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

Transportation Planning Region: Pueblo Area

Survey Results

June 2014



Contents

SURVEY BACKGROUND 1

HIGHLIGHTS OF SURVEY RESULTS..... 4

RESPONSES TO SURVEY QUESTIONS..... 5

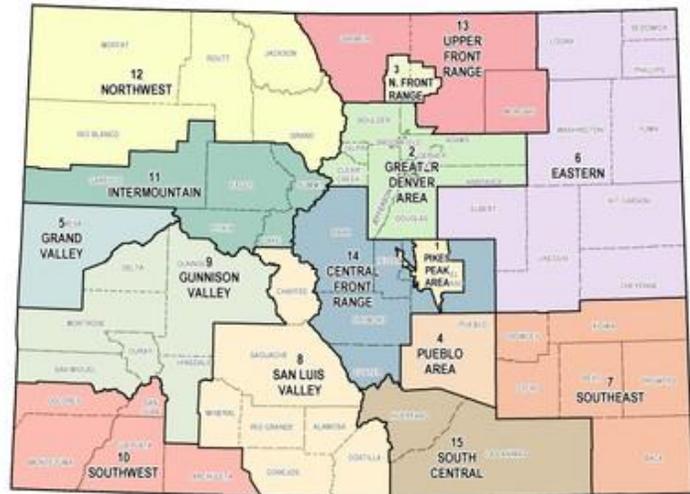
VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS 12

SURVEY INSTRUMENT..... 22

Survey Background

About the Pueblo Area Transportation Planning Region

The Pueblo Area Transportation Planning Region is located in the south front range portion of the state, and includes the entire county of Pueblo, including the city of Pueblo. According to the 2010 Census, the total population of this region was 155,554. There were 23,637 adults age 65 and older residing in this region, and 14,503 adults with disabilities age 18 to 64. This region accounts for 4.7% of older adults and adults age 18 to 64 with disabilities in the state of Colorado.



Why the survey was conducted

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

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

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

How the survey was conducted

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

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

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

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

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

For the Pueblo Area TPR, 64 respondents completed an agency-distributed hard copy survey, 10 completed the web-based agency survey and 76 respondents were from the mailing list survey. The response rates for the agency-distributed and mailing list surveys were 11% and 28%, respectively.

Number of Surveys and Survey Response Rates by TPR

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

Highlights of Survey Results

- **Many older adults and adults with disabilities living in the Pueblo TPR had been unable to get somewhere in the past month because they could not find transportation.**

When asked if they encountered difficulties finding transportation for trips they wanted or needed to make, 46% of Pueblo respondents said they had trouble, with 16% reporting having transportation difficulties “a lot of times.” Those who had trouble finding transportation were asked how often in the previous month, if at all, they had been unable to get somewhere as a result. About 3 in 10 had been unable to get somewhere 3 or more times in the month prior to the survey, while half reported having trouble once or twice.

- **A majority of Pueblo TPR respondents reported driving themselves or getting rides from friends and family in a personal vehicle.**

Four in 10 respondents reported driving themselves at least 3 times a week, while over half received rides from family/household members, friends or neighbors at least once a month. About one-quarter said they used public transportation at least monthly. Less than one-quarter used paratransit services, were driven by a paid driver or personal assistant, got a ride from a volunteer driver, used a private or non-profit transportation service or program, had taken a taxi at the full price fare, used a senior center or community center shuttle or took a taxi.

- **About one-third of those who drove themselves said they would be likely to use public transportation or paratransit instead.**

Thirteen percent said they would be very likely to use public transportation or paratransit as an alternative to driving. Conversely, 64% of respondents who drove said they would be not at all likely to use public transportation or paratransit.

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

About half of respondents felt that the lack of public transportation service where they lived or where they wanted to go and limited service hours were major or minor problems. Nearly as many cited long travel times, the distance from stops and stations being too far to walk and lack of easy access to bus stops or light rail stations in poor weather as major or minor obstacles.

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 41% and 51% of Pueblo respondents, respectively. At least one-third also cited difficulty both finding or reading information about how to use paratransit services as significant problems.

Responses to Survey Questions

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

Question 1										
In a typical month, about how often, if ever, do you use the following forms of transportation?	Never		4 or fewer times a month		1 to 2 times a week		3 or more times a week		Total	
Drive myself in a personal vehicle	48%	N=68	6%	N=8	7%	N=10	40%	N=57	100%	N=142
Get a ride in a personal vehicle from a family member or someone who lives in my household	43%	N=58	21%	N=28	12%	N=16	25%	N=33	100%	N=135
Get a ride in a personal vehicle from family, friends or neighbors	43%	N=59	25%	N=35	15%	N=21	17%	N=24	100%	N=139
Driven by a paid driver or personal assistant	82%	N=113	6%	N=8	5%	N=8	7%	N=10	100%	N=138
Get a ride from a volunteer driver	85%	N=120	10%	N=14	1%	N=1	4%	N=6	100%	N=141
Take a taxi at the full price fare	91%	N=130	7%	N=10	0%	N=0	2%	N=3	100%	N=143
Take a taxi at a subsidized or discounted fare	98%	N=139	0%	N=0	1%	N=1	1%	N=1	100%	N=141
Walk	61%	N=84	14%	N=20	10%	N=14	15%	N=21	100%	N=139
Bicycle	87%	N=124	7%	N=10	2%	N=3	4%	N=6	100%	N=142
Use transportation provided by my faith community or church	95%	N=134	2%	N=3	3%	N=4	1%	N=1	100%	N=141
Use a senior center or community center shuttle	84%	N=119	5%	N=8	4%	N=6	6%	N=9	100%	N=141
Use shuttle/transportation provided by the housing facility or complex where I live	97%	N=138	1%	N=2	0%	N=0	2%	N=3	100%	N=143
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	77%	N=108	7%	N=9	3%	N=4	14%	N=20	100%	N=141
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.)	86%	N=124	5%	N=8	4%	N=6	4%	N=6	100%	N=144
Use a private or non-profit transportation service or program	88%	N=126	2%	N=3	4%	N=6	5%	N=8	100%	N=143

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	36%	N=52
Less than half my trips	18%	N=27
About half my trips	7%	N=11
More than half my trips	9%	N=13
All of my trips	29%	N=42
Total	100%	N=144

Question 3		
If you drive yourself, what time of day do you most often drive?	Percent	Number
I don't drive	50%	N=71
Mornings	36%	N=51
Afternoons	13%	N=18
Evenings and nights	1%	N=1
Total	100%	N=141

Question 4		
For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Percent	Number
Very likely	13%	N=9
Somewhat likely	24%	N=17
Not at all likely	64%	N=44
Total	100%	N=70

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

Question 5		
Do you ever have trouble finding transportation for trips you want or need to make?	Percent	Number
No, never	54%	N=75
Rarely	11%	N=15
Sometimes	19%	N=26
A lot of times	16%	N=22
Total	100%	N=139

Question 6		
For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Work	23%	N=15
Visiting family or friends	27%	N=17
Volunteering	8%	N=5
Medical appointment	50%	N=32
Community event	29%	N=19
Religious service	16%	N=10
Recreation	37%	N=23
School	6%	N=4
Shopping/pharmacy trips	61%	N=38
Other, please specify	19%	N=12

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

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

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	43%	N=26
Weekdays 10am to 4pm	41%	N=25
Weekdays 4pm to 7pm	31%	N=19
Weekdays 7pm to midnight	20%	N=12
Weekdays Midnight to 6am	4%	N=3
Saturday day time	33%	N=20
Saturday night time	27%	N=17
Sunday day time	53%	N=33
Sunday night time	39%	N=24

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

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

Question 8		
How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Percent	Number
Never	22%	N=14
Once or twice	47%	N=30
3 to 6 times	21%	N=13
7 times or more	10%	N=6
Total	100%	N=64

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

Question 9								
Public transportation services includes buses, trains and other forms of transportation that charge set fares, run on fixed routes, and are available to the public. Below is a list of possible barriers to using public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using public transportation.	Major problem		Minor problem		Not a problem		Total	
	Service is not provided where I live or where I want to go	38%	N=46	10%	N=12	52%	N=62	100%
Service does not operate during the times I need	40%	N=45	13%	N=15	47%	N=54	100%	N=114
Information about fares, schedules and routes is difficult to find	14%	N=15	22%	N=24	65%	N=72	100%	N=112
Information about fares, schedules and routes is difficult to read	16%	N=18	21%	N=23	63%	N=72	100%	N=113
I cannot understand the information about fares, schedules and routes	19%	N=23	21%	N=24	60%	N=69	100%	N=116
Information about fares, schedules and routes is not in my first (non-English) language	6%	N=6	3%	N=3	92%	N=103	100%	N=113
I am unclear about how to use public transportation	21%	N=24	13%	N=15	67%	N=77	100%	N=116
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	22%	N=25	8%	N=10	70%	N=82	100%	N=116
Buses or light rail trains lack clear announcements or visual displays about the next stops	13%	N=14	9%	N=10	78%	N=85	100%	N=109
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	32%	N=36	14%	N=16	55%	N=63	100%	N=115
I have health reasons that prevent me from being able to use fixed route public transportation	26%	N=32	11%	N=13	63%	N=75	100%	N=119
I have difficulty boarding and exiting buses or light rail trains	21%	N=24	6%	N=7	73%	N=82	100%	N=113
Distance from bus stop or light rail station is too far for me to walk	28%	N=32	17%	N=19	55%	N=63	100%	N=113
I am unable to get a seat	12%	N=13	10%	N=11	78%	N=85	100%	N=109
I do not feel safe while waiting for the bus or light rail train	22%	N=25	17%	N=20	61%	N=69	100%	N=114
I do not feel safe while riding the bus or light rail train	18%	N=20	17%	N=19	66%	N=74	100%	N=113
Fares are too expensive	15%	N=17	25%	N=29	59%	N=66	100%	N=112
Travel time to my destinations is too long	26%	N=29	19%	N=21	54%	N=60	100%	N=110
Bus stops and stations are poorly maintained	22%	N=24	15%	N=17	63%	N=70	100%	N=111
Service is not reliable	18%	N=20	14%	N=15	68%	N=76	100%	N=111
I do not understand how to make a transfer	23%	N=26	6%	N=7	70%	N=77	100%	N=109

Question 10								
Paratransit is a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. Most paratransit service is provided “on demand,” meaning the person using the service must contact the agency to arrange service. Below is a list of possible barriers to using paratransit services. To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services?	Major problem		Minor problem		Not a problem		Total	
	Service is not provided where I live or where I want to go	30%	N=35	11%	N=13	58%	N=67	100%
Services does not operate during the times I need	34%	N=37	17%	N=18	50%	N=54	100%	N=109
Information about how to use the service and costs is difficult to find	18%	N=19	23%	N=24	60%	N=64	100%	N=107
Information about how to use the service and the costs is difficult to read	11%	N=12	23%	N=25	66%	N=71	100%	N=108
Information about how to use the service and the costs is not in my first (non-English) language	5%	N=5	4%	N=4	91%	N=97	100%	N=106
I cannot understand the information on how to use the service and the costs	14%	N=15	11%	N=12	74%	N=80	100%	N=108
I am unclear about how to start using it	14%	N=15	9%	N=10	76%	N=80	100%	N=104

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	41%	N=54
Friends or family	31%	N=41
Printed materials	47%	N=62
Telephone	18%	N=24
Other, please specify	17%	N=23
Through the place where I work or volunteer	11%	N=15
Electronic (websites, email, social media, smart phone)	22%	N=29
In-person assistance	17%	N=22
Presentations at church, community centers, etc.	4%	N=5

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

Question 12								
CDOT is working with a number of groups across the state to create a statewide transit plan. We want to know what issues we should focus on in creating this plan. How important are each the following issues to you?	Very important		Somewhat important		Not at all important		Total	
	Supporting the development of easily accessible and understandable transportation information and referral services	79%	N=105	12%	N=16	9%	N=13	100%
Supporting veterans' transportation issues	70%	N=89	14%	N=18	16%	N=21	100%	N=128
Supporting volunteer and faith-based transportation services	46%	N=58	34%	N=43	20%	N=26	100%	N=127
Increasing the availability of wheelchair-accessible taxi cabs	57%	N=70	23%	N=28	20%	N=25	100%	N=123
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	66%	N=84	15%	N=20	18%	N=23	100%	N=127
Providing more transportation services in my community	67%	N=84	19%	N=24	14%	N=18	100%	N=126
Providing more transportation services to regional destinations	64%	N=79	19%	N=23	18%	N=22	100%	N=124
Expanding hours that transportation services are offered	56%	N=70	24%	N=30	19%	N=24	100%	N=124
Expanding or adding routes in my community	60%	N=75	23%	N=28	17%	N=21	100%	N=125
Providing lower fares for seniors and disabled riders	72%	N=97	14%	N=19	14%	N=20	100%	N=136

Question 15		
Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Percent	Number
Climbing stairs	46%	N=67
Talking	19%	N=27
Lifting or carrying a package or bag	35%	N=51
Understanding written directions	35%	N=51
Understanding spoken directions	27%	N=39
Seeing	15%	N=22
Hearing	22%	N=32
Walking 1/4 mile	43%	N=61
None	20%	N=29

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

Question 16		
Do you use any of the following to get around? (Please select all that apply.)	Percent	Number
None	70%	N=98
Guide or service dog	1%	N=2
White cane	2%	N=3
Cane or walker	20%	N=28
Power wheelchair or scooter	3%	N=4
Manual wheelchair	9%	N=12

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

Question 17		
Which best describes the building you live in?	Percent	Number
Single family home or mobile home	78%	N=117
Townhouse, condominium, duplex or apartment	12%	N=17
Age-restricted senior living residence	3%	N=4
Assisted living residence	3%	N=4
Nursing home	0%	N=0
Other	5%	N=8
Total	100%	N=149

Question 19		
What is your race/ethnicity?	Percent	Number
American Indian or Alaskan Native	3%	N=4
Asian or Pacific Islander	1%	N=1
Black, African American	2%	N=3
Hispanic/Spanish/Latino	29%	N=41
White/Caucasian	71%	N=102
Other	3%	N=5

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

Question 20		
In which category is your age?	Percent	Number
18 - 44 years	25%	N=37
45 - 54 years	9%	N=13
55 - 64 years	25%	N=37
65 - 74 years	21%	N=30
75 - 84 years	11%	N=16
85 - 94 years	8%	N=11
95 years or older	1%	N=2
Total	100%	N=147

Question 21		
What is your gender?	Percent	Number
Female	48%	N=68
Male	52%	N=75
Total	100%	N=143

Verbatim Responses to Open-Ended Questions

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

Comments from those completing an Agency survey

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

- Provider with service agency
- Pueblo, citi lift
- Ride from day program for developmental disabilities.
- S.r.da.
- Service agency
- Service agency provider
- Service provider
- Service provider agency
- Srda they are great!!
- Srss facility van
- Staff at b-4

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

- Day program
- Day program we live out in the country
- Grocery shopping
- Hair cuts
- Live at pueblo west gardens, no transportation, period
- Mother provides all needs
- No bus transportation after 5:00 had to walk. On sundays and dec. 25th my birthday have to walk to go eat.
- No problems
- No transportation provided in the evening and Sunday for citilift
- None, facility provides
- Only use formed, app. And a.a. once for gro. Shopping
- Out of town trips. I don't drive on the freeway.
- Use citi lift only

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

- Handicap, wheelchair bound

- I have a hard time reading and may miss my stop and people have a hard time understanding me.
- I have mental disability
- I live at home with my parents, they or other family members provide me with all my transportation needs. I am mentally retarded, due to down syndrome
- In wheelchair and dependent on my family
- Live in a house, they take me everywhere.
- My parents wont let me ride the bus because of safety and others taking advantage of my goodness
- No bus or public transportation at all at pueblo west co. Live with others elderly, disabled people and suffer because of that.
- No public transportation live in a rural area the above questions are not applicable to me
- The buses don't run when i need them to get to work 6pm-10pm they don't run to pueblo west or beulah or colorado city
- The drivers turn corners very rapidly and i have a heavy walker...so i can board a bus transit
- These do not pertain to james because i, his mother do all transporting

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

- Again, no buses pueblo west has no paratransit services. We need help.
- Do not need it
- Fixed cost for monthly rate
- Live in a home, they take us everywhere
- Not app. My mom drives me
- On schedules...i do not understand what your getting at.
- Service only provided by sparks residential
- Some reason have a hard time reading
- Unreliable drivers have taken me to the wrong places -not available always
- Unreliable they have 1/2 hr. Give or take, time medical appt. And work don't follow.give or take time. And shouldn't have to.
- Would like sunday bus

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

- Day program spectrum
- Day program, colorado blue sky destiny
- Day programs
- Mail
- Mail
- Mail
- New on tv
- No where
- Not at all

- PUBLIC COMMUNITY INFO BOARDS IE. GROCERY DEPT STORES, LIBRARY, COMMUNITY CENTERS.
- Pueblo west gardens where i live.
- Service agency
- Service agency provider
- Spectrum community services
- Would really prefer to have someone assist me with this

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

- Adding routes. Need transportation longer in city limits after 5:00
- Citylift i have used in the past for work but would have to leave work early or i would be left waiting for an hour or more. Twice was taken to wrong location- driver got mad when i wouldn't get off. Unreliable transportation for work
- Dd client is treated really well and always with respect. I am glad any rides, city lift, they are awesome bus drivers.
- Do not know what other trans. Options are out there or who to contact to get this info. Have always used srda but but will not be avail. After 11-1-14
- Drivers could be more helpful explaining how to get from point a to point b
- Everyone has been wonderful, drivers, people giving out the rides. The caring, understanding and compassion go a long way. I would not be able to make my appt. If it weren't for srda
- Has a lot of pot holes going to colorado springs colorado .
- Having to wait for a ride. Having to call for rides
- I am mentally disabled and only do what my mother does. I have bus service from srda 3 days a week to pueblo diversified industries.
- I am visually impaired and there is no transportation services where I live. I either get a ride from my wife, call a friend or I stay home.
- I have missed buses for important med. Appts.
- I have not been able to shop for necessities using my transportation due to prioritizing on their part , however i am able to go to medical appointments.
- I have tried to ride city lift to get to my various jobs but was always late either getting picked up or dropped off. The buses don't run when i need them, and transfers are very hard to understand.
- I used a bus service when my car broke down.
- I wish the bus would run on sundays, sometimes they are late
- I would like the bus to run on sundays
- I would like the bus to run on sundays
- If my mother cannot take me or if it is for a specific program or work, she takes care of transportation, issues, arrangements.
- In the past, did not have a lot of faith that the paratransit van would show up, schedules not very responsible. Has improved greatly in past couple of years.
- Is being bad to get places.

- Its not available at all in pueblo west
- Kenneth has transportation 3 days a week provided by srda. The service has been more than excellent- i hope srda can continue to provide this service
- Miss medical appts. Trouble finding a ride. Few opportunity for recreation.
- My esperiences have all been very good
- No buses on sundays
- No problem
- No problem, my facility provides all transportation
- No problems
- No public transportation is available where I live or even nearby. The impact is not being able to get groceries, get to the doctor, or even to work, especially right after surgeries, etc.
- No Regional transportation available. limited days/hours for bus service. some routes take over an hour for a short distance due to route
- No transportation in our area. My daughter is picked up by a senior service for her day program which will end in jan. 2014 because funds are being discontinued.
- None really, my family will always be there when i need them
- None, i get great service!
- Our local service runs from 6:30 to 6:30. You either get to work or get home, not both. You can't go out at night. Space and time between stops is long, and sidewalks are in terrible condition.
- Ride and taxi expensive.
- Slow bus at times
- Some of the transportation wont get you to grocery store and help you carry in the food where you have to take a taxi home and you have to pay
- Sometimes have to wait a long time for bus service. No bus service on sundays makes finding transportation more difficult.
- Somewhat concerned
- Srda has been very supportive with joey. Joe has a severally limited intellectual capacity, he was born with downs syndrome.
- Srda is a great help to take my dad to kidney dialysis x6/wk.
- The bus #206 has jerking and bumps i have upper and lower back problems, it hurts to go over the bumps and sometimes the drivers go over bumps to fast.
- The bus runs late. No sunday buses. Saturdays are hard to get a bus
- The bus runs late. Sometimes i do not feel safe waiting for the bus or riding on the bus. The bus stop bathrooms are filthy!
- The positive thing is that it helps me get where i need to go independently without family member or provider
- uNAWARE OF SERVICES AVAILABLE, EXCEPT VA. UNABLE TO TRANSPORT FORESEE MISSED APPOINTMENTS. UNKNOWN COST WILL NEED BUDGETARY CHANGES THAT WILL BE LIMITED ON A FIXED INCOME.
- Very bad getting out of this place requires transportation and is a big hassle.
- Very good i have always been able to get to the places i need to go
- Well one thing is that the stops are farther away from my stops and transfers have to be used on different buses when i really could use for same bus.

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

- Unless you can pay for personal services there are none
- Buses are scary and taxi drivers are scary. Don't feel safe from people riding the bus and taxi take advantage of my disability
- No major issues
- Wont the pueblo bound open land west 4th st hast a lot of pot holes
- City lift gets me to early and i have to ride around 1 1/2 hrs to get to work, so i quit city lift
- Need transportation seven days a week.
- Enforce the rule of disabled folks getting close seats
- Well i think that the younger people should have respect for older people and not sit in their seats for handicap or older people. Bus driver should say something
- Need to expand the hours of operation and expand more routes
- I would liketo see transportation start a little earlier, because i leave my house at 5:30 am to my dialysis treatment
- More hours and routes on everyday. It is difficult in summer to attend community activities with short bus hours
- Did you forget us at pueblo west co. No nothing, no city lift, anything. There are a lot of us older adults and people with disabilities that require transportation
- Most of these questions are not answerable. Kenneth is mentally disabled, attends pueblo deversified industries is picked up by srda 3 times a week. As far other times i take him.
- Rural areas need move transportation for elderly and disabled
- Maybe add another time - hour for service in puebo west area
- Lower rates, dirty stations especially on lake.
- Sometimes i do not feel very safe on the bus because people, bug me
- Sometimes people bother me while riding the bus
- Cheaper rates
- They need seat belts
- Lower rates, and have more bus times available, especially the weekends
- Be on time, clean up bus stops, lessen the stops each bus has to take so it doesn't take so long to get somewhere
- I believe that if a person needs or wants to go somewhere, they should have the transportation they need to do so. Whether it is shopping , medical or just to see friends, even weekends
- Longer hours better-safer transfer info. And spots to change. Expand to outlying communities in the same county.
- No problems
- Extend the routes
- Not very much space in bus for shopping cart, carry my groceries, heavy. Don't come further to my destination.
- Trying to climb the buses with stairs is very painful and i have a walker

- Unsure-have downs syndrome. Need transp. To and from work 3 days wk that is safe and reliable. Due to their work schedule it will be almost impossible for parents to get me to and from work
- It is possible this service will be discontinued in 2014
- No problem
- One time the bus was dropping my dad off at the wrong house on the next street because they couldn't understand his esophageal speech.
- None, no problems!
- The lack of finances has limited number of days that people can use srda transportation. I would like to see an increase in number of trips fo clients.
- If your dr. Calls and says he or she wants to see you in 2 hrs. There is no way possible. They want a day before call in most cases
- Bus service on sundays and holidays would be helpful. Susidized taxis would be helpful
- There is a lovely long not much used railroad line nearby, running no/so and used only by coal trains. Why doen't the state set up commuter trains in the morning and afternoon/evening, with some on weekends and later at night for Denver activities, and run them from Nor. CO down to south of Pueblo, maybe even all the way to Trinidad once daily? Run the coal trains' schedules around these commuter trains, and put the rails to real use!!!
- pUEBLO wEST DONOT KNOW AVAILABLE TRANSPORTATION RESOURCES, KNOWN STOPS OR PICKUP SPOTS NO VISUALIZATION IN THE COMMUNITY.
- pueblo county has no transit system. no sunday or evening services
- There is senior trasportation to outside community areas but not otherwise. Transportation for everyone
- We need an accessible, affordable express route to Denver. Train would be great if feasible.
- I live in Pueblo West. Pueblo wants to extend transit services to Pueblo West but Pueblo West refuses. They are performing a disservice to the community and its residents. I have contacted multiple members of the metro district board but they are inflexible and will not consider my requests.

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

- Grandparents house
- With mom
- Residential home
- This was filled out by me, mother of kenneth

Comments from those completing a mailed survey

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

No “other” responses were provided for this question.

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

- Jury duty
- Long drives.
- No trouble

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

- All of the above questions are n/a because there is no public transit in my area of pueblo west, co 81004
- Capable of driving do not need help.
- Do not trust their skills of driving
- Do not use or know anything about.
- Don't use public transportation.
- I am 99 years old
- I am not restricted from driving and my drivers lic. Were renewed this yr. And are good till 4-6-17 my wife usually does all my driving.
- I am still working 4 times a week. Public transportation from where i live to where i work is not available. At least to my knowledge.
- I don't know because i do not use.
- I don't need it at this time probably in the future
- I have my own car and have no reason to use public transportation. None of the above questions on this page are a problem. They don't pertain to my situation.
- I never use transportation services because i have family that helps or i can drive myself.
- In and out of
- No service in my area.
- Service not available where i live
- The city of pueblo has an official policy not to provide service outside the city limits, despite receiving federal funds at the designated recipient for the entire urban area.
- There are no public transportation services where i live.

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

- Capable of driving do not need help.
- Do not know of any
- Do not use or know anything about.
- I don't need it. I drive myself.

- I don't use services so i have no knowledge.
- I still drive
- No service.
- See bottom of page 3
- Stated question 9
- Use my own transportation

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

- Do not need
- I don't need information about transportation services.
- Mail
- Mailings or newspaper info
- No information necessary
- Not available in my area
- On bus stop itself and in front page of phone book or make a little book and mail it.

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

- Can not say, never use them.
- Do not use
- Does not pertain to me at this time.
- Don't use it.
- Fortunately i am still able to drive my vehicle and have never needed to use public transportation so i cannot answer this question.
- Good
- Good
- Have not had the need for transportation at this time in my life.
- Have not had to utilize any form of public transportation service; no experiences.
- Having a train from suthern co. To colorado springs and denver airports would be helpful.
- I am able to drive myself to all destinations. No public transit from pueblo west to pueblo.
- I do not live where most public transportation service are available.
- I do not use these services
- I don't know how to get information about transportation services.
- I don't need any transportation services.
- I don't go if i can't drive my care to where i am going to see my children, they come to pick me up.
- I drive personal vehicle
- I have no idea, i drive myself.
- Inclement weather, seeing, walking
- It is very difficult to get around without family or friends, i know first hand

- It would be urgent
- Missed medical appointments
- N/a at this time, but could be a problem when i become too old to drive safely.
- Need easier access, need quicker pick up after appointment.
- Never tried to use any
- Never use
- No bus service here.
- No experience
- No personal experience.
- No problems with any of the above.
- None available in my area
- None available.
- Not available on sundays
- Not enough handicap parking, abuse by non handicap.
- Only issue is lack of evenings/night service
- Personally myself have not had a problem. But i've seen people get angry when the bus is late.
- Times and available stops
- To date no real problems for me. I would love to see front range rail., would be more access to cities if i didn't have to drive during storms.
- We have no service for the public.
- We use our own car.

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

- Do don't use them so i don't know what the problems.
- Do not know.
- Do think its great for people without a car or cannot drive.
- Don know any of the pros or cons for or against public transportation to comment.
- Don't have any
- Don't know, never used public transportation
- Door to door pickup or at least as close as possible.
- Easy on-off with easy directions- getting tickets or tokens-easy directions.
- Have a place for them to sit down. I've seen people sit on curbs and sidewalks
- Have not tried public transit. But light rail to spring-denver would be nice.
- I do know it takes too long to get from south to north in pueblo. Working people can't use it as it takes too long from one side to the other
- I would hope you would help those people who need it. I just don't need it myself.
- Make if affordable and safe for all.
- Mental health and medical services are sometimes needy.
- More buses more often
- More handicap entrances at major stores.

- Most of us neighbors drive ourselves or our children come to get us.
- My friends and i are always looking for a ride to pueblo for doctors appointments, shopping etc.
- Need economical transportation for seniors, without long wait times.
- Need transportation here period.
- No knowledge of services
- No transportation services near residence.
- None
- None at this time.
- Not convenient hourly is not often enough to get to and from pueblo destinations.
- Okay
- One mode of transportation for the elderly would be some sort of rail service to colorado springs, denver etc. I know i am unable to drive well in the dark so any trips out of town have to be done during day light hours. I will not drive to denver, am uncomfortable with the traffic and dont know my way around and i definetely would consider rail to get there, provided the fee was reasonable.
- See number 13. I am fortunate in not needing this service but can certainly see the need for the many shut ins. Esp, for appointments in pueblo. A pool of drivers in rural communities would help
- Sufaces on the highway 50 east. Rocks are hard to ride bicycles or walk on. You slide on them like marbles when picking up the mail. You skid out when driving out or stopping.
- Takes to long to go anywhere.
- The main transportation problem in our area is that hwy 50 between pueblo and the state line is very dangerous. It needs to be a 4 lane highway all the way through
- The state is wasting time and money on this survey- fix the roads.
- Unknown, at this time i can still drive and family members help out also.
- Use sanctions to make the city, pueblo implement transit throughout the urban metropolitan area, and restore service to 30 min. On all routes. 15 min. Service am-pm peak hrs.
- We need other transportation instead of just airplanes. Lots of us cant fly because of medications, we are on blood pressure, etc.
- Would like to see transit trains to major cities along the front range. Running paralel to i-25
- Years ago there was a shuttle that ran from colorado city to pueblo but when that stopped we had no service provided

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

- Mobile home
- Retired

Survey Instrument

A copy of the questionnaire appears on the following pages.



¡Queremos oír de usted!

Taking care to get you there

Dear Colorado Resident:

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

(To learn more, you can visit the website:

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

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

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

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

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

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

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

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

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

We thank you very much for your time and participation.

Respectfully,

Tracey MacDonald, Senior Transit and Rail Planner

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

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

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

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

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



¡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,

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.

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