

APPENDIX C STATEWIDE TRANSIT SURVEY OF OLDER ADULTS AND ADULTS WITH DISABILITIES REPORT OF RESULTS

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

April 2014



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Executive Summary

Survey Background

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.

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 older adult (65 years or older) and disabled (18 years or older) residents of Colorado and to determine their transportation priorities, needs and preferences.

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 TPRs, with roughly one-third going to households including people with disabilities and two-thirds to households in which older adults lived. In the second approach, 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 were also provided a web link they could email to their clientele if they desired.

A total of 3,113 respondents completed a survey between October 2013 and January 2014: 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.

Highlights of Survey Results

- **About half (52%) of older adults and adults with disabilities surveyed depended on family, friends, aides or volunteers for transportation for at least some of their trips, while half (48%) did not depend on others for any of their trips.**

About one-quarter of survey participants said they relied on someone else for half or more of their trips. Transportation dependency rates were similar among respondents in Urban TPRs and Rural TPRs.

- **Approximately half (47%) of respondents reported having trouble finding transportation for trips they wanted or needed to make.**

When asked if they encountered difficulties finding transportation for trips they wanted or needed to make, 53% of respondents said they never had trouble, while 47% did have troubles. Fourteen

percent of all respondents said they experienced problems finding transportation “a lot of times,” and 33% had trouble sometimes or rarely. Urban TPR residents (49%) were slightly more likely than Rural TPR residents (42%) to report having trouble finding transportation.

➤ **Three in 10 survey participants (30%) had not been able to get somewhere in the month previous to the survey because they could not find transportation.**

Those who reported having trouble finding transportation for trips they want or need to make were asked how many times in the last month, if at all, they had been unable to get somewhere because they could not get transportation. About two-thirds of these respondents had been unable to make one or more trips in the last month, representing 30% of all respondents.

➤ **Respondents most often had difficulty finding transportation for medical appointments and shopping/pharmacy trips.**

The types of trips with which respondents most frequently indicated having trouble finding transportation for were medical appointments, shopping/pharmacy trips, recreation, visiting family or friends and attending community events.

➤ **Many older adults and adults with disabilities reported making trips by driving themselves in a personal vehicle; the proportion doing so in the Rural TPRs was higher (78%) than in Urban TPRs (65%).**

In addition, over half of respondents reported getting rides from family/household members (62%), friends or neighbors (57%) at least once a month. Nearly a third said they used public transportation at least once a month. About half (56%) walked for at least some of their trips and about 2 in 10 (21%) rode a bicycle for some of their trips in a typical month. About 1 in 10 used paratransit services (16%), were driven by a paid driver or personal assistant (14%), got a ride from a volunteer driver (10%), used a private or non-profit transportation service or program (9%), had taken a taxi at the full price fare (8%) or used a senior center or community center shuttle (8%). Fewer than 1 in 10 had used a taxi at a subsidized or discounted fare (7%), used transportation provided by their faith community (5%) or used transportation provided by the housing facility or complex in which they lived (4%).

➤ **About 4 in 10 respondents (38%) who drove themselves said they would be very likely or somewhat likely to use public transportation or paratransit in their community instead of driving.**

Conversely, about 6 in 10 (62%) respondents who drove said they would be not at all likely to use public transportation or paratransit instead of driving. A somewhat lower proportion of Rural TPR residents (35%) said they would be likely to use public transportation or paratransit than Urban TPR residents (40%).

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

More than 4 in 10 respondents (44%) felt that the lack of public transportation service where they lived or where they wanted to go was a “major problem” and two-thirds felt this was a major or minor problem. More than 3 in 10 survey participants felt that the distance from the bus stop or light rail station was too far to walk (36%), that service did not operate when needed (33%), or being unable to easily access bus stops or light rail stations in poor weather (33%) was a major problem; over half felt each was a major or minor problem. These were the most frequently cited barriers in

both the Urban and Rural TPRs, although the lack of service or limited service hours were more often mentioned by those in Rural TPRs. The distance from the stops or stations and being unable to access stops and stations in poor weather was cited a bit more frequently by those in Urban TPRs.

The next “tier” of barriers to using public transportation, considered a major or minor problem by 39% to 49% of respondents, were length of the travel time using public transportation; expense of the fares; difficulties finding information about fares, schedules and routes; and personal safety concerns at the stops or stations. Those in the Urban TPRs were much more likely to deem travel times and personal safety a problem than were those in Rural TPRs and were somewhat more likely to consider fares too expensive.

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 a major or minor problem by 49% and 45% of all respondents, respectively. A greater proportion of residents in Rural TPRs considered these a problem than did residents in Urban TPRs. Difficulties finding information about the services, uncertainty about how to start using the services, difficulties reading the information about the services and difficulties understanding information about the services were cited as major or minor problems by 24% to 40% of those completing the survey.

- **The two issues deemed of highest importance for the statewide transit plan by those completing the survey were supporting the development of easily accessible and understandable transportation information and referral services and providing lower fares for seniors and disabled riders.**

Overall, most of the issues included on the survey were deemed very important by a majority of respondents. About two-thirds of respondents felt that supporting the development of easily accessible and understandable transportation information and referral services and providing lower fares for seniors and disabled riders were very important.

Slightly fewer identified areas that focused on expanding services in their communities (60%) and to regional destinations (58%) as very important. About 6 in 10 also identified expanding discount programs and/or subsidies (57%) and expanding or adding routes in their community (56%).

Just over half of respondents (54%) felt it was very important that the state should support veterans' transportation issues and 48% thought that it was very important that the hours of service for transportation services should be expanded. About 4 in 10 (44%) deemed it very important to increase the availability of wheelchair-accessible taxi cabs and supporting faith-based transportation services.

Survey Background

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 older adult (65 years or older) and disabled (18 years or older) residents of Colorado and to 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 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: 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.

In the second approach, 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 were also provided a web link they could email to their clientele if they desired.

A total of 3,113 respondents completed a survey between October 2013 and December 2013: 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 varied within TPR. Response rates for the mailing list survey ranged from 22% to 45% within TPR, while the agency survey response rates went from 9% to 25%. (A map of the TPRs can be found on page 119 in *Appendix D: Survey Methodology*; a table displaying all the TPR response rates can also be found in that appendix.)

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 within 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 within each TPR. In addition, for the overall results, the data were weighted so that the portion of the population age 18 to 64 with disabilities and the population aged 65 and over in each TPR was proportional to the size of this population in the state as a whole. More information about the survey methodology can be found in *Appendix D: Survey Methodology*.

How the Results Are Reported

This report presents an overview of the survey results. Full results for each question appear in *Appendix A: Responses to Survey Questions*. As the Statewide Transit Plan will focus on the rural areas of the state, *Appendix B: Survey Responses Compared by Geographic Area* compares survey results from the 10 TPRs that are considered Rural (Eastern, Southeast, San Luis Valley, Gunnison Valley, Southwest, Intermountain, Northwest, Upper Front Range, Central Front Range and South Central) to the 5 TPRs that are considered Urban (Pikes Peak Area, Greater Denver Area, North Front Range, Pueblo Area and Grand Valley). When differences between the Urban and Rural areas were statistically significant (that is, there was a less than 5% chance that differences observed were due to chance alone), these differences are highlighted in the body of the report.

When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number. When the total exceeds 100% in a table for a multiple response question in which the respondent can choose more than one category, it is because some respondents are counted in multiple categories. Comparisons of results to selected survey questions by respondent characteristics can be found in *Appendix C: Survey Responses Compared by Respondent Characteristics*.

In the appendices, results also have been compared across the 15 TPRs and by county (*Appendix B: Survey Responses Compared by Geographic Area*), as well as by respondent characteristics (*Appendix C: Survey Responses Compared by Respondent Characteristics*). The verbatim comments made by respondents in response to the open-ended survey questions can be found under separate cover (*CDOT Older Adult and Disabled Adult Survey Verbatim Responses*).

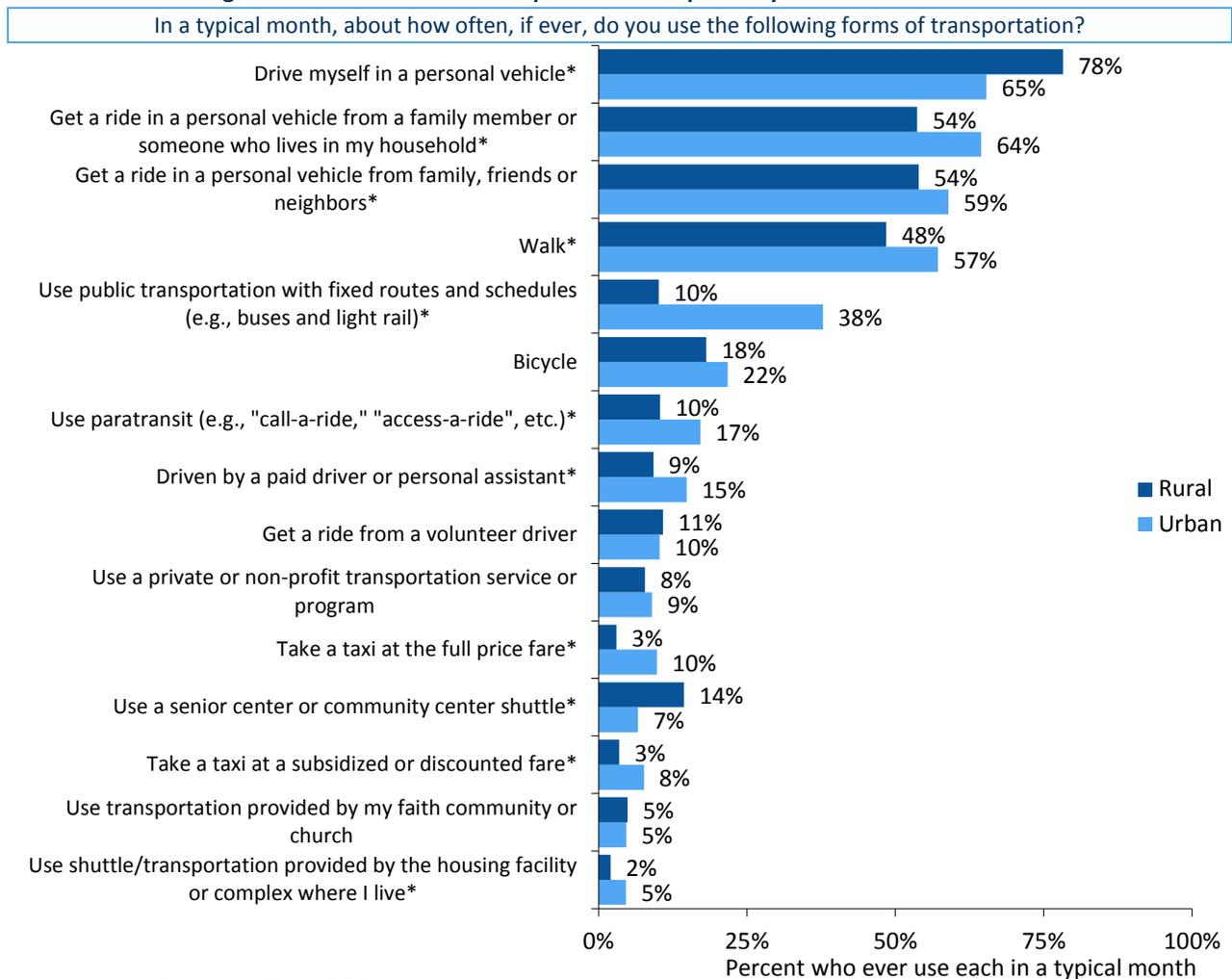
Survey Results

Travel Behavior

Those completing the Statewide Transit Plan survey were asked several questions about their travel behavior. First they were asked how frequently they used various forms of transportation in a typical month. A large majority of respondents (69%) drive themselves in a personal vehicle at least occasionally in a typical month, and over half (56%) do so 3 or more times a week (see Table 1: Question 1 in *Appendix A: Responses to Survey Questions*). However, over half of respondents did get rides from family/household members (62%), friends or neighbors (57%) at least once a month. Nearly a third said they use public transportation at least once a month.

There were differences in the travel patterns of residents in Rural TPRs compared to Urban TPRs. Those in Rural TPRs were more likely to drive themselves (78%) than residents in Urban TPRs (65%). Rural TPR residents were less likely than their Urban TPR counterparts to get rides from family, friends or neighbors or use public transportation or paratransit. Rural TPR residents also utilized a senior center or community shuttle more often than Urban TPR residents.

Figure 1: Use of Forms of Transportation Compared by Urban versus Rural TPR

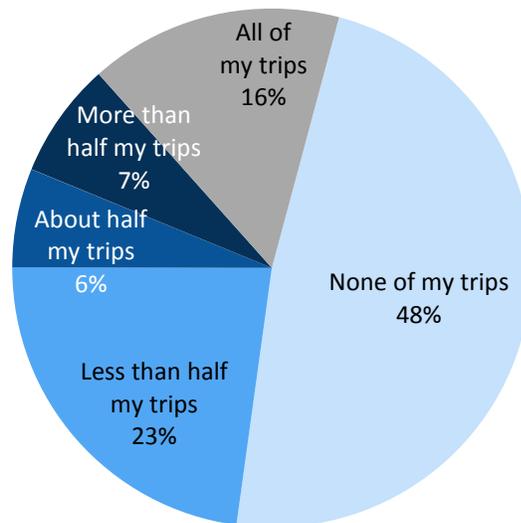


*Differences between Urban and Rural TPRs are statistically significant ($p < 0.05$)

About half of all respondents to the survey (48%) did not rely on family, friends, aides or volunteers for transportation, while another half (52%) did for at least some of their trips (see Figure 2 below). About one-quarter of survey participants said they relied on someone else for half or more of their trips. Transportation dependency rates were similar among respondents in Urban TPRs and Rural TPRs (see Table 38 in *Appendix B: Survey Responses Compared by Geographic Area*).

Figure 2: Dependency on Others for Transportation, Overall

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

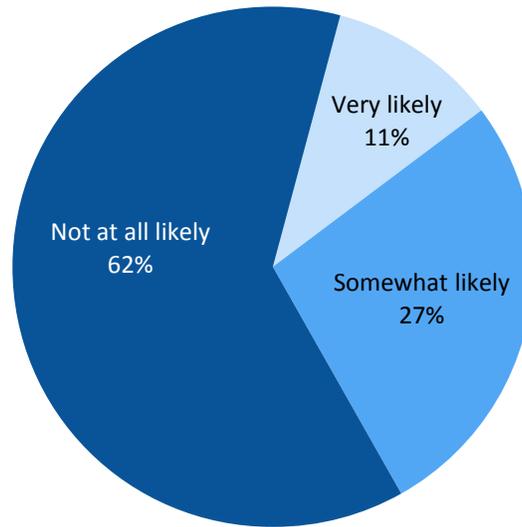


When asked if they drove themselves, what time of day they most often drove, about one-third of all respondents said that they did not drive, but among those who did drive, mornings were the most common time to drive (see Table 3). Those in Rural TPRs were somewhat less likely to say they do not drive (21%) compared to respondents in Urban TPRs (35%, see Table 39 in *Appendix B: Survey Responses Compared by Geographic Area*).

Respondents who said they did drive themselves were asked a follow-up question regarding their likely use of public transportation or paratransit. About 6 in 10 respondents (62%) were not at all likely to use these transportation options while 1 in 10 (11%) were very likely to use these options (see Figure 3 below).

Figure 3: Likelihood of Using Public Transportation or Paratransit, Overall

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



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

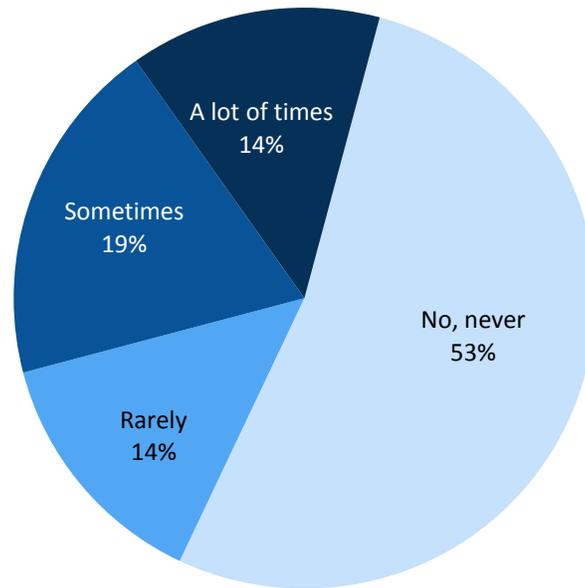
A somewhat lower proportion of Rural TPR residents (35%) said they would be likely to use public transportation or paratransit than Urban TPR residents (40%, see Table 40 in *Appendix B: Survey Responses Compared by Geographic Area*).

The frequency with which respondents encountered difficulties finding transportation was assessed through the survey. About half (53%) of those completing the questionnaire said they never had trouble finding transportation for trips they wanted or needed to make (see Figure 4 below). About 3 in 20 respondents (14%) said they experienced problems finding transportation “a lot of times.”

Urban TPR residents (49%) were slightly more likely than Rural TPR residents (42%) to report having trouble finding transportation (see Table 41 in *Appendix B: Survey Responses Compared by Geographic Area*).

Figure 4: Difficulty Finding Transportation Compared, Overall

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



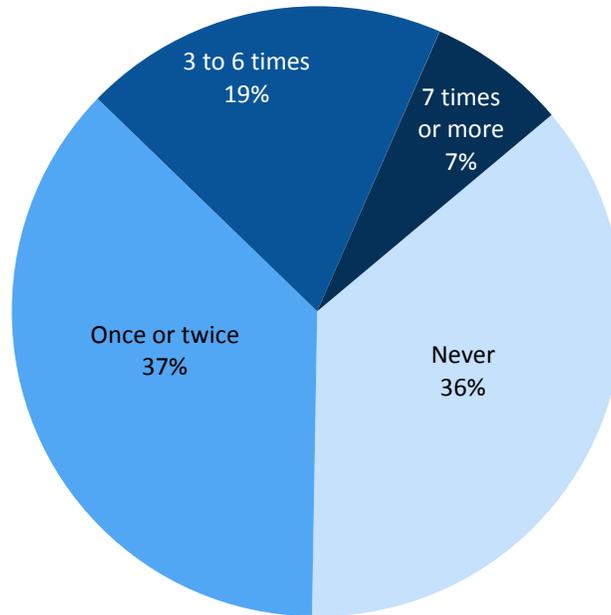
Those who experienced some level of trouble finding transportation were asked for what types of trips they needed transportation but had problems finding it. The types of trips most frequently indicated were medical appointments (51%), shopping/pharmacy trips (46%), recreation (37%), visiting family or friends (34%) and attending community events (32%, see Table 6). Medical appointments and shopping/pharmacy trips were slightly bigger issues for Rural TPR residents than Urban TPR residents, while recreation, visiting family and friends, and attending community events were slightly bigger issues for Urban TPR residents than Rural TPR residents (see Table 42 in *Appendix B: Survey Responses Compared by Geographic Area*).

The times of day that represented the biggest challenge for finding transportation were assessed. Weekdays from 10am to 4pm and on weekends during the day were some of the more problematic times for respondents, with 45% or more of respondents reporting they had trouble finding transportation during these periods (see Table 7). For those in Rural TPRs, over 40% also reported that weekdays from 4pm to 7pm were an issue (see Table 43 in *Appendix B: Survey Responses Compared by Geographic Area*). The time period when Rural TPR residents experienced the greatest difficulty was weekdays from 10am to 4pm, while for those in Urban TPRs, the greatest difficulties were experienced during Sunday day times.

The magnitude of the problem of finding transportation was assessed. Of the 47% of respondents who had ever experienced trouble getting needed transportation, about one-quarter were unable to get transportation three or more times in the past month (see Figure 5 below), while nearly 4 in 10 (37%) had experienced problems once or twice in the past month. The number of times respondents experienced a lack of transportation in the past month was similar in Urban and Rural TPRs (see Table 44 in *Appendix B: Survey Responses Compared by Geographic Area*).

Figure 5: Unable to Travel Due to Lack of Transportation in Last Month, Overall

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



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

Barriers to Using Public Transportation

Survey respondents identified how much of a problem 22 possible barriers to using public transportation were for them. More than 4 in 10 respondents (44%) felt that the lack of service where they lived or where they wanted to go was a “major problem” and two-thirds felt this was a major or minor problem (see Table 9 in *Appendix A: Responses to Survey Questions*). More than a third of survey participants felt that the distance from the bus stop or light rail station was too far to walk (36%), that service did not operate when needed (33%), or being unable to easily access bus stops or light rail stations in poor weather (33%) was a major problem; over half felt each was a major or minor problem. These were the most frequently cited barriers in both the Urban and Rural TPRs, although the lack of service or limited service hours were more often mentioned by those in Rural TPRs, while the distance from the stops or stations and being unable to access stops and stations in poor weather were cited a bit more frequently by those in Urban TPRs (see Figure 6 on the next page).

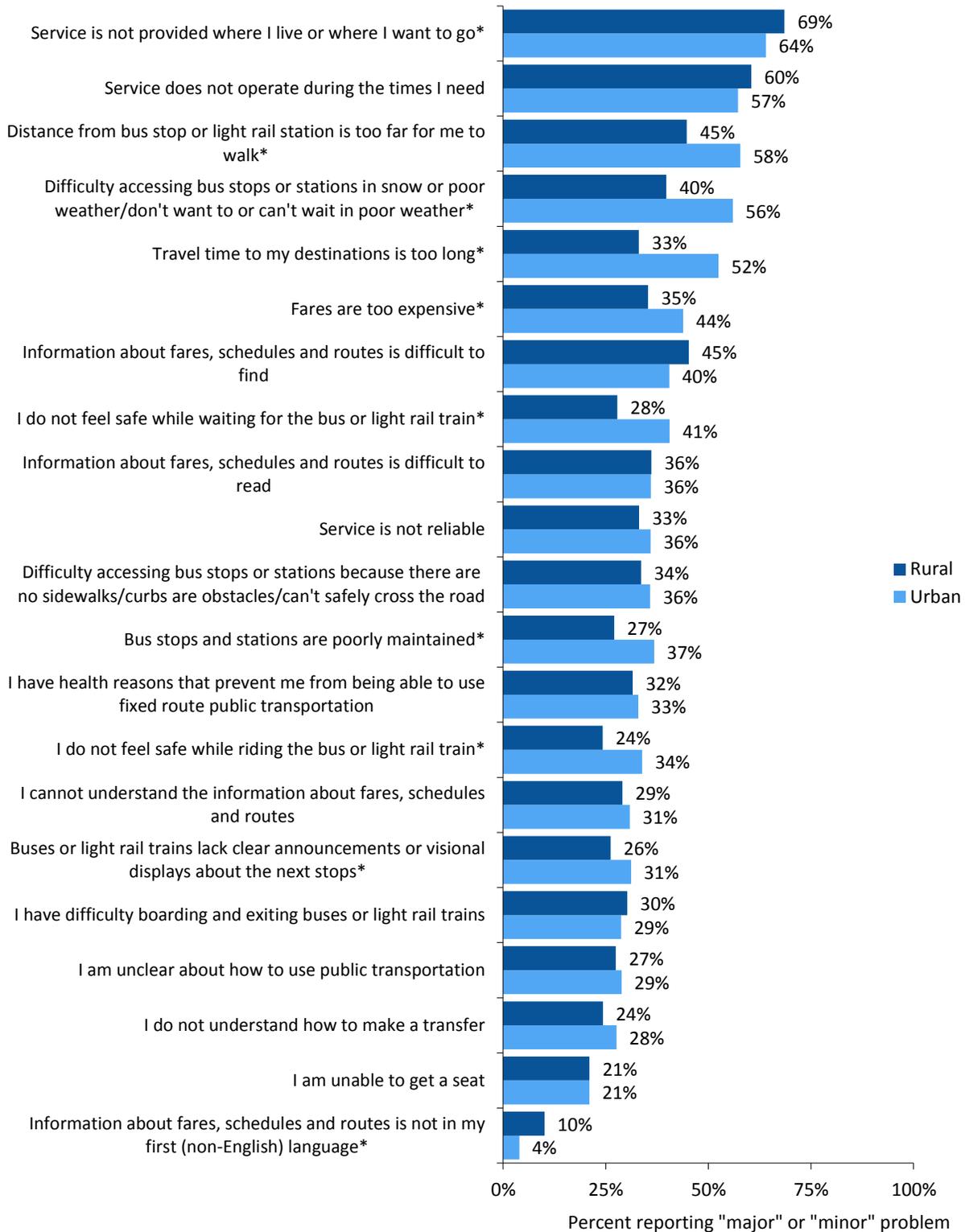
The next “tier” of barriers, considered a major or minor problem by 39% to 49% of respondents, were length of the travel time using public transportation; expense of the fares; difficulties finding information about fares, schedules and routes; and personal safety concerns at the stops or stations. Those in the Urban TPRs were much more likely to deem travel times and personal safety a problem than were those in Rural TPRs and were somewhat more likely to consider fares too expensive.

Potential barriers considered a major or minor problem by 31% to 36% of respondents included difficulty reading information about fares, schedules and routes, difficulty accessing stops and stations because of lack of sidewalks or other pedestrian barriers, poor maintenance of stops and stations, unreliable service, personal health issues, fears for personal safety while riding the bus or train, not understanding information about fares, schedules and routes, and the lack of clear announcements or visual displays about the next stops while riding. Poor maintenance, personal safety and lack of clear announcements of upcoming stops were a bigger concern to those in Urban TPRs than those in Rural TPRs.

Issues perceived as an obstacle by 21% to 29% of respondents included being unclear about how to use public transportation, difficulties in boarding and exiting buses or trains, not knowing how to make a transfer and being unable to get a seat. A lack of information in a respondent’s first (non-English) language was cited by 6% of respondents overall, 4% in Urban TPRs and 10% in Rural TPRs.

Figure 6: Barriers to Using Public Transportation Services Compared by Urban versus Rural TPR

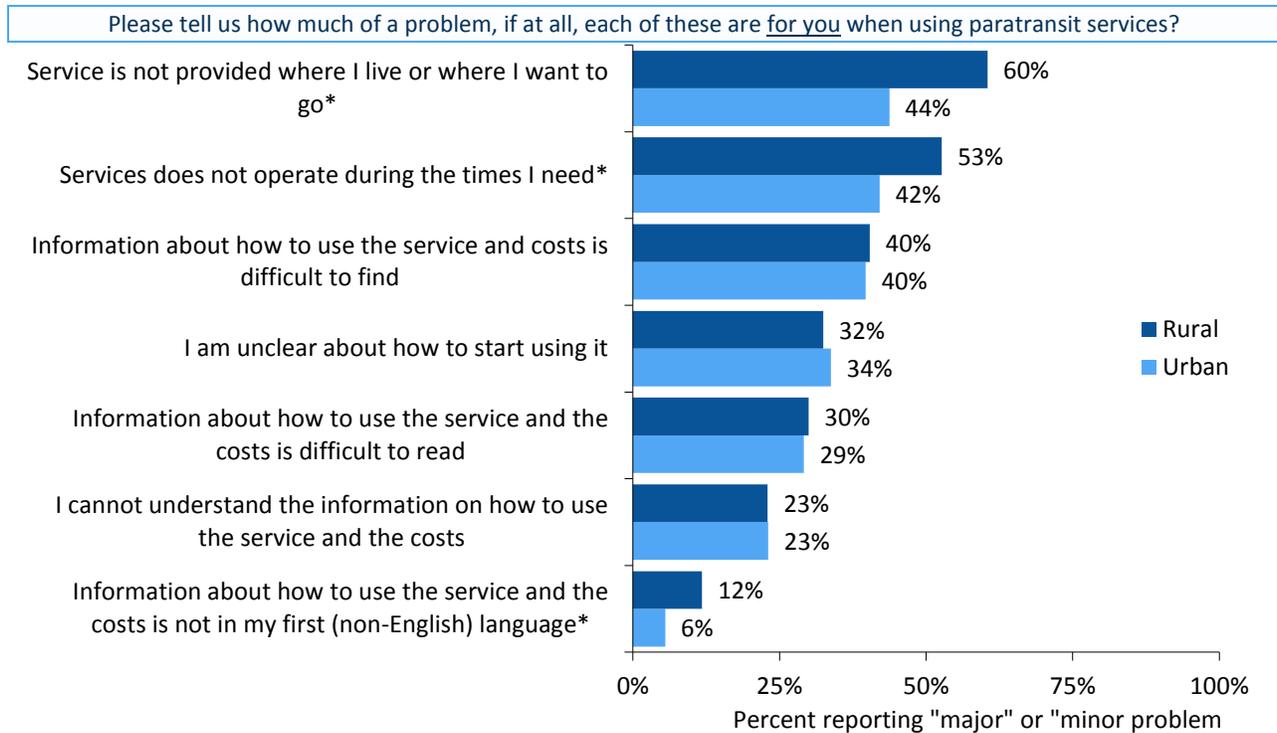
Please tell us how much of a problem, if at all, each of these are for you when using public transportation.



*Differences between Urban and Rural TPRs are statistically significant ($p < 0.05$)

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 a major or minor problem by 49% and 45% of all respondents, respectively (see Table 10). A greater proportion of residents in Rural TPRs considered these a problem than did residents in Urban TPRs (see Figure 7 below). Difficulties finding information about the services, uncertainty about how to start using the services, difficulties reading the information about the services and difficulties understanding information about the services were cited as major or minor problems by 24% to 40% of those completing the survey. About 8% of respondents said they the information about the services was not available in their first (non-English) language; this was a concern to slightly more Rural TPR residents (12%) than Urban TPR residents (6%).

Figure 7: Barriers to Using Paratransit Services Compared by Urban versus Rural TPR



**Differences between Urban and Rural TPRs are statistically significant ($p < 0.05$)*

Respondent preferences for receiving information about transportation services and programs were evaluated through the survey. The three methods garnering the most support were printed materials (52%), electronic information such as websites, email, social media, etc. (46%), and information provided at the respondent's place of residence (45%, see Table 47). In the Urban TPRs, electronic media was the most popular, but in Rural TPRs, printed materials were more desirable. In fact, while about half of respondents in both Urban and Rural TPRs would want to get information through printed materials, in Urban TPRs about half would like to get information electronically, but only 31% in Rural TPRs wanted information electronically.

Priorities for a Statewide Transit Plan

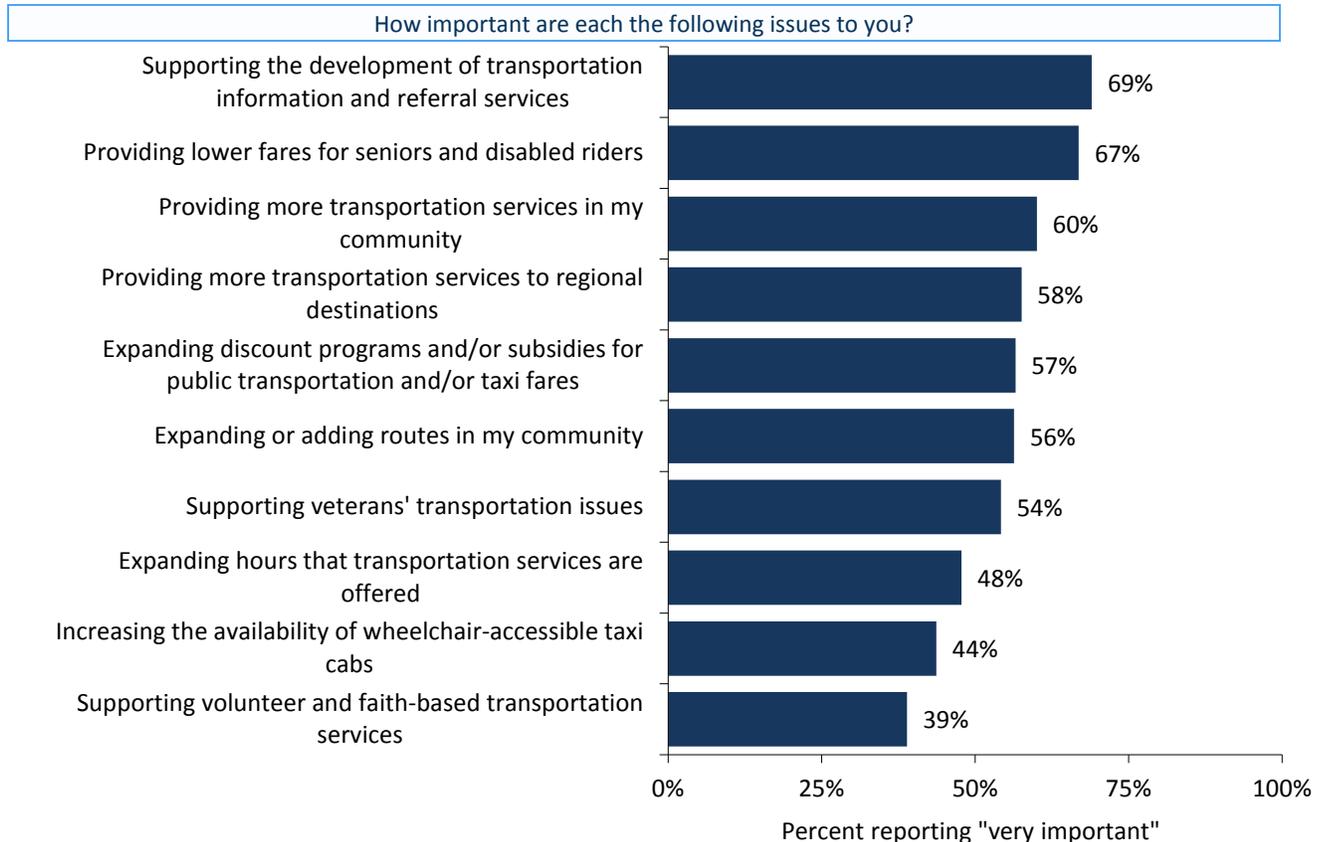
Respondents to the survey identified their priorities for a statewide transit plan. Overall, most issues were considered to be very important by a majority of respondents (see Figure 8 below). About two-thirds of respondents felt that supporting the development of easily accessible and understandable transportation information and referral services and providing lower fares for seniors and disabled riders were very important.

Slightly fewer, about 6 in 10 respondents, identified areas that focused on expanding services in their communities (60%) and to regional destinations (58%) as very important. About 6 in 10 also identified expanding discount programs and/or subsidies (57%) and expanding or adding routes in their community (56%) as very important issues.

Just over half of respondents (54%) thought the state should support veterans' transportation issues and another 48% thought it was very important that hours of service for transportation services should be expanded. About 4 in 10 deemed it very important to increase the availability of wheelchair-accessible taxi cabs (44%) and to support volunteer and faith-based transportation services (39%).

Rural TPR residents were more likely than Urban TPR residents to feel that supporting veterans' transportation issues, supporting volunteer and faith-based transportation services and providing more transportation services in their communities were very important (see Table 48 in *Appendix B: Survey Responses Compared by Geographic Area*).

Figure 8: Importance of Including Transportation-related Issues in Statewide Transit Plans, Overall



Respondent Demographics

About 56% of those completing the survey were female, while 44% were male (see Table 21 in *Appendix B: Survey Responses Compared by Geographic Area*). The survey was targeted mostly at older adults, although it was also meant to include adults age 18 to 64 with a disability. Those age 18 to 64 years old represented 43% of the respondents, while 31% were 65 to 74 years old and 27% were 75 years or older (see Table 20 in *Appendix B: Survey Responses Compared by Geographic Area*). Nearly 90% of respondents identified as White/Caucasian, with about 8% identifying as Hispanic/Spanish/Latino, and the rest identifying as other races/ethnicities (see Table 16 in *Appendix A: Responses to Survey Questions*). About 7 in 10 respondents (70%) lived in a single family home or mobile home, while about 2 in 10 lived in a townhouse, condominium, duplex or apartment (20%). The remaining 1 in 10 respondents lived in an age-restricted senior living residence (5%), an assisted living residence (2%), or some other type of residence (3%). Those in Rural TPRs were somewhat more likely to live in a single family home or mobile home than those in Urban TPRs (79% compared to 68%), while those in Urban TPRs were somewhat more likely to live in multi-family housing than those in Rural TPRs (22% compared to 12%, see Table 50 in *Appendix B: Survey Responses Compared by Geographic Area*).

In addition to other demographic information, respondents answered questions about whether they had any physical or cognitive difficulties (see Table 13 in *Appendix A: Responses to Survey Questions*). Overall, about a third of survey respondents (34%) did not have any physical or cognitive impairments, but slightly more, about 4 in 10, reported difficulties with climbing stairs (40%) or walking one-quarter mile (38%). About 15% of respondents had difficulties with understanding directions (both written and spoken) and about 10% had difficulty with talking or seeing. When comparing Urban and Rural TPRs, residents in rural areas indicated lower incidence of difficulties with talking and understanding spoken directions (although statistical significance was not tested, see Table 49 in *Appendix B: Survey Responses Compared by Geographic Area*).

Respondents also indicated whether they used assistive devices (e.g., guide or service dog, cane, wheelchair) to get around (see Table 14 in *Appendix A: Responses to Survey Questions*). About 70% of respondents did not use any kind of assistive device, but about 20% used a cane or walker to get around. The use of assistive devices for visually impaired people (i.e., guide or service dog and white cane) was low, 6% of respondents used these tools. Wheelchairs (powered or manual) were used by about 14% of respondents. Use of these assistive devices was similar across the Urban and Rural TPRs (although statistical significance was not tested, see Table 50 in *Appendix B: Survey Responses Compared by Geographic Area*).

Appendix A: 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.

Table 1: Question 1

In a typical month, about how often, if ever, do you use the following forms of transportation?	Never		4 or fewer times a month		1 to 2 times a week		3 or more times a week		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
	Drive myself in a personal vehicle	31%	931	4%	123	8%	254	56%	1,698	100%
Get a ride in a personal vehicle from a family member or someone who lives in my household	38%	1,106	25%	735	17%	484	20%	587	100%	2,913
Get a ride in a personal vehicle from family, friends or neighbors	43%	1,235	36%	1,042	12%	343	10%	285	100%	2,905
Driven by a paid driver or personal assistant	86%	2,471	6%	174	3%	94	4%	124	100%	2,862
Get a ride from a volunteer driver	90%	2,581	6%	179	2%	63	2%	56	100%	2,878
Take a taxi at the full price fare	92%	2,640	7%	195	1%	28	1%	19	100%	2,881
Take a taxi at a subsidized or discounted fare	93%	2,717	4%	120	2%	47	1%	26	100%	2,910
Walk	44%	1,285	20%	584	13%	375	23%	652	100%	2,896
Bicycle	79%	2,279	13%	371	4%	119	4%	125	100%	2,895
Use transportation provided by my faith community or church	95%	2,762	3%	98	1%	28	0%	14	100%	2,902
Use a senior center or community center shuttle	92%	2,664	5%	134	2%	64	1%	43	100%	2,905
Use shuttle/transportation provided by the housing facility or complex where I live	96%	2,772	2%	48	1%	34	1%	36	100%	2,890
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	69%	2,020	16%	471	4%	129	10%	290	100%	2,910
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.)	84%	2,453	8%	246	3%	88	4%	120	100%	2,906
Use a private or non-profit transportation service or program	91%	2,629	4%	129	2%	50	2%	72	100%	2,880

Table 2: Question 2

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Percent	Number
None of my trips	48%	1,453
Less than half my trips	23%	692
About half my trips	6%	187
More than half my trips	7%	218
All of my trips	16%	477
Total	100%	3,026

Table 3: Question 3

If you drive yourself, what time of day do you most often drive?	Percent	Number
I don't drive	31%	908
Mornings	51%	1,499
Afternoons	17%	493
Evenings and nights	2%	61
Total	100%	2,961

Table 4: Question 4

For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Percent	Number
Very likely	11%	214
Somewhat likely	27%	548
Not at all likely	62%	1,262
Total	100%	2,023

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

Table 5: Question 5

Do you ever have trouble finding transportation for trips you want or need to make?	Percent	Number
No, never	53%	1,553
Rarely	14%	406
Sometimes	19%	567
A lot of times	14%	411
Total	100%	2,936

Table 6: Question 6

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Work	20%	263
Visiting family or friends	34%	440
Volunteering	18%	238
Medical appointment	51%	659
Community event	32%	414
Religious service	20%	253
Recreation	37%	479
School	8%	104
Shopping/pharmacy trips	46%	597
Other, please specify	22%	289

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.

Table 7: Question 7

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Weekdays 6am to 10am	35%	404
Weekdays 10am to 4pm	51%	590
Weekdays 4pm to 7pm	36%	418
Weekdays 7pm to midnight	32%	374
Weekdays Midnight to 6am	11%	130
Saturday day time	45%	524
Saturday night time	33%	389
Sunday day time	50%	577
Sunday night time	32%	368

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.

Table 8: Question 8

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Percent	Number
Never	36%	487
Once or twice	37%	495
3 to 6 times	19%	259
7 times or more	7%	98
Total	100%	1,340

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

Table 9: 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	
	%	N	%	N	%	N	%	N
Service is not provided where I live or where I want to go	44%	1,166	22%	575	35%	923	100%	2,665
Service does not operate during the times I need	33%	804	25%	603	42%	1,016	100%	2,423
Information about fares, schedules and routes is difficult to find	20%	487	22%	519	58%	1,396	100%	2,402
Information about fares, schedules and routes is difficult to read	17%	399	19%	454	64%	1,489	100%	2,342
I cannot understand the information about fares, schedules and routes	14%	338	17%	394	69%	1,621	100%	2,352
Information about fares, schedules and routes is not in my first (non-English) language	4%	87	2%	49	94%	2,169	100%	2,304
I am unclear about how to use public transportation	13%	302	16%	372	71%	1,668	100%	2,342
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	21%	498	15%	350	64%	1,521	100%	2,369
Buses or light rail trains lack clear announcements or visual displays about the next stops	13%	291	18%	408	69%	1,576	100%	2,275
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	33%	756	20%	471	47%	1,098	100%	2,325
I have health reasons that prevent me from being able to use fixed route public transportation	20%	460	13%	314	67%	1,585	100%	2,358
I have difficulty boarding and exiting buses or light rail trains	16%	374	13%	306	71%	1,640	100%	2,320
Distance from bus stop or light rail station is too far for me to walk	36%	841	19%	457	45%	1,065	100%	2,364
I am unable to get a seat	8%	189	13%	292	79%	1,763	100%	2,245
I do not feel safe while waiting for the bus or light rail train	17%	382	22%	500	61%	1,406	100%	2,287
I do not feel safe while riding the bus or light rail train	13%	286	20%	448	68%	1,536	100%	2,270
Fares are too expensive	19%	429	24%	548	57%	1,312	100%	2,288
Travel time to my destinations is too long	24%	557	24%	554	51%	1,164	100%	2,275
Bus stops and stations are poorly maintained	13%	282	23%	511	64%	1,441	100%	2,234
Service is not reliable	15%	345	21%	478	64%	1,441	100%	2,265
I do not understand how to make a transfer	13%	291	14%	323	73%	1,627	100%	2,241

Table 10: Question 10

Paratransit is a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. Most paratransit service is provided “on demand,” meaning the person using the service must contact the agency to arrange service. Below is a list of possible barriers to using paratransit services. To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services?	Major problem		Minor problem		Not a problem		Total	
	%	N	%	N	%	N	%	N
	Service is not provided where I live or where I want to go	34%	805	15%	343	51%	1,205	100%
Services does not operate during the times I need	27%	560	18%	384	55%	1,170	100%	2,115
Information about how to use the service and costs is difficult to find	21%	443	19%	412	60%	1,272	100%	2,128
Information about how to use the service and the costs is difficult to read	15%	305	15%	310	70%	1,451	100%	2,067
Information about how to use the service and the costs is not in my first (non-English) language	4%	92	3%	65	92%	1,914	100%	2,070
I cannot understand the information on how to use the service and the costs	11%	233	12%	257	76%	1,589	100%	2,079
I am unclear about how to start using it	19%	393	15%	318	66%	1,398	100%	2,110

Table 11: Question 11

How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Percent	Number
Through my place of residence	45%	1,222
Friends or family	15%	413
Printed materials	52%	1,400
Telephone	13%	361
Other, please specify	8%	215
Through the place where I work or volunteer	11%	292
Electronic (websites, email, social media, smart phone)	46%	1,241
In-person assistance	14%	389
Presentations at church, community centers, etc.	11%	303

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

Table 12: Question 12

CDOT is working with a number of groups across the state to create a statewide transit plan. We want to know what issues we should focus on in creating this plan. How important are each the following issues to you?	Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N
Supporting the development of easily accessible and understandable transportation information and referral services	69%	1,816	21%	553	10%	263	100%	2,632
Supporting veterans' transportation issues	54%	1,387	27%	688	19%	484	100%	2,559
Supporting volunteer and faith-based transportation services	39%	991	37%	951	24%	604	100%	2,547
Increasing the availability of wheelchair-accessible taxi cabs	44%	1,100	33%	830	23%	588	100%	2,518
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	57%	1,445	28%	708	16%	401	100%	2,554
Providing more transportation services in my community	60%	1,567	28%	733	12%	309	100%	2,609
Providing more transportation services to regional destinations	58%	1,483	28%	727	14%	366	100%	2,576
Expanding hours that transportation services are offered	48%	1,209	34%	869	18%	452	100%	2,530
Expanding or adding routes in my community	56%	1,445	30%	773	14%	347	100%	2,564
Providing lower fares for seniors and disabled riders	67%	1,763	22%	588	11%	285	100%	2,636

Table 13: Question 15

Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Percent	Number
Climbing stairs	40%	1,082
Talking	9%	229
Lifting or carrying a package or bag	32%	862
Understanding written directions	16%	416
Understanding spoken directions	14%	372
Seeing	11%	302
Hearing	18%	472
Walking 1/4 mile	38%	1,028
None	34%	913

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

Table 14: Question 16

Do you use any of the following to get around? (Please select all that apply.)	Percent	Number
None	69%	1,775
Guide or service dog	2%	55
White cane	4%	101
Cane or walker	21%	541
Power wheelchair or scooter	6%	149
Manual wheelchair	8%	198

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

Table 15: Question 17

Which best describes the building you live in?	Percent	Number
Single family home or mobile home	70%	2,045
Townhouse, condominium, duplex or apartment	20%	574
Age-restricted senior living residence	5%	131
Assisted living residence	2%	52
Nursing home	0%	8
Other	3%	92
Total	100%	2,902

Table 16: Question 19

What is your race/ethnicity?	Percent	Number
American Indian or Alaskan Native	3%	81
Asian or Pacific Islander	1%	31
Black, African American	2%	55
Hispanic/Spanish/Latino	8%	221
White/Caucasian	87%	2,475
Other	3%	75

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

Table 17: Question 20

In which category is your age?	Percent	Number
18 - 44 years	16%	463
45 - 54 years	10%	276
55 - 64 years	17%	477
65 - 74 years	31%	891
75 - 84 years	18%	515
85 - 94 years	8%	220
95 years or older	1%	26
Total	100%	2,869

Table 18: Question 21

What is your gender?	Percent	Number
Female	56%	1,591
Male	44%	1,250
Total	100%	2,841

Appendix B: Survey Responses Compared by Geographic Area

The following appendix compares the survey results by the geographic location of households, including the Transportation Planning Region (TPR) overall and whether the TPR was urban or rural. (A map of the CDOT TPRs can be found in *Appendix D: Survey Methodology*.) Results also are compared across the 15 counties that had the largest number of respondents. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Cells shaded grey indicate statistically significant differences ($p \leq .05$) between at least two of the subgroups.

Survey Responses Compared by TPR

The following tables display survey responses by TPR. A map of the TPRs can be found on page 119 in *Appendix D: Survey Methodology*.

Table 19: Question 1 Compared by TPR

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Drive myself in a personal vehicle	63%	67%	63%	52%	71%	79%	54%	74%	84%	77%	82%	74%	83%	78%	83%	73%
Get a ride in a personal vehicle from a family member or someone who lives in my household	65%	66%	62%	57%	61%	60%	53%	58%	47%	40%	63%	48%	58%	53%	50%	64%
Get a ride in a personal vehicle from family, friends or neighbors	57%	60%	58%	57%	55%	61%	54%	53%	54%	47%	62%	56%	56%	51%	43%	56%
Driven by a paid driver or personal assistant	16%	14%	16%	18%	11%	13%	20%	13%	8%	12%	11%	14%	8%	4%	1%	16%
Get a ride from a volunteer driver	14%	8%	14%	15%	12%	9%	11%	8%	10%	15%	15%	17%	9%	11%	3%	10%
Take a taxi at the full price fare	14%	10%	6%	9%	4%	2%	0%	6%	0%	5%	4%	11%	3%	3%	3%	10%
Take a taxi at a subsidized or discounted fare	8%	8%	6%	2%	5%	1%	3%	4%	3%	4%	6%	4%	2%	5%	0%	7%
Walk	53%	60%	57%	39%	57%	52%	40%	42%	50%	56%	58%	66%	44%	45%	46%	62%
Bicycle	14%	24%	23%	13%	25%	13%	15%	13%	25%	16%	22%	25%	15%	21%	6%	26%
Use transportation provided by my faith community or church	8%	4%	5%	5%	4%	6%	8%	6%	3%	5%	10%	3%	4%	4%	1%	6%
Use a senior center or community center shuttle	12%	5%	7%	16%	2%	6%	14%	9%	15%	26%	30%	35%	7%	9%	16%	6%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Use shuttle/transportation provided by the housing facility or complex where I live	8%	4%	4%	3%	10%	3%	0%	1%	2%	2%	7%	13%	1%	0%	3%	5%
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	23%	45%	22%	23%	18%	7%	9%	3%	11%	18%	30%	9%	8%	5%	5%	25%
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.)	18%	18%	15%	14%	7%	9%	21%	9%	14%	12%	27%	5%	7%	5%	6%	17%
Use a private or non-profit transportation service or program	13%	8%	11%	12%	5%	6%	9%	6%	4%	11%	10%	10%	7%	10%	0%	8%

Table 20: Question 2 Compared by TPR

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
None of my trips	38%	49%	48%	36%	53%	51%	38%	55%	58%	47%	46%	53%	51%	52%	67%	49%
Less than half my trips	28%	24%	20%	18%	18%	23%	19%	15%	22%	32%	29%	22%	24%	18%	12%	21%
About half my trips	6%	7%	5%	7%	4%	6%	3%	5%	6%	5%	5%	1%	5%	5%	8%	7%
More than half my trips	8%	8%	7%	9%	9%	3%	8%	8%	5%	6%	8%	5%	7%	4%	7%	5%
All of my trips	21%	13%	19%	29%	16%	16%	32%	16%	10%	11%	12%	18%	13%	21%	6%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 21: Question 3 Compared by TPR

If you drive yourself, what time of day do you most often drive?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
I don't drive	37%	33%	34%	50%	28%	20%	48%	22%	15%	19%	17%	29%	15%	22%	14%	26%
Mornings	45%	46%	51%	36%	57%	63%	34%	57%	71%	59%	61%	50%	67%	57%	65%	59%
Afternoons	17%	18%	13%	13%	15%	14%	16%	20%	12%	21%	20%	19%	17%	19%	18%	12%
Evenings and nights	2%	2%	2%	1%	1%	3%	1%	1%	2%	1%	3%	2%	1%	1%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 22: Question 4 Compared by TPR

For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Very likely	14%	9%	8%	13%	3%	10%	13%	12%	19%	10%	16%	17%	12%	16%	7%	10%
Somewhat likely	19%	35%	19%	24%	16%	24%	24%	14%	15%	27%	30%	21%	26%	16%	26%	20%
Not at all likely	66%	56%	72%	64%	80%	66%	63%	74%	66%	63%	54%	62%	62%	68%	67%	70%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Table 23: Question 5 Compared by TPR

Do you ever have trouble finding transportation for trips you want or need to make?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
No, never	52%	48%	62%	54%	67%	62%	52%	63%	59%	63%	45%	56%	59%	58%	70%	55%
Rarely	10%	15%	11%	11%	10%	11%	10%	13%	10%	13%	25%	10%	19%	15%	7%	12%
Sometimes	20%	22%	19%	19%	14%	12%	25%	8%	13%	10%	23%	21%	13%	13%	15%	18%
A lot of times	18%	15%	8%	16%	8%	14%	13%	15%	18%	15%	7%	12%	9%	14%	7%	15%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 24: Question 6 Compared by TPR

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Work	20%	21%	21%	23%	22%	13%	1%	4%	19%	18%	14%	6%	20%	24%	10%	24%
Visiting family or friends	35%	36%	36%	27%	27%	35%	39%	33%	35%	40%	15%	37%	17%	36%	26%	35%
Volunteering	17%	22%	17%	8%	23%	11%	6%	16%	19%	17%	16%	5%	7%	20%	19%	10%
Medical appointment	57%	48%	53%	50%	46%	70%	66%	75%	55%	66%	44%	62%	51%	46%	60%	55%
Community event	42%	33%	37%	29%	27%	27%	28%	33%	28%	50%	18%	35%	20%	28%	2%	30%
Religious service	31%	18%	22%	16%	22%	17%	21%	27%	15%	28%	15%	8%	20%	20%	7%	16%
Recreation	48%	40%	31%	37%	35%	20%	8%	17%	50%	27%	20%	31%	25%	46%	2%	31%
School	8%	10%	5%	6%	2%	0%	0%	2%	15%	7%	5%	8%	5%	6%	10%	9%
Shopping/pharmacy trips	51%	41%	44%	61%	66%	45%	52%	61%	59%	54%	42%	55%	47%	57%	32%	46%
Other, please specify	19%	24%	29%	19%	19%	18%	21%	19%	16%	32%	28%	26%	20%	8%	14%	23%

*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.
 Statistical significance not tested*

Table 25: Question 7 Compared by TPR

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Weekdays 6am to 10am	42%	32%	32%	43%	34%	31%	35%	37%	43%	53%	31%	37%	41%	26%	45%	44%
Weekdays 10am to 4pm	56%	48%	55%	41%	40%	42%	52%	56%	59%	67%	58%	69%	61%	56%	67%	52%
Weekdays 4pm to 7pm	34%	34%	42%	31%	38%	31%	41%	30%	51%	48%	39%	41%	49%	34%	28%	38%
Weekdays 7pm to midnight	38%	33%	37%	20%	11%	21%	48%	26%	38%	30%	18%	28%	31%	31%	0%	35%
Weekdays Midnight to 6am	18%	10%	8%	4%	7%	13%	23%	16%	15%	21%	7%	9%	16%	4%	0%	18%
Saturday day time	53%	46%	41%	33%	46%	37%	52%	34%	38%	64%	33%	34%	43%	47%	37%	47%
Saturday night time	34%	34%	30%	27%	23%	34%	46%	34%	34%	43%	26%	21%	31%	41%	12%	37%
Sunday day time	61%	50%	50%	53%	49%	54%	47%	25%	34%	72%	32%	31%	37%	46%	46%	48%
Sunday night time	26%	33%	30%	39%	28%	26%	45%	23%	23%	43%	24%	21%	27%	38%	12%	30%

*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.
 Statistical significance not tested*

Table 26: Question 8 Compared by TPR

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Never	29%	36%	33%	22%	43%	30%	20%	49%	38%	47%	46%	30%	50%	44%	61%	39%
Once or twice	35%	38%	44%	47%	37%	46%	42%	26%	39%	20%	38%	46%	30%	30%	24%	31%
3 to 6 times	28%	20%	14%	21%	13%	18%	26%	20%	20%	17%	14%	24%	9%	19%	12%	17%
7 times or more	8%	6%	9%	10%	7%	6%	12%	5%	4%	16%	1%	0%	11%	6%	2%	14%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Table 27: Question 9 Compared by TPR

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Service is not provided where I live or where I want to go	65%	66%	66%	48%	49%	64%	64%	71%	68%	64%	61%	76%	67%	76%	55%	69%
Service does not operate during the times I need	62%	58%	56%	53%	45%	55%	68%	59%	61%	65%	50%	58%	61%	65%	54%	61%
Information about fares, schedules and routes is difficult to find	55%	39%	36%	35%	35%	46%	43%	55%	38%	33%	38%	46%	48%	52%	41%	50%
Information about fares, schedules and routes is difficult to read	45%	36%	30%	37%	28%	36%	36%	50%	28%	28%	37%	37%	41%	36%	21%	43%
I cannot understand the information about fares, schedules and routes	36%	31%	26%	40%	22%	27%	42%	45%	23%	16%	29%	26%	36%	25%	17%	42%
Information about fares, schedules and routes is not in my first (non-English) language	6%	3%	5%	8%	4%	12%	22%	27%	9%	1%	12%	12%	10%	5%	6%	19%
I am unclear about how to use public transportation	28%	29%	29%	33%	25%	24%	30%	42%	23%	24%	22%	26%	29%	29%	19%	33%
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	50%	35%	32%	30%	32%	36%	28%	47%	31%	26%	40%	29%	36%	31%	28%	44%
Buses or light rail trains lack clear announcements or visual displays about the next stops	38%	32%	27%	22%	27%	23%	28%	46%	21%	20%	30%	29%	25%	25%	17%	41%

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
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	60%	58%	46%	45%	44%	39%	25%	48%	36%	43%	48%	44%	41%	36%	37%	54%
I have health reasons that prevent me from being able to use fixed route public transportation	37%	33%	28%	37%	24%	30%	40%	47%	27%	27%	36%	32%	28%	30%	27%	36%
I have difficulty boarding and exiting buses or light rail trains	34%	29%	25%	27%	25%	28%	41%	49%	23%	23%	32%	39%	32%	27%	17%	34%
Distance from bus stop or light rail station is too far for me to walk	57%	60%	55%	45%	41%	38%	39%	55%	33%	41%	50%	50%	50%	44%	41%	50%
I am unable to get a seat	28%	21%	13%	22%	12%	24%	20%	38%	22%	17%	22%	28%	22%	15%	13%	30%
I do not feel safe while waiting for the bus or light rail train	42%	43%	27%	39%	31%	28%	26%	43%	20%	26%	32%	33%	34%	21%	19%	48%
I do not feel safe while riding the bust of light rail train	35%	36%	22%	34%	22%	25%	25%	38%	20%	20%	25%	28%	29%	19%	19%	39%
Fares are too expensive	43%	47%	29%	41%	31%	41%	46%	47%	35%	27%	33%	34%	38%	29%	29%	53%
Travel time to my destinations is too long	53%	55%	46%	46%	39%	34%	25%	40%	31%	33%	36%	28%	42%	26%	26%	52%
Bus stops and stations are poorly maintained	45%	37%	26%	37%	35%	29%	30%	37%	26%	14%	34%	28%	28%	25%	26%	49%
Service is not reliable	45%	36%	27%	32%	30%	40%	36%	41%	33%	30%	30%	31%	32%	32%	27%	55%
I do not understand how to make a transfer	31%	28%	27%	30%	19%	30%	22%	40%	18%	11%	28%	22%	28%	23%	23%	35%

Table 28: Question 10 Compared by TPR

Please tell us how much of a problem, if at all, each of these are for you when using paratransit services? (Percent major or minor problem)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Service is not provided where I live or where I want to go	51%	43%	46%	42%	34%	63%	62%	63%	66%	49%	51%	61%	60%	66%	46%	68%
Services does not operate during the times I need	52%	40%	43%	50%	38%	49%	65%	50%	53%	55%	49%	50%	51%	55%	48%	53%
Information about how to use the service and costs is difficult to find	43%	40%	34%	40%	34%	43%	47%	52%	39%	23%	30%	42%	42%	46%	26%	49%
Information about how to use the service and the costs is difficult to read	31%	29%	25%	34%	27%	34%	41%	42%	26%	27%	25%	40%	29%	28%	16%	41%
Information about how to use the service and the costs is not in my first (non-English) language	7%	5%	6%	9%	4%	16%	25%	34%	9%	3%	15%	14%	10%	5%	12%	27%
I cannot understand the information on how to use the service and the costs	26%	23%	21%	26%	21%	32%	40%	40%	16%	17%	19%	23%	26%	15%	16%	36%
I am unclear about how to start using it	36%	35%	32%	24%	29%	40%	44%	48%	21%	27%	24%	35%	32%	35%	28%	39%

Table 29: Question 11 Compared by TPR

How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Through my place of residence	48%	45%	43%	41%	49%	46%	54%	39%	43%	40%	41%	48%	46%	45%	51%	49%
Friends or family	12%	14%	18%	31%	10%	20%	24%	20%	20%	10%	8%	12%	14%	19%	10%	19%
Printed materials	53%	53%	55%	47%	50%	54%	40%	46%	52%	63%	50%	58%	42%	61%	38%	50%
Telephone	15%	13%	13%	18%	12%	20%	23%	16%	14%	16%	17%	18%	12%	8%	15%	11%
Other, please specify	9%	6%	8%	17%	6%	9%	7%	9%	11%	7%	6%	12%	11%	9%	9%	12%
Through the place where I work or volunteer	14%	10%	9%	11%	12%	10%	7%	7%	10%	17%	12%	9%	7%	14%	12%	11%
Electronic (websites, email, social media, smart phone)	43%	58%	43%	22%	31%	14%	16%	19%	33%	33%	34%	38%	30%	43%	34%	26%
In-person assistance	22%	15%	14%	17%	16%	9%	16%	7%	13%	6%	9%	8%	10%	10%	12%	15%
Presentations at church, community centers, etc.	13%	11%	8%	4%	10%	20%	11%	14%	8%	9%	16%	14%	12%	18%	8%	13%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 30: Question 12 Compared by TPR

How important are each the following issues to you? (Percent very important)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Supporting the development of easily accessible and understandable transportation information and referral services	73%	69%	67%	79%	66%	64%	78%	71%	62%	63%	72%	72%	66%	65%	76%	61%
Supporting veterans' transportation issues	56%	49%	53%	70%	64%	62%	68%	66%	55%	57%	69%	67%	64%	53%	73%	59%
Supporting volunteer and faith-based transportation services	47%	32%	44%	46%	39%	47%	60%	53%	41%	45%	53%	46%	47%	35%	51%	57%
Increasing the availability of wheelchair-accessible taxi cabs	45%	42%	41%	57%	42%	43%	65%	54%	38%	43%	52%	48%	45%	33%	63%	50%
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	62%	56%	54%	66%	55%	56%	80%	53%	53%	57%	57%	66%	51%	47%	73%	51%
Providing more transportation services in my community	70%	57%	62%	67%	49%	62%	79%	69%	60%	66%	59%	64%	64%	65%	78%	53%
Providing more transportation services to regional destinations	57%	57%	61%	64%	44%	59%	72%	65%	58%	61%	63%	65%	60%	58%	77%	47%
Expanding hours that transportation services are offered	62%	44%	50%	56%	43%	44%	71%	56%	50%	55%	59%	41%	42%	44%	67%	45%
Expanding or adding routes in my community	69%	53%	59%	60%	49%	54%	68%	65%	52%	58%	60%	55%	59%	59%	72%	53%
Providing lower fares for seniors and disabled riders	72%	67%	66%	72%	60%	65%	84%	70%	58%	73%	73%	73%	70%	59%	83%	58%

Table 31: Question 15 Compared by TPR

Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Climbing stairs	40%	41%	35%	46%	35%	43%	62%	48%	36%	24%	46%	42%	44%	39%	46%	34%
Talking	11%	10%	9%	19%	5%	8%	9%	8%	4%	6%	5%	1%	4%	1%	7%	5%
Lifting or carrying a package or bag	37%	34%	29%	35%	27%	33%	44%	42%	19%	22%	33%	37%	31%	30%	26%	20%
Understanding written directions	17%	17%	16%	35%	7%	13%	29%	10%	13%	11%	7%	4%	13%	8%	2%	8%
Understanding spoken directions	18%	15%	14%	27%	3%	12%	13%	12%	12%	10%	6%	8%	7%	10%	5%	8%
Seeing	16%	10%	9%	15%	8%	15%	12%	19%	17%	18%	9%	11%	7%	11%	11%	10%
Hearing	18%	17%	12%	22%	17%	28%	27%	27%	21%	25%	23%	24%	14%	16%	19%	13%
Walking 1/4 mile	40%	39%	31%	43%	35%	48%	66%	39%	36%	28%	42%	32%	37%	39%	37%	29%
None	30%	33%	35%	20%	41%	28%	19%	31%	39%	50%	35%	32%	35%	39%	31%	46%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 32: Question 16 Compared by TPR

Do you use any of the following to get around? (Please select all that apply.)	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
None	66%	66%	69%	70%	69%	69%	50%	62%	82%	78%	72%	73%	70%	75%	87%	76%
Guide or service dog	1%	3%	2%	1%	1%	0%	0%	0%	3%	2%	0%	0%	1%	0%	0%	1%
White cane	4%	5%	6%	2%	4%	1%	3%	2%	2%	4%	3%	4%	2%	0%	0%	2%
Cane or walker	23%	20%	22%	20%	24%	26%	37%	33%	12%	18%	19%	19%	25%	21%	12%	18%
Power wheelchair or scooter	8%	6%	4%	3%	3%	6%	18%	6%	2%	7%	5%	4%	3%	5%	1%	4%
Manual wheelchair	11%	9%	3%	9%	8%	9%	13%	8%	3%	5%	7%	4%	4%	5%	1%	1%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 33: Question 17 Compared by TPR

Which best describes the building you live in?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Single family home or mobile home	66%	66%	71%	78%	78%	77%	68%	79%	82%	69%	72%	69%	81%	88%	88%	67%
Townhouse, condominium, duplex or apartment	18%	26%	18%	12%	8%	12%	8%	11%	13%	15%	21%	10%	11%	11%	7%	20%
Age-restricted senior living residence	5%	5%	7%	3%	4%	5%	8%	7%	1%	10%	6%	13%	3%	0%	0%	4%
Assisted living residence	7%	1%	2%	3%	7%	2%	8%	1%	1%	0%	0%	3%	0%	0%	0%	2%
Nursing home	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%
Other	4%	3%	2%	5%	2%	5%	8%	3%	2%	5%	0%	5%	5%	1%	5%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 34: Question 19 Compared by TPR

What is your race/ethnicity?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
American Indian or Alaskan Native	3%	2%	2%	3%	2%	5%	3%	2%	1%	4%	3%	3%	4%	2%	3%	14%
Asian or Pacific Islander	3%	1%	1%	1%	1%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
Black, African American	6%	3%	1%	2%	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%
Hispanic/Spanish/Latino	7%	6%	5%	29%	5%	3%	34%	37%	1%	9%	5%	0%	7%	2%	44%	2%
White/Caucasian	81%	89%	93%	71%	93%	93%	65%	61%	98%	83%	93%	96%	92%	97%	47%	89%
Other	4%	3%	2%	3%	4%	1%	0%	3%	1%	4%	1%	1%	2%	1%	8%	2%

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

Statistical significance not tested

Table 35: Question 20 Compared by TPR

In which category is your age?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
18 - 44 years	16%	21%	19%	25%	16%	5%	3%	2%	7%	6%	8%	5%	9%	7%	3%	3%
45 - 54 years	14%	11%	10%	9%	7%	5%	5%	1%	5%	6%	7%	6%	5%	9%	3%	11%
55 - 64 years	16%	18%	15%	25%	16%	11%	4%	9%	11%	21%	11%	12%	14%	11%	12%	21%
65 - 74 years	32%	30%	30%	21%	25%	35%	47%	46%	41%	34%	34%	41%	30%	39%	47%	25%
75 - 84 years	17%	15%	16%	11%	22%	32%	25%	25%	24%	21%	23%	27%	31%	21%	28%	24%
85 - 94 years	3%	6%	9%	8%	13%	10%	13%	17%	13%	7%	15%	8%	10%	10%	6%	9%
95 years or older	0%	0%	1%	1%	1%	2%	3%	1%	0%	4%	1%	0%	2%	2%	0%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 36: Question 21 Compared by TPR

What is your gender?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Inter-mountain	Northwest	Upper Front Range	Central Front Range	South Central	Unknown
Female	53%	57%	58%	48%	60%	56%	56%	58%	53%	46%	62%	62%	62%	54%	57%	55%
Male	47%	43%	42%	52%	40%	44%	44%	42%	47%	54%	38%	38%	38%	46%	43%	45%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Survey Responses Compared by Urban versus Rural TPR

Each of the 15 TPRs are considered either Urban or Rural. The TPRs that are considered Rural are Eastern, Southeast, San Luis Valley, Gunnison Valley, Southwest, Intermountain, Northwest, Upper Front Range, Central Front Range and South Central. The 5 TPRs that are considered Urban are Pikes Peak Area, Greater Denver Area, North Front Range, Pueblo Area and Grand Valley.

Table 37: Question 1 Compared by Urban versus Rural TPR

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Urban	Rural	Overall
Drive myself in a personal vehicle	65%	78%	69%
Get a ride in a personal vehicle from a family member or someone who lives in my household	64%	54%	62%
Get a ride in a personal vehicle from family, friends or neighbors	59%	54%	57%
Driven by a paid driver or personal assistant	15%	9%	14%
Get a ride from a volunteer driver	10%	11%	10%
Take a taxi at the full price fare	10%	3%	8%
Take a taxi at a subsidized or discounted fare	8%	3%	7%
Walk	57%	48%	56%
Bicycle	22%	18%	21%
Use transportation provided by my faith community or church	5%	5%	5%
Use a senior center or community center shuttle	7%	14%	8%
Use shuttle/transportation provided by the housing facility or complex where I live	5%	2%	4%
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	38%	10%	31%
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.)	17%	10%	16%
Use a private or non-profit transportation service or program	9%	8%	9%

Table 38: Question 2 Compared by Urban versus Rural TPR

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Urban	Rural	Overall
None of my trips	47%	51%	48%
Less than half my trips	23%	22%	23%
About half my trips	7%	5%	6%
More than half my trips	8%	6%	7%
All of my trips	15%	16%	16%
Total	100%	100%	100%

Table 39: Question 3 Compared by Urban versus Rural TPR

If you drive yourself, what time of day do you most often drive?	Urban	Rural	Overall
I don't drive	35%	21%	31%
Mornings	46%	60%	51%
Afternoons	17%	17%	17%
Evenings and nights	2%	2%	2%
Total	100%	100%	100%

Table 40: Question 4 Compared by Urban versus Rural TPR

For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Urban	Rural	Overall
Very likely	9%	14%	11%
Somewhat likely	30%	21%	27%
Not at all likely	60%	65%	62%
Total	100%	100%	100%

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

Table 41: Question 5 Compared by Urban versus Rural TPR

Do you ever have trouble finding transportation for trips you want or need to make?	Urban	Rural	Overall
No, never	51%	58%	53%
Rarely	14%	15%	14%
Sometimes	21%	14%	19%
A lot of times	14%	13%	14%
Total	100%	100%	100%

Table 42: Question 6 Compared by Urban versus Rural TPR

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Urban	Rural	Overall
Work	21%	16%	20%
Visiting family or friends	35%	30%	34%
Volunteering	21%	14%	18%
Medical appointment	50%	55%	51%
Community event	34%	27%	32%
Religious service	20%	19%	20%
Recreation	40%	30%	37%
School	9%	6%	8%
Shopping/pharmacy trips	45%	52%	46%
Other, please specify	23%	19%	22%

*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.
Statistical significance not tested*

Table 43: Question 7 Compared by Urban versus Rural TPR

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Urban	Rural	Overall
Weekdays 6am to 10am	34%	36%	35%
Weekdays 10am to 4pm	49%	58%	51%
Weekdays 4pm to 7pm	35%	41%	36%
Weekdays 7pm to midnight	33%	30%	32%
Weekdays Midnight to 6am	10%	12%	11%
Saturday day time	46%	43%	45%
Saturday night time	33%	35%	33%
Sunday day time	52%	42%	50%
Sunday night time	32%	30%	32%

*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.
 Statistical significance not tested*

Table 44: Question 8 Compared by Urban versus Rural TPR

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Urban	Rural	Overall
Never	35%	42%	36%
Once or twice	39%	34%	37%
3 to 6 times	20%	17%	19%
7 times or more	7%	7%	7%
Total	100%	100%	100%

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

Table 45: Question 9 Compared by Urban versus Rural TPR

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Urban	Rural	Overall
Service is not provided where I live or where I want to go	64%	69%	65%
Service does not operate during the times I need	57%	60%	58%
Information about fares, schedules and routes is difficult to find	40%	45%	42%
Information about fares, schedules and routes is difficult to read	36%	36%	36%
I cannot understand the information about fares, schedules and routes	31%	29%	31%
Information about fares, schedules and routes is not in my first (non-English) language	4%	10%	6%
I am unclear about how to use public transportation	29%	27%	29%
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	36%	34%	36%
Buses or light rail trains lack clear announcements or visional displays about the next stops	31%	26%	31%
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	56%	40%	53%
I have health reasons that prevent me from being able to use fixed route public transportation	33%	32%	33%
I have difficulty boarding and exiting buses or light rail trains	29%	30%	29%
Distance from bus stop or light rail station is too far for me to walk	58%	45%	55%
I am unable to get a seat	21%	21%	21%
I do not feel safe while waiting for the bus or light rail train	41%	28%	39%
I do not feel safe while riding the bus or light rail train	34%	24%	32%
Fares are too expensive	44%	35%	43%
Travel time to my destinations is too long	52%	33%	49%
Bus stops and stations are poorly maintained	37%	27%	36%
Service is not reliable	36%	33%	36%
I do not understand how to make a transfer	28%	24%	27%

Table 46: Question 10 Compared by Urban versus Rural TPR

Please tell us how much of a problem, if at all, each of these are for you when using paratransit services? (Percent major or minor problem)	Urban	Rural	Overall
Service is not provided where I live or where I want to go	44%	60%	49%
Services does not operate during the times I need	42%	53%	45%
Information about how to use the service and costs is difficult to find	40%	40%	40%
Information about how to use the service and the costs is difficult to read	29%	30%	30%
Information about how to use the service and the costs is not in my first (non-English) language	6%	12%	8%
I cannot understand the information on how to use the service and the costs	23%	23%	24%
I am unclear about how to start using it	34%	32%	34%

Table 47: Question 11 Compared by Urban versus Rural TPR

How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Urban	Rural	Overall
Through my place of residence	45%	45%	45%
Friends or family	15%	16%	15%
Printed materials	52%	51%	52%
Telephone	13%	14%	13%
Other, please specify	7%	9%	8%
Through the place where I work or volunteer	11%	11%	11%
Electronic (websites, email, social media, smart phone)	52%	31%	46%
In-person assistance	16%	10%	14%
Presentations at church, community centers, etc.	10%	14%	11%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 48: Question 12 Compared by Urban versus Rural TPR

How important are each the following issues to you? (Percent very important)	Urban	Rural	Overall
Supporting the development of easily accessible and understandable transportation information and referral services	70%	67%	69%
Supporting veterans' transportation issues	52%	61%	54%
Supporting volunteer and faith-based transportation services	36%	45%	39%
Increasing the availability of wheelchair-accessible taxi cabs	43%	44%	44%
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	57%	55%	57%
Providing more transportation services in my community	59%	65%	60%
Providing more transportation services to regional destinations	57%	61%	58%
Expanding hours that transportation services are offered	47%	50%	48%
Expanding or adding routes in my community	56%	59%	56%
Providing lower fares for seniors and disabled riders	67%	68%	67%

Table 49: Question 15 Compared by Urban versus Rural TPR

Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Urban	Rural	Overall
Climbing stairs	40%	42%	40%
Talking	10%	5%	9%
Lifting or carrying a package or bag	33%	31%	32%
Understanding written directions	17%	11%	16%
Understanding spoken directions	16%	9%	14%
Seeing	11%	12%	11%
Hearing	17%	21%	18%
Walking 1/4 mile	39%	40%	38%
None	33%	36%	34%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 50: Question 16 Compared by Urban versus Rural TPR

Do you use any of the following to get around? (Please select all that apply.)	Urban	Rural	Overall
None	67%	72%	69%
Guide or service dog	3%	1%	2%
White cane	5%	2%	4%
Cane or walker	21%	22%	21%
Power wheelchair or scooter	6%	5%	6%
Manual wheelchair	9%	6%	8%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 51: Question 17 Compared by Urban versus Rural TPR

Which best describes the building you live in?	Urban	Rural	Overall
Single family home or mobile home	68%	79%	70%
Townhouse, condominium, duplex or apartment	22%	12%	20%
Age-restricted senior living residence	5%	4%	5%
Assisted living residence	2%	1%	2%
Nursing home	0%	0%	0%
Other	3%	3%	3%
Total	100%	100%	100%

Table 52: Question 19 Compared by Urban versus Rural TPR

What is your race/ethnicity?	Urban	Rural	Overall
American Indian or Alaskan Native	2%	3%	3%
Asian or Pacific Islander	1%	0%	1%
Black, African American	3%	0%	2%
Hispanic/Spanish/Latino	7%	10%	8%
White/Caucasian	87%	88%	87%
Other	3%	2%	3%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 53: Question 20 Compared by Urban versus Rural TPR

In which category is your age?	Urban	Rural	Overall
18 - 44 years	20%	6%	16%
45 - 54 years	11%	6%	10%
55 - 64 years	18%	12%	17%
65 - 74 years	29%	38%	31%
75 - 84 years	15%	25%	18%
85 - 94 years	6%	11%	8%
95 years or older	0%	2%	1%
Total	100%	100%	100%

Table 54: Question 21 Compared by Urban versus Rural TPR

What is your gender?	Urban	Rural	Overall
Female	56%	56%	56%
Male	44%	44%	44%
Total	100%	100%	100%

Survey Responses Compared by County

Survey respondents were asked in which zip code they lived. If they answered the question, the zip code was used to determine in which county the respondent lived. There were more than 50 survey responses received from 15 counties. Survey results for these 15 counties are displayed in the following tables. (These results were weighted so that 68% of responses came from the agency-distributed survey and 32% from the mailing list survey within each county to make fair comparisons between counties.)

Table 55: Question 1 Compared by County

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Drive myself in a personal vehicle	68%	66%	70%	67%	64%	71%	82%	62%	66%	81%	71%	91%	53%	82%	70%
Get a ride in a personal vehicle from a family member or someone who lives in my household	61%	65%	62%	69%	64%	45%	66%	70%	63%	54%	61%	52%	57%	66%	60%
Get a ride in a personal vehicle from family, friends or neighbors	45%	65%	59%	59%	58%	52%	62%	70%	57%	41%	55%	57%	57%	46%	63%
Driven by a paid driver or personal assistant	18%	14%	13%	12%	16%	5%	13%	22%	16%	1%	11%	3%	18%	6%	10%
Get a ride from a volunteer driver	9%	6%	5%	18%	14%	10%	13%	13%	13%	1%	12%	5%	15%	12%	12%
Take a taxi at the full price fare	12%	12%	3%	20%	13%	4%	0%	12%	5%	0%	4%	2%	9%	0%	5%
Take a taxi at a subsidized or discounted fare	13%	7%	4%	22%	8%	5%	5%	11%	5%	0%	5%	2%	2%	5%	4%
Walk	52%	55%	74%	66%	54%	48%	48%	52%	53%	40%	57%	40%	40%	40%	55%
Bicycle	12%	18%	34%	24%	15%	22%	13%	21%	24%	8%	25%	6%	13%	20%	20%
Use transportation provided by my faith community or church	5%	4%	2%	6%	8%	2%	9%	3%	4%	0%	4%	9%	6%	1%	6%
Use a senior center or community center shuttle	7%	1%	2%	3%	11%	5%	35%	17%	7%	19%	2%	0%	16%	12%	7%
Use shuttle/transportation provided by the housing facility or complex where I live	3%	4%	3%	6%	8%	0%	5%	5%	3%	3%	10%	0%	3%	0%	3%
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	34%	51%	45%	80%	23%	1%	23%	47%	21%	7%	18%	0%	24%	1%	18%
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.)	24%	13%	14%	27%	17%	2%	35%	26%	11%	7%	7%	0%	14%	5%	17%
Use a private or non-profit transportation service or program	11%	4%	7%	16%	13%	2%	11%	8%	10%	0%	5%	3%	12%	16%	11%

Table 56: Question 2 Compared by County

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
None of my trips	40%	53%	45%	51%	37%	53%	45%	47%	49%	71%	53%	54%	36%	66%	48%
Less than half my trips	24%	23%	25%	25%	28%	11%	32%	26%	20%	11%	18%	39%	19%	10%	21%
About half my trips	7%	8%	11%	12%	6%	0%	4%	5%	4%	6%	4%	0%	7%	2%	8%
More than half my trips	14%	3%	8%	8%	8%	5%	6%	7%	7%	5%	9%	4%	9%	5%	6%
All of my trips	15%	13%	11%	4%	21%	31%	12%	14%	19%	8%	16%	3%	29%	17%	17%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 57: Question 3 Compared by County

If you drive yourself, what time of day do you most often drive?	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
I don't drive	36%	35%	27%	32%	36%	29%	17%	39%	32%	15%	28%	7%	51%	17%	26%
Mornings	41%	48%	45%	48%	46%	52%	67%	42%	50%	67%	57%	83%	36%	61%	59%
Afternoons	22%	16%	24%	19%	16%	17%	16%	14%	17%	18%	15%	10%	13%	21%	13%
Evenings and nights	1%	2%	4%	1%	2%	3%	1%	5%	1%	0%	1%	0%	1%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 58: Question 4 Compared by County

For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Very likely	24%	8%	5%	20%	15%	22%	16%	2%	6%	9%	3%	8%	13%	13%	10%
Somewhat likely	28%	20%	45%	60%	18%	27%	23%	24%	19%	23%	16%	32%	24%	13%	25%
Not at all likely	48%	72%	50%	20%	67%	51%	61%	74%	74%	68%	80%	60%	64%	74%	66%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Table 59: Question 5 Compared by County

Do you ever have trouble finding transportation for trips you want or need to make?	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
No, never	43%	55%	51%	35%	51%	57%	45%	47%	64%	74%	67%	73%	53%	72%	55%
Rarely	14%	15%	13%	25%	10%	10%	21%	14%	12%	4%	10%	18%	11%	5%	14%
Sometimes	23%	18%	26%	28%	20%	15%	26%	24%	17%	16%	14%	4%	19%	15%	19%
A lot of times	20%	12%	11%	12%	19%	18%	7%	16%	7%	7%	8%	5%	16%	8%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 60: Question 6 Compared by County

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Work	37%	17%	18%	20%	22%	26%	15%	15%	21%	0%	22%	0%	23%	3%	24%
Visiting family or friends	27%	40%	27%	54%	35%	40%	6%	44%	31%	35%	27%	8%	27%	47%	32%
Volunteering	16%	20%	15%	39%	18%	19%	17%	30%	15%	13%	23%	8%	8%	18%	15%
Medical appointment	60%	36%	40%	57%	56%	54%	45%	58%	47%	47%	46%	77%	50%	50%	54%
Community event	38%	38%	23%	40%	42%	19%	17%	39%	33%	5%	27%	8%	29%	39%	33%
Religious service	27%	13%	12%	28%	30%	24%	13%	22%	19%	15%	22%	24%	16%	24%	24%
Recreation	22%	50%	43%	35%	48%	42%	15%	48%	34%	5%	35%	8%	37%	55%	28%
School	11%	5%	9%	13%	7%	13%	2%	10%	4%	0%	2%	8%	6%	0%	5%
Shopping/pharmacy trips	56%	40%	31%	54%	51%	54%	42%	39%	39%	20%	66%	32%	61%	66%	53%
Other, please specify	29%	23%	25%	21%	19%	13%	36%	13%	27%	18%	19%	31%	19%	5%	25%

*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.
 Statistical significance not tested*

Table 61: Question 7 Compared by County

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Weekdays 6am to 10am	22%	36%	20%	51%	43%	14%	25%	35%	33%	28%	34%	49%	43%	3%	37%
Weekdays 10am to 4pm	59%	42%	46%	36%	54%	57%	51%	47%	52%	65%	40%	87%	41%	75%	57%
Weekdays 4pm to 7pm	31%	43%	26%	43%	36%	40%	36%	36%	46%	7%	38%	25%	31%	6%	43%
Weekdays 7pm to midnight	22%	24%	33%	54%	36%	39%	24%	41%	34%	0%	11%	13%	20%	19%	40%
Weekdays Midnight to 6am	17%	3%	7%	17%	16%	0%	3%	16%	9%	0%	7%	13%	4%	0%	10%
Saturday day time	48%	44%	35%	54%	51%	50%	39%	49%	38%	21%	46%	13%	33%	67%	47%
Saturday night time	34%	37%	26%	43%	35%	36%	31%	33%	27%	0%	23%	25%	27%	39%	37%
Sunday day time	58%	59%	43%	53%	60%	54%	34%	52%	47%	32%	49%	13%	53%	44%	46%
Sunday night time	41%	28%	27%	57%	28%	36%	28%	33%	27%	0%	28%	25%	39%	19%	34%

*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.
 Statistical significance not tested*

Table 62: Question 8 Compared by County

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Never	37%	38%	41%	40%	31%	29%	48%	27%	36%	68%	43%	83%	22%	19%	33%
Once or twice	28%	30%	38%	46%	32%	47%	34%	34%	40%	27%	37%	11%	47%	45%	45%
3 to 6 times	29%	25%	15%	10%	27%	20%	16%	31%	15%	0%	13%	6%	21%	37%	10%
7 times or more	5%	6%	5%	4%	9%	3%	2%	8%	9%	5%	7%	0%	10%	0%	12%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Table 63: Question 9 Compared by County

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Service is not provided where I live or where I want to go	65%	55%	67%	47%	66%	84%	65%	61%	70%	48%	49%	53%	48%	77%	67%
Service does not operate during the times I need	58%	45%	60%	53%	62%	75%	53%	54%	60%	50%	45%	37%	54%	63%	61%
Information about fares, schedules and routes is difficult to find	46%	29%	33%	31%	55%	61%	38%	43%	37%	39%	35%	49%	36%	39%	45%
Information about fares, schedules and routes is difficult to read	42%	35%	33%	29%	45%	41%	41%	43%	31%	25%	28%	45%	37%	26%	39%
I cannot understand the information about fares, schedules and routes	34%	33%	25%	23%	35%	28%	25%	37%	28%	22%	22%	24%	41%	31%	33%
Information about fares, schedules and routes is not in my first (non-English) language	5%	1%	2%	2%	6%	7%	19%	3%	5%	7%	4%	3%	9%	10%	10%
I am unclear about how to use public transportation	28%	23%	21%	15%	27%	39%	16%	49%	32%	24%	25%	10%	34%	20%	29%
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	49%	34%	19%	37%	49%	31%	41%	41%	37%	18%	32%	21%	30%	39%	30%
Buses or light rail trains lack clear announcements or visual displays about the next stops	43%	24%	29%	30%	38%	24%	21%	34%	27%	15%	27%	15%	22%	27%	29%
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	58%	56%	58%	70%	60%	33%	53%	66%	47%	37%	44%	27%	46%	31%	43%
I have health reasons that prevent me from being able to use fixed route public transportation	43%	25%	19%	37%	37%	29%	41%	41%	28%	26%	24%	13%	38%	39%	28%
I have difficulty boarding and exiting buses or light rail trains	31%	23%	21%	37%	33%	32%	36%	30%	26%	15%	25%	16%	28%	26%	30%

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Distance from bus stop or light rail station is too far for me to walk	60%	58%	46%	61%	56%	46%	53%	71%	61%	34%	41%	8%	45%	49%	50%
I am unable to get a seat	29%	24%	12%	28%	27%	12%	17%	30%	16%	12%	12%	8%	22%	25%	16%
I do not feel safe while waiting for the bus or light rail train	42%	49%	26%	47%	42%	12%	29%	55%	31%	16%	31%	13%	40%	27%	31%
I do not feel safe while riding the bus or light rail train	32%	39%	20%	38%	35%	15%	20%	47%	23%	17%	22%	13%	35%	30%	28%
Fares are too expensive	44%	44%	22%	53%	44%	19%	29%	62%	29%	27%	31%	21%	41%	38%	42%
Travel time to my destinations is too long	53%	43%	51%	60%	53%	19%	23%	62%	47%	21%	39%	6%	46%	36%	49%
Bus stops and stations are poorly maintained	50%	31%	32%	53%	45%	22%	35%	39%	25%	19%	35%	8%	38%	35%	36%
Service is not reliable	52%	32%	33%	44%	46%	32%	23%	36%	26%	23%	30%	11%	32%	31%	39%
I do not understand how to make a transfer	29%	23%	24%	16%	31%	24%	22%	35%	31%	22%	19%	8%	30%	13%	24%

Table 64: Question 10 Compared by County

Please tell us how much of a problem, if at all, each of these are for you when using paratransit services? (Percent major or minor problem)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Service is not provided where I live or where I want to go	52%	33%	35%	24%	52%	75%	49%	51%	51%	41%	34%	50%	41%	59%	55%
Services does not operate during the times I need	49%	28%	35%	36%	52%	55%	50%	46%	46%	46%	38%	39%	51%	45%	48%
Information about how to use the service and costs is difficult to find	45%	35%	30%	36%	43%	47%	25%	46%	37%	28%	34%	36%	41%	38%	38%
Information about how to use the service and the costs is difficult to read	35%	31%	22%	32%	31%	32%	24%	32%	27%	18%	27%	23%	35%	33%	26%
Information about how to use the service and the costs is not in my first (non-English) language	10%	1%	7%	13%	7%	6%	13%	2%	8%	11%	4%	14%	9%	2%	4%
I cannot understand the information on how to use the service and the costs	26%	26%	18%	17%	26%	26%	17%	27%	25%	17%	21%	24%	26%	4%	20%
I am unclear about how to start using it	38%	31%	31%	27%	36%	36%	18%	38%	34%	30%	29%	29%	24%	24%	29%

Table 65: Question 11 Compared by County

How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Through my place of residence	48%	46%	39%	31%	48%	52%	48%	51%	47%	52%	49%	43%	41%	42%	41%
Friends or family	17%	15%	12%	15%	12%	23%	6%	12%	15%	12%	10%	21%	30%	13%	18%
Printed materials	36%	54%	46%	65%	53%	57%	50%	55%	53%	42%	50%	36%	47%	71%	51%
Telephone	20%	14%	5%	24%	15%	4%	23%	17%	11%	17%	12%	13%	19%	12%	16%
Other, please specify	15%	5%	7%	6%	8%	10%	7%	5%	9%	8%	6%	7%	17%	9%	8%
Through the place where I work or volunteer	21%	12%	6%	18%	15%	9%	8%	17%	8%	14%	12%	11%	11%	14%	7%
Electronic (websites, email, social media, smart phone)	58%	60%	64%	69%	44%	35%	26%	54%	44%	34%	31%	15%	22%	28%	38%
In-person assistance	22%	11%	10%	20%	22%	8%	8%	16%	13%	11%	16%	2%	17%	14%	13%
Presentations at church, community centers, etc.	18%	10%	8%	18%	14%	14%	18%	8%	7%	8%	10%	10%	4%	8%	10%

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

Statistical significance not tested

Table 66: Question 12 Compared by County

How important are each the following issues to you? (Percent very important)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Supporting the development of easily accessible and understandable transportation information and referral services	67%	70%	61%	84%	74%	58%	65%	71%	69%	81%	66%	68%	79%	70%	62%
Supporting veterans' transportation issues	50%	47%	46%	73%	56%	54%	71%	47%	53%	71%	64%	77%	69%	43%	57%
Supporting volunteer and faith-based transportation services	33%	30%	28%	48%	47%	37%	57%	37%	43%	48%	39%	54%	46%	32%	47%
Increasing the availability of wheelchair-accessible taxi cabs	48%	44%	31%	63%	46%	28%	52%	46%	39%	62%	42%	53%	58%	24%	45%
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	55%	55%	49%	77%	62%	48%	55%	56%	51%	78%	55%	61%	67%	58%	54%
Providing more transportation services in my community	65%	53%	49%	62%	70%	72%	59%	49%	64%	76%	49%	62%	67%	69%	62%
Providing more transportation services to regional destinations	60%	48%	54%	71%	58%	68%	65%	51%	61%	76%	44%	65%	63%	60%	61%
Expanding hours that transportation services are offered	43%	35%	42%	64%	62%	38%	59%	38%	49%	67%	43%	46%	56%	45%	46%
Expanding or adding routes in my community	56%	44%	49%	54%	69%	62%	64%	53%	59%	71%	49%	57%	61%	61%	60%
Providing lower fares for seniors and disabled riders	70%	65%	60%	74%	72%	58%	71%	65%	66%	85%	60%	77%	72%	61%	68%

Table 67: Question 15 Compared by County

Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Climbing stairs	57%	32%	37%	53%	39%	38%	47%	36%	35%	48%	35%	44%	47%	46%	38%
Talking	3%	10%	10%	4%	10%	3%	6%	16%	10%	8%	5%	0%	18%	0%	3%
Lifting or carrying a package or bag	45%	25%	30%	41%	35%	31%	32%	35%	28%	24%	27%	21%	36%	41%	35%
Understanding written directions	18%	18%	15%	12%	17%	8%	10%	19%	19%	2%	7%	3%	35%	6%	11%
Understanding spoken directions	13%	20%	13%	9%	18%	5%	4%	21%	15%	5%	3%	2%	27%	16%	8%
Seeing	16%	12%	9%	14%	17%	9%	7%	9%	8%	11%	8%	5%	15%	9%	9%
Hearing	21%	18%	16%	13%	19%	14%	21%	15%	14%	17%	17%	12%	22%	14%	10%
Walking 1/4 mile	51%	31%	37%	32%	39%	39%	49%	40%	31%	33%	35%	35%	43%	42%	34%
None	27%	35%	36%	36%	30%	45%	35%	34%	36%	30%	41%	40%	20%	38%	35%

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

Statistical significance not tested

Table 68: Question 16 Compared by County

Do you use any of the following to get around? (Please select all that apply.)	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
None	56%	72%	65%	61%	68%	66%	64%	66%	76%	86%	69%	71%	70%	75%	60%
Guide or service dog	2%	2%	5%	5%	1%	2%	0%	5%	1%	0%	1%	0%	1%	0%	3%
White cane	8%	8%	4%	6%	4%	0%	4%	4%	4%	0%	4%	0%	2%	1%	7%
Cane or walker	25%	12%	24%	19%	22%	32%	24%	18%	17%	13%	24%	27%	20%	20%	31%
Power wheelchair or scooter	7%	1%	3%	14%	7%	4%	5%	11%	3%	1%	3%	0%	3%	6%	5%
Manual wheelchair	12%	10%	7%	9%	10%	3%	8%	14%	2%	1%	8%	2%	9%	7%	4%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 69: Question 17 Compared by County

Which best describes the building you live in?	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Single family home or mobile home	71%	65%	66%	56%	67%	89%	79%	64%	73%	85%	78%	77%	78%	75%	75%
Townhouse, condominium, duplex or apartment	22%	26%	28%	32%	17%	11%	14%	26%	16%	9%	8%	15%	12%	25%	14%
Age-restricted senior living residence	5%	5%	3%	6%	4%	0%	6%	7%	7%	0%	4%	8%	3%	0%	4%
Assisted living residence	0%	2%	1%	1%	7%	0%	0%	0%	2%	0%	7%	0%	3%	0%	1%
Nursing home	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%
Other	1%	2%	2%	4%	4%	0%	0%	2%	2%	6%	2%	0%	5%	0%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 70: Question 19 Compared by County

	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
What is your race/ethnicity?															
American Indian or Alaskan Native	1%	1%	1%	2%	3%	5%	5%	5%	2%	3%	2%	1%	3%	0%	2%
Asian or Pacific Islander	0%	1%	3%	1%	3%	1%	0%	4%	1%	0%	1%	0%	1%	0%	1%
Black, African American	1%	3%	3%	8%	6%	0%	0%	1%	1%	0%	1%	0%	2%	0%	2%
Hispanic/Spanish/Latino	15%	3%	5%	14%	7%	5%	2%	2%	4%	44%	5%	3%	29%	0%	8%
White/Caucasian	83%	93%	88%	73%	82%	94%	97%	93%	94%	46%	93%	96%	71%	99%	89%
Other	4%	3%	0%	8%	4%	0%	0%	1%	2%	9%	4%	1%	3%	1%	4%

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

Statistical significance not tested

Table 71: Question 20 Compared by County

In which category is your age?	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
18 - 44 years	21%	26%	15%	19%	16%	10%	4%	24%	19%	3%	16%	0%	25%	5%	15%
45 - 54 years	7%	13%	9%	14%	14%	19%	3%	8%	11%	1%	7%	0%	9%	5%	8%
55 - 64 years	18%	7%	19%	18%	17%	12%	11%	28%	14%	12%	16%	15%	25%	6%	17%
65 - 74 years	40%	28%	27%	42%	32%	27%	38%	26%	34%	46%	25%	28%	21%	39%	27%
75 - 84 years	13%	14%	25%	6%	17%	18%	28%	2%	15%	30%	22%	45%	11%	39%	22%
85 - 94 years	1%	11%	5%	2%	4%	12%	16%	12%	8%	9%	13%	12%	8%	1%	9%
95 years or older	0%	1%	0%	0%	0%	2%	1%	0%	0%	0%	1%	0%	1%	5%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 72: Question 21 Compared by County

What is your gender?	Adams	Arapahoe	Boulder	Denver	El Paso	Fremont	Garfield	Jefferson	Larimer	Las Animas	Mesa	Morgan	Pueblo	Teller	Weld
Female	59%	57%	58%	69%	53%	55%	60%	48%	57%	55%	60%	70%	48%	48%	59%
Male	41%	43%	42%	31%	47%	45%	40%	52%	43%	45%	40%	30%	52%	52%	41%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Appendix C: Survey Responses Compared by Respondent Characteristics

The following appendix compares the survey results by characteristics of the survey respondents, including the type of disability, difficulty finding transportation, respondent age and respondent race and ethnicity. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Cells shaded grey indicate statistically significant differences ($p \leq .05$) between at least two of the subgroups.

Survey Responses Compared by Type of Disability

Survey results were compared by respondents’ type of disability (mobility, speech, cognitive, seeing and hearing). Overall, respondents with speech, cognitive and seeing disabilities were least likely to drive themselves and more likely to rely on others for their transportation needs (see Table 73 and Table 74). Among the respondents who did drive themselves, those with speech, cognitive and seeing disabilities were more likely to say they would use public transportation or paratransit instead of driving (see Table 76). These respondents also reported having more trouble finding transportation for trips they need to make; those with cognitive and seeing disabilities were most likely to have been unable to get somewhere due to lack of transportation within the past month (Table 77). There were no differences by disability for the types of trips for which respondents lacked needed transportation or the time of day they needed such transportation.

In general, those with cognitive disabilities tended to report the most problems related to using public transportation, while those with hearing and mobility disabilities tended to report fewer problems (see Table 81). For example, respondents with cognitive and seeing disabilities were more likely to have a major or minor problem reading information about fares, schedules and routes, while those with speech disabilities were more likely to report having health reasons that prevent them from using fixed route public transportation. Few differences were noted in terms of how respondents preferred to receive information about transportation programs and services.

Table 73: Question 1 Compared by Type of Disability

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Drive myself in a personal vehicle	78%	58%	73%	22%	77%	28%	73%	27%	70%	61%	69%
Get a ride in a personal vehicle from a family member or someone who lives in my household	63%	61%	61%	73%	60%	71%	62%	63%	63%	59%	62%
Get a ride in a personal vehicle from family, friends or neighbors	55%	61%	57%	67%	55%	71%	56%	70%	56%	63%	57%
Driven by a paid driver or personal assistant	9%	19%	11%	43%	10%	32%	12%	30%	13%	18%	14%
Get a ride from a volunteer driver	6%	15%	9%	22%	8%	19%	9%	25%	10%	13%	10%
Take a taxi at the full price fare	8%	9%	8%	8%	8%	10%	7%	24%	8%	8%	8%
Take a taxi at a subsidized or discounted fare	3%	11%	6%	11%	5%	12%	5%	20%	6%	8%	7%
Walk	68%	41%	56%	47%	56%	53%	56%	56%	57%	47%	56%
Bicycle	31%	10%	22%	14%	22%	18%	23%	9%	23%	12%	21%
Use transportation provided by my faith community or church	3%	7%	4%	10%	4%	9%	4%	10%	4%	8%	5%
Use a senior center or community center shuttle	4%	13%	8%	15%	8%	12%	7%	16%	7%	14%	8%
Use shuttle/transportation provided by the housing facility or complex where I live	3%	6%	3%	12%	3%	8%	4%	9%	3%	7%	4%
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	33%	28%	30%	34%	29%	39%	29%	45%	32%	25%	31%
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.)	8%	24%	14%	40%	12%	31%	13%	37%	15%	19%	16%
Use a private or non-profit transportation service or program	4%	14%	8%	18%	7%	15%	8%	18%	9%	10%	9%

Table 74: Question 2 Compared by Type of Disability

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
None of my trips	58%	36%	50%	17%	55%	17%	51%	20%	50%	38%	48%
Less than half my trips	21%	25%	24%	10%	24%	17%	22%	26%	23%	23%	23%
About half my trips	5%	8%	6%	7%	5%	10%	6%	10%	6%	6%	6%
More than half my trips	6%	9%	6%	20%	5%	17%	7%	13%	7%	9%	7%
All of my trips	10%	23%	13%	45%	11%	38%	14%	30%	14%	24%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 75: Question 3 Compared by Type of Disability

If you drive yourself, what time of day do you most often drive?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
I don't drive	21%	43%	27%	79%	22%	73%	26%	73%	29%	38%	31%
Mornings	61%	38%	54%	11%	57%	18%	54%	19%	51%	46%	51%
Afternoons	15%	18%	17%	9%	19%	8%	18%	7%	17%	14%	17%
Evenings and nights	3%	1%	2%	1%	2%	1%	2%	0%	2%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 76: Question 4 Compared by Type of Disability

For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Very likely	9%	12%	10%	25%	10%	25%	10%	22%	10%	16%	11%
Somewhat likely	26%	28%	27%	27%	27%	30%	27%	35%	27%	25%	27%
Not at all likely	64%	59%	63%	48%	64%	44%	63%	42%	63%	59%	62%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Table 77: Question 5: Compared by Type of Disability

Do you ever have trouble finding transportation for trips you want or need to make?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
No, never	63%	42%	55%	24%	59%	24%	56%	22%	54%	46%	53%
Rarely	13%	15%	14%	17%	14%	14%	14%	13%	13%	18%	14%
Sometimes	16%	23%	18%	33%	17%	32%	17%	36%	19%	19%	19%
A lot of times	9%	20%	13%	26%	11%	30%	12%	29%	13%	18%	14%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 78: Question 6 Compared by Type of Disability

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Work	28%	15%	20%	21%	18%	25%	21%	19%	23%	11%	20%
Visiting family or friends	32%	36%	32%	47%	28%	49%	32%	46%	35%	30%	34%
Volunteering	18%	19%	18%	20%	16%	24%	17%	25%	19%	17%	18%
Medical appointment	37%	61%	51%	51%	50%	53%	49%	63%	47%	68%	51%
Community event	30%	34%	32%	36%	29%	39%	29%	46%	31%	35%	32%
Religious service	13%	24%	19%	21%	17%	25%	17%	31%	18%	25%	20%
Recreation	39%	36%	35%	53%	31%	53%	35%	47%	37%	37%	37%
School	10%	7%	8%	10%	5%	15%	8%	9%	9%	6%	8%
Shopping/pharmacy trips	36%	54%	45%	53%	44%	53%	43%	62%	44%	55%	46%
Other, please specify	20%	24%	22%	24%	23%	20%	23%	18%	23%	21%	22%

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.

Statistical significance not tested

Table 79: Question 7 Compared by Type of Disability

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Weekdays 6am to 10am	36%	34%	34%	41%	31%	43%	34%	37%	34%	37%	35%
Weekdays 10am to 4pm	44%	55%	50%	57%	49%	56%	50%	55%	49%	57%	51%
Weekdays 4pm to 7pm	36%	36%	35%	44%	32%	45%	34%	45%	36%	34%	36%
Weekdays 7pm to midnight	32%	33%	32%	31%	31%	35%	31%	39%	33%	27%	32%
Weekdays Midnight to 6am	7%	14%	12%	5%	12%	10%	10%	17%	11%	11%	11%
Saturday day time	42%	47%	44%	56%	41%	54%	43%	56%	46%	42%	45%
Saturday night time	32%	34%	34%	33%	31%	40%	30%	49%	34%	31%	33%
Sunday day time	45%	53%	49%	53%	47%	55%	46%	64%	50%	50%	50%
Sunday night time	31%	32%	32%	28%	30%	35%	29%	41%	33%	26%	32%

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.

Statistical significance not tested

Table 80: Question 8 Compared by Type of Disability

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Never	44%	31%	37%	30%	42%	23%	39%	23%	38%	31%	36%
Once or twice	33%	40%	38%	32%	37%	38%	37%	38%	35%	44%	37%
3 to 6 times	16%	21%	19%	25%	17%	25%	17%	29%	20%	17%	19%
7 times or more	6%	8%	6%	13%	5%	14%	7%	10%	7%	9%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Table 81: Question 9 Compared by Type of Disability

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Service is not provided where I live or where I want to go	62%	69%	65%	72%	64%	72%	64%	74%	65%	66%	65%
Service does not operate during the times I need	54%	63%	57%	66%	56%	66%	57%	71%	59%	52%	58%
Information about fares, schedules and routes is difficult to find	36%	49%	41%	48%	38%	57%	41%	50%	40%	49%	42%
Information about fares, schedules and routes is difficult to read	32%	42%	35%	51%	31%	60%	34%	60%	35%	44%	36%
I cannot understand the information about fares, schedules and routes	25%	38%	29%	55%	24%	62%	30%	44%	29%	42%	31%
Information about fares, schedules and routes is not in my first (non-English) language	4%	7%	6%	7%	6%	6%	6%	4%	6%	6%	6%
I am unclear about how to use public transportation	22%	37%	27%	51%	23%	54%	28%	36%	26%	45%	29%

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
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	18%	55%	33%	64%	30%	59%	32%	67%	33%	53%	36%
Buses or light rail trains lack clear announcements or visual displays about the next stops	22%	41%	29%	50%	26%	49%	27%	61%	29%	41%	31%
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	39%	68%	51%	75%	47%	76%	49%	83%	51%	64%	53%
I have health reasons that prevent me from being able to use fixed route public transportation	10%	58%	30%	69%	27%	57%	30%	61%	30%	47%	33%
I have difficulty boarding and exiting buses or light rail trains	8%	54%	26%	61%	25%	46%	26%	54%	26%	46%	29%
Distance from bus stop or light rail station is too far for me to walk	41%	70%	53%	74%	51%	71%	53%	71%	53%	63%	55%
I am unable to get a seat	11%	34%	20%	35%	19%	34%	20%	38%	19%	32%	21%
I do not feel safe while waiting for the bus or light rail train	28%	50%	36%	64%	33%	63%	36%	60%	36%	50%	39%
I do not feel safe while riding the bus or light rail train	23%	43%	31%	53%	27%	56%	31%	45%	30%	44%	32%
Fares are too expensive	35%	52%	42%	54%	39%	59%	41%	56%	41%	51%	43%
Travel time to my destinations is too long	43%	55%	47%	70%	44%	68%	47%	67%	48%	54%	49%
Bus stops and stations are poorly maintained	27%	45%	34%	52%	32%	49%	33%	54%	35%	39%	36%
Service is not reliable	29%	45%	35%	54%	32%	53%	34%	57%	35%	43%	36%
I do not understand how to make a transfer	20%	36%	25%	57%	20%	59%	26%	39%	25%	40%	27%

Table 82: Question 10 Compared by Type of Disability

Please tell us how much of a problem, if at all, each of these are for you when using paratransit services? (Percent major or minor problem)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Service is not provided where I live or where I want to go	45%	53%	48%	59%	47%	58%	47%	60%	48%	51%	49%
Services does not operate during the times I need	38%	52%	43%	60%	41%	59%	43%	60%	44%	47%	45%
Information about how to use the service and costs is difficult to find	32%	49%	39%	55%	36%	58%	39%	51%	38%	50%	40%
Information about how to use the service and the costs is difficult to read	23%	37%	28%	44%	24%	52%	28%	47%	28%	39%	30%
Information about how to use the service and the costs is not in my first (non-English) language	5%	10%	7%	9%	7%	9%	7%	9%	8%	8%	8%
I cannot understand the information on how to use the service and the costs	18%	29%	21%	46%	17%	50%	22%	34%	22%	33%	24%
I am unclear about how to start using it	25%	42%	32%	48%	29%	52%	32%	45%	31%	46%	34%

Table 83: Question 11 Compared by Type of Disability

How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Through my place of residence	38%	54%	46%	45%	45%	49%	45%	51%	43%	57%	45%
Friends or family	10%	21%	13%	39%	10%	38%	15%	20%	15%	18%	15%
Printed materials	49%	56%	52%	55%	51%	55%	52%	49%	51%	58%	52%
Telephone	10%	17%	14%	12%	13%	17%	12%	29%	13%	16%	13%
Other, please specify	8%	8%	8%	11%	7%	13%	7%	17%	8%	8%	8%
Through the place where I work or volunteer	11%	10%	11%	14%	10%	14%	10%	15%	12%	7%	11%
Electronic (websites, email, social media, smart phone)	52%	40%	46%	43%	47%	44%	46%	46%	49%	32%	46%
In-person assistance	10%	19%	13%	29%	10%	34%	13%	28%	14%	19%	14%
Presentations at church, community centers, etc.	9%	14%	11%	11%	10%	15%	11%	14%	10%	17%	11%

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

Statistical significance not tested

Table 84: Question 12 Compared by Type of Disability

How important are each the following issues to you? (Percent very important)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Supporting the development of easily accessible and understandable transportation information and referral services	63%	75%	68%	79%	66%	82%	67%	85%	67%	79%	69%
Supporting veterans' transportation issues	50%	59%	55%	49%	53%	57%	54%	58%	53%	58%	54%
Supporting volunteer and faith-based transportation services	33%	45%	39%	40%	37%	46%	38%	49%	38%	46%	39%
Increasing the availability of wheelchair-accessible taxi cabs	35%	53%	43%	52%	42%	51%	42%	55%	43%	46%	44%
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	48%	66%	56%	67%	53%	70%	55%	71%	55%	62%	57%
Providing more transportation services in my community	54%	66%	59%	70%	57%	73%	58%	73%	59%	65%	60%
Providing more transportation services to regional destinations	56%	59%	57%	59%	56%	63%	56%	75%	57%	59%	58%
Expanding hours that transportation services are offered	42%	54%	47%	60%	45%	58%	46%	65%	48%	46%	48%
Expanding or adding routes in my community	53%	60%	56%	66%	54%	64%	55%	71%	56%	58%	56%
Providing lower fares for seniors and disabled riders	60%	75%	66%	76%	64%	79%	66%	75%	66%	72%	67%

Table 85: Question 16 Compared by Type of Disability

Do you use any of the following to get around? (Please select all that apply.)	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
None	93%	46%	70%	50%	71%	60%	73%	31%	72%	54%	69%
Guide or service dog	1%	3%	2%	3%	2%	3%	2%	7%	2%	2%	2%
White cane	4%	4%	4%	2%	3%	6%	1%	30%	4%	3%	4%
Cane or walker	3%	38%	21%	23%	21%	21%	20%	29%	17%	37%	21%
Power wheelchair or scooter	0%	11%	5%	10%	5%	9%	5%	8%	6%	7%	6%
Manual wheelchair	0%	14%	6%	31%	6%	15%	6%	17%	7%	10%	8%

Total may exceed 100% as respondents could select more than one answer.
 Statistical significance not tested

Table 86: Question 17 Compared by Type of Disability

Which best describes the building you live in?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Single family home or mobile home	77%	63%	72%	58%	73%	58%	72%	58%	71%	66%	70%
Townhouse, condominium, duplex or apartment	17%	23%	19%	27%	18%	27%	20%	22%	20%	18%	20%
Age-restricted senior living residence	2%	7%	5%	4%	5%	5%	4%	8%	4%	8%	5%
Assisted living residence	1%	2%	2%	4%	1%	3%	2%	4%	2%	3%	2%
Nursing home	0%	1%	0%	2%	0%	1%	0%	1%	0%	1%	0%
Other	3%	3%	3%	6%	3%	5%	3%	7%	3%	4%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 87: Question 19 Compared by Type of Disability

What is your race/ethnicity?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
American Indian or Alaskan Native	2%	4%	3%	5%	3%	4%	3%	4%	3%	3%	3%
Asian or Pacific Islander	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%
Black, African American	2%	2%	2%	3%	2%	3%	2%	3%	2%	2%	2%
Hispanic/Spanish/Latino	6%	10%	7%	11%	7%	13%	7%	13%	8%	8%	8%
White/Caucasian	90%	84%	88%	82%	88%	83%	88%	82%	87%	88%	87%
Other	2%	4%	2%	5%	2%	4%	2%	6%	3%	3%	3%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 88: Question 20 Compared by Type of Disability

In which category is your age?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
18 - 44 years	18%	14%	13%	52%	10%	45%	15%	23%	17%	9%	16%
45 - 54 years	10%	9%	9%	14%	9%	13%	9%	13%	10%	5%	10%
55 - 64 years	17%	16%	17%	15%	17%	17%	16%	21%	17%	15%	17%
65 - 74 years	35%	26%	33%	10%	36%	10%	32%	19%	33%	22%	31%
75 - 84 years	15%	22%	19%	6%	20%	7%	19%	10%	16%	27%	18%
85 - 94 years	4%	11%	8%	4%	8%	7%	7%	12%	5%	20%	8%
95 years or older	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 89: Question 21 Compared by Type of Disability

What is your gender?	Mobility		Speech		Cognitive		Seeing		Hearing		Overall
	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	
Female	49%	64%	56%	53%	57%	53%	56%	52%	57%	49%	56%
Male	51%	36%	44%	47%	43%	47%	44%	48%	43%	51%	44%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Survey Responses Compared by Difficulty Finding Transportation

Survey responses were compared by respondents’ reported level of difficulty finding transportation for trips they want or need to make. Those who rarely or never had trouble finding transportation were more likely to drive themselves and less likely to rely on other people and other forms of transportation compared to those who had trouble finding transportation more often (see Table 90 and Table 91). Respondents who had trouble finding transportation relied on family, friends, aides or volunteers for transportation much more often than their counterparts (Table 92). No differences were noted for the types of trips for which respondents lacked needed transportation or the times of day they needed such transportation.

Those who had trouble finding transportation were more likely to say that each potential transportation issue posed a “major” or “minor” problem for them, including feeling unsafe when waiting for the bus or light rail train (see Table 95). These respondents also felt that most transportation-related issues were more important compared to their counterparts, particularly providing more transportation services in their community (see Table 97).

Table 90: Question 1 Compared by Has Trouble Finding Transportation for Trips

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Drive myself in a personal vehicle	83%	41%	69%
Get a ride in a personal vehicle from a family member or someone who lives in my household	61%	67%	62%
Get a ride in a personal vehicle from family, friends or neighbors	51%	71%	57%
Driven by a paid driver or personal assistant	6%	29%	14%
Get a ride from a volunteer driver	6%	20%	10%
Take a taxi at the full price fare	4%	17%	8%
Take a taxi at a subsidized or discounted fare	2%	15%	7%
Walk	54%	60%	56%
Bicycle	22%	21%	21%
Use transportation provided by my faith community or church	2%	11%	5%
Use a senior center or community center shuttle	5%	15%	8%
Use shuttle/transportation provided by the housing facility or complex where I live	3%	7%	4%
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	22%	48%	31%
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.)	6%	34%	16%
Use a private or non-profit transportation service or program	4%	18%	9%

Table 91: Question 2 Compared by Has Trouble Finding Transportation for Trips

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
None of my trips	63%	18%	48%
Less than half my trips	20%	29%	23%
About half my trips	5%	9%	6%
More than half my trips	3%	17%	7%
All of my trips	10%	27%	16%
Total	100%	100%	100%

Table 92: Question 6 Compared by Has Trouble Finding Transportation for Trips

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Work	11%	24%	20%
Visiting family or friends	20%	39%	34%
Volunteering	13%	20%	18%
Medical appointment	34%	57%	51%
Community event	20%	36%	32%
Religious service	7%	24%	20%
Recreation	24%	42%	37%
School	1%	10%	8%
Shopping/pharmacy trips	24%	54%	46%
Other, please specify	20%	23%	22%

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.

Statistical significance not tested

Table 93: Question 7 Compared by Has Trouble Finding Transportation for Trips

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Weekdays 6am to 10am	23%	39%	35%
Weekdays 10am to 4pm	38%	55%	51%
Weekdays 4pm to 7pm	19%	41%	36%
Weekdays 7pm to midnight	26%	34%	32%
Weekdays Midnight to 6am	7%	13%	11%
Saturday day time	26%	51%	45%
Saturday night time	22%	37%	33%
Sunday day time	30%	56%	50%
Sunday night time	27%	33%	32%

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.

Statistical significance not tested

Table 94: Question 8 Compared by Has Trouble Finding Transportation for Trips

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Never	70%	23%	36%
Once or twice	27%	41%	37%
3 to 6 times	3%	26%	19%
7 times or more	1%	10%	7%
Total	100%	100%	100%

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

Table 95: Question 9 Compared by Has Trouble Finding Transportation for Trips

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Service is not provided where I live or where I want to go	57%	81%	65%
Service does not operate during the times I need	48%	77%	58%
Information about fares, schedules and routes is difficult to find	35%	54%	42%
Information about fares, schedules and routes is difficult to read	29%	51%	36%
I cannot understand the information about fares, schedules and routes	23%	44%	31%
Information about fares, schedules and routes is not in my first (non-English) language	5%	7%	6%
I am unclear about how to use public transportation	21%	42%	29%
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	23%	58%	36%
Buses or light rail trains lack clear announcements or visual displays about the next stops	20%	49%	31%
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	38%	78%	53%
I have health reasons that prevent me from being able to use fixed route public transportation	21%	53%	33%
I have difficulty boarding and exiting buses or light rail trains	19%	48%	29%
Distance from bus stop or light rail station is too far for me to walk	44%	74%	55%
I am unable to get a seat	13%	36%	21%
I do not feel safe while waiting for the bus or light rail train	28%	57%	39%
I do not feel safe while riding the bus or light rail train	25%	46%	32%
Fares are too expensive	33%	60%	43%
Travel time to my destinations is too long	39%	68%	49%
Bus stops and stations are poorly maintained	26%	51%	36%
Service is not reliable	26%	55%	36%
I do not understand how to make a transfer	21%	38%	27%

Table 96: Question 10 Compared by Has Trouble Finding Transportation for Trips

Please tell us how much of a problem, if at all, each of these are for you when using paratransit services? (Percent major or minor problem)	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Service is not provided where I live or where I want to go	38%	65%	49%
Services does not operate during the times I need	31%	66%	45%
Information about how to use the service and costs is difficult to find	30%	56%	40%
Information about how to use the service and the costs is difficult to read	21%	45%	30%
Information about how to use the service and the costs is not in my first (non-English) language	6%	9%	8%
I cannot understand the information on how to use the service and the costs	16%	37%	24%
I am unclear about how to start using it	24%	49%	34%

Table 97: Question 12 Compared by Has Trouble Finding Transportation for Trips

How important are each the following issues to you? (Percent very important)	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Supporting the development of easily accessible and understandable transportation information and referral services	64%	78%	69%
Supporting veterans' transportation issues	54%	55%	54%
Supporting volunteer and faith-based transportation services	35%	45%	39%
Increasing the availability of wheelchair-accessible taxi cabs	38%	54%	44%
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	48%	73%	57%
Providing more transportation services in my community	49%	79%	60%
Providing more transportation services to regional destinations	51%	70%	58%
Expanding hours that transportation services are offered	39%	64%	48%
Expanding or adding routes in my community	46%	75%	56%
Providing lower fares for seniors and disabled riders	61%	77%	67%

Table 98: Question 15 Compared by Has Trouble Finding Transportation for Trips

Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Climbing stairs	35%	51%	40%
Talking	6%	15%	9%
Lifting or carrying a package or bag	25%	46%	32%
Understanding written directions	9%	29%	16%
Understanding spoken directions	9%	24%	14%
Seeing	6%	21%	11%
Hearing	17%	19%	18%
Walking 1/4 mile	32%	50%	38%
None	44%	15%	34%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 99: Question 16 Compared by Has Trouble Finding Transportation for Trips

Do you use any of the following to get around? (Please select all that apply.)	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
None	77%	54%	69%
Guide or service dog	1%	5%	2%
White cane	1%	10%	4%
Cane or walker	18%	26%	21%
Power wheelchair or scooter	3%	10%	6%
Manual wheelchair	5%	13%	8%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 100: Question 17 Compared by Has Trouble Finding Transportation for Trips

Which best describes the building you live in?	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Single family home or mobile home	77%	57%	70%
Townhouse, condominium, duplex or apartment	16%	27%	20%
Age-restricted senior living residence	3%	7%	5%
Assisted living residence	1%	3%	2%
Nursing home	0%	0%	0%
Other	2%	5%	3%
Total	100%	100%	100%

Table 101: Question 19 Compared by Has Trouble Finding Transportation for Trips

What is your race/ethnicity?	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
American Indian or Alaskan Native	2%	4%	3%
Asian or Pacific Islander	1%	1%	1%
Black, African American	1%	3%	2%
Hispanic/Spanish/Latino	6%	11%	8%
White/Caucasian	89%	84%	87%
Other	2%	4%	3%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 102: Question 20 Compared by Has Trouble Finding Transportation for Trips

In which category is your age?	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
18 - 44 years	10%	29%	16%
45 - 54 years	8%	13%	10%
55 - 64 years	16%	18%	17%
65 - 74 years	36%	22%	31%
75 - 84 years	21%	11%	18%
85 - 94 years	8%	6%	8%
95 years or older	1%	1%	1%
Total	100%	100%	100%

Table 103: Question 21 Compared by Has Trouble Finding Transportation for Trips

What is your gender?	Do you ever have trouble finding transportation for trips you want or need to make?		Overall
	No, never/ Rarely	Sometimes/ A lot of times	
Female	53%	61%	56%
Male	47%	39%	44%
Total	100%	100%	100%

Survey Responses Compared by Age

Results of the survey varied by respondent age. Respondents who were 65-74 years of age were more likely than their counterparts to drive themselves in a personal vehicle, while those under 65 were more likely to get a ride from a member of their household, walk, bicycle, use public transportation with fixed routes and use paratransit (see Table 104). Respondents over 85 years of age were more likely to use shuttles and private or non-profit transportation services; they also were the least willing to use paratransit instead of driving (see Table 107). Respondents over 85 were most likely to rely on other people for transportation for all of their trips, while those 65-74 were least likely to do so (Table 105). The types of trips for which respondents lacked needed transportation, as well as the times of day they needed transportation, did not differ by age.

In general, respondents under 65 and those over 85 reported having the most problems with various aspects of public transportation, including unreliable service and expensive fares (see Table 112). The importance of transportation-related issues such as expanding routes, lowering fares and expanding hours was rated highest by those under age 65 (see Table 115).

Table 104: Question 1 Compared by Respondent Age

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Respondent age				Overall
	18-64	65-74	75-84	85+	
Drive myself in a personal vehicle	55%	86%	78%	59%	69%
Get a ride in a personal vehicle from a family member or someone who lives in my household	70%	54%	54%	61%	62%
Get a ride in a personal vehicle from family, friends or neighbors	66%	46%	50%	73%	57%
Driven by a paid driver or personal assistant	19%	8%	9%	17%	14%
Get a ride from a volunteer driver	12%	7%	7%	21%	10%
Take a taxi at the full price fare	13%	4%	4%	3%	8%
Take a taxi at a subsidized or discounted fare	9%	5%	4%	6%	7%
Walk	63%	54%	45%	30%	56%
Bicycle	28%	21%	9%	5%	21%
Use transportation provided by my faith community or church	6%	2%	5%	7%	5%
Use a senior center or community center shuttle	7%	9%	8%	19%	8%
Use shuttle/transportation provided by the housing facility or complex where I live	5%	2%	3%	10%	4%
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	46%	24%	12%	9%	31%
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.)	22%	9%	11%	17%	16%
Use a private or non-profit transportation service or program	10%	7%	7%	12%	9%

Table 105: Question 2 Compared by Respondent Age

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Respondent age				Overall
	18-64	65-74	75-84	85+	
None of my trips	35%	66%	53%	37%	48%
Less than half my trips	25%	19%	26%	21%	23%
About half my trips	7%	5%	4%	6%	6%
More than half my trips	13%	3%	3%	6%	7%
All of my trips	20%	7%	14%	30%	16%
Total	100%	100%	100%	100%	100%

Table 106: Question 3 Compared by Respondent Age

If you drive yourself, what time of day do you most often drive?	Respondent age				Overall
	18-64	65-74	75-84	85+	
I don't drive	46%	12%	21%	42%	31%
Mornings	40%	62%	61%	41%	51%
Afternoons	11%	24%	18%	17%	17%
Evenings and nights	3%	2%	1%	0%	2%
Total	100%	100%	100%	100%	100%

Table 107: Question 4 Compared by Respondent Age

For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Respondent age				Overall
	18-64	65-74	75-84	85+	
Very likely	16%	8%	9%	5%	11%
Somewhat likely	30%	26%	25%	15%	27%
Not at all likely	54%	66%	66%	80%	62%
Total	100%	100%	100%	100%	100%

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

Table 108: Question 5 Compared by Respondent Age

Do you ever have trouble finding transportation for trips you want or need to make?	Respondent age				Overall
	18-64	65-74	75-84	85+	
No, never	39%	65%	69%	56%	53%
Rarely	15%	12%	10%	18%	14%
Sometimes	26%	15%	12%	17%	19%
A lot of times	21%	8%	9%	9%	14%
Total	100%	100%	100%	100%	100%

Table 109: Question 6 Compared by Respondent Age

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Respondent age				Overall
	18-64	65-74	75-84	85+	
Work	30%	10%	4%	2%	20%
Visiting family or friends	42%	27%	15%	21%	34%
Volunteering	24%	15%	10%	5%	18%
Medical appointment	48%	44%	69%	65%	51%
Community event	34%	32%	27%	20%	32%
Religious service	22%	16%	18%	17%	20%
Recreation	46%	32%	17%	14%	37%
School	12%	2%	1%	1%	8%
Shopping/pharmacy trips	50%	37%	43%	55%	46%
Other, please specify	22%	28%	25%	14%	22%

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.

Statistical significance not tested

Table 110: Question 7 Compared by Respondent Age

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Respondent age				Overall
	18-64	65-74	75-84	85+	
Weekdays 6am to 10am	40%	31%	17%	22%	35%
Weekdays 10am to 4pm	47%	55%	62%	61%	51%
Weekdays 4pm to 7pm	44%	26%	18%	23%	36%
Weekdays 7pm to midnight	35%	32%	21%	23%	32%
Weekdays Midnight to 6am	13%	8%	6%	8%	11%
Saturday day time	52%	34%	39%	28%	45%
Saturday night time	41%	27%	14%	20%	33%
Sunday day time	55%	42%	44%	37%	50%
Sunday night time	38%	30%	14%	13%	32%

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.

Statistical significance not tested

Table 111: Question 8 Compared by Respondent Age

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Respondent age				Overall
	18-64	65-74	75-84	85+	
Never	31%	42%	46%	44%	36%
Once or twice	34%	38%	46%	41%	37%
3 to 6 times	25%	17%	6%	10%	19%
7 times or more	9%	3%	2%	5%	7%
Total	100%	100%	100%	100%	100%

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

Table 112: Question 9 Compared by Respondent Age

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Respondent age				Overall
	18-64	65-74	75-84	85+	
Service is not provided where I live or where I want to go	70%	60%	63%	64%	65%
Service does not operate during the times I need	64%	54%	46%	58%	58%
Information about fares, schedules and routes is difficult to find	43%	38%	43%	51%	42%
Information about fares, schedules and routes is difficult to read	41%	30%	30%	50%	36%
I cannot understand the information about fares, schedules and routes	37%	22%	25%	40%	31%
Information about fares, schedules and routes is not in my first (non-English) language	7%	3%	6%	5%	6%
I am unclear about how to use public transportation	32%	22%	29%	38%	29%
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	41%	24%	34%	54%	36%
Buses or light rail trains lack clear announcements or visual displays about the next stops	36%	23%	25%	35%	31%
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	63%	38%	45%	59%	53%
I have health reasons that prevent me from being able to use fixed route public transportation	35%	22%	38%	57%	33%
I have difficulty boarding and exiting buses or light rail trains	28%	22%	36%	56%	29%
Distance from bus stop or light rail station is too far for me to walk	60%	46%	52%	65%	55%
I am unable to get a seat	24%	15%	21%	31%	21%
I do not feel safe while waiting for the bus or light rail train	45%	30%	31%	47%	39%
I do not feel safe while riding the bus or light rail train	36%	25%	30%	42%	32%
Fares are too expensive	50%	35%	32%	38%	43%
Travel time to my destinations is too long	63%	37%	27%	45%	49%
Bus stops and stations are poorly maintained	43%	28%	28%	29%	36%
Service is not reliable	42%	28%	31%	40%	36%
I do not understand how to make a transfer	31%	20%	27%	36%	27%

Table 113: Question 10 Compared by Respondent Age

Please tell us how much of a problem, if at all, each of these are for you when using paratransit services? (Percent major or minor problem)	Respondent age				Overall
	18-64	65-74	75-84	85+	
Service is not provided where I live or where I want to go	52%	44%	47%	46%	49%
Services does not operate during the times I need	51%	37%	40%	40%	45%
Information about how to use the service and costs is difficult to find	42%	35%	38%	45%	40%
Information about how to use the service and the costs is difficult to read	32%	23%	29%	36%	30%
Information about how to use the service and the costs is not in my first (non-English) language	6%	7%	10%	10%	8%
I cannot understand the information on how to use the service and the costs	27%	20%	16%	30%	24%
I am unclear about how to start using it	34%	31%	36%	36%	34%

Table 114: Question 11 Compared by Respondent Age

How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Respondent age				Overall
	18-64	65-74	75-84	85+	
Through my place of residence	40%	47%	53%	55%	45%
Friends or family	21%	8%	11%	19%	15%
Printed materials	48%	53%	58%	56%	52%
Telephone	15%	11%	10%	17%	13%
Other, please specify	10%	6%	7%	5%	8%
Through the place where I work or volunteer	18%	7%	4%	4%	11%
Electronic (websites, email, social media, smart phone)	59%	42%	31%	14%	46%
In-person assistance	21%	9%	9%	8%	14%
Presentations at church, community centers, etc.	11%	12%	12%	13%	11%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 115: Question 12 Compared by Respondent Age

How important are each the following issues to you? (Percent very important)	Respondent age				Overall
	18-64	65-74	75-84	85+	
Supporting the development of easily accessible and understandable transportation information and referral services	72%	64%	67%	73%	69%
Supporting veterans' transportation issues	51%	55%	59%	60%	54%
Supporting volunteer and faith-based transportation services	39%	37%	40%	40%	39%
Increasing the availability of wheelchair-accessible taxi cabs	48%	40%	37%	40%	44%
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	63%	50%	53%	47%	57%
Providing more transportation services in my community	67%	56%	53%	44%	60%
Providing more transportation services to regional destinations	66%	54%	51%	35%	58%
Expanding hours that transportation services are offered	56%	43%	37%	34%	48%
Expanding or adding routes in my community	65%	52%	47%	39%	56%
Providing lower fares for seniors and disabled riders	69%	64%	64%	66%	67%

Table 116: Question 15 Compared by Respondent Age

Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Respondent age				Overall
	18-64	65-74	75-84	85+	
Climbing stairs	36%	35%	50%	56%	40%
Talking	16%	3%	3%	4%	9%
Lifting or carrying a package or bag	32%	25%	37%	47%	32%
Understanding written directions	29%	5%	4%	8%	16%
Understanding spoken directions	24%	4%	6%	14%	14%
Seeing	15%	7%	6%	17%	11%
Hearing	12%	12%	26%	44%	18%
Walking 1/4 mile	35%	33%	46%	62%	38%
None	30%	48%	29%	13%	34%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 117: Question 16 Compared by Respondent Age

Do you use any of the following to get around? (Please select all that apply.)	Respondent age				Overall
	18-64	65-74	75-84	85+	
None	69%	79%	64%	41%	69%
Guide or service dog	4%	2%	0%	0%	2%
White cane	7%	1%	1%	3%	4%
Cane or walker	13%	16%	32%	54%	21%
Power wheelchair or scooter	7%	4%	5%	5%	6%
Manual wheelchair	12%	4%	4%	6%	8%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 118: Question 17 Compared by Respondent Age

Which best describes the building you live in?	Respondent age				Overall
	18-64	65-74	75-84	85+	
Single family home or mobile home	65%	77%	75%	62%	70%
Townhouse, condominium, duplex or apartment	26%	15%	16%	16%	20%
Age-restricted senior living residence	2%	5%	6%	14%	5%
Assisted living residence	3%	0%	1%	5%	2%
Nursing home	0%	0%	0%	1%	0%
Other	4%	2%	2%	2%	3%
Total	100%	100%	100%	100%	100%

Table 119: Question 19 Compared by Respondent Age

What is your race/ethnicity?	Respondent age				Overall
	18-64	65-74	75-84	85+	
American Indian or Alaskan Native	3%	3%	2%	2%	3%
Asian or Pacific Islander	2%	0%	0%	3%	1%
Black, African American	3%	2%	1%	0%	2%
Hispanic/Spanish/Latino	11%	7%	4%	3%	8%
White/Caucasian	84%	87%	92%	92%	87%
Other	3%	3%	3%	1%	3%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 120: Question 21 Compared by Respondent Age

What is your gender?	Respondent age				Overall
	18-64	65-74	75-84	85+	
Female	56%	53%	59%	63%	56%
Male	44%	47%	41%	37%	44%
Total	100%	100%	100%	100%	100%

Survey Responses Compared by Race and Ethnicity

When results were compared by respondent race and ethnicity, Hispanic respondents were less likely to drive themselves in a personal vehicle, while non-White and non-Hispanic respondents were more likely than their counterparts to use a paid driver, a volunteer driver, a taxi, public transportation and private or non-profit transportation services (see Table 121). Hispanic respondents relied on other people for transportation for most trips (see Table 122) and were more likely to report that they don't drive (see Table 123).

When asked to evaluate how much of a problem various issues were when using public transportation, non-White, non-Hispanic respondents were more likely to report problems with service times, difficulties accessing bus or rail stops, lack of clear announcements about the next stops, difficulty walking the distance to the bust stop or light rail station and feeling unsafe while waiting for transportation; White respondents tended to report fewer problems in these areas (see Table 129). Hispanic respondents gave higher ratings of importance than did their counterparts to transportation-related issues such as supporting the development of easily accessible and understandable transportation information and referral services (see Table 132).

Table 121: Question 1 Compared by Respondent Race and Ethnicity

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Drive myself in a personal vehicle	70%	56%	69%	69%
Get a ride in a personal vehicle from a family member or someone who lives in my household	61%	64%	67%	62%
Get a ride in a personal vehicle from family, friends or neighbors	58%	58%	56%	57%
Driven by a paid driver or personal assistant	13%	14%	22%	14%
Get a ride from a volunteer driver	10%	13%	12%	10%
Take a taxi at the full price fare	7%	9%	15%	8%
Take a taxi at a subsidized or discounted fare	6%	12%	13%	7%
Walk	55%	50%	63%	56%
Bicycle	21%	19%	27%	21%
Use transportation provided by my faith community or church	4%	6%	7%	5%
Use a senior center or community center shuttle	8%	9%	9%	8%
Use shuttle/transportation provided by the housing facility or complex where I live	4%	4%	3%	4%
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	29%	31%	45%	31%
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.)	14%	23%	20%	16%
Use a private or non-profit transportation service or program	8%	13%	18%	9%

Table 122: Question 2 Compared by Respondent Race and Ethnicity

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
None of my trips	50%	37%	37%	48%
Less than half my trips	23%	15%	32%	23%
About half my trips	5%	12%	8%	6%
More than half my trips	6%	11%	12%	7%
All of my trips	16%	25%	11%	16%
Total	100%	100%	100%	100%

Table 123: Question 3 Compared by Respondent Race and Ethnicity

If you drive yourself, what time of day do you most often drive?	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
I don't drive	29%	47%	33%	31%
Mornings	53%	29%	50%	51%
Afternoons	17%	21%	11%	17%
Evenings and nights	1%	3%	6%	2%
Total	100%	100%	100%	100%

Table 124: Question 4 Compared by Respondent Race and Ethnicity

For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Very likely	11%	13%	11%	11%
Somewhat likely	26%	28%	29%	27%
Not at all likely	63%	59%	61%	62%
Total	100%	100%	100%	100%

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

Table 125: Question 5 Compared by Respondent Race and Ethnicity

Do you ever have trouble finding transportation for trips you want or need to make?	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
No, never	56%	37%	34%	53%
Rarely	13%	16%	22%	14%
Sometimes	18%	30%	27%	19%
A lot of times	13%	16%	17%	14%
Total	100%	100%	100%	100%

Table 126: Question 6 Compared by Respondent Race and Ethnicity

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Work	20%	22%	15%	20%
Visiting family or friends	32%	41%	39%	34%
Volunteering	19%	20%	17%	18%
Medical appointment	50%	55%	56%	51%
Community event	32%	34%	26%	32%
Religious service	20%	28%	16%	20%
Recreation	37%	39%	34%	37%
School	7%	13%	12%	8%
Shopping/pharmacy trips	45%	56%	45%	46%
Other, please specify	24%	19%	20%	22%

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.

Statistical significance not tested

Table 127: Question 7 Compared by Respondent Race and Ethnicity

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Weekdays 6am to 10am	33%	40%	36%	35%
Weekdays 10am to 4pm	54%	44%	40%	51%
Weekdays 4pm to 7pm	37%	39%	25%	36%
Weekdays 7pm to midnight	30%	29%	47%	32%
Weekdays Midnight to 6am	9%	24%	15%	11%
Saturday day time	46%	42%	40%	45%
Saturday night time	32%	39%	38%	33%
Sunday day time	50%	50%	49%	50%
Sunday night time	28%	40%	52%	32%

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.

Statistical significance not tested

Table 128: Question 8 Compared by Respondent Race and Ethnicity

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Never	38%	35%	34%	36%
Once or twice	38%	35%	33%	37%
3 to 6 times	18%	21%	26%	19%
7 times or more	7%	10%	6%	7%
Total	100%	100%	100%	100%

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

Table 129: Question 9 Compared by Respondent Race and Ethnicity

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Service is not provided where I live or where I want to go	65%	59%	69%	65%
Service does not operate during the times I need	56%	61%	73%	58%
Information about fares, schedules and routes is difficult to find	41%	44%	46%	42%
Information about fares, schedules and routes is difficult to read	35%	41%	43%	36%
I cannot understand the information about fares, schedules and routes	30%	36%	38%	31%
Information about fares, schedules and routes is not in my first (non-English) language	5%	14%	5%	6%
I am unclear about how to use public transportation	29%	28%	30%	29%
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	34%	43%	48%	36%
Buses or light rail trains lack clear announcements or visual displays about the next stops	29%	36%	43%	31%
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	50%	58%	68%	53%
I have health reasons that prevent me from being able to use fixed route public transportation	30%	48%	48%	33%
I have difficulty boarding and exiting buses or light rail trains	28%	38%	37%	29%
Distance from bus stop or light rail station is too far for me to walk	54%	57%	68%	55%
I am unable to get a seat	20%	26%	30%	21%
I do not feel safe while waiting for the bus or light rail train	37%	39%	49%	39%
I do not feel safe while riding the bus or light rail train	32%	31%	40%	32%
Fares are too expensive	40%	52%	53%	43%
Travel time to my destinations is too long	46%	54%	67%	49%
Bus stops and stations are poorly maintained	32%	48%	52%	36%
Service is not reliable	34%	36%	51%	36%
I do not understand how to make a transfer	27%	29%	28%	27%

Table 130: Question 10 Compared by Respondent Race and Ethnicity

Please tell us how much of a problem, if at all, each of these are for you when using paratransit services? (Percent major or minor problem)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Service is not provided where I live or where I want to go	47%	46%	54%	49%
Services does not operate during the times I need	42%	49%	55%	45%
Information about how to use the service and costs is difficult to find	38%	48%	45%	40%
Information about how to use the service and the costs is difficult to read	28%	32%	39%	30%
Information about how to use the service and the costs is not in my first (non-English) language	6%	14%	11%	8%
I cannot understand the information on how to use the service and the costs	23%	22%	32%	24%
I am unclear about how to start using it	34%	32%	36%	34%

Table 131: Question 11 Compared by Respondent Race and Ethnicity

How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Through my place of residence	47%	42%	41%	45%
Friends or family	14%	25%	19%	15%
Printed materials	53%	52%	47%	52%
Telephone	13%	25%	12%	13%
Other, please specify	7%	14%	15%	8%
Through the place where I work or volunteer	10%	16%	18%	11%
Electronic (websites, email, social media, smart phone)	46%	43%	47%	46%
In-person assistance	13%	26%	19%	14%
Presentations at church, community centers, etc.	11%	13%	16%	11%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 132: Question 12 Compared by Respondent Race and Ethnicity

How important are each the following issues to you? (Percent very important)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Supporting the development of easily accessible and understandable transportation information and referral services	70%	80%	55%	69%
Supporting veterans' transportation issues	53%	71%	54%	54%
Supporting volunteer and faith-based transportation services	38%	53%	37%	39%
Increasing the availability of wheelchair-accessible taxi cabs	42%	66%	45%	44%
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	55%	78%	50%	57%
Providing more transportation services in my community	60%	72%	53%	60%
Providing more transportation services to regional destinations	57%	66%	57%	58%
Expanding hours that transportation services are offered	45%	68%	57%	48%
Expanding or adding routes in my community	55%	67%	61%	56%
Providing lower fares for seniors and disabled riders	66%	86%	59%	67%

Table 133: Question 15 Compared by Respondent Race and Ethnicity

Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Climbing stairs	38%	55%	48%	40%
Talking	8%	12%	14%	9%
Lifting or carrying a package or bag	31%	43%	44%	32%
Understanding written directions	14%	26%	19%	16%
Understanding spoken directions	13%	21%	16%	14%
Seeing	10%	17%	17%	11%
Hearing	18%	17%	17%	18%
Walking 1/4 mile	37%	47%	46%	38%
None	36%	21%	24%	34%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 134: Question 16 Compared by Respondent Race and Ethnicity

Do you use any of the following to get around? (Please select all that apply.)	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
None	70%	65%	59%	69%
Guide or service dog	2%	4%	4%	2%
White cane	3%	9%	7%	4%
Cane or walker	21%	21%	27%	21%
Power wheelchair or scooter	6%	5%	6%	6%
Manual wheelchair	7%	11%	11%	8%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 135: Question 17 Compared by Respondent Race and Ethnicity

Which best describes the building you live in?	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Single family home or mobile home	73%	63%	53%	70%
Townhouse, condominium, duplex or apartment	18%	23%	33%	20%
Age-restricted senior living residence	5%	3%	3%	5%
Assisted living residence	2%	3%	2%	2%
Nursing home	0%	0%	0%	0%
Other	2%	8%	9%	3%
Total	100%	100%	100%	100%

Table 136: Question 20 Compared by Respondent Race and Ethnicity

In which category is your age?	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
18 - 44 years	15%	27%	18%	16%
45 - 54 years	9%	11%	13%	10%
55 - 64 years	16%	19%	21%	17%
65 - 74 years	32%	29%	29%	31%
75 - 84 years	19%	10%	13%	18%
85 - 94 years	8%	3%	5%	8%
95 years or older	1%	0%	1%	1%
Total	100%	100%	100%	100%

Table 137: Question 21 Compared by Respondent Race and Ethnicity

What is your gender?	Race/ethnicity			Overall
	White, not Hispanic	Hispanic (of any race)	Not White or Hispanic	
Female	57%	54%	49%	56%
Male	43%	46%	51%	44%
Total	100%	100%	100%	100%

Survey Responses Compared by Type of Survey Distribution

Of the 3,113 respondents completed a survey: 1,190 (32%) came from the mailing list survey and 1,923 (68%) were completed by agency clientele. The tables in this section display the survey results by the source of the survey – whether from the mailing list survey or the agency distribution.

Table 138: Question 1 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent ever using.)	Mailing List	Agency Distribution	Overall
Drive myself in a personal vehicle	54%	93%	69%
Get a ride in a personal vehicle from a family member or someone who lives in my household	64%	58%	62%
Get a ride in a personal vehicle from family, friends or neighbors	64%	47%	57%
Driven by a paid driver or personal assistant	20%	4%	14%
Get a ride from a volunteer driver	15%	3%	10%
Take a taxi at the full price fare	11%	4%	8%
Take a taxi at a subsidized or discounted fare	9%	2%	7%
Walk	60%	49%	56%
Bicycle	23%	19%	21%
Use transportation provided by my faith community or church	7%	2%	5%
Use a senior center or community center shuttle	12%	2%	8%
Use shuttle/transportation provided by the housing facility or complex where I live	6%	1%	4%
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	40%	16%	31%
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.)	23%	4%	16%
Use a private or non-profit transportation service or program	13%	2%	9%

Table 139: Question 2 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Mailing List	Agency Distribution	Overall
None of my trips	35%	68%	48%
Less than half my trips	24%	20%	23%
About half my trips	8%	4%	6%
More than half my trips	11%	2%	7%
All of my trips	22%	6%	16%
Total	100%	100%	100%

Table 140: Question 3 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

If you drive yourself, what time of day do you most often drive?	Mailing List	Agency Distribution	Overall
I don't drive	46%	6%	31%
Mornings	39%	68%	51%
Afternoons	12%	24%	17%
Evenings and nights	2%	2%	2%
Total	100%	100%	100%

Table 141: Question 4 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Mailing List	Agency Distribution	Overall
Very likely	16%	6%	11%
Somewhat likely	32%	22%	27%
Not at all likely	52%	72%	62%
Total	100%	100%	100%

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

Table 142: Question 5 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

Do you ever have trouble finding transportation for trips you want or need to make?	Mailing List	Agency Distribution	Overall
No, never	38%	78%	53%
Rarely	17%	9%	14%
Sometimes	25%	9%	19%
A lot of times	20%	3%	14%
Total	100%	100%	100%

Table 143: Question 6 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Mailing List	Agency Distribution	Overall
Work	22%	13%	20%
Visiting family or friends	38%	14%	34%
Volunteering	21%	7%	18%
Medical appointment	51%	54%	51%
Community event	34%	21%	32%
Religious service	22%	10%	20%
Recreation	41%	17%	37%
School	10%	1%	8%
Shopping/pharmacy trips	50%	29%	46%
Other, please specify	21%	27%	22%

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.

Statistical significance not tested

Table 144: Question 7 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Mailing List	Agency Distribution	Overall
Weekdays 6am to 10am	37%	23%	35%
Weekdays 10am to 4pm	50%	58%	51%
Weekdays 4pm to 7pm	39%	19%	36%
Weekdays 7pm to midnight	33%	26%	32%
Weekdays Midnight to 6am	12%	8%	11%
Saturday day time	49%	19%	45%
Saturday night time	38%	10%	33%
Sunday day time	53%	30%	50%
Sunday night time	34%	20%	32%

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.

Statistical significance not tested

Table 145: Question 8 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Mailing List	Agency Distribution	Overall
Never	32%	58%	36%
Once or twice	38%	34%	37%
3 to 6 times	22%	8%	19%
7 times or more	9%	0%	7%
Total	100%	100%	100%

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

Table 146: Question 9 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent major or minor problem)	Mailing List	Agency Distribution	Overall
Service is not provided where I live or where I want to go	68%	62%	65%
Service does not operate during the times I need	63%	50%	58%
Information about fares, schedules and routes is difficult to find	45%	36%	42%
Information about fares, schedules and routes is difficult to read	42%	27%	36%
I cannot understand the information about fares, schedules and routes	36%	23%	31%
Information about fares, schedules and routes is not in my first (non-English) language	6%	5%	6%
I am unclear about how to use public transportation	31%	24%	29%
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	43%	23%	36%
Buses or light rail trains lack clear announcements or visual displays about the next stops	37%	20%	31%
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	60%	40%	53%
I have health reasons that prevent me from being able to use fixed route public transportation	39%	23%	33%
I have difficulty boarding and exiting buses or light rail trains	35%	20%	29%
Distance from bus stop or light rail station is too far for me to walk	58%	50%	55%
I am unable to get a seat	25%	15%	21%
I do not feel safe while waiting for the bus or light rail train	45%	27%	39%
I do not feel safe while riding the bus or light rail train	37%	25%	32%
Fares are too expensive	47%	35%	43%
Travel time to my destinations is too long	57%	35%	49%
Bus stops and stations are poorly maintained	40%	28%	36%
Service is not reliable	42%	27%	36%
I do not understand how to make a transfer	31%	21%	27%

Table 147: Question 10 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services? (Percent major or minor problem)	Mailing List	Agency Distribution	Overall
Service is not provided where I live or where I want to go	50%	46%	49%
Services does not operate during the times I need	49%	37%	45%
Information about how to use the service and costs is difficult to find	43%	35%	40%
Information about how to use the service and the costs is difficult to read	33%	23%	30%
Information about how to use the service and the costs is not in my first (non-English) language	7%	8%	8%
I cannot understand the information on how to use the service and the costs	27%	17%	24%
I am unclear about how to start using it	36%	30%	34%

Table 148: Question 11 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Mailing List	Agency Distribution	Overall
Through my place of residence	44%	47%	45%
Friends or family	21%	7%	15%
Printed materials	52%	52%	52%
Telephone	17%	8%	13%
Other, please specify	9%	6%	8%
Through the place where I work or volunteer	14%	6%	11%
Electronic (websites, email, social media, smart phone)	51%	37%	46%
In-person assistance	19%	6%	14%
Presentations at church, community centers, etc.	14%	7%	11%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 149: Question 12 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

How important are each the following issues to you? (Percent very important)	Mailing List	Agency Distribution	Overall
Supporting the development of easily accessible and understandable transportation information and referral services	76%	57%	69%
Supporting veterans' transportation issues	57%	50%	54%
Supporting volunteer and faith-based transportation services	42%	33%	39%
Increasing the availability of wheelchair-accessible taxi cabs	50%	34%	44%
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	66%	42%	57%
Providing more transportation services in my community	69%	45%	60%
Providing more transportation services to regional destinations	65%	47%	58%
Expanding hours that transportation services are offered	57%	32%	48%
Expanding or adding routes in my community	65%	43%	56%
Providing lower fares for seniors and disabled riders	73%	57%	67%

Table 150: Question 15 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Mailing List	Agency Distribution	Overall
Climbing stairs	44%	35%	40%
Talking	13%	2%	9%
Lifting or carrying a package or bag	37%	24%	32%
Understanding written directions	25%	1%	16%
Understanding spoken directions	21%	3%	14%
Seeing	16%	3%	11%
Hearing	19%	16%	18%
Walking 1/4 mile	42%	32%	38%
None	25%	49%	34%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 151: Question 16 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

Do you use any of the following to get around? (Please select all that apply.)	Mailing List	Agency Distribution	Overall
None	63%	77%	69%
Guide or service dog	3%	1%	2%
White cane	6%	0%	4%
Cane or walker	22%	19%	21%
Power wheelchair or scooter	7%	3%	6%
Manual wheelchair	10%	4%	8%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 152: Question 17 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

Which best describes the building you live in?	Mailing List	Agency Distribution	Overall
Single family home or mobile home	62%	84%	70%
Townhouse, condominium, duplex or apartment	23%	14%	20%
Age-restricted senior living residence	7%	1%	5%
Assisted living residence	3%	0%	2%
Nursing home	0%	0%	0%
Other	4%	1%	3%
Total	100%	100%	100%

Table 153: Question 19 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

What is your race/ethnicity?	Mailing List	Agency Distribution	Overall
American Indian or Alaskan Native	3%	3%	3%
Asian or Pacific Islander	1%	2%	1%
Black, African American	3%	1%	2%
Hispanic/Spanish/Latino	9%	6%	8%
White/Caucasian	86%	89%	87%
Other	3%	3%	3%

*Total may exceed 100% as respondents could select more than one answer.
Statistical significance not tested*

Table 154: Question 20 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

In which category is your age?	Mailing List	Agency Distribution	Overall
18 - 44 years	25%	3%	16%
45 - 54 years	13%	5%	10%
55 - 64 years	19%	14%	17%
65 - 74 years	21%	46%	31%
75 - 84 years	14%	24%	18%
85 - 94 years	8%	7%	8%
95 years or older	1%	1%	1%
Total	100%	100%	100%

Table 155: Question 21 Compared by Type of Survey Distribution (Mailing List versus Agency Distribution)

What is your gender?	Mailing List	Agency Distribution	Overall
Female	61%	49%	56%
Male	39%	51%	44%
Total	100%	100%	100%

Appendix D: Survey Methodology

Survey Instrument Development

The goal of the Colorado Department of Transportation (CDOT) Division of Transit and Rail (DTR) statewide survey of older adults and adults with disabilities was to learn about their travel behavior and characteristics, and their transportation priorities, needs and preferences for transportation. The results will help inform the development of the CDOT Statewide Transit Plan and Regional Coordinated Transit and Human Services Plans within the 15 Transportation Planning Regions (TPRs) across the state.

The target population for the survey was adult Colorado residents age 65 years or older and residents age 18 years or older with a disability. 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.

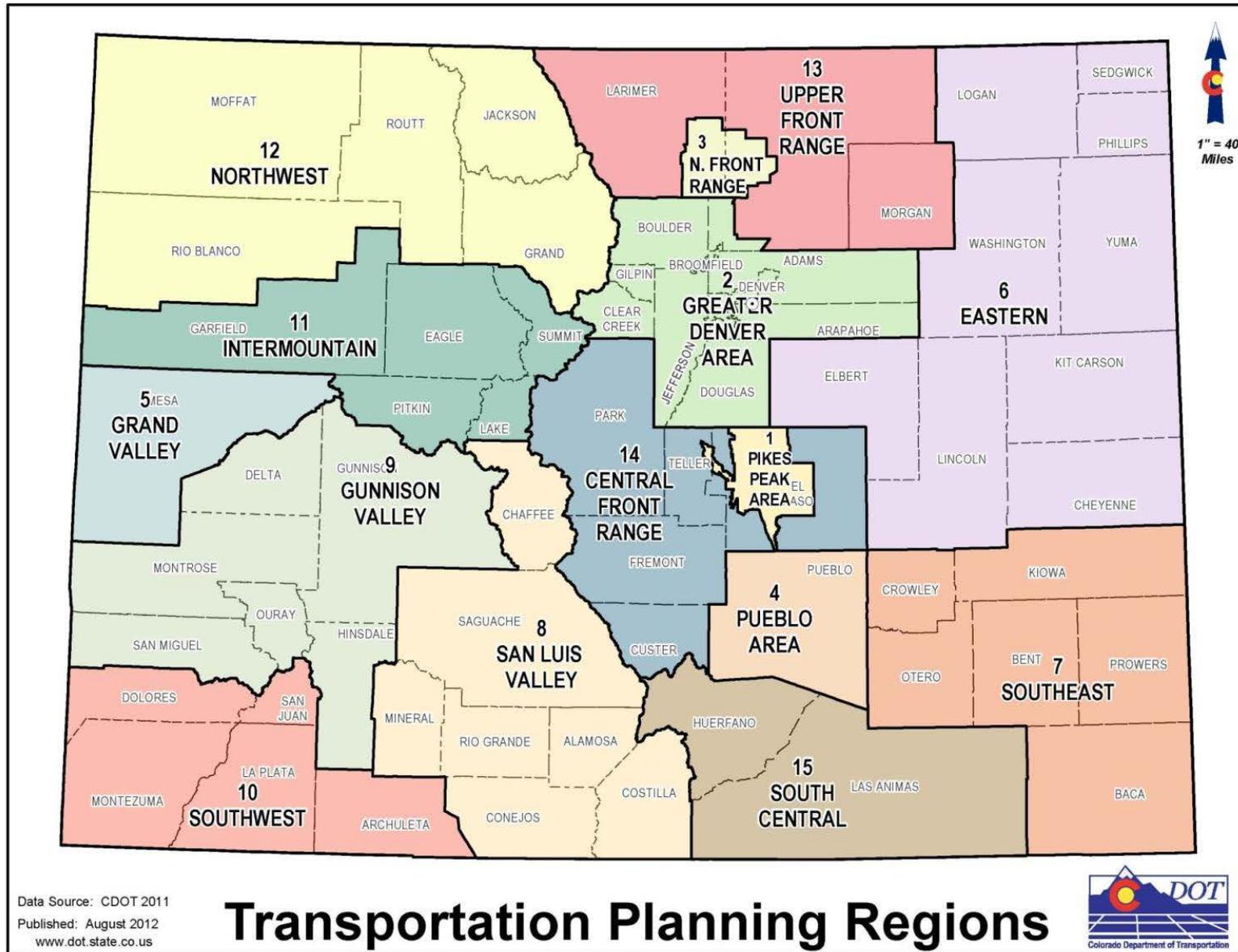
Selecting Survey Recipients

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. To find these households, NRC purchased marketing mailing lists that identified Colorado household members as fitting into one of these two groups. The addresses from these lists were geocoded into one of the 15 TPRs for tracking and analysis purposes. “Geocoding” is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. (The map on the next page displays the boundaries of these TPRs.)

The next step was to randomly select a total of 267 households within each TPR, with roughly one-third (about 89) going to households including people with disabilities and two-thirds (about 178) to households in which older adults lived. (The lists found for adults with disabilities were limited, and in a few TPRs, there were slightly less than 89 addresses in total. In these cases, all the addresses for the TPR from that list were used and additional addresses selected from the older adult list to make a total of 267 addresses to which the survey would be mailed.) A code identifying the TPR was placed on each survey, so that results could be analyzed by TPR. In a few cases, respondents tore off or scratched out that code, so that the TPR could not be identified. If the respondent answered the question about which zip code they lived in, the zip code was used to identify the TPR.

In the second approach, 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. Approximately 6,800 surveys were provided to agencies to distribute and agencies also were provided a link they could email to their clientele if they desired. If respondents answered the question about the zip code in which they lived, the zip code was used to identify the TPR in which the respondent lived.

Figure 9: Map of CDOT Transportation Planning Regions



Survey Administration and Response

In the first approach, selected households received three mailings, one week apart beginning in October of 2013. Completed surveys were collected over the following seven weeks. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from Tracey MacDonald, a Senior Transit and Rail Planner with CDOT's Division of Transit and Rail, inviting the household to participate, a questionnaire and a postage-paid envelope. Respondents also were given the opportunity to complete the questionnaire online by following a web link provided in the letter. The cover letter also include a paragraph in Spanish inviting Spanish-speaking residents to participate by asking a family member or friend who spoke English to help them complete it, they could call to request a paper copy in Spanish or they could complete the survey in Spanish online. A total of 1,190 completed surveys were obtained using this approach, for a response rate of 30%.

In the second approach, a total of 6,746 hard copy survey packets were given to Colorado agencies that serve older adults and adults with disabilities to distribute to their clientele. Agencies could also email a survey invitation to their clients with web link to an online version of the survey. A total of 998 agency-distributed hard copy surveys were received providing a response rate of 15%. In addition, 925 individuals contacted by the agencies completed the online version of the survey. Some of these surveys may have been completed by people who received a hard copy of the survey from an agency, but chose to complete the survey online. Most, however, came from those who received an email invitation from an agency to complete the survey online. Because the number of emails sent by the agencies is unknown, a response rate cannot be calculated for the web survey responses. A total of 3,113 respondents completed a survey.

The response rates varied by TPR and distribution method (see Table 156 on the next page). Response rates for the mailing list survey ranged from 22% to 45% across the TPRs, while the hard copy agency survey response rates ranged from 9% to 25%.

Table 156: 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

Survey Processing (Data Entry)

Mailed and agency-distributed surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once cleaned and numbered, all surveys were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Data from the Web surveys were automatically collected and stored while respondents answered the questions. The online survey data were downloaded, cleaned as necessary and appended to the mail survey data to create a final, complete dataset.

Survey Analysis

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). The first step of the analysis was to examine differences in response from those responding to the agency-distributed survey and the mailing list survey. 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 within the 15 TPRs. It was found that agency clientele were less likely to drive than those who received the survey

from the mailing list, and were more likely to report having transportation needs and problems. In order to make comparisons across the TPRs as fair as possible, survey results were weighted (statistically adjusted) so that the proportion from agencies and the mailing list were similar across TPRs to the overall proportion that had been received through each approach.

In addition, for the overall results, the data were weighted so that the portion of the population age 18 to 64 with disabilities and the population aged 65 and over in each TPR was proportional to the size of this population in the state as a whole. For example, according to the 2010 Census, there were 542,669 older adults age 65+ and 265,405 adults age 18-64 with a disability in the state of Colorado. In the Greater Denver TPR, there were 410,448 adults age 18-64 with a disability or adults age 65+ while in the South Central TPR there were only 6,356 adults age 18-64 with a disability or adults age 65+. The Greater Denver TPR represents 50.8% of the total population age 18-64 with a disability or age 65+ in the state, while the South Central TPR only represents 0.8% of that population in the state.

A goal of this survey was to obtain roughly equal numbers of respondents within each TPR. This required smaller TPRs to be oversampled and larger TPRs to be undersampled. Thus, the overall state results have been weighted so that each TPR is represented in the actual proportion it represents in the state. The table on the next page shows the proportion of the adult population with disabilities and older adults aged 65 and over in each TPR, compared to the number of survey responses received, the weight given to responses from each TPR and the resulting “weighted” proportion.

Table 157: TPR Survey Weights

TPR	Total number of surveys	Proportion of surveys (without unknowns**)	Population aged 18 and older with a disability or aged 65 and older*	Proportion of population aged 18 and older with a disability or aged 65 and older*	Survey weight	Weighted number of surveys	Weighted proportion of surveys (without unknowns**)
Pikes Peak Area	206	7.4%	73,405	9.1%	1.23383	254	9.1%
Greater Denver Area	626	22.4%	410,448	50.8%	2.27029	1421	50.8%
North Front Range	300	10.7%	51,833	6.4%	0.59825	179	6.4%
Pueblo Area	150	5.4%	38,140	4.7%	0.88041	132	4.7%
Grand Valley	175	6.3%	30,485	3.8%	0.60318	106	3.8%
Eastern	157	5.6%	16,467	2.0%	0.36317	57	2.0%
Southeast	119	4.3%	11,833	1.5%	0.34431	41	1.5%
San Luis Valley	127	4.5%	15,808	2.0%	0.43099	55	2.0%
Gunnison Valley	109	3.9%	22,361	2.8%	0.71033	77	2.8%
Southwest	118	4.2%	18,005	2.2%	0.52833	62	2.2%
Intermountain	156	5.6%	18,229	2.3%	0.40461	63	2.3%
Northwest	112	4.0%	9,482	1.2%	0.29314	33	1.2%
Upper Front Range	171	6.1%	39,893	4.9%	0.80779	138	4.9%
Central Front Range	180	6.4%	45,329	5.6%	0.87197	157	5.6%
South Central	92	3.3%	6,356	0.8%	0.23922	22	0.8%
Unknown	315				1.00000	315	
Overall	3,113		808,074			3,113	

* Source: 2010 Census **Surveys from an unknown TPR were assigned a weight of 1.

The complete set of frequencies for each survey question is included in *Appendix A: Responses to Survey Questions*. Survey results also were compared by various geographic areas across the state and by the demographic characteristics of the respondents (*Appendix B: Survey Responses Compared by Geographic Area* and *Appendix C: Survey Responses Compared by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendix.

Appendix E: Survey Materials

A copy of the questionnaire and survey materials appears on the following pages.



¡Queremos oír de usted!

Taking care to get you there

Dear Colorado Resident:

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

(To learn more, you can visit the website:

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

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

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

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

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

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

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

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

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

We thank you very much for your time and participation.

Respectfully,

Tracey MacDonald, Senior Transit and Rail Planner

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

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

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

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

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



¡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)

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

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

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/cdotsurveyXX.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 at 303-757-9753.

We thank you very much for your time and participation.

Respectfully,

A handwritten signature in cursive script that reads "Tracey MacDonald".

Tracey MacDonald, Senior Transit and Rail Planner

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

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

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

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

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



¡Queremos oír de usted!

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.

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)

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

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

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/cdotsurveyXX.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 at 303-757-9753.

We thank you very much for your time and participation.

Respectfully,

Tracey MacDonald, Senior Transit and Rail Planner

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Colorado Department of Transportation Survey

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

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

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

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

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

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

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

- Very likely
- Somewhat likely
- Not at all likely

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

17. Which best describes the building you live in?

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

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

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

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

20. In which category is your age?

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

21. What is your gender?

- Female
- Male

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