <input type="checkbox"/> S-23 | <input type="checkbox"/> S-35 |
| <input type="checkbox"/> S-12 | <input type="checkbox"/> S-24 |                               |

## Statewide Transit Plan: Provider Survey

**\*18. Which State House District(s) does your agency operate in?  
(check all that apply)**

- |                               |                               |                               |
|-------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> H-01 | <input type="checkbox"/> H-23 | <input type="checkbox"/> H-45 |
| <input type="checkbox"/> H-02 | <input type="checkbox"/> H-24 | <input type="checkbox"/> H-46 |
| <input type="checkbox"/> H-03 | <input type="checkbox"/> H-25 | <input type="checkbox"/> H-47 |
| <input type="checkbox"/> H-04 | <input type="checkbox"/> H-26 | <input type="checkbox"/> H-48 |
| <input type="checkbox"/> H-05 | <input type="checkbox"/> H-27 | <input type="checkbox"/> H-49 |
| <input type="checkbox"/> H-06 | <input type="checkbox"/> H-28 | <input type="checkbox"/> H-50 |
| <input type="checkbox"/> H-07 | <input type="checkbox"/> H-29 | <input type="checkbox"/> H-51 |
| <input type="checkbox"/> H-08 | <input type="checkbox"/> H-30 | <input type="checkbox"/> H-52 |
| <input type="checkbox"/> H-09 | <input type="checkbox"/> H-31 | <input type="checkbox"/> H-53 |
| <input type="checkbox"/> H-10 | <input type="checkbox"/> H-32 | <input type="checkbox"/> H-54 |
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| <input type="checkbox"/> H-15 | <input type="checkbox"/> H-37 | <input type="checkbox"/> H-59 |
| <input type="checkbox"/> H-16 | <input type="checkbox"/> H-38 | <input type="checkbox"/> H-60 |
| <input type="checkbox"/> H-17 | <input type="checkbox"/> H-39 | <input type="checkbox"/> H-61 |
| <input type="checkbox"/> H-18 | <input type="checkbox"/> H-40 | <input type="checkbox"/> H-62 |
| <input type="checkbox"/> H-19 | <input type="checkbox"/> H-41 | <input type="checkbox"/> H-63 |
| <input type="checkbox"/> H-20 | <input type="checkbox"/> H-42 | <input type="checkbox"/> H-64 |
| <input type="checkbox"/> H-21 | <input type="checkbox"/> H-43 | <input type="checkbox"/> H-65 |
| <input type="checkbox"/> H-22 | <input type="checkbox"/> H-44 |                               |

## Section 2: Service Information

Please provide the following information on the services your agency provides.

**\*19. What type of service does your agency provide?  
(check all that apply)**

- Fixed-Route
- Deviated Fixed-Route
- Demand-Response
- Complementary ADA
- Other (please specify)

**\*20. Description of clientele eligible for transportation service with your agency:  
(check all that apply)**

- General Public
- Disabled Non-Elderly (<60 yrs/old)
- Elderly Non-Disabled (60+ yrs/old)
- Elderly and Disabled (60+ yrs/old with disability)
- Veterans
- Limited English Proficiency (LEP)
- Low Income
- School Children
- Workforce (employment specific)
- Other (please specify)

**\*21. What are the typical days per week that service is provided? (check all that apply)**

- S       M       T       W       Th       F       Sa

**\*22. What are the typical operating hours per week that service is provided?  
(e.g., 8am-10am and 4pm-6pm, or Winter: 7am-8pm and Summer: 8am-6pm)**

Weekdays between

Saturdays between

Sundays between

## Statewide Transit Plan: Provider Survey

**\*23. How many weeks per year is service operated?**

**24. Does your agency:  
(check all that apply)**

- Broker trips (act as a broker by subcontracting trips to other providers)
- Have seasonal fluctuations
- Require advanced reservations

*If you broker more than 50 percent of your trips, do not include these trips in your agency's service information.*

**25. If you have seasonal fluctuations, please describe them:**

**\*26. Please select how your agency provides information on your services.  
(check all that apply)**

- Website
- Email
- Phone
- Pamphlets/Brochures
- Mailed Newsletters
- Other Mailings
- Transportation Plans
- Other (please specify)

**27. Does your agency offer any of the following:  
(check all that apply)**

- Travel training
- Rideshare services
- Mileage reimbursement
- Assistance as needed with shopping or other activities (besides transporting clients to these activities)
- Other (please describe)





# Statewide Transit Plan: Provider Survey

## Section 2: Service Information (cont.)

Please provide ridership information about transit services that your agency provides. Annual trips should be recorded as one-way. For example, traveling from home to work and back is 2 one-way trips.

For demand response or ADA services where clients are registered, please identify the number of clients registered at year-end 2012.

**If you act as a broker and subcontract trips to other providers for more than 50 percent of your trips, do not include these trips in your agency's service information.**

### 28. Fixed-Route:

Annual Revenue Miles	<input type="text"/>
Annual Revenue Hours	<input type="text"/>
Annual One-Way Passenger Trips	<input type="text"/>

### 29. Deviated Fixed-Route:

Annual Revenue Miles	<input type="text"/>
Annual Revenue Hours	<input type="text"/>
Annual One-Way Passenger Trips	<input type="text"/>

### 30. Demand-Response:

Annual Revenue Miles	<input type="text"/>
Annual Revenue Hours	<input type="text"/>
Annual One-Way Passenger Trips	<input type="text"/>
Number of Registered Clients	<input type="text"/>

### 31. ADA Services:

Annual Revenue Miles	<input type="text"/>
Annual Revenue Hours	<input type="text"/>
Annual One-Way Passenger Trips	<input type="text"/>
Number of Registered Clients	<input type="text"/>

# Statewide Transit Plan: Provider Survey

## 32. Taxicab:

Annual Revenue Miles

Annual Revenue Hours

Annual One-Way

Passenger Trips

## 33. Vanpool or Other:

Annual Revenue Miles

Annual Revenue Hours

Annual One-Way

Passenger Trips

Number of Registered

Clients

# Statewide Transit Plan: Provider Survey

## Section 2: Service Information (cont.)

Please estimate the numbers below. Enter percentages in whole number format (i.e. 70, not 0.70). Each question in bold should equal 100. Please provide information that reflects your overall program data, not specific trip/project data.

**If you act as a broker and subcontract trips to other providers for more than 50 percent of your trips, do not include these trips in your agency's service information.**

### \*34. Trip Purpose

% Medical:	<input type="text"/>
% Senior Programs:	<input type="text"/>
% Workforce / Employment Related:	<input type="text"/>
% Education:	<input type="text"/>
% Social / Recreational / Shopping / Personal:	<input type="text"/>
% Meal Delivery:	<input type="text"/>
% Other Trip Purpose:	<input type="text"/>

### \*35. Americans with Disabilities Act

% Disabled Non- Elderly (< 60 yrs/old):	<input type="text"/>
% Elderly and Disabled (60+ yrs/old):	<input type="text"/>
% Elderly Non- Disabled 60+ yrs/old):	<input type="text"/>
% Non-Elderly, Non- Disabled (< 60 yrs/old):	<input type="text"/>
% Wheelchair Trips:	<input type="text"/>

# Statewide Transit Plan: Provider Survey

## Section 3: Transportation Cost Information

Please provide your agency's annual passenger transportation costs (OPERATIONAL and ADMINISTRATIVE) for 2012.

Subsequent sections will ask for total operating and administrative revenues by type, and for capital expenses and revenues. It is understood that revenues may not equal expenses and that agencies have carry-over funds or funds for depreciation. Do not include capital depreciation in your expenses.

**\* 36. What percentage of your service is operated by a contractor?  
(please round to the nearest whole number)**

**\* 37. Total Operating Expenses:**

Fixed Route: \$

Deviated Fixed Route:

\$

Demand Response: \$

Complementary ADA:

\$

Other: \$

**\* 38. Total Administrative Expenses:  
(office equipment, grant management, etc.)**

Fixed Route: \$

Deviated Fixed Route:

\$

Demand Response: \$

Complementary ADA:

\$

Other: \$

# Statewide Transit Plan: Provider Survey

## Section 4: Operating and Administrative Revenue Information / Funding Sourc...

Please provide your agency's OPERATING and ADMINISTRATIVE annual revenues for ALL services combined for 2012.

The subsequent section will ask for capital expenses and revenues. It is understood that revenues may not equal expenses and that agencies have carry-over funds or funds for depreciation.

**\*39. Total Annual Revenue from Fares/Donations:**

\$

**\*40. Total Annual Revenue from Advertising:**

\$

**\*41. Total Annual Revenue from Dedicated Transit Tax:**

\$

**\*42. General Funds Revenue:**

Cities, Towns, and/or

Districts - \$

Counties - \$

**\*43. Grant Revenues:**

FTA 5304 - \$

FTA 5307 (urbanized) -

\$

FTA 5309

(discretionary capital) -

\$

FTA 5310 (elderly &

disabled) - \$

FTA 5311 (rural) - \$

FTA 5316 - \$

FTA 5317 - \$

Tobacco Trust Funds -

\$

## Statewide Transit Plan: Provider Survey

### 44. Other Federal Grant Revenues (CMAQ, FHWA, CSBG, etc.):

Other 1 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 2 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 3 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 4 - \$	<input type="text"/>
(name)	<input type="text"/>

### 45. Other Miscellaneous Grant Revenues:

Other 1 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 2 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 3 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 4 - \$	<input type="text"/>
(name)	<input type="text"/>

### 46. Other Operating and Administrative Revenue Sources, including volunteer labor:

Other 1 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 2 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 3 - \$	<input type="text"/>
(name)	<input type="text"/>
Other 4 - \$	<input type="text"/>
(name)	<input type="text"/>

### \*47. TOTAL ANNUAL OPERATIONAL REVENUE:

\$

### \*48. TOTAL ANNUAL ADMINISTRATIVE REVENUE:

\$

# Statewide Transit Plan: Provider Survey

## Section 5: Capital Expense and Revenue

Please provide your agency's annual CAPITAL costs for the past five years and revenues for 2012. Do not include capital depreciation in your expenses.

### \*49. Capital Costs for 2008:

Number of vehicles (#)	<input type="text"/>
Vehicles (\$)	<input type="text"/>
Facilities (\$)	<input type="text"/>
IT hardware/software (\$)	<input type="text"/>
Other equipment (\$)	<input type="text"/>

### \*50. Capital Costs for 2009:

Number of vehicles (#)	<input type="text"/>
Vehicles (\$)	<input type="text"/>
Facilities (\$)	<input type="text"/>
IT hardware/software (\$)	<input type="text"/>
Other equipment (\$)	<input type="text"/>

### \*51. Capital Costs for 2010:

Number of vehicles (#)	<input type="text"/>
Vehicles (\$)	<input type="text"/>
Facilities (\$)	<input type="text"/>
IT hardware/software (\$)	<input type="text"/>
Other equipment (\$)	<input type="text"/>

### \*52. Capital Costs for 2011:

Number of vehicles (#)	<input type="text"/>
Vehicles (\$)	<input type="text"/>
Facilities (\$)	<input type="text"/>
IT hardware/software (\$)	<input type="text"/>
Other equipment (\$)	<input type="text"/>

## Statewide Transit Plan: Provider Survey

### \*53. Capital Costs for 2012:

Number of vehicles (#)	<input type="text"/>
Vehicles (\$)	<input type="text"/>
Facilities (\$)	<input type="text"/>
IT hardware/software (\$)	<input type="text"/>
Other equipment (\$)	<input type="text"/>

### \*54. Capital Revenues for 2012:

Federal (\$)	<input type="text"/>
Name of Federal Source	<input type="text"/>
State (FASTER / SB 1) (\$)	<input type="text"/>
Local (\$)	<input type="text"/>
Other (\$)	<input type="text"/>



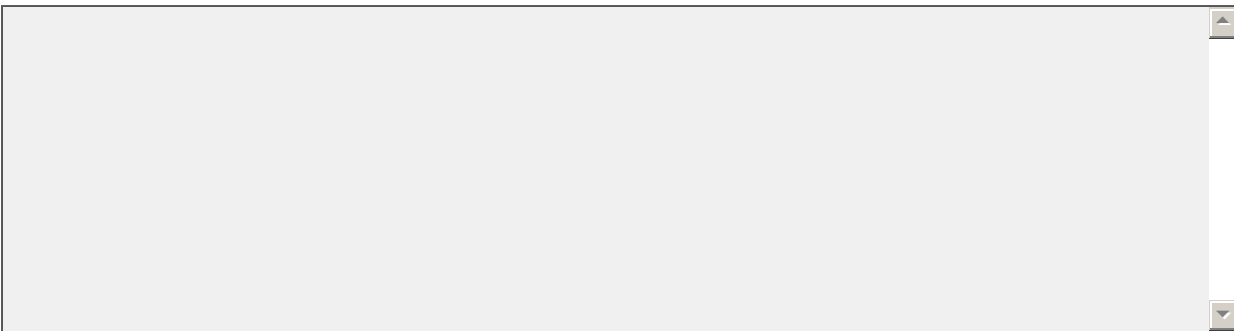
## Section 6: Transportation Conditions and Needs

The following questions will identify current deficiencies, future needs, and project costs for the planning horizon. This information will augment the projects identified in the Transit Working Group meetings. Please be as specific and descriptive as possible when answering the questions. Some examples include the following:

- Need to replace four large buses at a cost of \$250,000 each
- Need two minibuses at \$50,000 each
- Want new service to the shopping mall with 30-minute headways at a cost of \$500,000 annually
- Add one day per week of demand-response service to the elderly apartments at a cost of \$20,000 annually
- Four new bus shelters at \$1,000 each
- Print new service schedules - estimated cost with labor and materials \$5,000
- Hire one dispatcher at \$18,000 annually
- Reinstate 30-minute service frequency on the Red Route

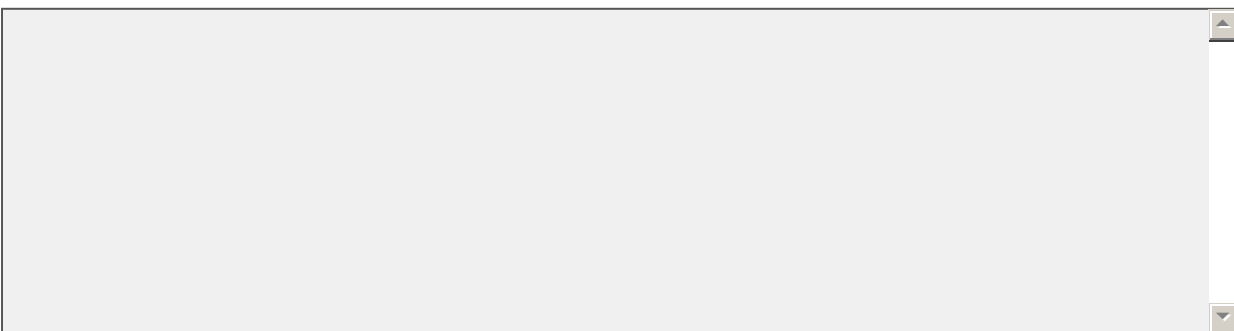
**\* 55. What are the major transportation needs of your agency in the short term (1 – 6 years)?**

**Please list specific projects and include type of service, frequency of service, population served and cost as appropriate.**



**\* 56. What are the major transportation needs of your agency in the mid term (7 – 10 years)?**

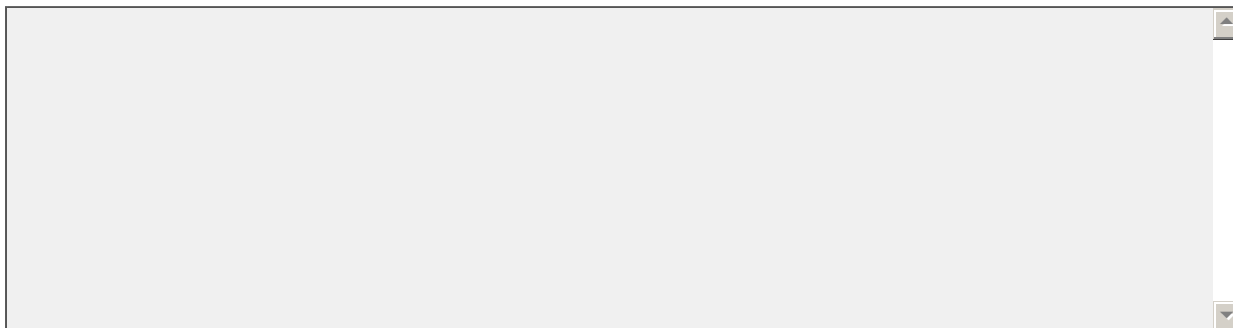
**Please list specific projects, such as the above examples, and include as much detail as possible.**



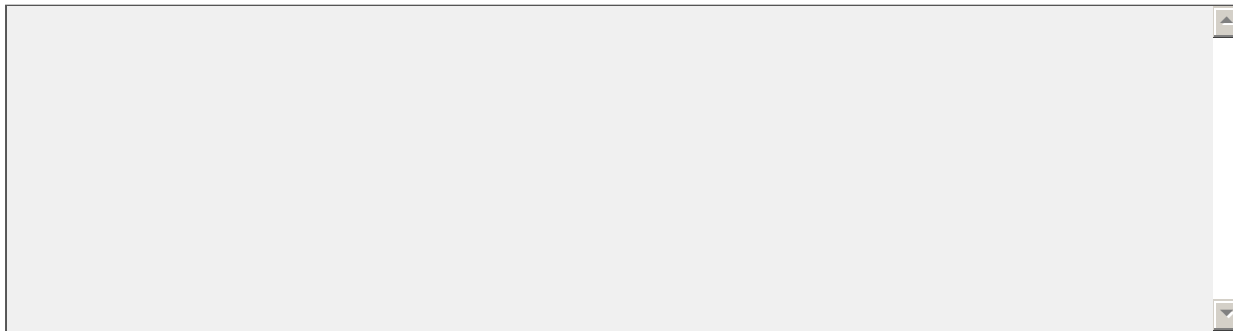
## Statewide Transit Plan: Provider Survey

**\*57. What are the major transportation needs of your agency in the long term (11 – 20 years)?**

**Please list specific projects, such as the above examples, and include as much detail as possible.**

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**58. Are there other transit needs in your service area? Please describe.**

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## Section 7: Vehicle Fleet Inventory

Please provide the following fleet information. If you have a fleet roster, please email it to Cady Dawson at [cady.dawson@fhueng.com](mailto:cady.dawson@fhueng.com). Additional instructions on what to send in conjunction with this survey are provided at the end of this survey.

**\*59. Fleet Size:**

Total Number of

Vehicles in Fleet

Total Number of

Vehicles in Service

(excluding spares and  
backups)

**60. If you do not have a fleet roster available to send, please list the type and number (type, #) of each different vehicle in your fleet. Please place each type on a separate line.**

## Section 8: Coordination

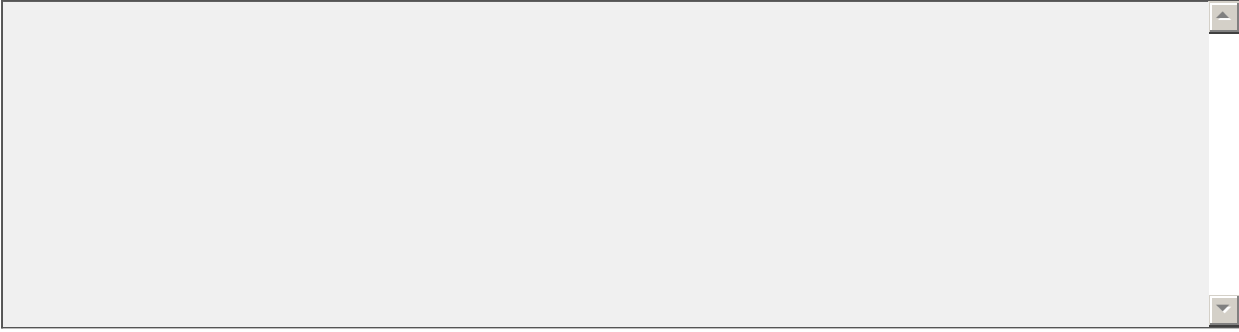
**\*61. Does your agency have agreements with other transportation providers in your community to:**

	Yes	No
Share an accessible vehicle	<input type="radio"/>	<input type="radio"/>
Share back-up vehicles	<input type="radio"/>	<input type="radio"/>
Share vehicles when not in use by your program	<input type="radio"/>	<input type="radio"/>
Share maintenance facilities	<input type="radio"/>	<input type="radio"/>
Share call centers / dispatch	<input type="radio"/>	<input type="radio"/>

Other (please specify)

**62. If you share resources in any significant way with other agencies (e.g. maintenance, mechanics, vehicles, staff/drivers, facilities, marketing, insurance, fuel purchases, training, bi-lingual programs, brokers, etc.), please describe them briefly.**

**63. Describe any barriers to coordination that you may have encountered.**



## Section 9: Employee Information

Please provide the following employee and volunteer information. Please use the average number in 2012, as we realize the number fluctuates throughout the year.

### \*64. Total Employees

Full-Time:

Part-Time:

Volunteer:

### \*65. Does your organization use volunteers as:

- We do not use volunteers
- Drivers
- Other program services (meal delivery, office work, etc.)
- Drivers and other program services
- Other (please specify)

Section 9: Employee Information (cont.)

**\* 66. How many hours did your volunteers record in 2012?**

## Section 10: Service Area(s) and Other Data to Submit

The final section of the Survey includes service area information. In addition to the question below, please send the following information to Cady Dawson:

- Map of service area boundaries
- Map of routes
- Schedule
- Fleet roster

If you have electronic versions of these items, you can email Cady Dawson at [cady.dawson@fhueng.com](mailto:cady.dawson@fhueng.com). Please include GIS files if available. GIS files are especially helpful for regions covering more than a single jurisdiction, but not an entire county.

If you do not have electronic copies of these files, please mail hard copies to:

Cady Dawson  
Felsburg Holt & Ullevig  
6300 South Syracuse Way, Suite 600  
Centennial, CO 80111

If you have any questions or concerns, please also feel free to call Cady at (303) 721-1440.

**\*67. How do you plan to submit the requested materials noted above? This information will help us know how to anticipate the arrival of your materials and whether we need to contact you in regards to any issues in receiving the materials (spam filter, lost in the mail, etc.).**

- Electronically
- By mail
- A combination of electronically and by mail

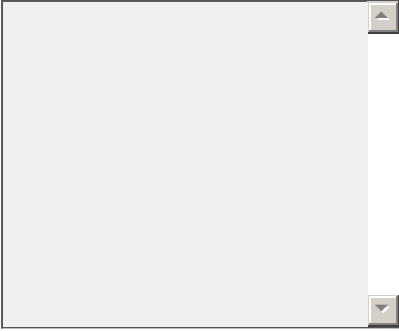
**\*68. Service Area:**

- Municipality
- Combination of County / Independent City
- Combination of Multi-Counties / Independent City

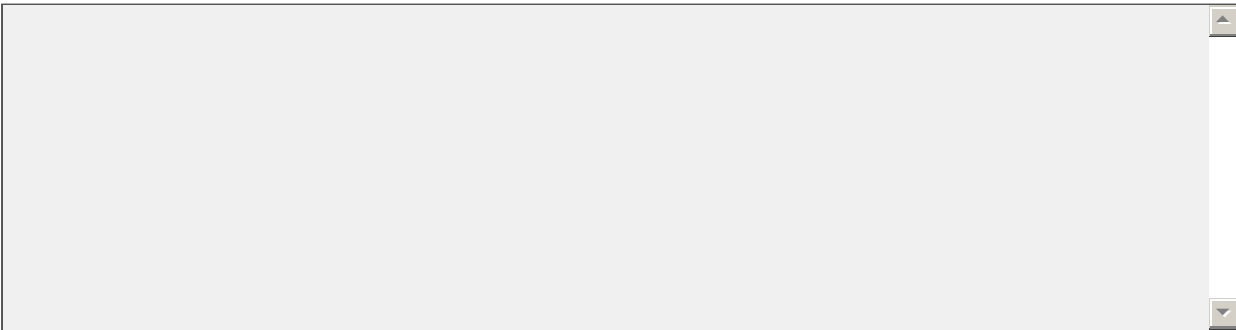


## Statewide Transit Plan: Provider Survey

**\*69. Please list the municipalities you operate in, one per line.**



**\*70. Please provide a written description of your service area. Please specify the approximate boundaries of the service area and location of regular routes.**





## ***D.2 - List of Provider Survey Respondents***

Via Mobility Services

Wellington Senior Center

Envision Creative Support for People with Developmental Disabilities

Foothills Gateway, Inc.

Northeast Colorado Association of Local Governments

Town of Estes Park

Black Hills Stage Lines, Inc.

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## *D.3 – Human Service Agency Questionnaire*

## Statewide Transit Plan: Human Service Agency Survey

Welcome!

The Division of Transit and Rail (DTR) within the Colorado Department of Transportation (CDOT) has initiated the process of developing the Department's first Statewide Transit Plan. As a part of this process, CDOT will also be updating the Local Transit and Human Service Coordination Plans in the rural regions throughout the state.

Your assistance is needed in helping to identify the transportation needs of clients of human service, employment, and training agencies in rural areas. This survey contains up to 18 questions and is the start of the process to begin collecting current information on existing transit service and human service providers in your region.

Data you will need for this survey includes:

- Contact Information
- Programs Operated and their Eligibility Criteria
- Client Data and Demographics
- Client Trip/Transportation Needs
- Benefits Provided to Clients

Please complete this survey by no later than **Wednesday, August 28th, 2013**. Should you have questions about this survey, please contact Cady Dawson at 303-721-1440 or [cady.dawson@fhueng.com](mailto:cady.dawson@fhueng.com)

Thanks for your time!

Please click "Next" to start the survey.

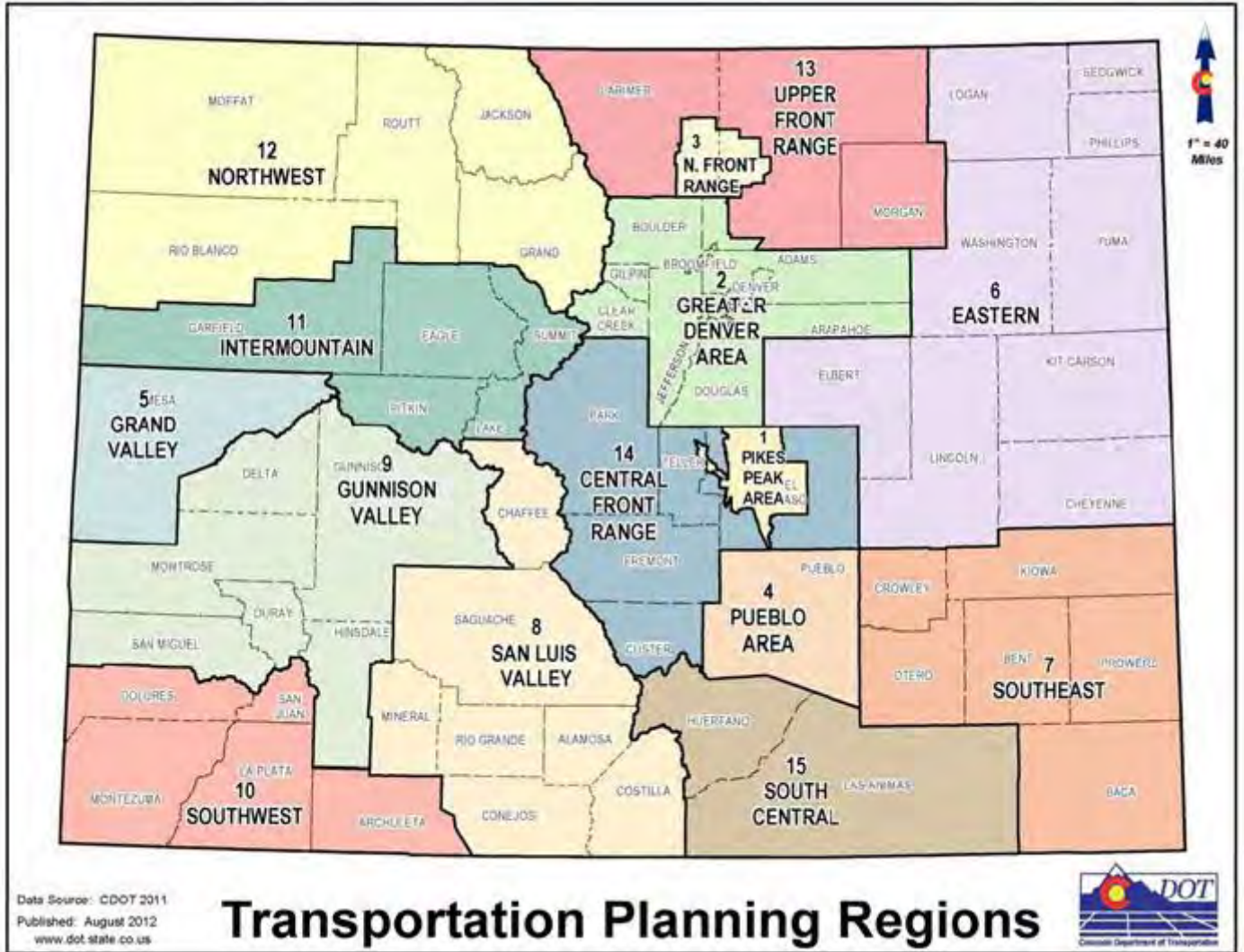
## Agency Information

**\*1. Please provide the following contact information.**

Organization:	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City/Town:	<input type="text"/>
Zip Code:	<input type="text"/>
Phone:	<input type="text"/>
Fax:	<input type="text"/>
Contact Person:	<input type="text"/>
Title/Dept.:	<input type="text"/>
E-mail Address:	<input type="text"/>
Website:	<input type="text"/>

# Statewide Transit Plan: Human Service Agency Survey

## Agency Information (cont.)



**\*2. Which CDOT Planning Region(s) does your agency operate in?  
(check all that apply)**

- 1 - Pikes Peak Area Council of Governments (PPACG)
- 2 - Denver Regional Council of Governments (DRCOG)
- 3 - North Front Range MPO (NFRMPO)
- 4 - Pueblo Area Council of Governments (PACOG)
- 5 - Grand Valley MPO (GVMPO)
- 6 - Eastern TPR
- 7 - Southeast TPR
- 8 - San Luis Valley TPR
- 9 - Gunnison Valley TPR
- 10 - Southwest TPR
- 11 - Intermountain TPR
- 12 - Northwest TPR
- 13 - Upper Front Range TPR
- 14 - Central Front Range TPR
- 15 - South Central TPR
- DO NOT KNOW

More information about CDOT planning regions is available [here](#).

## Service Information

### **\*3. What basic programs are operated by your agency? (check all that apply)**

- Older Americans Act / Older Coloradans Act services
- Temporary Assistance for Needy Families (TANF)
- Medicaid Funded Services
- Head Start or Migrant Head Start
- Veterans services, including transportation, training, and other benefits
- Education
- Employment training and other Workforce Investment Act services
- Mental / Behavioral Health
- Substance Abuse Rehabilitation
- Vocational Rehabilitation
- Housing Assistance - Section 8 or assisted living facilities
- Other (please specify)



## Medicaid Service Information

**\*4. You selected "Medicaid Funded Services" as a program operated by your agency. Please select the applicable Medicaid categories your agency provides. (check all that apply)**

- Developmental Disabilities
- Other Disabilities
- Home and Community Based Services
- Long-term Care for Aged
- Behavioral Health
- Other (please specify)

Service Information (cont.)

**\*5. Please describe the eligibility criteria for your program(s).**

**\*6. Please describe the services provided by your agency.**

**7. If you operate out of more than one location, please list the services provided by location. For example, list where the senior centers, housing sites, or training sites are located.**

**\*8. Please provide the average number of clients served in a typical year.**

Average number of clients served in a typical year

# Statewide Transit Plan: Human Service Agency Survey

**\*9. What percent of your clients do you estimate:  
(please round to the nearest whole number)**

Live within towns or cities (versus unincorporated areas)

Are able to drive and have access to a car

Are able to drive but can't afford a car

Are unable to drive due to disabling condition or frailty, being too young, or whose license has been rescinded

Live where there is some public transit service available

## Transportation Importance

**\*10. On a scale of 1 (unimportant) to 5 (very important), how important is transportation for your clients?**

	1 (Unimportant)	2 (Not Very Important)	3 (Somewhat Important)	4 (Important)	5 (Very Important)
--	--------------------	---------------------------	---------------------------	------------------	-----------------------

The importance of transportation to my clients is:

Transportation Importance (cont.)

**\*11. Check up to three of the most important types of trips / trip purposes your clients need.**

- Access jobs
- Access education
- Access health care
- Access shopping and services
- Continue to live independently
- Other (please specify)

**\*12. For the trips / trip purposes you selected above, please provide primary areas where your clients travel.**

**Examples are:**

**"From Victor and Cripple Creek to Woodland Park"**

**"Throughout our region to Grand Junction"**

**"To Craig from other parts of Moffat County"**

**"Within Alamosa"**

Access jobs	<input type="text"/>
Access education	<input type="text"/>
Access health care	<input type="text"/>
Access shopping and services	<input type="text"/>
Continue to live independently	<input type="text"/>
Other	<input type="text"/>

# Statewide Transit Plan: Human Service Agency Survey

**\*13. Check up to three transit improvements that you believe are priorities for the clients you serve.**

- Local service within a county
- Regional service between counties
- Early morning service (before 9AM)
- Later evening service (after 6PM)
- Weekend service
- More information about public transit services
- Other (please specify)

**14. If you selected "Local service within a county" in Q13, please provide the county or counties where local service needs improvement.**

**15. If you selected "Regional service between counties" in Q13, please provide the county pair(s) where regional service needs improvement. For example, "Pitkin and Eagle".**

**16. Please check any additional transportation options that clients in your area might need.**

- Improved access to reliable autos
- Carpool services
- Vanpool services

Other (please specify)

## Transportation Benefits and Needs

**\*17. Please select the ways in which your program meets the transportation needs of your clients.**

**(check all that apply)**

- Program staff transports clients to appointments, training, or activities of daily living
- Volunteers transport clients to appointments, training, or activities of daily living
- Bus tickets or passes can be provided
- Program contracts with others to provide transportation to appointments or activities
- Gas vouchers
- Car repair vouchers
- Adaptive transportation (e.g. modifications to vehicles or wheelchair accessible vehicles)
- Other (please specify)

**18. Please provide any additional comments you have about the transportation needs of your clients.**



## ***D.4 – List of Human Service Agency Respondents***

Envision Creative Support for People with Developmental Disabilities

Sample Supports

Foothills Gateway, Inc.

Larimer County Department of Human Services

Northeast Colorado Area Agency on Aging

Northeast Colorado Association of Local Governments

Northeast Colorado Health Department

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# Upper Front Range

Regional Coordinated Transit and  
Human Services Plan



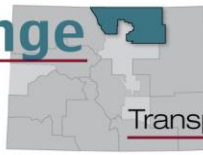
Transportation Planning Region

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## *D.5 – Regional Project List*

# Upper Front Range

Regional Coordinated Transit and  
Human Services Plan



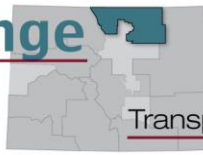
Transportation Planning Region

## Upper Front Range Transit Projects

Agency/Source	Project Description	Cost	Time Frame	Category
Larimer County (2008)	Develop a rural service	\$650,000/yr.	Short	Access to Human Services
Larimer County (2008)	Purchase two new buses		Short	Capital - Vehicles
Berthoud Area Transit System (BATS) (2008)	Invest in new bus facility	\$400,000	Short	Capital - Facilities
BATS (2008)	Three vehicle replacements		Short	Capital - Vehicles
BATS (2008)	Purchase new vans to help support new rural service		Long	Capital- Vehicles
Town of Estes Park	Purchase a new trolley	\$43,000/used	Short	Capital - Vehicles
Town of Estes Park	Lease additional buses for more routes or shorten wait time	\$4,000/bus	Short	Capital - Vehicles
Town of Estes Park	Bikes racks for shuttles and certain stops			Capital - Facilities
Town of Estes Park	Electronic information kiosks for shuttle routes and stops		Mid	Capital - Equipment
Town of Estes Park	Information monitors on buses (with or without audio)		Mid	Capital - Equipment
Town of Estes Park	Sheltered bus stops/benches at all stops	\$6,000	Mid	Capital - Facilities
Town of Estes Park	All buses ADA equipped	\$4,500/bus	Mid	Capital - Vehicles
Town of Estes Park	More buses/shuttles		Long	Capital - Vehicles
NECALG – County Express	7 accessible buses	\$354,124	Short	Capital - Vehicles
NECALG – County Express	7 minivans	\$179,678	Short	Capital - Vehicles
NECALG – County Express	4 accessible minivans	\$213,673	Short	Capital - Vehicles
NECALG – County Express	Scheduling Software	\$30,000	Short	Capital - Equipment
NECALG – County Express	Hardware/Computers	\$6,000	Short	Capital - Equipment
NECALG – County Express	Continue to upgrade software/hardware packages for efficiency		Long	Capital - Equipment
NECALG – County Express	Maintain current vehicle inventory at 60		Mid	Capital/Maintaining Service - Vehicles
UFR Transportation Plan (2008)	Create a Coordination Council		Short	Coordination Strategies

# Upper Front Range

Regional Coordinated Transit and  
Human Services Plan



Transportation Planning Region

Agency/Source	Project Description	Cost	Time Frame	Category
UFR Transportation Plan (2008)	Vehicle sharing for regional service to urban areas for medical and employment trips until new service is started		Long	Coordination Strategies
UFR Transportation Plan (2008)	Develop contract service between human service providers		Short	Coordination Strategies
Town of Estes Park	Coordinate routes with other services to Front Range communities		Long	Coordination Strategies
Town of Estes Park	Expand service through October 15 <sup>th</sup>	\$150,000	Short	System Expansion
Town of Estes Park	More service days/buses to include weekends in fall/winter/spring service and special events	\$200,000	Mid	System Expansion
Town of Estes Park	More service days to include year-round service		Long	System Expansion
Town of Estes Park	Develop Shuttle mobile tracking application			Miscellaneous
NECALG – County Express	Continue to grow ridership as funding will allow		Mid	Miscellaneous
NECALG – County Express	Increase ridership by 3% each year		Long	Miscellaneous

## APPENDIX E CDOT STATEWIDE SURVEY OF OLDER ADULTS AND ADULTS WITH DISABILITIES – UPPER FRONT RANGE REPORT

---

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

## Transportation Planning Region: Upper Front Range Area

### Survey Results

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June 2014



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RESPONSES TO SURVEY QUESTIONS..... 5

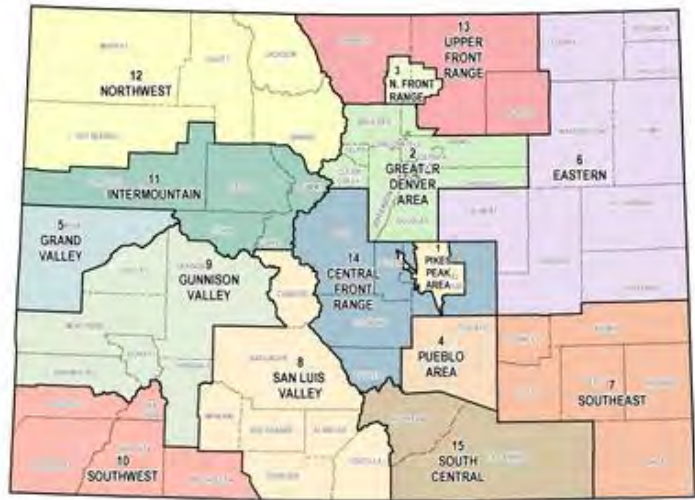
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## Survey Background

### About the Upper Front Range Area Transportation Planning Region

The Upper Front Range Area Transportation Planning Region is located in the north central part of the state, and includes all of Morgan County and portions of Larimer and Weld Counties outside the Fort Collins, Greeley and Loveland metropolitan areas. According to the 2010 Census, the total population of this region was 215,131. There were 28,042 adults age 65 and older residing in this region, and 11,851 adults with disabilities age 18 to 64. This region accounts for 4.9% 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 Upper Front Range TPR, 77 respondents completed an agency-distributed hard copy survey, 26 completed the web-based agency survey and 68 respondents were from the mailing list survey. The response rates for the agency-distributed and mailing list surveys were 9% and 25%, 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

- **Four in 10 older adults and adults with disabilities from the Upper Front Range TPR reported having difficulty finding transportation for trips they wanted or needed to make.**

Those who reported having trouble finding transportation were asked how many times in the last month, if at all, they had been unable to get somewhere as a result. About half had been unable to make one or more trips in the last month, representing 20% of all Upper Front Range TPR respondents. These residents most often reported having trouble finding transportation for medical appointments and shopping/pharmacy trips.

- **Many older adults and adults with disabilities reported driving themselves in a personal vehicle; however, about 4 in 10 would be willing to use public transportation or paratransit instead.**

Three-quarters of Upper Front Range respondents reported driving themselves at least once a week, while half relied on family, friends, aides or volunteers for at least some of their trips; one-quarter of respondents relied on others for over half their trips.

While less than 10% reported using public transportation or paratransit at least once in a typical month, about 4 in 10 respondents who drove themselves said they would be very or somewhat likely to use public transportation or paratransit as an alternative to driving. Conversely, about 6 out of 10 respondents who drove would not consider using public transportation or paratransit.

- **The most frequently cited barriers to using public transportation and paratransit were a lack of needed services and limited service times.**

About 6 in 10 respondents in the Upper Front Range area felt that the lack of public transportation service where they lived or where they wanted to go was a major problem, and another 10% felt this was a minor problem. Approximately 4 in 10 survey participants cited a lack of needed service times as a major problem, and nearly as many said that the distance from the bus stop or light rail station being too far to walk represented a major problem for them.

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 a lack of service and limited service hours, considered major problems by 49% and 35% of Upper Front Range respondents, respectively.

- **Respondents identified providing lower fares for seniors and disabled riders as the issue of greatest importance in creating a statewide transit plan.**

Overall, most of the transportation issues included on the survey were deemed somewhat or very important by a majority of respondents from the Upper Front Range. Seven in 10 felt that providing lower fares was very important, while two-thirds prioritized supporting the development of easily accessible and understandable transportation information and referral services. Nearly as many placed high importance on supporting veterans' transportation issues and providing more transportation services in their community. Less important to Upper Front Range residents was expanding hours of operation for transportation services, although 4 in 10 still rated this as very important.

## 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	
	Drive myself in a personal vehicle	17%	N=28	7%	N=11	13%	N=21	64%	N=106	100%
Get a ride in a personal vehicle from a family member or someone who lives in my household	42%	N=68	30%	N=48	15%	N=24	13%	N=21	100%	N=161
Get a ride in a personal vehicle from family, friends or neighbors	44%	N=70	40%	N=63	10%	N=16	6%	N=10	100%	N=159
Driven by a paid driver or personal assistant	92%	N=146	4%	N=6	2%	N=3	3%	N=4	100%	N=159
Get a ride from a volunteer driver	91%	N=142	6%	N=9	1%	N=2	2%	N=3	100%	N=156
Take a taxi at the full price fare	97%	N=151	1%	N=2	0%	N=0	1%	N=2	100%	N=155
Take a taxi at a subsidized or discounted fare	98%	N=154	1%	N=2	0%	N=0	1%	N=1	100%	N=157
Walk	56%	N=88	17%	N=27	16%	N=25	11%	N=17	100%	N=157
Bicycle	85%	N=133	9%	N=14	5%	N=8	1%	N=2	100%	N=157
Use transportation provided by my faith community or church	96%	N=150	3%	N=5	1%	N=2	0%	N=0	100%	N=157
Use a senior center or community center shuttle	93%	N=144	6%	N=9	1%	N=2	0%	N=0	100%	N=155
Use shuttle/transportation provided by the housing facility or complex where I live	99%	N=156	1%	N=1	0%	N=0	0%	N=0	100%	N=157
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	92%	N=146	6%	N=9	1%	N=2	1%	N=2	100%	N=159
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.)	93%	N=147	5%	N=8	0%	N=0	2%	N=3	100%	N=158
Use a private or non-profit transportation service or program	93%	N=146	2%	N=3	3%	N=4	2%	N=3	100%	N=156

<b>Question 2</b>		
<b>About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?</b>	<b>Percent</b>	<b>Number</b>
None of my trips	51%	N=87
Less than half my trips	24%	N=41
About half my trips	5%	N=8
More than half my trips	7%	N=11
All of my trips	13%	N=22
Total	100%	N=170

<b>Question 3</b>		
<b>If you drive yourself, what time of day do you most often drive?</b>	<b>Percent</b>	<b>Number</b>
I don't drive	15%	N=26
Mornings	67%	N=113
Afternoons	17%	N=28
Evenings and nights	1%	N=2
Total	100%	N=168

<b>Question 4</b>		
<b>For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?</b>	<b>Percent</b>	<b>Number</b>
Very likely	12%	N=17
Somewhat likely	26%	N=36
Not at all likely	62%	N=86
Total	100%	N=139

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

<b>Question 5</b>		
<b>Do you ever have trouble finding transportation for trips you want or need to make?</b>	<b>Percent</b>	<b>Number</b>
No, never	59%	N=95
Rarely	19%	N=31
Sometimes	13%	N=20
A lot of times	9%	N=15
Total	100%	N=162

<b>Question 6</b>		
<b>For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)</b>	<b>Percent</b>	<b>Number</b>
Work	20%	N=12
Visiting family or friends	17%	N=10
Volunteering	7%	N=4
Medical appointment	51%	N=30
Community event	20%	N=12
Religious service	20%	N=12
Recreation	25%	N=15
School	5%	N=3
Shopping/pharmacy trips	47%	N=28
Other, please specify	20%	N=12

*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.*

<b>Question 7</b>		
<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b>	<b>Percent</b>	<b>Number</b>
Weekdays 6am to 10am	41%	N=20
Weekdays 10am to 4pm	61%	N=30
Weekdays 4pm to 7pm	49%	N=24
Weekdays 7pm to midnight	31%	N=15
Weekdays Midnight to 6am	16%	N=8
Saturday day time	43%	N=21
Saturday night time	31%	N=15
Sunday day time	37%	N=18
Sunday night time	27%	N=13

*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.*

<b>Question 8</b>		
<b>How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?</b>	<b>Percent</b>	<b>Number</b>
Never	50%	N=32
Once or twice	30%	N=19
3 to 6 times	9%	N=6
7 times or more	11%	N=7
Total	100%	N=65

*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	58%	N=85	10%	N=14	33%	N=48	100%
Service does not operate during the times I need	41%	N=51	20%	N=25	39%	N=49	100%	N=125
Information about fares, schedules and routes is difficult to find	31%	N=37	17%	N=21	52%	N=63	100%	N=121
Information about fares, schedules and routes is difficult to read	26%	N=30	15%	N=17	59%	N=68	100%	N=115
I cannot understand the information about fares, schedules and routes	26%	N=30	10%	N=12	64%	N=74	100%	N=116
Information about fares, schedules and routes is not in my first (non-English) language	7%	N=8	3%	N=3	90%	N=98	100%	N=109
I am unclear about how to use public transportation	18%	N=20	12%	N=13	71%	N=80	100%	N=114
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	25%	N=29	11%	N=12	64%	N=75	100%	N=116
Buses or light rail trains lack clear announcements or visual displays about the next stops	15%	N=16	10%	N=11	75%	N=80	100%	N=107
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	31%	N=34	10%	N=11	59%	N=66	100%	N=111
I have health reasons that prevent me from being able to use fixed route public transportation	19%	N=21	9%	N=10	72%	N=81	100%	N=112
I have difficulty boarding and exiting buses or light rail trains	20%	N=22	11%	N=12	68%	N=75	100%	N=109
Distance from bus stop or light rail station is too far for me to walk	37%	N=43	12%	N=14	50%	N=58	100%	N=115
I am unable to get a seat	11%	N=12	11%	N=11	78%	N=82	100%	N=105
I do not feel safe while waiting for the bus or light rail train	19%	N=20	15%	N=16	66%	N=71	100%	N=107
I do not feel safe while riding the bus or light rail train	15%	N=16	14%	N=15	71%	N=77	100%	N=108
Fares are too expensive	25%	N=27	14%	N=15	62%	N=68	100%	N=110
Travel time to my destinations is too long	22%	N=23	20%	N=21	58%	N=61	100%	N=105
Bus stops and stations are poorly maintained	17%	N=18	11%	N=11	72%	N=76	100%	N=105
Service is not reliable	22%	N=24	10%	N=11	68%	N=74	100%	N=109
I do not understand how to make a transfer	13%	N=13	15%	N=16	72%	N=76	100%	N=105

<b>Question 10</b>								
<b>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?</b>	<b>Major problem</b>		<b>Minor problem</b>		<b>Not a problem</b>		<b>Total</b>	
	Service is not provided where I live or where I want to go	49%	N=65	11%	N=14	40%	N=53	100%
Services does not operate during the times I need	35%	N=36	16%	N=17	49%	N=52	100%	N=105
Information about how to use the service and costs is difficult to find	26%	N=26	17%	N=17	58%	N=59	100%	N=102
Information about how to use the service and the costs is difficult to read	20%	N=19	9%	N=9	71%	N=70	100%	N=98
Information about how to use the service and the costs is not in my first (non-English) language	5%	N=5	4%	N=4	90%	N=84	100%	N=93
I cannot understand the information on how to use the service and the costs	15%	N=15	11%	N=11	74%	N=73	100%	N=99
I am unclear about how to start using it	23%	N=23	9%	N=9	68%	N=70	100%	N=102

<b>Question 11</b>		
<b>How would you prefer to get your information about transportation services and programs? (Please select all that apply.)</b>	<b>Percent</b>	<b>Number</b>
Through my place of residence	46%	N=70
Friends or family	14%	N=21
Printed materials	42%	N=63
Telephone	12%	N=18
Other, please specify	11%	N=16
Through the place where I work or volunteer	7%	N=11
Electronic (websites, email, social media, smart phone)	30%	N=45
In-person assistance	10%	N=15
Presentations at church, community centers, etc.	12%	N=18

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

<b>Question 12</b>								
<b>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?</b>	<b>Very important</b>		<b>Somewhat important</b>		<b>Not at all important</b>		<b>Total</b>	
	Supporting the development of easily accessible and understandable transportation information and referral services	66%	N=95	20%	N=29	14%	N=20	100%
Supporting veterans' transportation issues	64%	N=89	23%	N=32	13%	N=18	100%	N=139
Supporting volunteer and faith-based transportation services	47%	N=62	34%	N=45	19%	N=26	100%	N=133
Increasing the availability of wheelchair-accessible taxi cabs	45%	N=58	33%	N=43	22%	N=29	100%	N=130
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	51%	N=68	29%	N=39	20%	N=26	100%	N=133
Providing more transportation services in my community	64%	N=89	24%	N=33	13%	N=18	100%	N=140
Providing more transportation services to regional destinations	60%	N=84	24%	N=33	16%	N=23	100%	N=140
Expanding hours that transportation services are offered	42%	N=56	39%	N=51	19%	N=25	100%	N=131
Expanding or adding routes in my community	59%	N=79	28%	N=37	13%	N=17	100%	N=132
Providing lower fares for seniors and disabled riders	70%	N=96	20%	N=28	9%	N=13	100%	N=137

<b>Question 15</b>		
<b>Please indicate if you have difficulty with any of these activities? (Please select all that apply.)</b>	<b>Percent</b>	<b>Number</b>
Climbing stairs	44%	N=67
Talking	4%	N=6
Lifting or carrying a package or bag	31%	N=48
Understanding written directions	13%	N=19
Understanding spoken directions	7%	N=10
Seeing	7%	N=11
Hearing	14%	N=22
Walking 1/4 mile	37%	N=56
None	35%	N=54

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

<b>Question 16</b>		
<b>Do you use any of the following to get around? (Please select all that apply.)</b>	<b>Percent</b>	<b>Number</b>
None	70%	N=104
Guide or service dog	1%	N=1
White cane	2%	N=3
Cane or walker	25%	N=37
Power wheelchair or scooter	3%	N=4
Manual wheelchair	4%	N=6

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



<b>Question 17</b>		
<b>Which best describes the building you live in?</b>	<b>Percent</b>	<b>Number</b>
Single family home or mobile home	81%	N=137
Townhouse, condominium, duplex or apartment	11%	N=19
Age-restricted senior living residence	3%	N=5
Assisted living residence	0%	N=0
Nursing home	0%	N=0
Other	5%	N=8
Total	100%	N=170

<b>Question 19</b>		
<b>What is your race/ethnicity?</b>	<b>Percent</b>	<b>Number</b>
American Indian or Alaskan Native	4%	N=6
Asian or Pacific Islander	1%	N=1
Black, African American	1%	N=1
Hispanic/Spanish/Latino	7%	N=11
White/Caucasian	92%	N=148
Other	2%	N=4

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

<b>Question 20</b>		
<b>In which category is your age?</b>	<b>Percent</b>	<b>Number</b>
18 - 44 years	9%	N=14
45 - 54 years	5%	N=8
55 - 64 years	14%	N=22
65 - 74 years	30%	N=49
75 - 84 years	31%	N=50
85 - 94 years	10%	N=16
95 years or older	2%	N=3
Total	100%	N=163

<b>Question 21</b>		
<b>What is your gender?</b>	<b>Percent</b>	<b>Number</b>
Female	62%	N=100
Male	38%	N=62
Total	100%	N=163

## 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.”**

- Friend pick up
- I still drive
- my electric chair
- None to mead
- Own a segway
- Personal car
- Shuttle to airport
- Via Mobility Service

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

- All
- Bad weather, icy streets
- Church takes me
- Don't have trouble
- Ft. Hills workshop
- I don't have trouble finding transportation
- Jitizue class in windsor
- No problem
- none
- None fortunately
- out of town
- Visiting other towns-shopping

#### **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.”**

- All 3-does not really apply to me.
- Cheryl rides d.a.r. o 2 other foothills gateway bus sheltered workshop
- Don't use public transportation, not where i live
- I do not use public trans.
- I do not use public transportation as i driver everywhere i need to go
- larimer county bus system is poor. no transportation provided to Laporte, Colorado. I can not work for pay because of this issue.
- Live in the country
- Lochbie has no public transportation of any kind. Brighton will not cross county lines to provide transportation.

- More available- live in morgan county rural co.
- my chair and I weigh too much for the lifts on our bus system
- Public transit not available in severance co. Sometimes listed as 1 because does not exist.
- This does not apply to me yet.
- This person is delayed other clients would need point a to b stops they couldn't navigate multiple stops. Would need driver assistance if they used the service
- waiting at stations is unsafe for me
- We don't have public transportation

**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."**

- 3-does not apply to me.
- Available by phone call \$20-30 a trip
- Developmentally challenged cant be alone in community
- Mother takes care of
- my chair and I are too heavy for the lifts and it is too expensive to use with any regularity
- No info for mead co area
- Not available
- Not available
- Not available
- Paratransit not available in severance, co
- The only time I've tried to use this method the schedule has been preempted by students using the Call and Ride to get home from school.
- This does not apply to me
- We do not have this service in our area

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

- Can't use due to disability so it wouldn't be needed
- internet
- Lives with mother
- Local library
- Senior center
- Senior center
- Unable to read due to vision issues
- Would not use

**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?**

- Access a ride people are so wonderful.
- Can't get to medical services, can't get to denver or metro area.
- Cost
- Don't use
- Don't use
- Fortunatly have not needed-public transportation

- Good
- Have not been able to always make medical appts. And have to reschedule because no public or paratransit available in my community. Cant get to grocery store when i want. I am stuck at home.
- Have our transportation.
- Haven't had a problem with senior transportation as i don't drive
- Havent needed or used public transit. I understand the bus to transport to dr. Office or use is \$10-20, i do not know what is available in my area. If my car is in the shop, i stay home
- Hrs are not conducive to my schedule. Smaller community needs a call-a-ride.
- I am not needing this at this time
- I do not use any public transportation service. I drive my own vehicle. As of now canon city transportation is very lmted. I am 79 and someday maybe soon i would need to use such transportation. The golden age shuttle does well with the service they can offer. The taxi service is very expensive it is unreasonable.
- I don't have any problem with transportation.
- I drive my own vehicle so this isnt a problem, though it might be nice to have ride to airport.
- I drive my segway or family takes me
- I drive to greeley to meet the "super shuttle" to the airport
- i found it to be completely confusing, and took way too long.
- I have been unable to access public transportation at all, because of weight restrictions on the lifts. Our city has a few of the buses that do not require lifts, but there is no way of knowing which routes on which days they will be in use. I use my electric chair to go the three blocks to the grocery store and a dollar store. Other than that, I go nowhere unless my daughter can take me because I have a minivan with folding aluminum ramps to load my electric chair, but the ramps are heavy and awkward to use and it is very hard to learn to guide my chair up the ramps and into the car. I basically am home bound.
- I have been very pleased with the services provided in Longmont by Call 'n Ride and Via and impressed by the cooperation between the r
- I have had a positive experience with Via Transportation.
- I have other clients that could use this service but its not provided in wellington col.
- I just don't go places
- I live in unincorporated boulder county where bus transport for myself is not an option. For my senior parents, options are extremely limited and those that are available are difficult to schedule and have limited services.
- I was cancelled by Access a Ride and I am now carpooling with co-workers. I am very lucky and very thankful.
- It has been hard for me to get to places i need to go because i am blind and don't know how to ride the bus.
- living between Longmont and Firestone...there is no bus service available, and I live in a community of 400 homes.
- Money
- My community has no service
- Need to have service from eaton, co. To dia
- No rtd
- No transportation in mead, co. I have to dirve to longmont in snow and rain it is difficult impact oing places i just don't go.
- Public transportation is limited to certain areas only and only goes so far out no more rural areas.

- Right now i have no problems as i have my own vehicle and am able to drive every place i need to go. And i am out nearly every day going some where.
- Rural area hard to find after my surgery
- Sundays d.a.r. does not run. Cheryl uses d.a.r. to go for her adaptive recreation at the senior center, foothills gateway picks her for work.
- The operation in my shoulder was meussary before shoulder than i did before and have to be able to drive to different places., like dr's appointments or somewhere.
- The route I usually use stops runing at 6:00 P.M. and do not runs on the weekend. If I want a go to church on Sunday I just can't do it.
- There are "county express" services in our county but they will not come to sayder
- They pick me up when i need them, they come early
- They pick me up when i need them, they come on time or early.
- Transit to work on regional RTD is convenient and reliable. Within Longmont it's terrible. I was a faithful bus rider when living in Boulder but it's just not possible to do that in Longmont. The closest bus stop is a 20 minute walk and the bus only runs hourly. If I miss it Imight as well just walk downtown. Also, bus service between Longmont and Denver ends so early on Saturday evening that I can't use the bus to get to entertainment opportunities n Denver. The bus does not travel between Longmont and Denver on Sundays. I'd have to go through Boulder!
- Transport from hospital to home
- Very good if downtown denver non existant in longmont let alone rural longmont.
- We have no service
- Will just stay home, though disappointed

**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?**

- Add a route to wellington co. We have not bus, no dial a ride programs ect. However it needs to be financially affordable, we do not get taxi service but it is outrageously expensive!
- Bad
- Does not run on sun. Bus stops too far way in erie. Web site whould calculate fares.
- Don't have any
- Don't know!
- I am still able to drive but am sure if not able to many different problems would apply
- I do feel we need some kind of transportation for those who are not able to drive and get around for doctor appointments and other places they need to go to.
- I live in Longmont, C.O. the service here is patetic. The buses run every hour and there is not service on weekends, I have health issues and walking one and a half mile on Sunday to take a Regional bus to Boulder or just to downtown Longmont is nuts. I will appreciate if you do something about it.
- I live in the country with the urban moving in... and near the boulder-weld county juncture. Not sure what the answer is.
- I still drive my car anywhere i want to go. But some day i might find a need for other ways to go.
- If a transit system could be developed to where a shuttle could take people from my town (severance) to the edge of timmath/fort collins, e.g. wal-mart on harmony) and or windsor where people could shop or access other transit to carry you from there maybe once or twice a week.

- It is difficult to access wheelchair transportation in Longmont because there are so few servers. Weekends and holidays are impossible. I live in the land of no transportation between Longmont and Firestone. There are many seniors in the community where I live that would use the buses if they were available.
- It would be nice to not fight over seats they should have handicapped specific seats
- Lochbuie has never had public transportation. It is needed because many people especially seniors have no way of getting places unless a friend or a member of the family takes them.
- Longer times transportation is available and lower fare.
- Need more transportation especially on Saturdays and evenings
- Need more transportation especially on Saturdays and evenings
- No program for small towns and communities
- No RTD
- No services in the rural areas
- Not available in winter. Transportation is good during tourist times mostly summer
- Nothing
- Nothing
- Nothing
- Nothing!
- Our daughter is disabled has had problems with public transportation, too expensive for her and unreliable.
- Please help us understand when transit comes to bus stops and build more shelters for us to keep safe in bad weather.
- Possibly D.A.R. for Sunday so people may go to church
- Safety - less harassment from some passengers. Find new routes that are closer
- See above
- Set up pick ups at senior centers.
- The routes from my home to work take two hours. Waiting in stations late at night is too dangerous.
- There are older and disabled adults in Snyder but the only transportation available to them is provided by friends and family
- This community needs access to transportation for elderly for dis. Apt. Etc. Small community mostly rely on family and friends
- This survey should be age-related. My age (86) differs from a teenager or thirty-something.
- Transportation for seniors and the disabled is very poor in Larimer County outside of the city of Fort Collins. I am blind and would like to work and live in Laporte, Colorado near my family. I do not drive and am isolated from activities due to poor transportation access.
- We are in rural Colorado.
- We could use the old Greyhound if it was still active here.
- We don't have any transportation services
- We have none
- We need transportation in Mead or a pick up location in town. We have many seniors in our town but the town has no transportation for us
- We should have a bus back again

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

- Apartment
- Farm house
- Host home
- Mother
- Single family home

## 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.”

- I live in the country, nothing is available.
- Skiing!

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

- None i drive
- Shopping 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.”

- Actually live in rural area
- Do not use public transportation
- Do not use public transportation
- Does not apply because there is no public trans.
- I do not use public transportation.
- I don't use public transportation
- I have no problem, yet.
- I live in country. 8 miles from small town.
- I live in th country and on a dirt road. Probably won't be public transportation in my lifetime, they cant even get the road paved.
- I live in the country
- I live in the country so i have no possible access to public transportation and don't feel there will ever be access to it.
- I live in the country where there is no public transportation
- I live over 10 miles from public transit. I will need county-wide paratransit.
- No bus service
- No public transportation in my town
- Not available, expense
- Public trans. For me is just a tax burden.
- Public transportation is not available in bellvue, so if i drive to ft. Collins why take a bus if i am already in the car?
- The first barrier negated all subsequent barriers.
- There is just not transportation to use in our area.
- We live in a rural area 30 miles from ft. Collins, co. There is no public transportation serving our area.

### 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.”

- Again, i live in the country so have no desire or access
- Do not use
- Drive myself
- Have not had to access



- I cannot see
- More tax burdens, thanks
- No services
- Not available, expense
- See question 9
- We drive just fine so far!

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

- Do not want
- Don’t need any
- Newspaper
- No interest
- No preference.
- No transportation where i live
- Not available here.

**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?**

- Bad! I pay taxes for others who don’t.
- Don’t know of any, keep highways in good shape
- Don’t use it.
- Drove to wagon wheel park and ride to take bus downtown at 9am. During weekday and could not find a place to park. Drove to town and parked in lot on 19th st.
- Expensive.
- Fort collins is very bike pedestrian friendly, mason corridor, maxx is unnecessary for our community, wasted tax money
- Good
- Have not had to have anyone other than my spouse or myself with transportation
- Have not used public transportation 50 yrs.
- Haven't used public transportation
- I am unable to use this system due to poor eye sight.
- I can still drive
- I depend on my husband to drive. I don’t think we have any public transportation.
- I do not use public transportation. It is not convenient in small community
- I have my own car, transportation is not a problem
- I stay home.
- I still drive but i have many friends stranded in rural areas of the community pressured to relocate, leaving acreages to make doctors visits.
- If public transportation is not available i have to drive personal vehicle.
- Missed appointments or cancellation.
- Never use transportation services, nothing available in the rural area where i live
- Never used it.
- No experience
- No experience with accessing transportation because i drive my own vehicle.

- No services
- No services are available in my rural area.
- None available.
- Not being able to get into vehical.
- Service not available.
- So far i have been able to get where i need and want by myself. Family and friends however in fort. Morgan we have limited services to go to other cities.
- So far we have had no need for public transportation if we getto the point where we need it we will move closer to fort collins
- There is no public transportation available for most elderly in rural areas
- There is not adequate public transportation, routes in our area.
- We have a senior bus available in town, but i have never used it because i drive my own car
- We live out from major populated areas and shopping apportunities. If bus transportation were to come near our home,i would occasionally use it. At present that is not a need in our lives.

**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?**

- All of our tax money goes to urban transportation and those of us who live in rural areas are ignored.
- Bath rooms that are for handicap, but really are not. Because you can't get door open. They need auto doors.
- Better screening at dlb
- County road pot holes
- Don't ask me because i would drop the whole mess. It just makes for dependent people who think they have rights to my labor.
- Get the light rail on the north side of colo. It was promised.
- I am not disabled nor retired so i take care of all of my transportation needs. I live in a rural part of colorado so we don't have much for public trans. I do feel we as a society need to carefor our disabled and elderly but at this time in my life, i do not have much understanding of those needs.
- I depend on others to get this information to me.
- I-25 volumes between ft. Collins and berthoud has far exceeded the ability for i-25 having only 2 lanes in each direction. Need to have more buses or light rail, will help this, we need 3 lanes or more in each direction.
- If people in this rural area cannot drive, they are totally dependent on family, friends or church volunteer drivers.
- I'm not familiar enough with mass transit to make a qualified analysis. I think mass transit is good for those who can use it.
- In rural areas of larimer county, outside of ft. Collins. No transportation available. Sheduling, pricing, wheel chair accessability etc. Are lesser issues.
- N/a since, have not had to access other transportation
- Not available in my community even to go to the closest city
- See above.
- Service not available.
- The northeast area of the county, unity maple hill is growing and needs access to public transportation routes, buses.

- The transportation in this area, county express is not reliable, i am a case manager for long term elderly care and my clients have no faith in this transportation
- We have no public transportation
- We have no public transportation. Senior get to a point where they can't drive anymore or shouldn't and need to get to town. Also into surrounding towns for shopping ect.
- We live away from longmont 2 miles from i-25
- We live in eaton. No transportation to medical or hospital if husband is unable to drive.
- We need more for out of town trips
- We, my husband and i, would like for the 3rd lane of i-25 to be extended from longmont to ft. Collins. It took us 3 1/2 hrs. To get to denver a few weeks ago. Hard to time for dr. Appts. When it can be anywhere from 1 1/2 to 4 hrs. To get there from here.

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

There were no “other” responses to this question.

## 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](http://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](http://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:*

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*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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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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## Taking care to get you there

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.**

	<b><u>Major problem</u></b>	<b><u>Minor problem</u></b>	<b><u>Not a problem</u></b>
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.)**

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

**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?**

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**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?**

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**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