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

Transportation Planning Region: Southwest Area

Survey Results

June 2014



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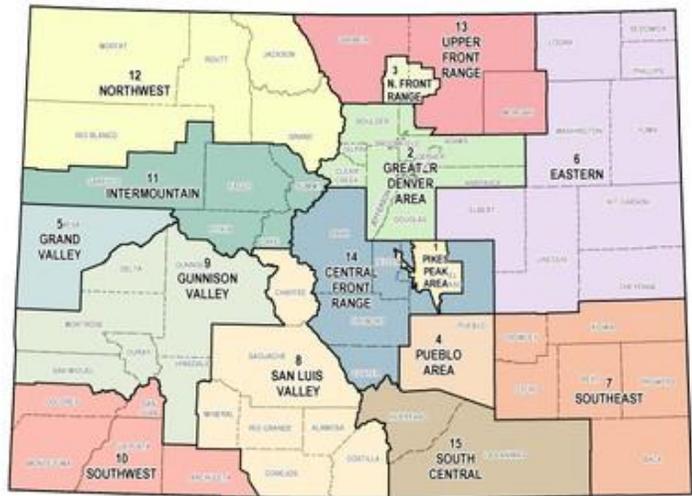
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Survey Background

About the Southwest Transportation Planning Region

The Southwest Transportation Planning Region is located in the southwest corner of the state, and includes the entire counties of Archuleta, Dolores, La Plata, Montezuma, and San Juan. According to the 2010 Census, the total population of this region was 90,530. There were 12,626 adults age 65 and older residing in this region, and 5,379 adults with disabilities age 18 to 64. This region accounts for 2.2% 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 Southwest TPR, 27 respondents completed an agency-distributed hard copy survey, 6 completed the web-based agency survey and 85 respondents were from the mailing list survey. The response rates for the agency-distributed and mailing list surveys were 13% and 32%, 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

- **About half 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 did not depend on others for any of their trips.**

About one-quarter of survey participants in the Southwest TPR said they relied on someone else for half or more of their trips and one-quarter relied on someone else for some, but fewer than half, of their trips.

In a typical month, many reported driving themselves (77%) getting a ride in a personal vehicle from family, friends or neighbors who did not live with them (47%) or walking (56%) at least once. Less than one in five reported using a taxi, volunteer driver or paratransit.

- **Almost two-thirds of respondents reported having no 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, 63% of respondents said they never had trouble, while 37% did have troubles (15% said they experienced problems finding transportation “a lot of times” and 23% had trouble sometimes or rarely). Respondents most often reported having trouble finding needed transportation for medical appointments and shopping/pharmacy trips.

- **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.**

About half of respondents from the Southwest TPR felt that the lack of public transportation service where they lived or where they wanted to go was major problem, and 4 in 10 said that lack of service during needed times. One in three respondents said they cannot easily access bus stops or light rail stations when there is snow or other poor weather conditions (30% cited this as a “major” problem), or do not want to or cannot wait for delayed buses or trains in poor weather. About one-quarter said the long distance from the transit stop or station was a major problem.

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 half of Southwest TPR respondents.

- **The two issues deemed of highest importance for the statewide transit plan by Southwest TPR residents were providing lower fares for seniors and disabled riders and providing more transportation services in the community.**

Overall, most of the issues included on the survey were deemed somewhat or very important by a majority of respondents. Providing lower fares for seniors and disabled riders were somewhat (9%) or very important (74%) to about 8 in 10 respondents as was providing more transportation services in the community (20% somewhat and 66% very important). Supporting the development of easily accessible and understandable transportation information and referral services also was a priority for respondents (22% somewhat and 63% very important).

Slightly fewer, about 6 in 10 respondents, identified areas that focused on expanding services and routes in their communities and to regional destinations. About 6 in 10 also identified expanding discount programs and/or subsidies, expanding or adding routes in their community supporting veterans' transportation issues. Just over half thought that hours of service for transportation services should be expanded. Less important to Southwest TPR respondents was increasing the availability of wheelchair-accessible taxi cabs, although 43% still felt this was very important.

Responses to Survey Questions

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

Question 1										
In a typical month, about how often, if ever, do you use the following forms of transportation?	Never		4 or fewer times a month		1 to 2 times a week		3 or more times a week		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Drive myself in a personal vehicle	23%	N=27	4%	N=5	12%	N=14	61%	N=72	100%	N=117
Get a ride in a personal vehicle from a family member or someone who lives in my household	60%	N=70	20%	N=23	11%	N=12	10%	N=12	100%	N=117
Get a ride in a personal vehicle from family, friends or neighbors	53%	N=61	32%	N=37	7%	N=8	8%	N=9	100%	N=116
Driven by a paid driver or personal assistant	88%	N=101	0%	N=1	4%	N=4	8%	N=9	100%	N=115
Get a ride from a volunteer driver	85%	N=98	7%	N=8	4%	N=4	4%	N=5	100%	N=115
Take a taxi at the full price fare	95%	N=110	4%	N=5	0%	N=0	0%	N=1	100%	N=115
Take a taxi at a subsidized or discounted fare	96%	N=110	4%	N=4	0%	N=1	0%	N=0	100%	N=115
Walk	44%	N=52	16%	N=18	17%	N=20	23%	N=27	100%	N=117
Bicycle	84%	N=99	11%	N=13	2%	N=2	3%	N=3	100%	N=117
Use transportation provided by my faith community or church	95%	N=109	5%	N=5	0%	N=0	0%	N=0	100%	N=115
Use a senior center or community center shuttle	74%	N=87	8%	N=10	10%	N=12	8%	N=9	100%	N=117
Use shuttle/transportation provided by the housing facility or complex where I live	98%	N=115	0%	N=1	0%	N=0	2%	N=2	100%	N=117
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	82%	N=97	10%	N=12	2%	N=2	6%	N=7	100%	N=117
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.)	88%	N=103	7%	N=8	4%	N=4	2%	N=2	100%	N=117
Use a private or non-profit transportation service or program	89%	N=104	8%	N=9	0%	N=0	4%	N=4	100%	N=117

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	47%	N=55
Less than half my trips	32%	N=37
About half my trips	5%	N=5
More than half my trips	6%	N=7
All of my trips	11%	N=13
Total	100%	N=116

Question 3		
If you drive yourself, what time of day do you most often drive?	Percent	Number
I don't drive	19%	N=21
Mornings	59%	N=66
Afternoons	21%	N=24
Evenings and nights	1%	N=1
Total	100%	N=112

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	10%	N=9
Somewhat likely	27%	N=24
Not at all likely	63%	N=57
Total	100%	N=90

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	63%	N=72
Rarely	13%	N=14
Sometimes	10%	N=11
A lot of times	15%	N=17
Total	100%	N=114

Question 6		
For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Work	18%	N=7
Visiting family or friends	40%	N=15
Volunteering	17%	N=7
Medical appointment	66%	N=26
Community event	50%	N=19
Religious service	28%	N=11
Recreation	27%	N=10
School	7%	N=3
Shopping/pharmacy trips	54%	N=21
Other, please specify	32%	N=13

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

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

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	53%	N=18
Weekdays 10am to 4pm	67%	N=22
Weekdays 4pm to 7pm	48%	N=16
Weekdays 7pm to midnight	30%	N=10
Weekdays Midnight to 6am	21%	N=7
Saturday day time	64%	N=21
Saturday night time	43%	N=14
Sunday day time	72%	N=24
Sunday night time	43%	N=14

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	47%	N=20
Once or twice	20%	N=8
3 to 6 times	17%	N=7
7 times or more	16%	N=7
Total	100%	N=42

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	47%	N=52	17%	N=19	36%	N=39	100%
Service does not operate during the times I need	38%	N=36	27%	N=25	35%	N=33	100%	N=93
Information about fares, schedules and routes is difficult to find	11%	N=10	22%	N=20	67%	N=60	100%	N=90
Information about fares, schedules and routes is difficult to read	13%	N=11	14%	N=13	72%	N=63	100%	N=87
I cannot understand the information about fares, schedules and routes	11%	N=9	6%	N=5	84%	N=73	100%	N=87
Information about fares, schedules and routes is not in my first (non-English) language	1%	N=1	0%	N=0	99%	N=85	100%	N=86
I am unclear about how to use public transportation	6%	N=5	17%	N=15	76%	N=65	100%	N=85
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	12%	N=10	14%	N=12	74%	N=63	100%	N=86
Buses or light rail trains lack clear announcements or visual displays about the next stops	13%	N=11	6%	N=5	80%	N=68	100%	N=85
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	30%	N=24	14%	N=11	57%	N=46	100%	N=81
I have health reasons that prevent me from being able to use fixed route public transportation	12%	N=10	14%	N=12	73%	N=62	100%	N=84
I have difficulty boarding and exiting buses or light rail trains	14%	N=11	10%	N=8	77%	N=65	100%	N=85
Distance from bus stop or light rail station is too far for me to walk	26%	N=22	15%	N=13	59%	N=50	100%	N=84
I am unable to get a seat	5%	N=4	11%	N=9	83%	N=69	100%	N=83
I do not feel safe while waiting for the bus or light rail train	16%	N=14	9%	N=8	74%	N=62	100%	N=84
I do not feel safe while riding the bus or light rail train	8%	N=7	11%	N=9	80%	N=67	100%	N=84
Fares are too expensive	18%	N=15	9%	N=7	73%	N=59	100%	N=81
Travel time to my destinations is too long	17%	N=14	17%	N=14	67%	N=54	100%	N=82
Bus stops and stations are poorly maintained	6%	N=5	8%	N=7	86%	N=70	100%	N=81
Service is not reliable	11%	N=9	19%	N=15	70%	N=56	100%	N=79
I do not understand how to make a transfer	7%	N=6	3%	N=3	89%	N=72	100%	N=80

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	34%	N=33	15%	N=15	51%	N=51	100%
Services does not operate during the times I need	32%	N=25	23%	N=19	45%	N=36	100%	N=80
Information about how to use the service and costs is difficult to find	13%	N=10	11%	N=9	77%	N=63	100%	N=82
Information about how to use the service and the costs is difficult to read	11%	N=8	16%	N=12	73%	N=54	100%	N=74
Information about how to use the service and the costs is not in my first (non-English) language	3%	N=2	0%	N=0	97%	N=73	100%	N=75
I cannot understand the information on how to use the service and the costs	4%	N=3	14%	N=10	83%	N=60	100%	N=72
I am unclear about how to start using it	13%	N=10	14%	N=11	73%	N=57	100%	N=79

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	40%	N=40
Friends or family	10%	N=10
Printed materials	63%	N=64
Telephone	16%	N=16
Other, please specify	7%	N=7
Through the place where I work or volunteer	17%	N=18
Electronic (websites, email, social media, smart phone)	33%	N=34
In-person assistance	6%	N=7
Presentations at church, community centers, etc.	9%	N=9

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	63%	N=67	22%	N=23	15%	N=16	100%	N=106
Supporting veterans' transportation issues	57%	N=60	12%	N=13	31%	N=33	100%	N=106
Supporting volunteer and faith-based transportation services	45%	N=48	36%	N=38	18%	N=20	100%	N=106
Increasing the availability of wheelchair-accessible taxi cabs	43%	N=46	25%	N=27	32%	N=34	100%	N=106
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	57%	N=60	23%	N=25	20%	N=21	100%	N=106
Providing more transportation services in my community	66%	N=69	20%	N=21	15%	N=16	100%	N=106
Providing more transportation services to regional destinations	61%	N=66	20%	N=22	19%	N=21	100%	N=109
Expanding hours that transportation services are offered	55%	N=57	24%	N=24	21%	N=22	100%	N=103
Expanding or adding routes in my community	58%	N=63	25%	N=27	17%	N=18	100%	N=108
Providing lower fares for seniors and disabled riders	73%	N=78	9%	N=10	18%	N=19	100%	N=107

Question 15		
Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Percent	Number
Climbing stairs	24%	N=26
Talking	6%	N=7
Lifting or carrying a package or bag	22%	N=23
Understanding written directions	11%	N=12
Understanding spoken directions	10%	N=10
Seeing	18%	N=19
Hearing	25%	N=27
Walking 1/4 mile	28%	N=30
None	50%	N=53

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	78%	N=81
Guide or service dog	2%	N=2
White cane	4%	N=4
Cane or walker	18%	N=19
Power wheelchair or scooter	7%	N=8
Manual wheelchair	5%	N=5

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	69%	N=78
Townhouse, condominium, duplex or apartment	15%	N=17
Age-restricted senior living residence	10%	N=12
Assisted living residence	0%	N=1
Nursing home	0%	N=0
Other	5%	N=6
Total	100%	N=113

Question 19		
What is your race/ethnicity?	Percent	Number
American Indian or Alaskan Native	4%	N=5
Asian or Pacific Islander	0%	N=0
Black, African American	0%	N=0
Hispanic/Spanish/Latino	9%	N=10
White/Caucasian	83%	N=95
Other	4%	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	6%	N=7
45 - 54 years	6%	N=7
55 - 64 years	21%	N=25
65 - 74 years	34%	N=39
75 - 84 years	21%	N=24
85 - 94 years	7%	N=8
95 years or older	4%	N=4
Total	100%	N=115

Question 21		
What is your gender?	Percent	Number
Female	46%	N=51
Male	54%	N=60
Total	100%	N=111

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.”

- Motorcycle

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

- Everything
- I just use it to go to the senior center
- If a person does not have 4WD or AWD in the winter, a taxi will be needed when weather gets bad. Public transportation is not available in certain areas.
- Insurance bank
- None
- Ride to distant areas/shopping.

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

- I drive my own car. To get to lunch at the pagosa senior ctr. I take the bus provided to and from the senior center.
- Not available in my area
- Rural area-not enough funding

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.”

- For comment previous page bottom
- It is expensive and unreliable/not enough times.
- Never used it
- None available

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

- Internet

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?

- Delay for health,go to county commissing, eye glasses.

- Depressing not able to get to places need to go. Driver compassionate, very considerate and helpful
- Difficult and unreliable to use. Very little available. Not available after 4pm and weekends.
- Good
- Haven't used transportation services
- I do not use the service very much but am very satisfied what i use. The drivers are fantastic and very polite and helpful
- I have a vehicle that is rear wheel drive. During heavy snow storms or icy roads, I am not able to get to certain places. Walking to bus stop is about 15 minutes from my house. The wait is 15 to 30 minutes for a bus. If raining or snowing, there is no cover. Planning ahead is helpful but sometimes there is no way to be prepared in the Mountainous areas. I need to cancel plans if weather gets nasty as safer staying home. If have to get to work and car will not make it out of the driveway, it cost \$15.00 for a taxi. I do not have it that bad compared to other people. I know some who work at night and if they do not drive or don't have a ride, they have to pay expensive taxi fares or beg someone for a ride. Some people work weekends and there is no public transportation. Students who live at college campus who have no cars and work in town have to walk about 45 minutes at night in the dark to get back home. Campus provides public transportation during the day. After 9:00 pm, there are no buses. They are lucky if someone stops for them during winter months. Summer time is a minor problem. More people use bikes, scooters or walk. I understand that if not enough people taking the public transportation then it goes away. It does take time for individuals to get used to a new way or options. If there was better public transportation, I would rarely use my personal car. I grew up in NYC and got every where using public transportation. There are some folks who will never use or need public transportation. It is a service for the ones who need it and want to use it. How are the individuals who are interested in public transportation being reached in every community especially rural so they can express their opinion? Perhaps during a census, several transportation questions can be asked of each individual to figure out needs in every community. Thanks for the opportunity.
- I wish there was a grayhound bus going to other regions east and west.
- I work with Seniors and if they live outside the city of Durango, transportation is limited to the Senior Services transportation. They do a great job but they are only available Monday through Friday and only until 4:30pm for assisted transportation. 20% of our county population is 60 years of age or older, and it is growing. We need a regional bus service and greater coordination among communities throughout the 5 county region.
- I'm either late or don't make my appointments.
- Lack of good services in Cortez. Times not good, driver good with regard to disability, need more buses, have to wait long periods for bus
- My experience has all been good
- My work is 16 miles out of town and at a time when it would not work for others
- public transit in Cortez is very expensive and does not always go where I need to go.
- The only problem i have had is long distance travel. Bus travel like greyhound for poorer people doesn't even exist in my community anymore.
- The route that stops near my house only goes into town (one direction) getting back is clumsy. A 15 min. Commute takes 1 hour on bus. When on crutches this would have been difficult to manage.
- There is no transportation area on the weekends.
- Town of durango co. Has trans for all kinds of younger people! But elderly have a big problem. I moved from there.

- Worn out knees and having to walk too far from bus station in Durango to E. 2nd Av. and back from work.
- Would like to have bus run on Saturday and Sunday for work and shopping. Use the same route and schedule as during the week.

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?

- Archuleta, CO has discontinued transportation for seniors and non-ambulatory persons because of funds. These people need transportation for medical purposes.
- Better services for those unable to get to bus stops, have schedules accessible, always announce stops!
- I believe that all individuals like to have a better quality of life. Transportation can play a huge role in how people live. If they have the convenience to walk to a bus stop to get to places they like to go, we would have a better place to live with happier people. Independence is a big deal in America, why don't we have services that keep motivating people to continue having that freedom especially older adults and people with disabilities who might not be able to drive, but want to be as independent as possible.
- I have no problem
- I know of none available except taxi
- Is very good in our community for the week days.
- more frequent buses
- More routings, more scheduled time.
- No problems for what I use
- Providing weekend and evening transportation
- reliable, affordable bus service to Durango would be great
- Same as #13
- See last answer, thank-you.
- Service to Durango and hospital, opposed by local jackasses.
- There is only a bus that goes across town and 1 bus that will go anywhere in town via senior transportation
- Very little available
- We have problems with transportation for our clients with Sunday hours.
- We need a regional bus service throughout Region 9 and we for our vets that have to travel to another state to receive medical services.

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

- Supported living
- Travel trailer

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.”

- Just transit i have a question if i can use the disabled van. I am orentally disable not physically disabled. Linda kelley
- My own vehicle
- Snowmobile

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

- Airport
- Does not apply
- Don't have any available.
- Snow
- Social gatherings, meetings, funerals etc.
- Transport to airport
- Trips to durango or farmington to shop
- Visiting family or friends in abq-vernal, ut-kentucky

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.”

- Does not apply in our rural area
- I am a capable driver and do not need these services
- I live in town of 250 people at 9000 feet in mountains, only transportation is my car!
- I retired in pagosa springs getting to airport and airport flights super expensive to get out of here.
- Limited public transportation in community
- No buses, trains, non available here in silverton
- No public trans. Where i live.
- No service available where i live.
- Public transportation isnt available in bayfield. I wouldn't use it even if it were.
- Service not provided.
- There is none available.
- This kind of service is not available in our community.
- We don't have public trans. Where we live.
- We have no public transportation here.
- We live in a very rural area, the only transportation is via our personal vehicle.
- We live out in the country. 7 miles from durango.

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.”

- Do not need
- Do not need this yet but could in near future. I'm 91
- I still drive but am 80 yrs. Old and will soon need paratransit.
- Live in remote area.

- No public transportation.
- Service not provided

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

- At service providers i.e. dr. Offices.
- Na
- Newspaper
- No interest
- Not at all, do not need at this time.
- Not interested
- Not interested
- We use our own car.

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?

- After going to the transit center in durango and complaining about where they stopped the local route, another stop was added closer to where i live.
- Better services
- Cannot volunteer with organizations that require meetings out of town. Difficult to stay in touch with grandchildren and friends, with no bus or rail its eather drive or fly or a combination of both.
- Don't use
- Don't apply. Use our car, always. 7 miles from town.
- Frustration in the past i had to go out of town for cancer treatments and had to depend on friends as there was no other way.
- I am very mobile and not had problems
- I drive where ever i want to go, but i know others who need transportation and use volunteers to drive them.
- I have never relied on public transportation except to and from the airport when living in denver
- I have to plan 2 or 3 weeks in advance. I have to arrange for someone other than me to do shopping!!!! I have been inside a supermarket once in the past 3 years!
- I live 12 miles from town and try to help my neighbors when applicable and hope they will be there for me if i should ever need them.
- I live in a rural la plata county. Little to no public transport is available. But this is not a problem for me personally.
- I will be using this service soon but don't yet. I am 80 years old.
- I'm still pretty capable to drive, bike or walk. Although i could see unsing a paratransit service if ever under medication and needed to make a doctors, dentist appointment.
- Mostly good
- My husband and i do not need any of these services but realize that there is a great need in our community
- My regular bus dropped me at my house when i broke my leg years ago. I was impressed. My wife drives me everywhere but she may not be able to do it if her health problems worsen.
- Nearest transportation is 10 miles from here.

- No available public transportation
- No problem at this time.
- No rural service available, requires leaving personal car in paid parking.
- No service to town from my home.
- No transportation , public or private, for the residence, i drive.
- None available, no problem
- Not available in community.
- Not used. Not available
- Not yet! Have been lucky
- Our town is very small pop. 700 there is no bus to go to grand junction, durango or denver.
- Presently i am self reliant, however in my work experience i know many clients who live in rural areas, reservations who cannot keep court ordered appointments due to lack of acces to public transportation.
- Regional and long distance bus service discontinued from my community a while ago.
- Service are not available in the county.
- Since bus service was discontinued in durango co. 60 miles from us. My disabled husband and i can no longer visit my husbands sister and niece in albuquerque, nm. They are not able to visit us so we are isolated from our family. Airport in durango is not accessible because its cost prohibitive, and not a direct flight. Rarely we are able to catch a ride with a friend who needs to go to albuquerque, very difficult. Getting to durango was difficult enough and now our options are almost non existent, especially devastating to my husband. I feel powerless and trapped.
- Snowplowing cdot frontage road, pushing snow closer to frontage road, snow from clearing highway. Larger no parking signs, to prevent trucks blocking my driveway and frontage road
- There is only one taxi service and one shuttle in our small community for transportation services.
- Transportation in durango is excellent! Trolley drivers are excellent and pleasant.
- Transportation to doctor appointments in durango. Honestly, i drive and do not have a disability.
- Used to take bus to mercy-got spoiled since it was direct adding stops prolonged transit time. Cost to park. Cut of last bus leaving mercy led to my driving myself.
- Very dependent on auto in rural community. I know there is a service if i need it.
- We are lucky to get roads plowed. This is all na however my mom is in cortez and public transportation is awful.
- We don't have any choices other than friends where we live.
- We don't have public trans. In the area.
- We don't have this in silverton.
- We have very little public transportation in this town.
- We live in a rural area and are about 10 miles from our small town. There is no public transportation to our area and very little in town

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?

- A number of people in our town need public transportation
- Any would be appreciated.
- Basically an excellent program.

- Both my son and myself are disabled. We rely on our personal vehicle. When it breaks down, we are stuck since we live in a remote area. There is nothing cdot can do for us.
- Bringing back passenger bus service would help!!! Like greyhound and continental railways used to be. I cannot afford air fare from cortez or durango to denver.
- City provides go transportation county doesn't
- Colo. Needs the yellow triangular. No passing signs-its impossible to see upcoming yellow, no passing strips, at night. Almost all other states have them. Why not us?
- Don't need public transportation yet because i can still drive myself. But shall probably need it in a few years! Don't drive on the highways!
- Expand routes. Have park and ride routes so people can take public transport. Into town. Keep durango moving.
- Expand transportation to rural county.
- Expanding 50 mph speed signs
- Funding seems to be the biggest problem to keep ther service going.
- I have a car. If i didn't i would use any transportation available.
- I know it is not fiscally feasible to have in town bus or light rail the only advantage to city life. But affordable transportation to nearby airports or rail. In gallup would sure be great. To conserve energy and money we should develop rail service like europe.
- I live 10 miles from town and have own transportation.
- I live in silverton where there is no bus service etc.
- I still drive without difficulty
- I think that's there is a taxi service that will serve seniors on medicaid but i am not versed in their services.
- I think the best thing you can do is encourage people to help one another. And encourage seniors and disabled to move into assisted living. Thus discovering the transportation assistance needed.
- In cortez the sr. Center has one bus. You have to call for an apt. For a ride, it does not work.
- Many times buses are mostly or totally empty. Waste of effort in rural areas
- May be at a transistion stage in my wife cannot drive, we will depend solely on public transportation. I have poor vision and the closest bus stop is too far away.
- My daughter is blind and lives in kansas city. She finds wait times for transportation is too long. Two hours at door of mall when you are blind is a problem.
- Our senior center is a dispatch center for disabled and or public transport and assists with arch referrals.
- Pagosa springs has a seniors bus but we never use. My wife and i are still capable of driving.
- Road repair
- See #12 all issues important.
- See above
- See last q-13
- Stop people from parking in all handy cap parking if not disabled.
- Support free or very low cost public transportation. There are many economically disadvantaged people in our county.
- There are no public transportation choices (buses, rail, etc) in this county (Montezuma), or this town (Dolores). There is only a limited availability of senior transport (vans on call), which is underfunded.
- To much waiting time.
- We are on the western slope feel like a red headed step child.
- We have none.

- White line on shoulder versus faded one! More lighted roads for night driving.

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

- 30' trailer
- At farm 12 mi. From town
- Three story house.

Survey Instrument

A copy of the questionnaire appears on the following pages.



¡Queremos oír de usted!

Taking care to get you there

Dear Colorado Resident:

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

(To learn more, you can visit the website:

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

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

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

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

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

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

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

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

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

We thank you very much for your time and participation.

Respectfully,

Tracey MacDonald, Senior Transit and Rail Planner

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

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

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

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

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



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

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

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

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¡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.

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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