



**COLORADO**

Department of Transportation

# Statewide Transportation Survey of Older Adults and Adults with Disabilities

---

## Report of Results

May 24, 2020



2955 Valmont Road, Suite 300 • Boulder, CO 80301 • 303-444-7863 • n-r-c.com

## Contents

Executive Summary .....	1
Survey Background.....	5
Survey Results.....	8
Travel Behavior.....	8
Barriers to Using Public Transportation .....	19
Priorities for a Statewide Transit Plan .....	23
Appendix A: Full Set of Responses to 2019 Mailed Survey .....	27
Appendix B: 2019 Survey Responses Compared by Survey Distribution .....	44
Appendix C: Mailed Survey Responses Compared by Survey Year .....	61
Appendix D: Mailed Survey Responses Compared by Geographic Area.....	69
2019 Mailed Survey Responses Compared by TPR.....	70
2019 Mailed Survey Responses Compared by Urban versus Rural TPR.....	91
Mailed Survey Responses Compared by Urban versus Rural TPR and by Survey Year .....	98
Appendix E: Mailed Survey Responses Compared by Respondent Characteristics.....	106
2019 Mailed Survey Responses by Age of Respondent.....	107
Mailed Survey Responses by Age of Respondent and by Survey Year.....	116
2019 Mailed Survey Responses by Whether Respondent Has Difficulty Finding Transportation .....	127
Mailed Survey Responses by Whether Respondent Has Difficulty Finding Transportation and by Survey Year.....	136
2019 Mailed Survey Responses by Type of Community in Which Respondent Lives .....	145
2019 Mailed Survey Responses by Whether Respondent Has a Disability .....	160
Appendix F: Survey Methodology .....	178
Appendix G: Survey Materials .....	184

## Figures

Figure 1: Use of Forms of Transportation, 2014-2019 .....	9
Figure 2: Dependency on Others for Transportation, 2019.....	10
Figure 3: Dependency on Others for Transportation, 2014-2019 by Type of TPR and Age .....	11
Figure 4: Times of Day Drive, 2014-2019 .....	12
Figure 5: Likelihood of Using Fixed Route Public or Demand-Response Transportation, 2014-2019.....	13
Figure 6: Likelihood of Using Public or Demand-Response Transportation, 2014-2019 by Type of TPR and Age.....	14
Figure 7: Difficulty Finding Transportation Compared, 2014-2019.....	15
Figure 8: Difficulty Finding Transportation, 2014-2019 by Type of TPR and Age .....	16
Figure 9: Unable to Travel Due to Lack of Transportation in Last Month, 2014-2019 .....	17
Figure 10: Unable to Travel Due to Lack of Transportation in Last Month, 2014-2019 .....	18
Figure 11: Barriers to Using Fixed Route Public Transportation Services 2014-2019 .....	20
Figure 12: Barriers to Using Demand-Response Services 2014-2019.....	22
Figure 13: Importance of Transportation-related Issues for Statewide Transit Plans, 2014-2019.....	24
Figure 14: Other Thoughts About Transportation Issues or Problems, 2019 .....	25
Figure 15: Suggestions for Improving Transportation Services 2019 .....	26
Figure 16: Map of CDOT Transportation Planning Regions .....	179

## Executive Summary

### Survey Background

The goal of the 2019 Colorado Department of Transportation (CDOT) Division of Transit and Rail (DTR) statewide survey of older adults and adult people with disabilities was to learn about their travel behavior and characteristics, and their transportation priorities, needs and preferences for transportation. The results will help inform the update of CDOT's Statewide Transit Plan, Statewide Transportation Plan and the Regional Transportation Plans and Regional Coordinated Transit and Human Services Plans for the 10 rural Transportation Planning Regions (TPRs) across the state. A similar survey was conducted in 2014, and many of the same questions were retained to examine changes in 2019 compared to 5 years ago.

As in 2014, two approaches were taken to recruit survey participants. In the first approach, approximately 7,000 households containing persons with disabilities age 18 to 64 and persons age 65 and over were randomly selected to receive the survey. To find these households, National Research Center purchased marketing mailing lists that identified Colorado household members as fitting into one of these two groups. The addresses from these lists were geocoded into one of the 10 urban and 5 rural (15 total) TPRs, which is how CDOT subdivides the state of Colorado geographically for tracking and analysis purposes. A total of about 400 households was randomly selected within each TPR.

In the second approach, CDOT worked with various agencies across the state that serve older adults (age 65+) and adults with disabilities to distribute the survey to their clientele. Approximately 5,000 surveys were provided to agencies to distribute and agencies also were provided a link to the survey online for email distribution to their clientele if desired.

A total of 2,452 respondents completed a survey between October and December 2019: 1,876 completed the mailing list survey and 576 completed the agency-distributed survey. The response rate for those responding to the mailing list survey was 28%, while a response rate could not be calculated for the agency-distributed survey as it is unknown how many clients were invited to participate.

In 2014, far more agency-distributed surveys were completed than mailing list surveys, while more mailing list surveys were received in 2019. The agency-distributed surveys were not evenly distributed between the TRPs, with one TPR having only one agency-distributed survey. This made comparisons of the combined survey results from 2014 and 2019 more difficult, as in 2014 survey results were weighted so that there were two-thirds agency-distributed surveys and one-third mailing list surveys representing each TPR. Thus, the results in this report are based on the mailing list surveys from both years, which had sufficient numbers of returned surveys in every TPR and the results could be made representative of the state as a whole as well as within TPR.

## Highlights of Survey Results

- **About 3 in 10 older adults and adults with disabilities surveyed depended on family, friends, aides or volunteers for transportation for at least some of their trips.**

The proportion of respondents dependent on others for any of their trips was similar in 2019 (29%) and 2014 (32%).

Transportation dependency rates were similar among respondents in Urban TPRs and Rural TPRs. Some differences were noted, however, by respondent age. Those age 18 to 64 and age 85 or older were more likely to be dependent on others for at least some trips than were those age 65 to 84.

- **About three-quarters (76%) of those completing the questionnaire said they never had trouble finding transportation for trips they wanted or needed to make.**

About 1 in 10 respondents said they rarely had trouble finding transportation, another 1 in 10 said they sometimes had problems, and 3% said they had trouble a lot of times. This was similar to what was observed in 2014.

When examined by whether the respondents lived in an Urban or Rural TPR, or by the age of the respondents, the proportion of respondents reporting they sometimes or a lot of times encountered difficulties getting transportation for the trips they wanted or needed to make was similar among these subgroups.

- **Among the 24% of respondents who had ever experienced trouble getting needed or desired transportation, about 3 in 10 were unable to get transportation at least once in the past month. (This represents 7% of all respondents.)**

Those who reported having trouble finding transportation for trips they want or need to make were asked how many times in the last month, if at all, they had been unable to get somewhere because they could not get transportation; 29% of these respondents had been unable to make one or more trips in the last month, representing 7% of all respondents.

This was a decrease from 2014, when 42% of those respondents who had ever had difficulty finding transportation said they had been unable to make one or more trips in the past month.

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

Among those who had trouble finding transportation, 43% said medical appointments were a type of trip with which they had trouble, while 32% had trouble finding transportation for shopping/pharmacy trips. About 30% had trouble finding transportation for recreation trips, while about one-quarter each had trouble finding transportation for work or for visiting family or friends. Medical appointments and shopping/pharmacy trips were also the most common types of trips for which respondents in 2014 had difficulty finding transportation.

➤ **Nine in 10 older adults and adults with disabilities reported making trips by driving themselves in a personal vehicle in a typical month.**

Nearly all respondents (93%) reported driving themselves in a personal vehicle at least occasionally in a typical month, about 8 in 10 (84%) reported doing so 3 or more times a week. In 2014, 93% of respondents also reported driving themselves at least occasionally in a typical month.

However, about half of respondents did get rides from family/household members (58%), friends or neighbors (48%) at least once a month. This was similar to what was observed in 2014.

➤ **Increases in the proportion of respondents saying they use public transportation, walk or bicycle at least once a month were seen in 2019 compared to 2014.**

In 2019, 63% of respondents said they walked and 28% said they bicycled in a typical month, compared to 49% and 19%, respectively, in 2014. The proportion reporting using fixed route public transportation services increased from 16% in 2014 to 24% in 2019.

Those in Urban TPRs were more likely to use public transportation, walk, bicycle or use a ridesharing service than were those in the Rural TPRs. Only about 10% of those age 85 or older had used fixed route public transportation, compared to about one-quarter to one-third of respondents younger than age 85. Those age 85 or older were also less likely to walk or bicycle than those younger than age 85.

About 2 in 10 respondents in 2019 reported using a ridesharing service like Lyft or Uber paying full fare at least once in a typical month, while about 1 in 10 had done so paying a discounted fare. Use of rideshare service was highest among respondents age 18 to 64, with the proportion using this type of transportation decreasing in each older age group. The 2014 survey did not ask about ridesharing services.

➤ **About one-third of respondents who drove themselves said they would be very likely or somewhat likely to use public transportation or demand-response transportation services in their community instead of driving.**

Conversely, about two-thirds of respondents who drove said they would be not at all likely to use public transportation or demand-response transportation services instead of driving.

A somewhat lower proportion of Rural TPR residents (20%) said they would be likely to use public transportation or demand-response transportation than Urban TPR residents (35%).

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

About 6 in 10 respondents cited the lack of service as a barrier to using public transportation while about 4 in 10 cited it as a barrier for using demand-response services. Hours of

operation were a major or minor problem in using public transportation for about 5 in 10 respondents, and a barrier for demand-response services for about 3 in 10 respondents.

Other top barriers to using public transportation were that the service was not frequent enough (buses, trains or light rail do not come often enough), the distance to a stop or station was too far to walk, or the travel time to the destination was too long.

Other impediments to using demand-response services were that the trips have to be scheduled too far in advance of making the trip and a lack of information about how to use the service.

Three of the potential barriers to demand-response service were somewhat less likely to be perceived as an issue in 2019 compared to 2014: lack of service (46% in 2014 compared to 37% in 2019), service not operating when transportation is needed (37% in 2014; 30% in 2019), and the lack of information (35% in 2014 compared to 30% in 2019) were identified as problems by somewhat fewer respondents in 2019.

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

These three issues were considered very important by half or more of survey respondents. The top priority for residents in Rural TPRs was supporting veterans' issues, considered very important by 60% of respondents; this was considered very important by 51% of residents in Urban TPRs. The item given the highest priority by those in the Urban TPRs was the development of easily accessible and understandable transportation information and referral services, considered very important by 53% of respondents, but was only considered very important by 44% of residents in Rural TPRs.

One of the two new items added to the survey in 2019 asked the importance of increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services – this was the lowest priority of respondents, but 2 in 10 did consider it very important.

The relative order of the importance of items remained about the same in Urban and Rural TPRs in 2019 compared to 2014, but in Rural TPRs in 2019, fewer respondents considered the development of easily accessible and understandable transportation information and referral services or providing more transportation services to regional destinations as very important compared to 2014, perhaps indicating improvement in these services in the past 5 years.

## Survey Background

The goal of the 2019 Colorado Department of Transportation (CDOT) Division of Transit and Rail (DTR) statewide survey of older adults and adults with disabilities was to learn about their travel behavior and characteristics, and their transportation priorities, needs and preferences for transportation. The results will help inform the update of CDOT's Statewide Transit Plan, Statewide Transportation Plan and the Regional Transportation Plans and Regional Coordinated Transit and Human Services Plans for the 10 rural Transportation Planning Regions (TPRs) across the state. A similar survey was conducted in 2014, and many of the same questions were retained to examine changes in 2019 compared to 5 years ago.

As in 2014, the target population for the survey was adult Colorado residents age 65 years or older and residents age 18-64 years with a disability. The 2014 survey was used as the starting point. CDOT DTR staff and consultants, in meetings and discussions with NRC, worked to refine the survey for 2019. The final questionnaire was five pages in length, with fonts no smaller than 12 point.

### How the Survey was Conducted

As in 2014, two approaches were taken to recruit survey participants. In the first approach, approximately 7,000 households containing persons with disabilities aged 18 to 64 and persons age 65 and over were randomly selected to receive the survey. To find these households, NRC purchased marketing mailing lists that identified Colorado household members as fitting into one of these two groups. The addresses from these lists were geocoded into one of the 15 TPRs, which is how CDOT subdivides the state of Colorado geographically for tracking and analysis purposes. "Geocoding" is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. (Figure 16 in *Appendix F: Survey Methodology* displays the boundaries of these Transportation Planning Regions.) A total of about 400 households were randomly selected within each TPR, with a goal of roughly one-third of the surveys going to households including people with disabilities and two-thirds to households in which older adults lived. However, the lists found for adults age 18-64 with disabilities were limited, and in most TPRs, there were fewer than 133 addresses in total. In these cases, all the addresses for the TPR from that list were used and additional addresses were selected from the older adult list to make a total of 400 addresses to which the survey would be mailed. To help make up for the lack of surveys being delivered to adults with disabilities, more adults with disabilities age 18-64 were sampled from the TPRs that had more addresses on this list.

In the second approach, CDOT worked with various agencies across the state that serve older adults (age 65+) and adults with disabilities to distribute the survey to their clientele. CDOT staff provided approximately 5,000 printed surveys to agencies across the state to distribute and agencies were also provided a link to the survey online that they could email to their clientele if desired.



A total of 2,452 respondents completed a survey between October and December 2019: 1,876 completed the mailing list survey and 576 completed the agency-distributed survey. The response rate for those responding to the mailing list survey was 28%, while a response rate could not be calculated for the agency-distributed survey as it is unknown how many clients were invited to participate.

This made comparisons of the combined survey results from 2014 and 2019 more difficult, as in 2014 survey results were weighted so that there were two-thirds agency-distributed surveys and one-third mailing list surveys representing each TPR. Thus, the results in this report are based on the mailing list surveys from both years, which had sufficient numbers of returned surveys in every TPR and the results could be made representative of the state as a whole as well as within TPR.

In 2014, far more agency-distributed surveys were completed than mailing list surveys, while more mailing list surveys were received in 2019. The agency-distributed surveys were not evenly distributed between the TRPs, with one TPR having only one agency-distributed survey. This made comparisons of the combined survey results from 2014 and 2019 more difficult, as in 2014 survey results were weighted so that there were two-thirds agency-distributed surveys and one-third mailing list surveys representing each TPR.

Thus, the results in this report are based on the mailing list surveys from both years, which had sufficient numbers of returned surveys in every TPR and the results could be made representative of the state as a whole as well as within TPR. *Appendix B: 2019 Survey Responses Compared by Survey Distribution* does show comparisons of the responses to the survey by the two distribution methods. Additional tables were provided to CDOT in Excel format of the agency-distributed responses. Both the mailed survey responses and the agency-distributed survey responses were weighted so that the portion of the population age 18 to 64 with disabilities and the population age 65 and over in each TPR was proportional to the size of this population in the state as a whole. More information about the survey methodology can be found in *Appendix F: Survey Methodology*.

## **How the Results Are Reported**

This report presents an overview of the survey results. Full results for each question appear in *Appendix A: Full Set of Responses to 2019 Mailed Survey*. While the urban areas of the state of Colorado contain the majority of the state's population, the rural areas represent the largest geographic area, and it is important to the planning efforts to understand the needs of all populations. Thus, the 15 TPRs are divided into "Urban TPRs" (Pikes Peak Area, Greater Denver Area, North Front Range, Pueblo Area, and Grand Valley) or "Rural TPRs" (Eastern, Southeast, San Luis Valley, Gunnison Valley, Southwest, Intermountain, Northwest, Upper Front Range, Central Front Range, and South Central). It is noteworthy, however, that some respondents who live in a TPR designated as "Urban" may actually live in a rural area of that region, while those who live in a TPR designated as "Rural" may live in a town or city within that region that some may consider "urban".

The 2019 survey did include a question asking respondents to identify in what type of area they lived (e.g., large city, suburb of a large city, small town, rural area, etc.). Survey responses were crosstabulated by this question and results can be found in the section “2019 Mailed Survey Responses by Type of Community in Which Respondent Lives” in *Appendix E: Mailed Survey Responses Compared by Respondent Characteristics*.

Several of the survey questions included references to fixed route public transportation and demand response transportation services. The following definitions were provided for these terms:

**Fixed route public transportation services:** Fixed route public transportation services include buses, trains, light rail and other forms of transportation that charge set fares, run on consistent routes, and are generally open to the public.

**Demand-response services:** Demand-response and paratransit transportation services are forms of flexible passenger transportation that do not follow fixed routes or schedules, and are generally provided “door-to-door” (from your starting point to your destination). Paratransit service is provided only for people who are unable to use regular fixed route public transportation, while other demand-response service is available to the general public. These services are generally provided “on demand,” meaning the person using the service must contact the agency to make arrangements in advance for the ride.

In the body of the report, these services are referred to as simply public transportation or transit services; or as demand-response transportation services.

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

In the appendices, results have been compared across the 15 TPRs and by the Urban and Rural Designation (*Appendix D: Mailed Survey Responses Compared by Geographic Area*) and by respondent characteristics (*Appendix E: Mailed Survey Responses Compared by Respondent Characteristics*). The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (*CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses*). Where applicable, responses are also broken down by survey year within the respondent subgroups. Overall results compared by survey year can be found in *Appendix C: Mailed Survey Responses Compared by Survey Year*.

## Survey Results

### Travel Behavior

Those completing the survey were asked several questions about their travel behavior. First, they were asked how frequently they used various forms of transportation in a typical month. Nearly all respondents (93%) reported driving themselves in a personal vehicle at least occasionally in a typical month, and about 8 in 10 (84%) reported doing so 3 or more times a week (see Figure 1 on the next page and Table 1 in *Appendix A: Full Set of Responses to 2019 Mailed Survey*). However, about half of respondents did get rides from family/household members (58%) or friends or neighbors (48%) at least once a month. This was similar to what was observed in 2014.

Increases in the proportion of respondents saying they use public transportation, walk or bicycle at least once a month were seen in 2019 compared to 2014.

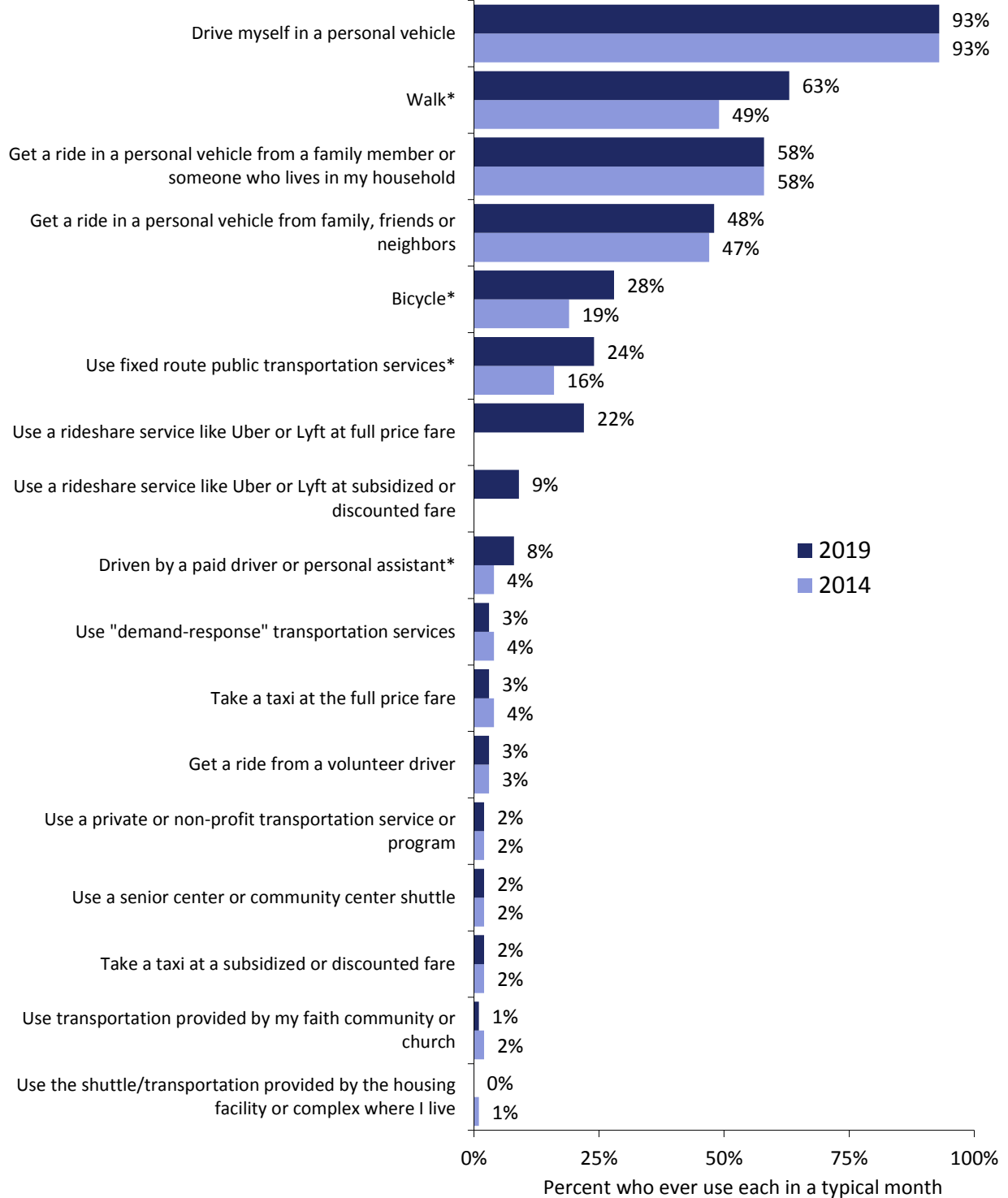
About 2 in 10 reported using a ridesharing service like Lyft or Uber and paying full fare at least once in a typical month, while about 1 in 10 had done so paying a discounted fare.

Those in Urban TPRs were more likely to use public transportation, walk, bicycle or use a ridesharing service than were those in the Rural TPRs (see Table 69 in *Appendix D: Mailed Survey Responses Compared by Geographic Area*).

Use of rideshare service was highest among respondents age 18 to 64, with the proportion using this type of transportation decreasing in each older age group (see Table 91 in *Appendix E: Mailed Survey Responses Compared by Respondent Characteristics*). Only about 10% of those age 85 or older had used fixed route public transportation, compared to about one-quarter to one-third of respondents younger than age 85. Those age 85 or older were also less likely to walk or bicycle than those younger than age 85.

**Figure 1: Use of Forms of Transportation, 2014-2019**

In a typical month, about how often, if ever, do you use the following forms of transportation?  
(Percent who every use each in a typical month)



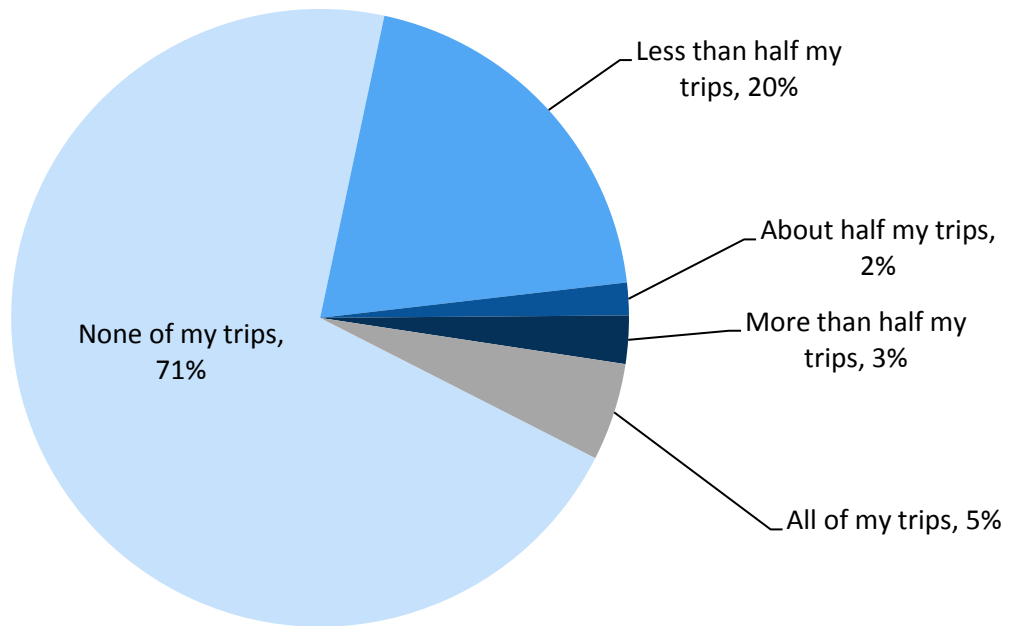
\* Differences between 2014 and 2019 are statistically significant,  $p < 0.05$

About 7 in 10 respondents did not rely on family, friends, aides, or volunteers for transportation, while about 2 in 10 depended on others for transportation for half or fewer of their trips and 1 in 10 depended on others for more than half of their trips (see Figure 2 below). The proportion of respondents dependent on others for any of their trips was similar in 2019 (29%) as in 2014 (32%, see Figure 3 on the next page).

Transportation dependency rates were similar among respondents in Urban TPRs and Rural TPRs, but those age 18 to 64 and age 85 or older were more likely to be dependent on others for at least some trips than were those age 65 to 84 (see Figure 3 on the next page). These rates were similar in all groups in 2014, except that the proportion dependent on others for transportation of those age 75 to 84 decreased significantly from 2014 (40%) to 2019 (20%).

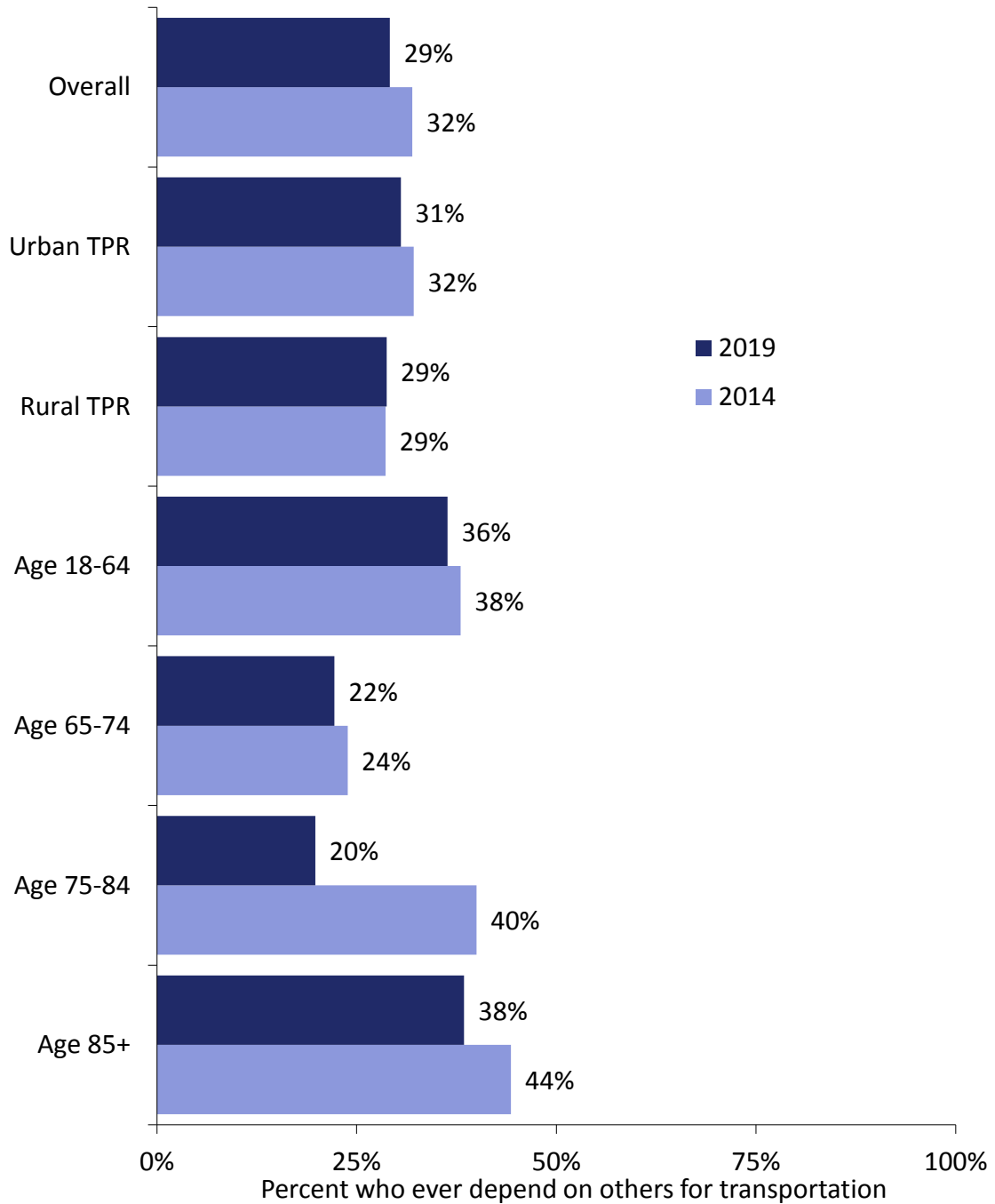
**Figure 2: Dependency on Others for Transportation, 2019**

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



**Figure 3: Dependency on Others for Transportation, 2014-2019 by Type of TPR and Age**

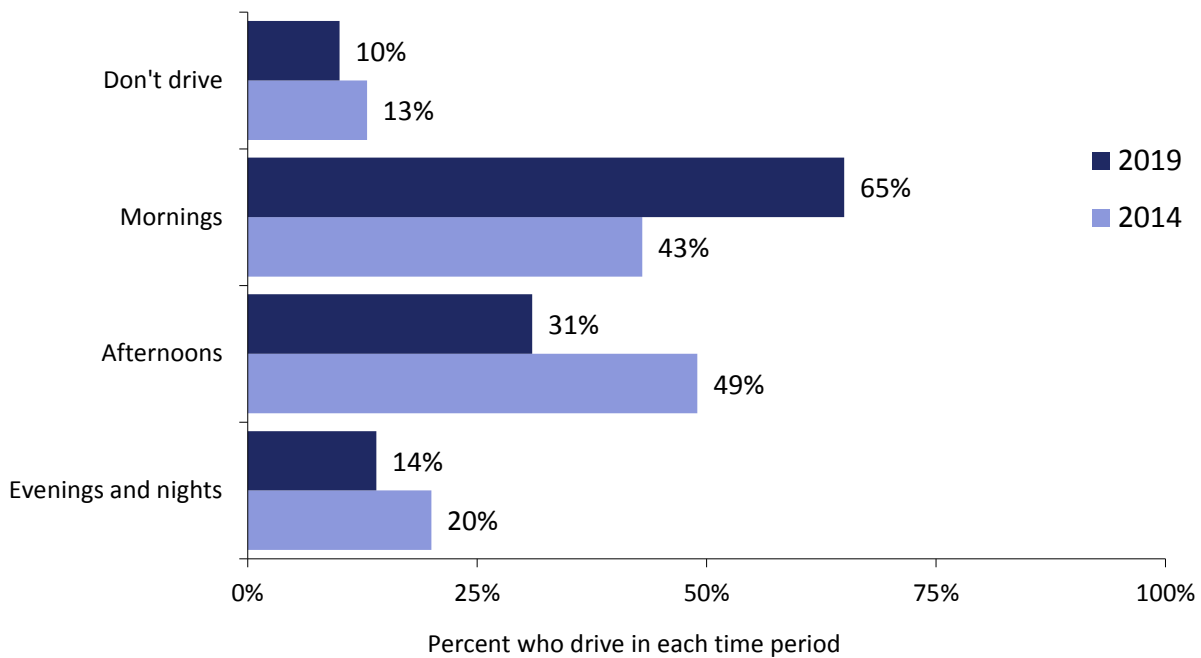
About how frequently, if at all, do you depend on family, friends, aides, or volunteers for transportation? (Percent who ever depend on others for transportation.)



When asked if they drove themselves and what time of day they most often drove, about two-thirds of respondents said they most often drove in the mornings, while about a third drove in the afternoons, and only 14% said they drove in the evenings or nights. Interestingly, since 2014, a greater proportion of respondents said they drive in the mornings while fewer drive in the afternoons. About 1 in 10 respondents in 2014 and 2019 said they do not drive.

**Figure 4: Times of Day Drive, 2014-2019**

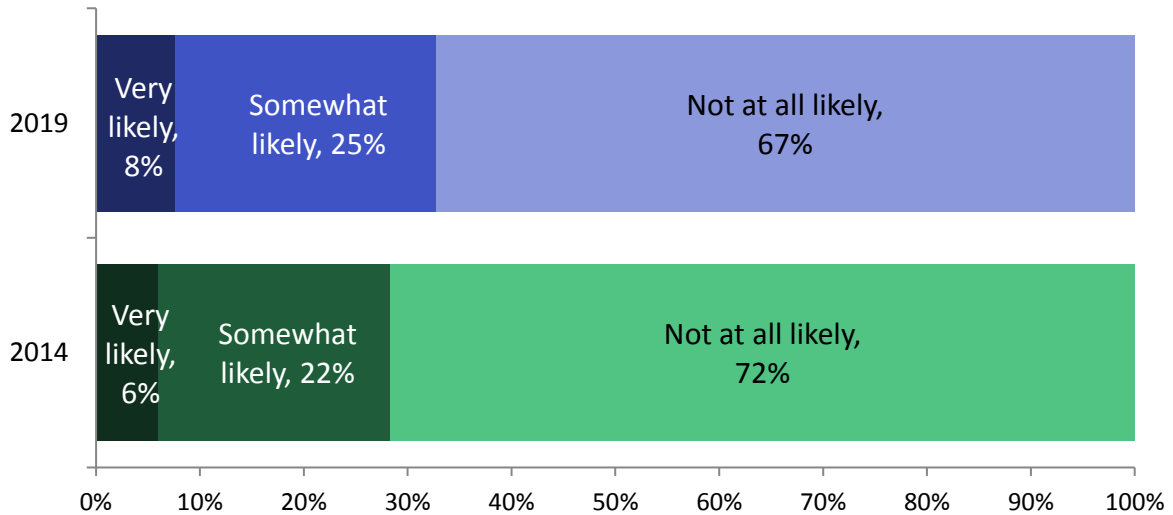
What time of day do you most often drive? (Percent who drive in each time period.)



Respondents who said they did drive themselves were asked a follow-up question regarding their likelihood of using public transportation or demand-response transportation. About 3 in 10 respondents said they would be very or somewhat likely to use these types of transportation services, while about 7 in 10 would be not at all likely to do so. This is similar to what was observed in 2014.

**Figure 5: Likelihood of Using Fixed Route Public or Demand-Response Transportation, 2014-2019**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?



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

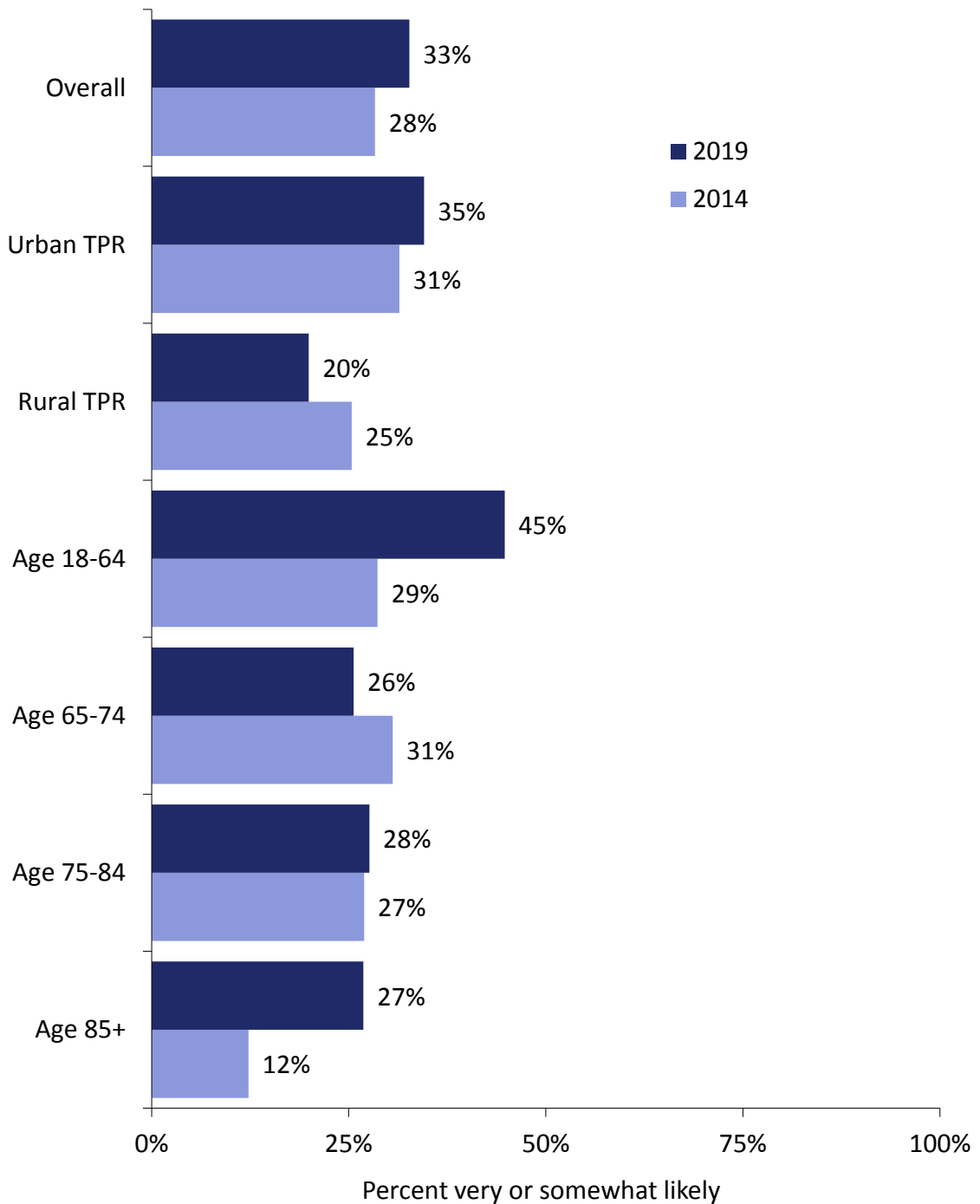
A somewhat lower proportion of Rural TPR residents (20%) said they would be likely to use public transportation or demand-response transportation than Urban TPR residents (35%, see Figure 6 on the next page), a difference that was statistically significant. Interestingly, the proportion of residents in Urban TPRs who would consider using these services increased (but not statistically significantly) from 2014 to 2019, but decreased (again, not statistically significantly) among residents in Rural TPRs, increasing the gap in those likely to use these types of transportation in Rural or Urban TPRs.

Those age 18 to 64 were more likely to consider using fixed route public transportation or demand-response transportation than were older age groups, a change from 2014. In 2019, a greater proportion of those age 85 or older also said they would consider using these services, making them more similar to those ages 65 to 74 and 75 to 84.



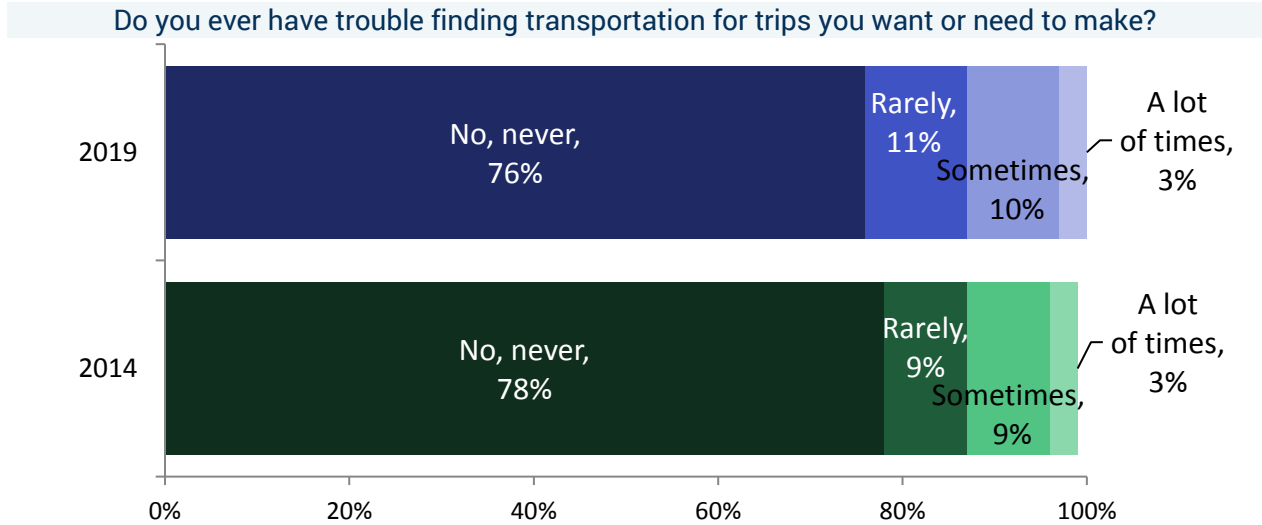
**Figure 6: Likelihood of Using Public or Demand-Response Transportation, 2014-2019  
by Type of TPR and Age**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?  
(Percent very or somewhat likely.)



The frequency with which respondents encountered difficulties finding transportation was assessed through the survey. About three-quarters (76%) of those completing the questionnaire said they never had trouble finding transportation for trips they wanted or needed to make (see Figure 7 below), similar to what was observed in 2014.

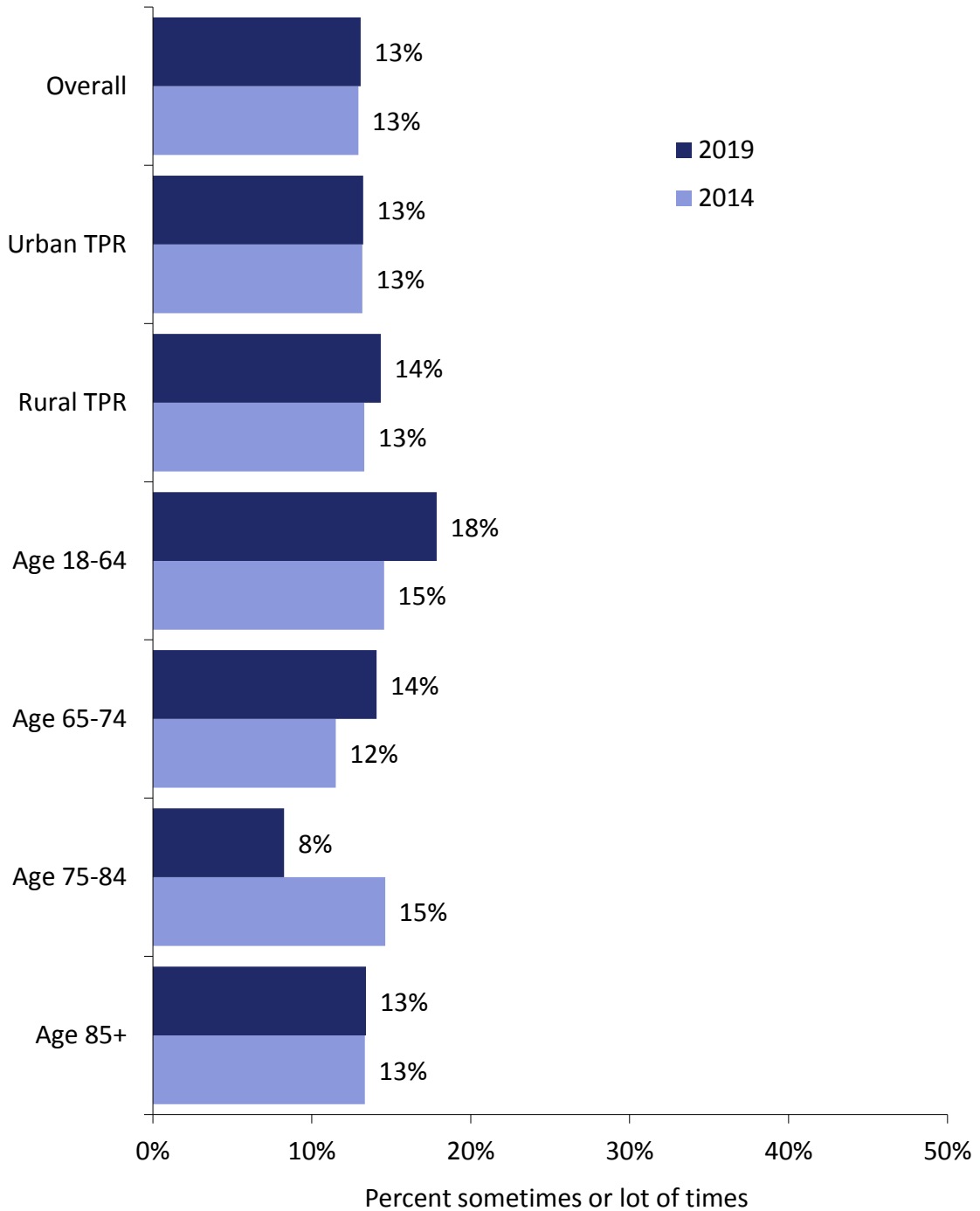
**Figure 7: Difficulty Finding Transportation Compared, 2014-2019**



The proportion who said they had trouble sometimes or a lot of times finding transportation was similar among those living in Urban or Rural TPRs and by age group, although compared to 2014, small increases were seen among those age 18 to 64 and small decreases among those age 75 to 84 (see Figure 8 on the next page).

**Figure 8: Difficulty Finding Transportation, 2014-2019 by Type of TPR and Age**

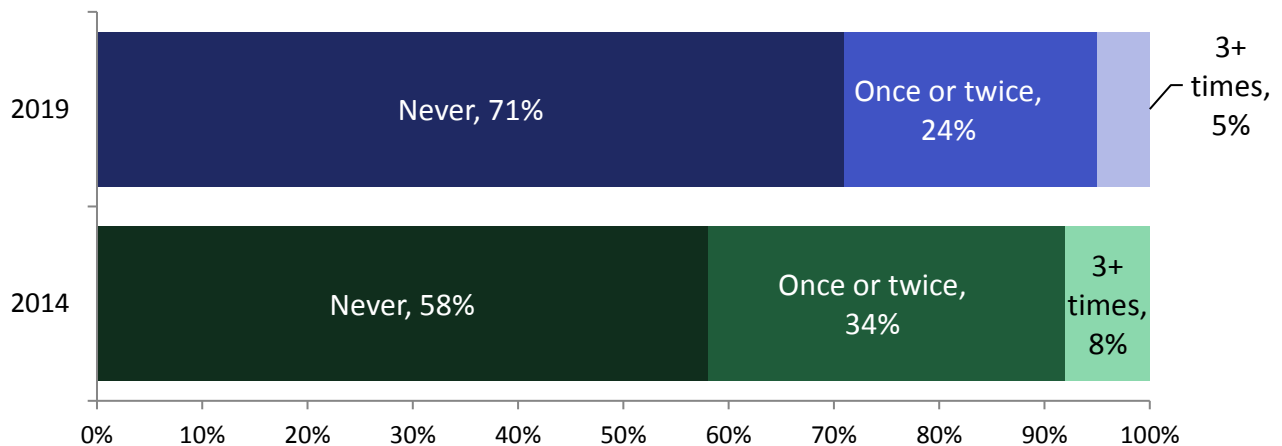
Do you ever have trouble finding transportation for trips you want or need to make?  
 (Percent sometimes or a lot of times.)



The magnitude of the problem of finding transportation was assessed. Among the 24% of respondents who had ever experienced trouble getting needed or desired transportation, about 3 in 10 had been unable to get transportation at least once in the past month (see Figure 9 below). This represented a decrease compared to the 42% who had been unable to make a trip in the previous month in 2014.

**Figure 9: Unable to Travel Due to Lack of Transportation in Last Month, 2014-2019**

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



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

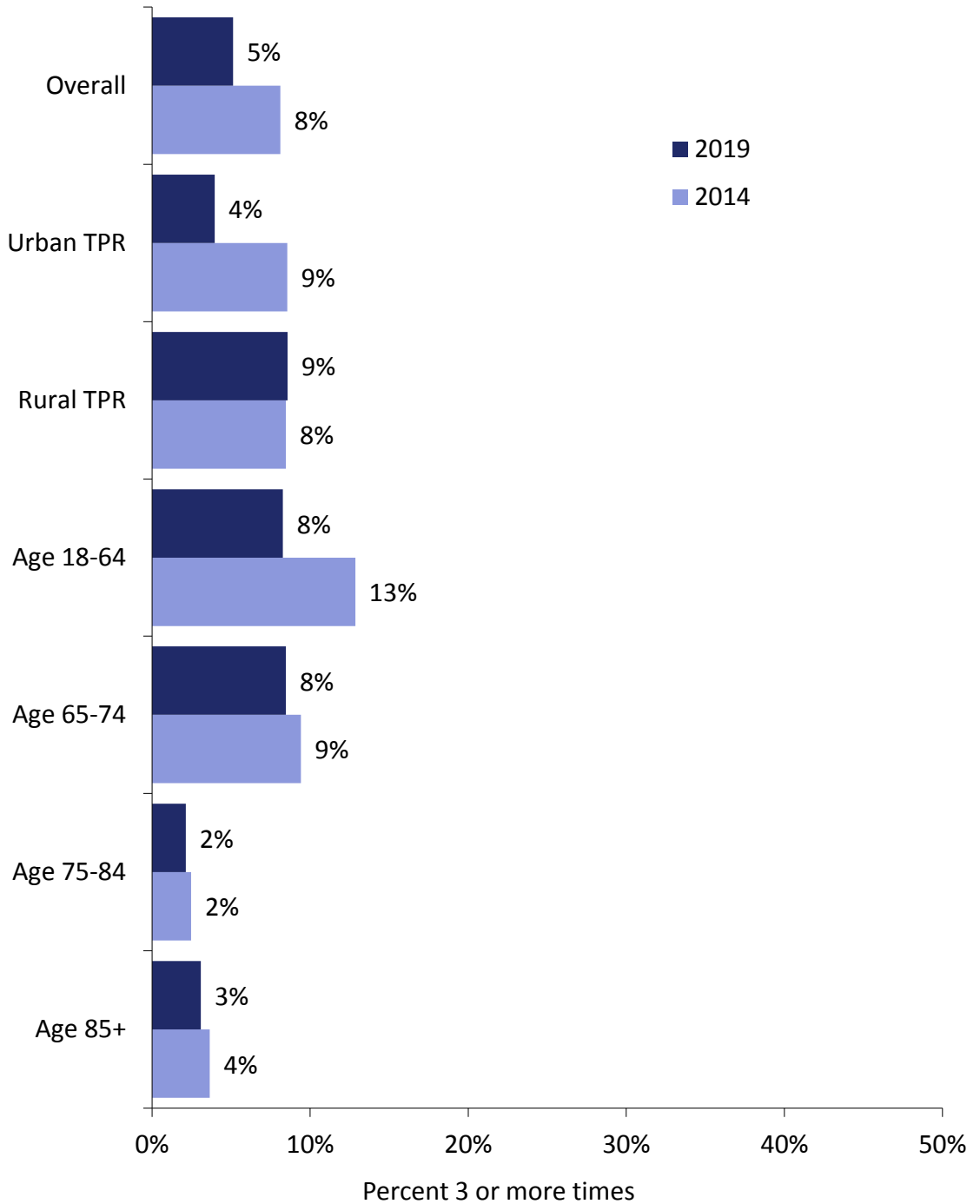
While the number of times respondents experienced a lack of transportation three or more times in the past month was similar in Urban and Rural TPRs in 2014 (see Figure 11 on the next page), a small decrease was observed among those in Urban TPRs in 2019. Those age 18 to 64 and age 65 to 74 were more likely to have experienced problems finding transportation three or more times in the previous month than were those age 75 and older. These rates were similar to what had been observed in 2014 for these age groups.

The most common type of trip for which respondents had the most trouble finding transportation was medical appointments, with about half saying this was a type of trip with which they experienced difficulties (see Table 7 in *Appendix A: Full Set of Responses to 2019 Mailed Survey*). The next most common type of trip with which they experienced obstacles was shopping or pharmacy trips, a problem for about 3 in 10 of those who have experienced difficulties finding transportation.

Weekday early mornings and daytime were the times respondents experienced the most difficulty getting transportation they wanted or needed (see Table 9 in *Appendix A: Full Set of Responses to 2019 Mailed Survey*), followed by weekday evenings and nights and weekends. About 1 in 10 respondents who experienced trouble finding needed or wanted transportation had wanted to take trips very late at night (weekdays midnight to 6am).

**Figure 10: Unable to Travel Due to Lack of Transportation in Last Month, 2014-2019**

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



## Barriers to Using Public Transportation

Survey respondents identified how much of a problem 22 possible barriers to using fixed route public transportation were for them. Nearly 4 in 10 respondents felt that the lack of service where they lived or where they wanted to go was a “major problem” and 6 in 10 felt this was a major or minor problem (see Table 11 in *Appendix A: Full Set of Responses to 2019 Mailed Survey* and Figure 11 on the next page).

Nearly half of respondents considered it a major or minor problem that transit services do not operate during the times they need, or that service does not operate with enough frequency. Between 30% and 45% considered each of the following a major or minor problem: the distance from a stop or station, the travel time to a destination, being unable to access stops or stations in poor weather, fare expense or difficulties in finding information about fares, schedules, and routes difficult to find. Other potential barriers were considered a problem by less than 30% of respondents.

When asked if there were other reasons not listed why they did not use public transportation, the most common responses were similar to the reasons provided: that service was not provided where they live or want to go, they there are health reasons why they cannot use public transportation, the fares are too expensive or that they just don't use public transportation. (see Table 12 in *Appendix A: Full Set of Responses to 2019 Mailed Survey*).

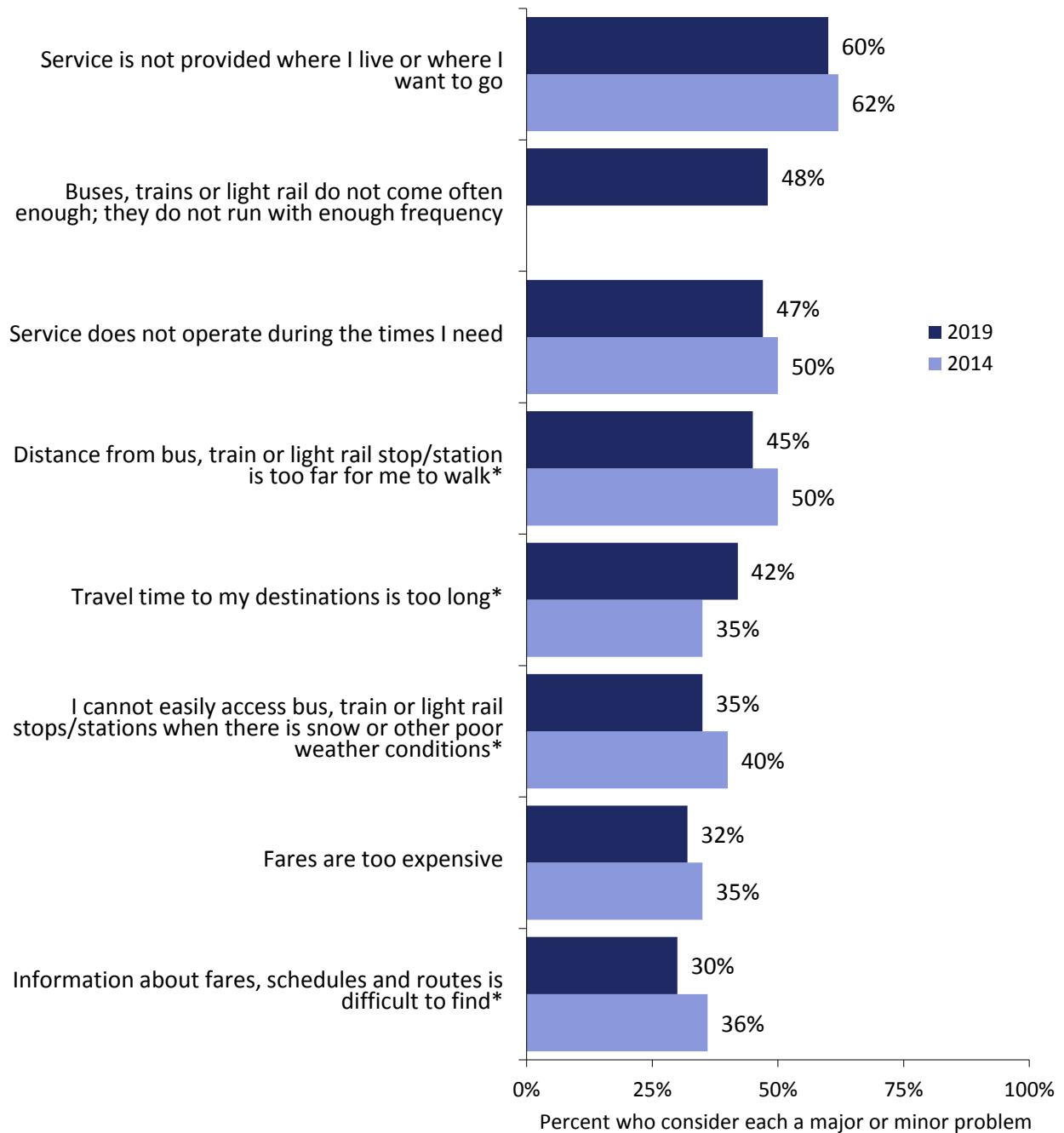
The proportion of respondents considering each potential obstacle a problem was similar in 2019 compared to 2014. Somewhat fewer respondents in 2019 considered lack of information, distance from a stop or station, difficulties accessing or using transit, or service reliability a problem than in 2014. An increase was seen in the proportion deeming travel times a barrier to using transit in 2019.

Those who lived in Urban TPRs were more likely to consider service frequency, distance to a stop or station, accessibility of stops or stations in poor weather, safety, and fare expenses a problem than were those in Rural TPRs (see Table 77 in *Appendix D: Mailed Survey Responses Compared by Geographic Area*).

In general, respondents who were age 85 or older felt the potential barriers were more of a problem than did younger respondents, although those age 18 to 64 (who had a disability) were often also more likely to consider some of the barriers a problem than those age 65 to 84 (see Table 99 in *Appendix E: Mailed Survey Responses Compared by Respondent Characteristics*).

**Figure 11: Barriers to Using Fixed Route Public Transportation Services 2014-2019**

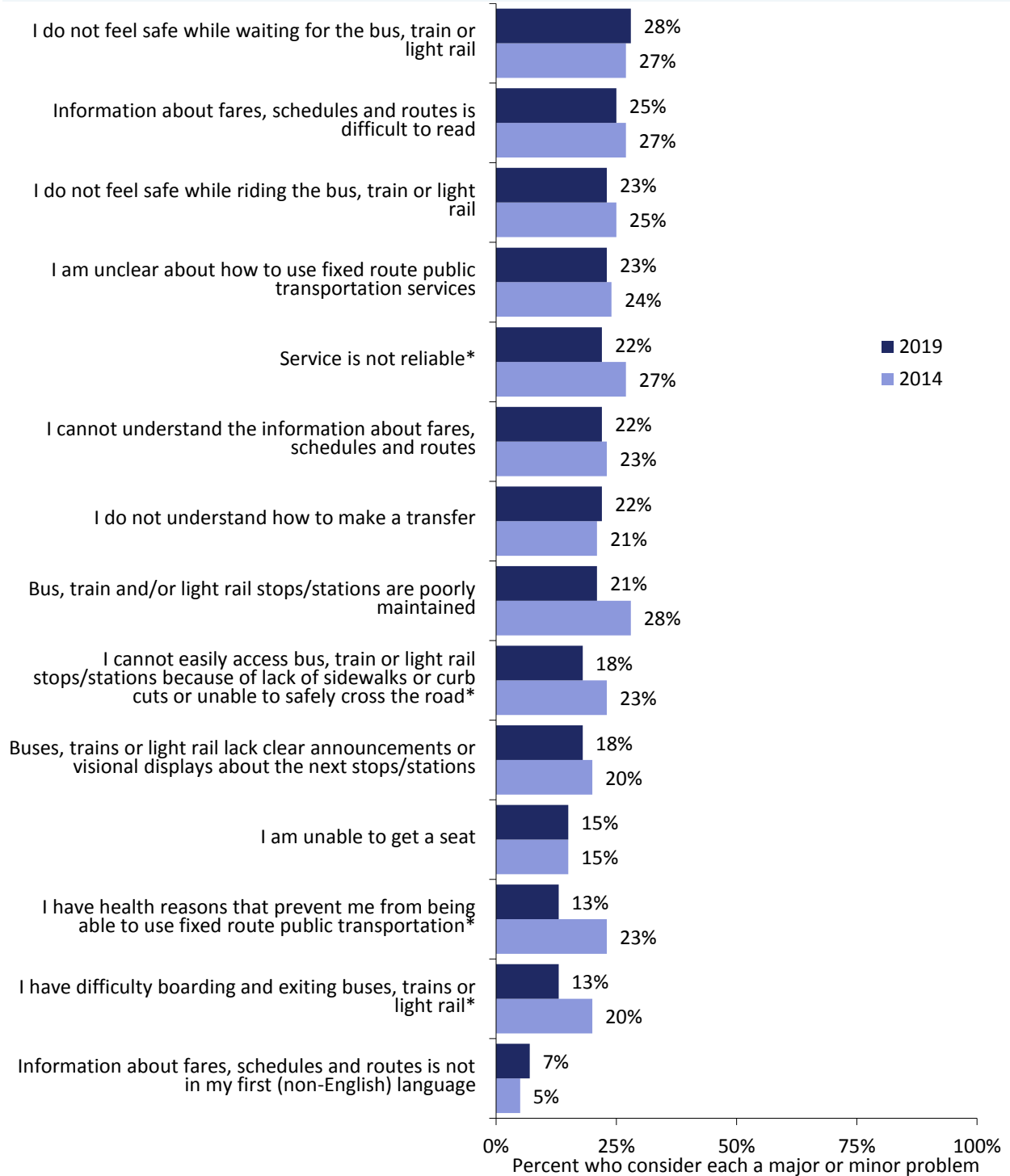
Please tell us how much of a problem, if at all, each of these are for you when using public transportation. (Percent considering each a major or minor problem)



\*Differences between 2014 and 2019 are statistically significant ( $p < 0.05$ )

**Figure 11: Barriers to Using Public Transportation Services 2014-2019, continued**

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



\*Differences between 2014 and 2019 are statistically significant ( $p < 0.05$ )

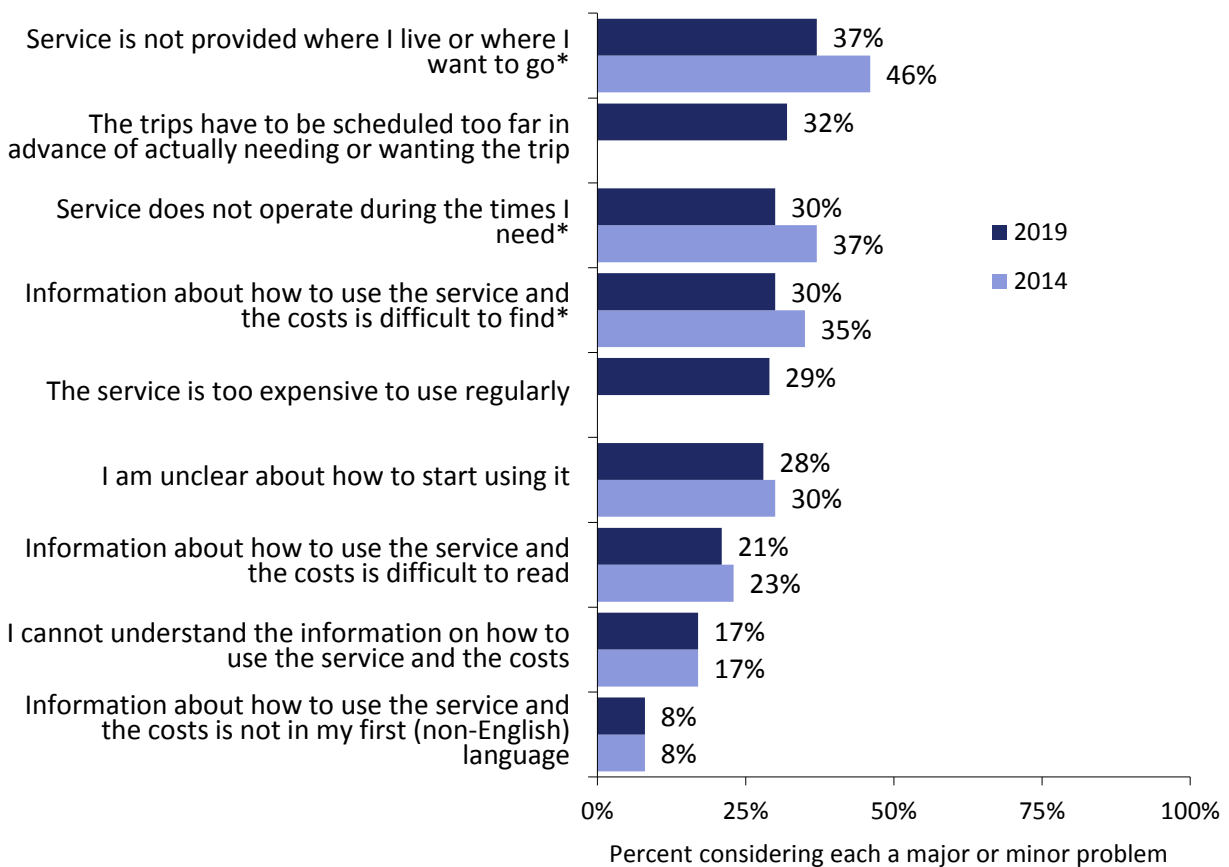


Respondents were also asked about the perceived barriers to using demand-response transportation services. As with public transportation services, among the largest obstacles were a lack of service and limited service hours, considered a major or minor problem by 37% and 30% of all respondents, respectively (see Figure 12 below). Other potential barriers considered a major or minor problem by about 3 in 10 respondents were having to schedule the trips too far in advance, expense of the service, uncertainty about how to use the service, and difficulties finding information about the service.

However, three of these barriers were less likely to be perceived as an issue by somewhat fewer respondents in 2019 compared to 2014: lack of service, service not operating when transportation is needed, and the lack of information.

**Figure 12: Barriers to Using Demand-Response Services 2014-2019**

Please tell us how much of a problem, if at all, each of these are for you when using paratransit services? (Percent considering each a major or minor problem.)



\*Differences between 2014 and 2019 are statistically significant ( $p < 0.05$ )

Those living in the Urban TPRs were more likely to consider having to schedule the service too far in advance, lack of information, uncertainty about how to start using the service, and the expense a problem than those in Rural TPRs; however, those in Rural TPRs were more likely to identify the lack of service as a barrier (see *Table 78 in Appendix D: Mailed Survey Responses Compared by Geographic Area*).

## Priorities for a Statewide Transit Plan

Respondents to the survey identified their priorities for a Statewide Transit Plan. Of the 12 potential priorities rated, three were considered very important by half or more of respondents. These were providing lower fares for seniors and disabled riders, supporting veterans' transportation issues, and supporting the development of easily accessible and understandable transportation information and referral services (see Figure 13 on the next page). These were also the top priorities in 2014, although the proportion identifying the development of transportation information and referral services as very important dropped from 57% in 2014 to 50% in 2019, and it was not the item considered very important by the greatest proportion of respondents in 2019 as it was in 2014.

About 4 in 10 respondents felt it was very important to provide more transportation services in their community; provide more transportation services to regional destinations; expand or add public transportation fixed routes in their community; and expand discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares. These proportions were similar to what was observed in 2014.

About a third of respondents considered it very important to increase the frequency of bus, trains, and light rail service; expand hours that transportation services are offered and increase the availability of wheelchair-accessible taxis and rideshare vehicles. These proportions were also similar to what was seen in 2014.

In 2019, about one-quarter of respondents thought it was very important to support volunteer and faith-based transportation services, statistically significantly fewer than the one-third who considered it very important in 2014.

One of the two new items added to the survey in 2019 asked the importance of increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services; this was the lowest priority of respondents, but 2 in 10 did consider it very important.

The top priority for residents in Rural TPRs was supporting veterans' issues, considered very important by 60% of respondents; this was considered very important by 51% of residents in Urban TPRs. The item given the highest priority by those in the Urban TPRs was the development of easily accessible and understandable transportation information and referral services, considered very important by 53% of respondents, but considered very important by only 44% of residents in Rural TPRs (see Table 79 in *Appendix D: Mailed Survey Responses Compared by Geographic Area*).

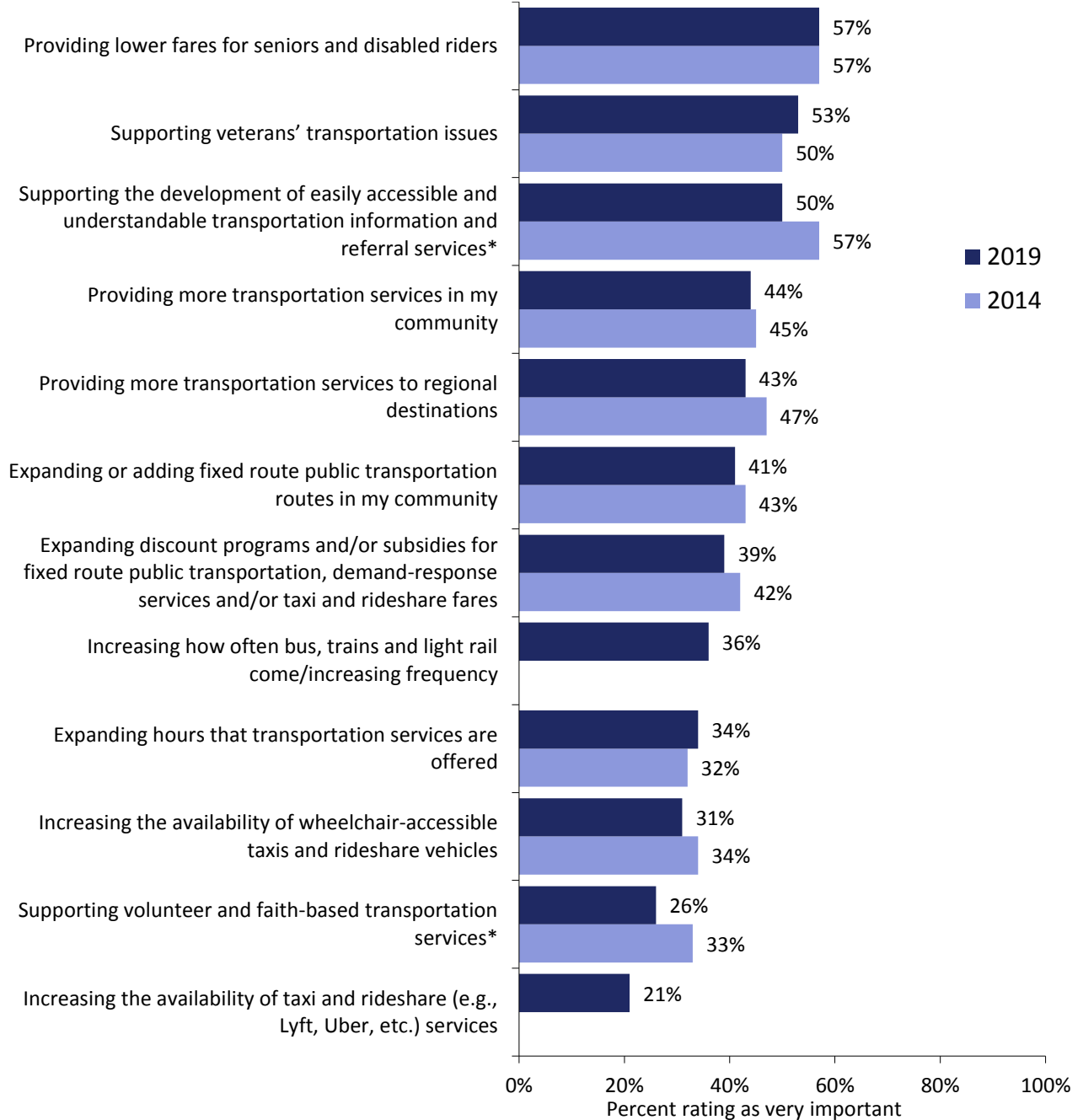
The relative order of the importance of items remained about the same in Urban and Rural TPRs in 2019 compared to 2014, but in Rural TPRs in 2019, fewer respondents considered the development of easily accessible and understandable transportation information and referral services or providing more transportation services to regional destinations as very important compared to 2014, perhaps indicating improvement in these services in the past 5 years (see Table 90 in *Appendix D: Mailed Survey Responses Compared by Geographic Area*).

When looking at differences by age, the same three items tended to be the top priorities in all age groups, but for respondents age 65 to 74, providing more transportation services to regional destinations was one of the top concerns. A greater proportion of those age 85 or older and those age 18 to 64 considered the development of transportation information and referral services, veterans' transportation issues, expanding discount programs or subsidies for

transportation services, and expanding or adding fixed route public transportation services to be very important compared to those age 65 to 84. Increasing the frequency of transit service was of greater importance to those age 18 to 64 compared to other age groups (see Table 101 in *Appendix E: Mailed Survey Responses Compared by Respondent Characteristics*).

**Figure 13: Importance of Transportation-related Issues for Statewide Transit Plans, 2014-2019**

CDOT is working with a number of groups across the state to update the Statewide Transit Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent rating as very important.)

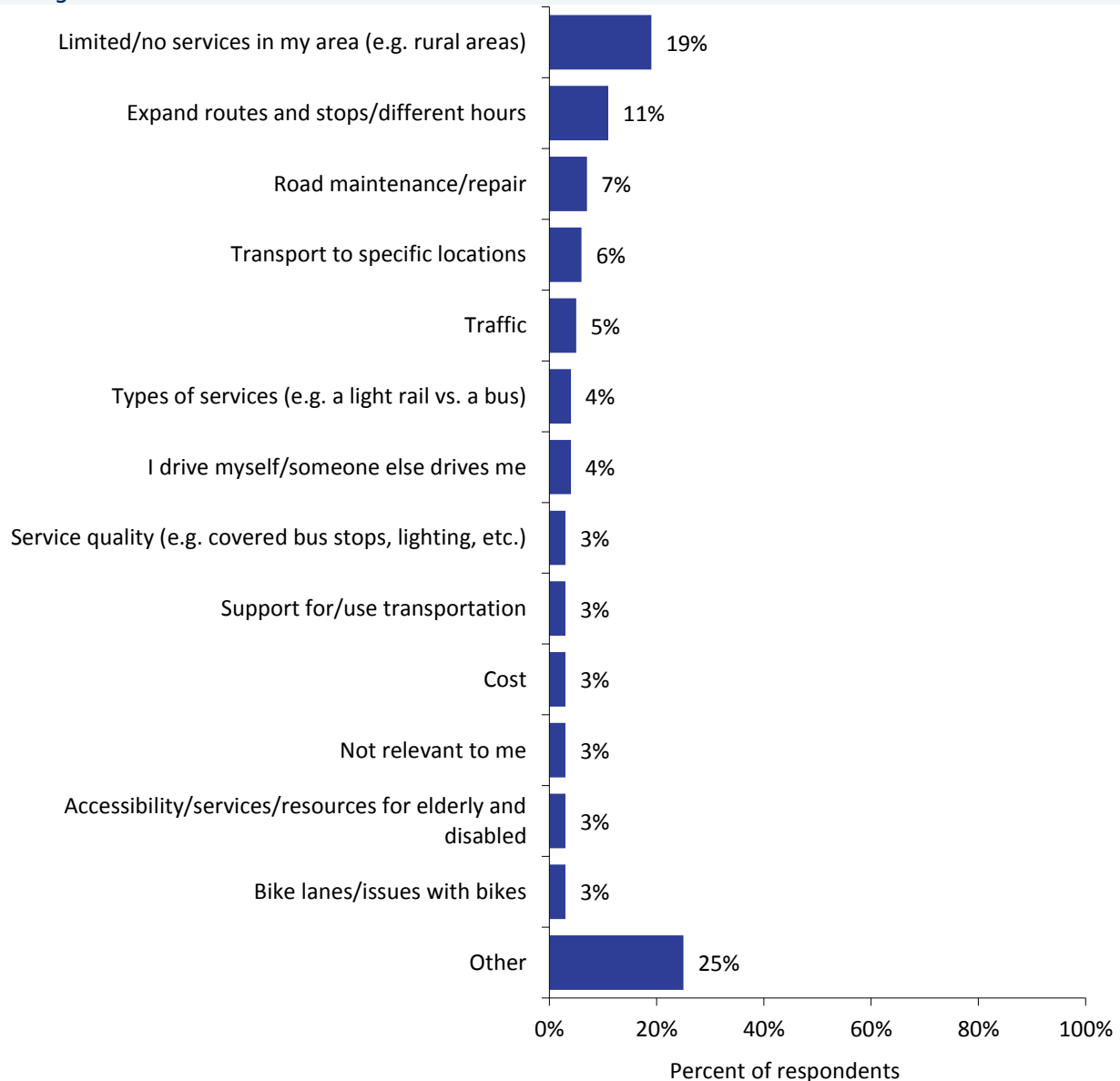


\* Differences between 2014 and 2019 are statistically significant,  $p < 0.05$

When asked to respond in their own words what other thoughts they had about transportation issues or problems in their community, the most common themes of the responses were having limited or no services in their area or a desire to expand routes/stops and hours of services. The need for road maintenance and repair was another frequently expressed need.

**Figure 14: Other Thoughts About Transportation Issues or Problems, 2019**

In addition to your answers to the questions above, please share any additional thoughts you have about transportation issues or problems in your community. Respondents' responses grouped into categories.\*

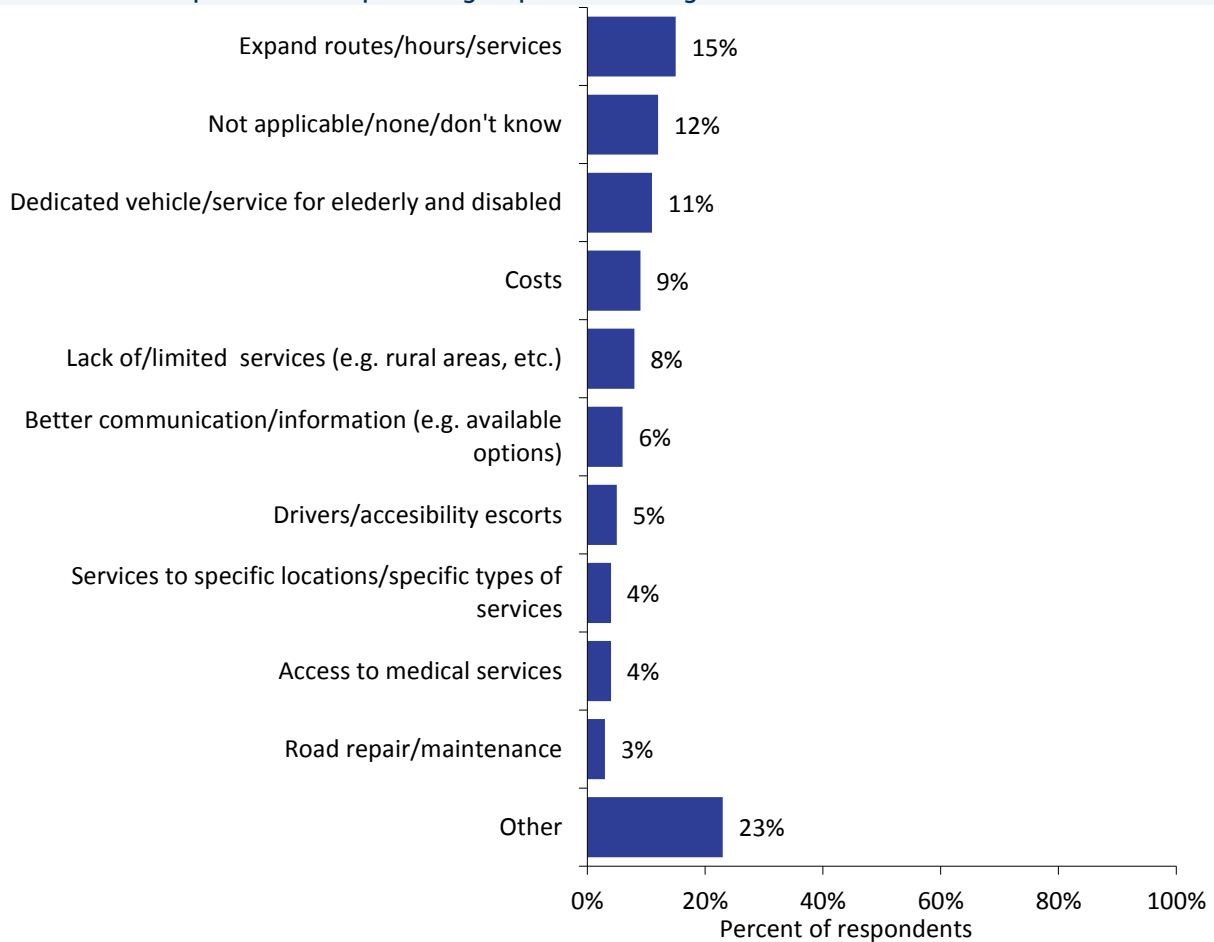


\*The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (*CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses*)

Respondents were also asked if they had any suggestions for improving transportation services for older adults and people with disabilities. The most common responses were related to expanding the service area and hours of transportation services; having dedicated vehicles or service for the elderly and disabled; and lowering the cost.

**Figure 15: Suggestions for Improving Transportation Services 2019**

Do you have any suggestions for improving transportation services for older adults and people with disabilities? Respondents' responses grouped into categories\*



\*The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses)

## **Appendix A: Full Set of Responses to 2019 Mailed Survey**

The following pages contain a complete set of responses to each question on the 2019 survey for respondents to the mailed survey. The percent of respondents giving a particular response is shown followed by the number of respondents.

**Table 1: Question #1**

In a typical month, about how often, if ever, do you use the following forms of transportation?	Never		4 or fewer times a month		1 to 2 times a week		3 or more times a week		Total	
	%	N	%	N	%	N	%	N	%	N
Drive myself in a personal vehicle	7%	62	2%	16	8%	73	84%	777	100%	928
Get a ride in a personal vehicle from a family member or someone who lives in my household	42%	384	27%	245	19%	173	11%	104	100%	906
Get a ride in a personal vehicle from family, friends or neighbors	52%	472	40%	360	7%	63	2%	16	100%	910
Driven by a paid driver or personal assistant	92%	832	7%	62	1%	13	0%	2	100%	908
Get a ride from a volunteer driver	97%	884	3%	25	0%	1	0%	0	100%	911
Take a taxi at the full price fare	97%	883	3%	28	0%	1	0%	1	100%	912
Take a taxi at a subsidized or discounted fare	98%	891	1%	10	1%	8	0%	0	100%	909
Use a rideshare service like Uber or Lyft at full price fare	78%	707	22%	199	1%	6	0%	1	100%	912
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	91%	825	7%	65	1%	11	0%	2	100%	903
Walk	37%	339	26%	237	14%	125	23%	206	100%	907
Bicycle	72%	653	19%	172	4%	40	5%	44	100%	910
Use transportation provided by my faith community or church	99%	908	1%	5	0%	0	0%	0	100%	914
Use a senior center or community center shuttle	98%	898	1%	12	0%	1	0%	3	100%	913
Use the shuttle/transportation provided by the housing facility or complex where I live	100%	908	0%	3	0%	0	0%	1	100%	912
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	76%	691	19%	174	3%	24	3%	26	100%	915
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	97%	880	2%	15	2%	14	0%	1	100%	910
Use a private or non-profit transportation service or program	98%	893	1%	8	1%	6	0%	2	100%	910

**Table 2: Question #1 Other responses**

<b>Some other form of transportation (what?) Respondents' "other" responses grouped into categories</b>	<b>Percent</b>	<b>Number</b>
Drive myself in a personal vehicle	26%	8
Use fixed route public transportation services	15%	5
Non-street safe personal transportation (e.g., horse, golf cart, etc.)	11%	3
Use a private or non-profit transportation service or program	8%	2
Bicycle	7%	2
Air travel	7%	2
Use a senior center or community center shuttle	6%	2
Take a taxi at the full price fare	6%	2
Get a ride in a personal vehicle from a family member or someone who lives in my household	6%	2
Do not have any alternatives/options	3%	1
Not applicable/none/don't know	1%	0
Electric/motorized wheelchair	1%	0
Get a ride in a personal vehicle from family, friends or neighbors	1%	0
Walk	1%	0
<b>Total</b>	<b>100%</b>	<b>31</b>

*The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses)*

**Table 3: Question #2**

<b>About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?</b>	<b>Percent</b>	<b>Number</b>
None of my trips	71%	653
Less than half my trips	20%	183
About half my trips	2%	16
More than half my trips	3%	23
All of my trips	5%	47
<b>Total</b>	<b>100%</b>	<b>921</b>



**Table 4: Question #3**

<b>If you drive yourself, what time of day do you most often drive?</b>	<b>Percent</b>	<b>Number</b>
I don't drive	10%	66
Mornings	65%	419
Afternoons	31%	204
Evenings and nights	14%	89

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

**Table 5: Question #4**

<b>For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?</b>	<b>Percent</b>	<b>Number</b>
Very likely	8%	44
Somewhat likely	25%	146
Not at all likely	67%	392
Total	100%	582

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

**Table 6: Question #5**

<b>Do you ever have trouble finding transportation for trips you want or need to make?</b>	<b>Percent</b>	<b>Number</b>
No, never	76%	689
Rarely	11%	101
Sometimes	10%	92
A lot of times	3%	27
Total	100%	909

**Table 7: Question #6**

<b>For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)</b>	<b>Percent</b>	<b>Number</b>
Work	26%	44
Visiting family or friends	24%	42
Volunteering	10%	18
Medical appointment	43%	74
Community event	21%	36
Religious service	9%	15
Recreation	30%	52
School	5%	8
Shopping/pharmacy trips	32%	54
Other	1%	2

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

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

**Table 8: Question #6 Other responses**

<b>Other types of trips for which have trouble finding transportation Respondents' "other" responses grouped into categories</b>	<b>Percent</b>	<b>Number</b>
Airport	37%	23
I drive myself	16%	10
Long/odd trips/specific locations	10%	6
Not applicable/none/don't know	9%	6
Anything / current transportation system is not sufficient	8%	5
Other	6%	4
Entertainment	6%	3
General services (e.g. beauty, automotive care, etc.)	5%	3
Shopping/pharmacy trips	1%	0
Religious service	1%	0
Total	100%	61

*The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses)*

**Table 9: Question #7**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b>	<b>Percent</b>	<b>Number</b>
Weekdays 6am to 10am	38%	66
Weekdays 10am to 4pm	47%	82
Weekdays 4pm to 7pm	22%	38
Weekdays 7pm to midnight	23%	39
Weekdays Midnight to 6am	11%	19
Saturday day time	23%	40
Saturday night time	19%	34
Sunday day time	25%	44
Sunday night time	19%	33

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

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

**Table 10: Question #8**

<b>How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?</b>	<b>Percent</b>	<b>Number</b>
Never	71%	211
Once or twice	24%	71
3 to 6 times	4%	12
7 times or more	1%	4
Total	100%	298

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

**Table 11: Question #9**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation.	Major problem		Minor problem		Not a problem		Total	
	%	N	%	N	%	N	%	N
Service is not provided where I live or where I want to go	37%	319	22%	190	40%	343	100%	852
Service does not operate during the times I need	26%	206	21%	163	53%	417	100%	786
Buses, trains or light rail do not come often enough; they do not run with enough frequency	26%	202	22%	167	52%	403	100%	773
Information about fares, schedules and routes is difficult to find	14%	108	17%	130	70%	548	100%	786
Information about fares, schedules and routes is difficult to read	12%	94	13%	103	75%	577	100%	774
I cannot understand the information about fares, schedules and routes	9%	72	13%	98	78%	607	100%	777
Information about fares, schedules and routes is not in my first (non-English) language	4%	32	3%	22	93%	716	100%	769
I am unclear about how to use fixed route public transportation services	10%	76	13%	103	77%	600	100%	779
I cannot easily access bus, train or light rail stops/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	10%	78	8%	61	82%	634	100%	773
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	7%	56	11%	81	82%	624	100%	761
I cannot easily access bus, train or light rail stops/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	17%	134	17%	134	65%	503	100%	771
I have health reasons that prevent me from being able to use fixed route public transportation	8%	60	6%	45	87%	679	100%	785
I have difficulty boarding and exiting buses, trains or light rail	7%	55	6%	50	87%	673	100%	777
Distance from bus, train or light rail stop/station is too far for me to walk	25%	195	20%	154	55%	434	100%	783
I am unable to get a seat	7%	50	8%	63	85%	645	100%	757

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation.	Major problem		Minor problem		Not a problem		Total	
	%	N	%	N	%	N	%	N
I do not feel safe while waiting for the bus, train or light rail	12%	91	16%	122	72%	550	100%	763
I do not feel safe while riding the bus, train or light rail	9%	69	14%	108	77%	580	100%	756
Fares are too expensive	14%	103	18%	140	68%	520	100%	763
Travel time to my destinations is too long	19%	149	22%	172	58%	447	100%	767
Bus, train and/or light rail stops/stations are poorly maintained	7%	52	14%	108	79%	602	100%	761
Service is not reliable	7%	56	15%	111	78%	591	100%	757
I do not understand how to make a transfer	8%	57	15%	112	78%	585	100%	754

**Table 12: Question #9 Other responses**

<b>Other reasons for not using fixed route public transportation Respondents' "other" responses grouped into categories</b>	<b>Percent</b>	<b>Number</b>
Service is not provided where I live or where I want to go	57%	81
Choose not to/don't want to	14%	20
I do not feel safe while waiting for the bus, train or light rail	5%	7
Other	5%	7
I do not understand how to make a transfer	4%	5
Can't easily access stops/stations because no/poor access to sidewalks, can't easily/safely cross road	3%	4
Drive myself	2%	3
Not applicable/none/don't know	2%	3
Distance from bus, train or light rail stop/station is too far for me to walk	2%	2
Travel time to my destinations is too long	1%	2
I have health reasons that prevent me from being able to use fixed route public transportation	1%	2
I do not feel safe while riding the bus, train or light rail	1%	2
Can't easily access stops/stations in poor weather or don't want/can't wait for delayed buses/trains in poor weather	1%	2
Buses, trains or light rail do not come often enough; they do not run with enough frequency	1%	2
They are not wheelchair friendly	0%	1
Bus, train and/or light rail stops/stations are poorly maintained	0%	1
Fares are too expensive	0%	1
Information about fares, schedules and routes is not in my first (non-English) language	0%	0
Service does not operate during the times I need	0%	0
<b>Total</b>	<b>100%</b>	<b>143</b>

*The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses)*

**Table 13: Question #10**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services.	Major problem		Minor problem		Not a problem		Total	
	%	N	%	N	%	N	%	N
Service is not provided where I live or where I want to go	26%	187	11%	83	63%	463	100%	733
Service does not operate during the times I need	15%	102	15%	99	70%	467	100%	668
The trips have to be scheduled too far in advance of actually needing or wanting the trip	15%	101	17%	115	68%	462	100%	678
Information about how to use the service and the costs is difficult to find	14%	92	16%	109	70%	477	100%	677
Information about how to use the service and the costs is difficult to read	10%	65	11%	71	79%	525	100%	661
Information about how to use the service and the costs is not in my first (non-English) language	3%	23	4%	28	92%	609	100%	660
I cannot understand the information on how to use the service and the costs	7%	45	10%	69	83%	545	100%	659
I am unclear about how to start using it	13%	91	14%	97	72%	490	100%	678
The service is too expensive to use regularly	11%	70	18%	114	71%	460	100%	644

**Table 14: Question #10 Other responses**

<b>Other reasons for not using demand response and paratransit services Respondents' "other" responses grouped into categories</b>	<b>Percent</b>	<b>Number</b>
Service is not provided where I live or where I want to go	16%	52
Not applicable/none/don't know	14%	47
Inability to address specific needs (e.g. wheelchair)	14%	45
I do not use it/do not need it	11%	38
Do not know about it	8%	26
The service is too expensive to use regularly	7%	25
Unreliable timing/availability	7%	25
Drive myself	5%	18
Other	4%	14
The trips have to be scheduled too far in advance of actually needing or wanting the trip	4%	13
See previous answer	3%	10
Information about how to use the service and the costs is difficult to read	3%	10
I am not eligible (e.g. Medicaid)	2%	6
Safety concerns	1%	3
Service does not operate during the times I need	1%	2
Do use it/no barriers	0%	1
<b>Total</b>	<b>100%</b>	<b>337</b>

*Total may exceed 100% as respondents answers could be grouped in more than one category  
The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses)*



**Table 15: Question #11**

CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you?	Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N
Supporting the development of easily accessible and understandable transportation information and referral services	50%	415	30%	248	20%	168	100%	830
Supporting veterans' transportation issues	53%	440	26%	213	21%	176	100%	828
Supporting volunteer and faith-based transportation services	26%	214	36%	292	38%	310	100%	815
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	21%	168	39%	313	40%	327	100%	808
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	31%	256	35%	282	34%	278	100%	816
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	39%	325	32%	266	28%	236	100%	826
Providing more transportation services in my community	44%	365	34%	287	22%	182	100%	835
Providing more transportation services to regional destinations	43%	362	37%	310	20%	164	100%	835
Expanding hours that transportation services are offered	34%	280	33%	273	32%	264	100%	817
Increasing how often bus, trains and light rail come/increasing frequency	36%	292	31%	250	33%	263	100%	805
Expanding or adding fixed route public transportation routes in my community	41%	338	34%	284	25%	205	100%	827
Providing lower fares for seniors and disabled riders	57%	473	25%	211	18%	152	100%	836

**Table 16: Question #12**

<b>In addition to your answers to the questions above, please share any additional thoughts you have about transportation issues or problems in your community. Respondents' "other" responses grouped into categories</b>	<b>Percent</b>	<b>Number</b>
Limited/no services in my area (e.g. rural areas)	19%	86
Expand routes and stops/different hours	11%	47
Road maintenance/repair	7%	32
Transport to specific locations	6%	27
Traffic	5%	23
I drive myself/someone else drives me	4%	20
Types of services (e.g. a light rail vs. a bus)	4%	19
Bike lanes/issues with bikes	3%	15
Other	3%	15
Accessibility/services/resources for elderly and disabled	3%	15
Not relevant to me	3%	14
Cost	3%	13
Support for/use transportation	3%	12
Service quality (e.g. covered bus stops, lighting, etc.)	3%	12
Travel time/transfers	2%	10
Not applicable/none/don't know	2%	9
Infrastructure/projects	2%	9
Information (e.g. signage, additional resources for blind, etc.)	2%	9
Weekend/evening services	2%	8
Do not use/don't need	2%	8
Lack of knowledge about services	2%	7
Issues concerning drivers	1%	6
Safety	1%	6
Toll roads	1%	5
Walking/biking	1%	5
Lack of support for public transportation	1%	5
Accessing medical services	1%	5
Parking	1%	3
Weather-related maintenance (e.g. snowplowing)	0%	2
Scheduling services	0%	1
<b>Total</b>	<b>100%</b>	<b>448</b>

*The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses)*

**Table 17: Question #13**

<b>Do you have any suggestions for improving transportation services for older adults and people with disabilities? Respondents' "other" responses grouped into categories</b>	<b>Percent</b>	<b>Number</b>
Expand routes/hours/services	15%	42
Not applicable/none/don't know	12%	36
Dedicated vehicle/service for elderly and disabled	11%	33
Costs	9%	27
Lack of/limited services (e.g. rural areas, etc.)	8%	23
Better communication/information (e.g. available options)	6%	17
Drivers/accessibility escorts	5%	14
Services to specific locations/specific types of services	4%	12
Access to medical services	4%	10
Other	3%	9
Road repair/maintenance	3%	8
Quality of stops and services (e.g., cleanliness, covered stops, etc.)	3%	7
Traffic	2%	7
Scheduling services/readily available transportation	2%	6
Lower steps/easier boarding	2%	5
Safety	2%	4
Wheelchair accessibility	1%	4
Uber-style service	1%	4
Accessible stops/stations/services	1%	3
Licenses/lost driving ability	1%	3
See previous answer	1%	3
No issue right now/don't use	1%	3
Easier access in general	1%	3
Family/friends	1%	2
Happy with current system	1%	2
Weekend/evening services	0%	1
Sidewalks	0%	0
Shuttle service	0%	0
Assistance for hearing impaired	0%	0
<b>Total</b>	<b>100%</b>	<b>287</b>

*Total may exceed 100% as respondents answers could be grouped in more than one category  
The verbatim comments made by respondents to the open-ended survey questions can be found under separate cover (CDOT 2019 Older Adult and Disabled Adult Survey Verbatim Responses)*

**Table 18: Question #14**

<b>Do you have a disability?</b>	<b>Percent</b>	<b>Number</b>
No	79%	715
Yes	21%	191
<b>Total</b>	<b>100%</b>	<b>905</b>

**Table 19: Question #15**

<b>What type of disability do you have? (Please select all that apply.)</b>	<b>Percent</b>	<b>Number</b>
a mobility disability (difficulty walking)	13%	123
blindness/limited vision	1%	11
deafness/limited hearing	3%	28
a long-term medical illness (e. g., epilepsy, COPD, etc.)	7%	64
difficulty with self-care	2%	17
mental health illness	3%	29
memory or cognitive difficulty	4%	34
something else	3%	30
None	80%	753

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

**Table 20: Question #16**

<b>What best describes the community you live in?</b>	<b>Percent</b>	<b>Number</b>
I live in a large city	19%	168
I live in a suburb of a large city	37%	331
I live in a small town with no other towns or cities near it	17%	150
I live in a rural area close to a town/city	18%	163
I live in the country or rural area away from any towns	9%	83
<b>Total</b>	<b>100%</b>	<b>896</b>

**Table 21: Question #18**

<b>Which best describes the building you live in?</b>	<b>Percent</b>	<b>Number</b>
Single family home or mobile home	87%	791
Townhouse, condominium, duplex or apartment	11%	97
Age-restricted senior living residence	1%	8
Assisted living residence	0%	3
Nursing home	0%	1
Other	1%	14
Total	100%	913

**Table 22: Question #19**

<b>What is your race/ethnicity? (Please check all that apply.) Totals may add to more than 100% as respondents could choose more than one category.</b>	<b>Percent</b>	<b>Number</b>
American Indian or Alaskan Native	2%	18
Asian or Pacific Islander	3%	25
Black, African American	3%	25
Hispanic/Spanish/Latino	7%	62
White/Caucasian	86%	764
Other	3%	24

**Table 23: Question #20**

<b>In which category is your age?</b>	<b>Percent</b>	<b>Number</b>
18 to 34 years	5%	46
35 to 44 years	6%	58
45 to 54 years	20%	183
55 to 64 years	14%	123
65 to 74 years	36%	324
75 to 84 years	14%	126
85 to 94 years	4%	34
95 years or older	0%	2
Total	100%	897

**Table 24: Question #21**

<b>What is your gender?</b>	<b>Percent</b>	<b>Number</b>
Female	49%	444
Male	49%	444
Prefer to identify another way	1%	11
Total	100%	898

**Table 25: TPR**

<b>TPR</b>	<b>Percent</b>	<b>Number</b>
Pikes Peak Area	9%	83
Greater Denver Area	49%	461
North Front Range	6%	58
Pueblo Area	5%	43
Grand Valley	4%	34
Eastern	2%	19
Southeast	1%	13
San Luis Valley	2%	18
Gunnison Valley	3%	25
Southwest	2%	20
Intermountain	2%	20
Northwest	1%	11
Upper Front Range	5%	45
Central Front Range	5%	51
South Central	1%	7
Unknown	3%	29
Total	100%	937

**Table 26: Urban or Rural TPRs**

<b>Type of TPR</b>	<b>Percent</b>	<b>Number</b>
Urban TPR	75%	679
Rural TPR	25%	229
Total	100%	908

## Appendix B: 2019 Survey Responses Compared by Survey Distribution

The tables in this appendix include responses from those who participated in the mailed survey as well as those who participated in the agency-distributed survey. This is the only place in this report where responses from the agency-distributed survey are shown. However, additional tables of survey results have been provided to CDOT in Excel files.

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “major” or “minor problem”, or who considered an item “very important.”

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 27 on the following page, respondents who participated in the mailed survey (Column A) were much more likely to say they had driven themselves compared to those who had participated in the agency-distributed survey (Column B). The “B” placed in the cell of the responses from the mailed survey indicates that this proportion is statistically significantly higher than the proportion observed in Column B for this item. However, those participating in the agency-distributed survey were much more likely to have used a senior center or community center shuttle than those who participated in the mailed survey. This is shown with an A in the cell for the agency-distributed survey responses. Whichever cell the letter appears in, it denotes that the pair of responses are statistically significantly different.

**Table 27: Question #1 by Survey Distribution**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Mailed	Agency
	(A)	(B)
Drive myself in a personal vehicle	93% B	50%
Get a ride in a personal vehicle from a family member or someone who lives in my household	58%	60%
Get a ride in a personal vehicle from family, friends or neighbors	48%	61% A
Driven by a paid driver or personal assistant	8%	30% A
Get a ride from a volunteer driver	3%	25% A
Take a taxi at the full price fare	3%	7% A
Take a taxi at a subsidized or discounted fare	2%	13% A
Use a rideshare service like Uber or Lyft at full price fare	22% B	18%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	9%	11% A
Walk	63% B	50%
Bicycle	28% B	17%
Use transportation provided by my faith community or church	1%	8% A
Use a senior center or community center shuttle	2%	27% A
Use the shuttle/transportation provided by the housing facility or complex where I live	0%	5% A
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	24%	36% A
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	3%	33% A
Use a private or non-profit transportation service or program	2%	23% A



**Table 28: Question #2 by Survey Distribution**

<b>About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?</b>	<b>Mailed</b>	<b>Agency</b>
	<b>(A)</b>	<b>(B)</b>
None of my trips	71% B	38%
Less than half my trips	20%	24% A
About half my trips	2%	8% A
More than half my trips	3%	10% A
All of my trips	5%	20% A
Total	100%	100%

**Table 29: Question #3 by Survey Distribution**

<b>If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.</b>	<b>Mailed</b>	<b>Agency</b>
	<b>(A)</b>	<b>(B)</b>
I don't drive	10%	56% A
Mornings	65% B	30%
Afternoons	31% B	24%
Evenings and nights	14% B	8%

**Table 30: Question #4 by Survey Distribution**

<b>For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?</b>	<b>Mailed</b>	<b>Agency</b>
	<b>(A)</b>	<b>(B)</b>
Very likely	8%	17% A
Somewhat likely	25%	36% A
Not at all likely	67% B	47%
Total	100%	100%

**Table 31: Question #5 by Survey Distribution**

Do you ever have trouble finding transportation for trips you want or need to make?	Mailed	Agency
	(A)	(B)
No, never	76% B	32%
Rarely	11%	16% A
Sometimes	10%	31% A
A lot of times	3%	21% A
Total	100%	100%

**Table 32: Question #6 by Survey Distribution**

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	Mailed	Agency
	(A)	(B)
Work	26%	19%
Visiting family or friends	24%	35% A
Volunteering	10%	21% A
Medical appointment	43%	61% A
Community event	21%	40% A
Religious service	9%	27% A
Recreation	30%	42% A
School	5%	7%
Shopping/pharmacy trips	32%	54% A
Other	1%	24% A

**Table 33: Question #7 by Survey Distribution**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	Mailed	Agency
	(A)	(B)
Weekdays 6am to 10am	38%	40%
Weekdays 10am to 4pm	47%	52%
Weekdays 4pm to 7pm	22%	34% A
Weekdays 7pm to midnight	23%	20%
Weekdays Midnight to 6am	11%	16%
Saturday day time	23%	43% A
Saturday night time	19%	35% A
Sunday day time	25%	47% A
Sunday night time	19%	34% A

**Table 34: Question #8 by Survey Distribution**

<b>How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?</b>	Mailed	Agency
	(A)	(B)
Never	71% B	37%
Once or twice	24%	45% A
3 to 6 times	4%	16% A
7 times or more	1%	3%
Total	100%	100%

**Table 35: Question #9 by Survey Distribution**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Mailed	Agency
	(A)	(B)
Service is not provided where I live or where I want to go	60%	70% A
Service does not operate during the times I need	47%	65% A
Buses, trains or light rail do not come often enough; they do not run with enough frequency	48%	67% A
Information about fares, schedules and routes is difficult to find	30%	52% A
Information about fares, schedules and routes is difficult to read	25%	48% A
I cannot understand the information about fares, schedules and routes	22%	47% A
Information about fares, schedules and routes is not in my first (non-English) language	7%	8%
I am unclear about how to use fixed route public transportation services	23%	45% A
I cannot easily access bus, train or light rail stops/stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	18%	58% A
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	18%	50% A
I cannot easily access bus, train or light rail stops/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	35%	72% A
I have health reasons that prevent me from being able to use fixed route public transportation	13%	48% A
I have difficulty boarding and exiting buses, trains or light rail	13%	43% A
Distance from bus, train or light rail stop/station is too far for me to walk	45%	65% A
I am unable to get a seat	15%	33% A
I do not feel safe while waiting for the bus, train or light rail	28%	57% A

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	<b>Mailed</b>	<b>Agency</b>
	<b>(A)</b>	<b>(B)</b>
I do not feel safe while riding the bus, train or light rail	23%	51% A
Fares are too expensive	32%	51% A
Travel time to my destinations is too long	42%	57% A
Bus, train and/or light rail stops/stations are poorly maintained	21%	49% A
Service is not reliable	22%	54% A
I do not understand how to make a transfer	22%	46% A

**Table 36: Question #10 by Survey Distribution**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	Mailed	Agency
	(A)	(B)
Service is not provided where I live or where I want to go	37%	50% A
Service does not operate during the times I need	30%	55% A
The trips have to be scheduled too far in advance of actually needing or wanting the trip	32%	64% A
Information about how to use the service and the costs is difficult to find	30%	49% A
Information about how to use the service and the costs is difficult to read	21%	40% A
Information about how to use the service and the costs is not in my first (non-English) language	8%	11% A
I cannot understand the information on how to use the service and the costs	17%	26% A
I am unclear about how to start using it	28%	38% A
The service is too expensive to use regularly	29%	49% A

**Table 37: Question #11 by Survey Distribution**

<b>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</b>	<b>Mailed</b>	<b>Agency</b>
	<b>(A)</b>	<b>(B)</b>
Supporting the development of easily accessible and understandable transportation information and referral services	50%	67% A
Supporting veterans' transportation issues	53%	64% A
Supporting volunteer and faith-based transportation services	26%	51% A
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	21%	44% A
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	31%	56% A
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	39%	68% A
Providing more transportation services in my community	44%	69% A
Providing more transportation services to regional destinations	43%	59% A
Expanding hours that transportation services are offered	34%	54% A
Increasing how often bus, trains and light rail come/increasing frequency	36%	49% A
Expanding or adding fixed route public transportation routes in my community	41%	56% A
Providing lower fares for seniors and disabled riders	57%	72% A





**Table 38: Question #14 by Survey Distribution**

Do you have a disability?	Mailed	Agency
	(A)	(B)
No	79%	36%
Yes	21%	64%
Total	100%	100%

**Table 39: Question #15 by Survey Distribution**

What type of disability do you have? (Please select all that apply.) Total may exceed 100% as respondents could select more than one answer. Question was very different in 2014	Mailed	Agency
	(A)	(B)
a mobility disability (difficulty walking)	13%	39% A
blindness/limited vision	1%	19% A
deafness/limited hearing	3%	6% A
a long-term medical illness (e. g., epilepsy, COPD, etc.)	7%	19% A
difficulty with self-care	2%	8% A
mental health illness	3%	10% A
memory or cognitive difficulty	4%	15% A
something else	3%	16% A
None	80% B	40%

**Table 40: Question #16 by Survey Distribution**

What best describes the community you live in?	Mailed	Agency
	(A)	(B)
<b>I live in a large city</b>	<b>19%</b>	<b>28%</b>
I live in a suburb of a large city	37%	41%
I live in a small town with no other towns or cities near it	17%	13%
I live in a rural area close to a town/city	18%	12%
I live in the country or rural area away from any towns	9%	6%

**Table 41: Question #18 by Survey Distribution**

Which best describes the building you live in?	Mailed	Agency
	(A)	(B)
Single family home or mobile home	87%	52%
	B	
Townhouse, condominium, duplex or apartment	11%	25%
		A
Age-restricted senior living residence	1%	17%
		A
Assisted living residence	0%	1%
		A
Nursing home	0%	0%
Other*	1%	3%
		A
Total	100%	100%

**Table 42: Question #19 by Survey Distribution**

What is your race/ethnicity? (Mark one or more categories to indicate which you consider yourself to be.) Total may exceed 100% as respondents could select more than one answer.	Mailed	Agency
	(A)	(B)
American Indian or Alaskan Native	2%	6%
		A
Asian or Pacific Islander	3%	3%
Black, African American	3%	4%
Hispanic/Spanish/Latino	7%	7%
White/Caucasian	86%	85%
Other	3%	3%

**Table 43: Question #20 by Survey Distribution**

In which category is your age?	Mailed	Agency
	(A)	(B)
18 to 34 years	5%	10% A
35 to 44 years	6%	6%
45 to 54 years	20% B	10%
55 to 64 years	14%	11%
65 to 74 years	36% B	28%
75 to 84 years	14%	21% A
85 to 94 years	4%	13% A
95 years or older	0%	1%
Total	100%	100%

**Table 44: Question #21 by Survey Distribution**

What is your gender?	Mailed	Agency
	(A)	(B)
Female	49%	75% A
Male	49% B	25%
Prefer to identify another way	1% B	0%
Total	100%	100%

**Table 45: Question #12 by Type**

In addition to your answers to the questions above, please share any additional thoughts you have about transportation issues or problems in your community. Respondents' "other" responses grouped into categories	Mailed	Agency
	(A)	(B)
Road maintenance/repair	7% B	0%
Bike lanes/issues with bikes	3%	2%
Cost	3%	3%
Limited/no services in my area (e.g. rural areas)	19% B	14%
Types of services (e.g. a light rail vs. a bus)	4% B	1%
Accessibility/services/resources for elderly and disabled	3%	22% A
Travel time/transfers	2%	2%
Lack of support for public transportation	1%	3% A
Lack of knowledge about services	2% B	0%
Do not use/don't need	2% B	0%
Safety	1%	1%
Scheduling services	0%	4% A
Expand routes and stops/different hours	11% B	7%
Information (e.g. signage, additional resources for blind, etc.)	2%	3%
Weekend/evening services	2%	4% A
Transport to specific locations	6% B	3%
I drive myself/someone else drives me	4% B	2%
Support for/use transportation	3%	5%
Weather-related maintenance (e.g. snowplowing)	0%	0%
Toll roads	1%	0%
Eligibility	0%	1%
Parking	1%	2%

<b>In addition to your answers to the questions above, please share any additional thoughts you have about transportation issues or problems in your community.</b> <b>Respondents' "other" responses grouped into categories</b>	<b>Mailed</b>	<b>Agency</b>
	<b>(A)</b>	<b>(B)</b>
Not relevant to me	3% B	1%
Service quality (e.g. covered bus stops, lighting, etc.)	3%	0%
Issues concerning drivers	1%	5% A
Traffic	5% B	2%
Infrastructure/projects	2%	1%
Walking/biking	1%	3%
Accessing medical services	1%	4% A
Other	3%	3%
Not applicable/none/don't know	2%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

**Table 46: Question #13 by Type**

Do you have any suggestions for improving transportation services for older adults and people with disabilities?	Mailed	Agency
	(A)	(B)
Wheelchair accessibility	1%	9% A
Access to medical services	4%	4%
Quality of stops and services (e.g., cleanliness, covered stops, etc.)	3% B	0%
Drivers/accessibility escorts	5%	3%
Safety	2% B	0%
Accessible stops/stations/services	1%	1%
Uber-style service	1%	2%
Assistance for hearing impaired	0%	0%
Assistance for sight impaired	0%	0%
Costs	9%	11%
Shuttle service	0%	0%
Dedicated vehicle/service for elderly and disabled	11% B	7%
Sidewalks	0%	0%
Better communication/information (e.g. available options)	6%	7%
Expand routes/hours/services	15%	12%
Weekend/evening services	0%	2% A
Lack of/limited services (e.g. rural areas, etc.)	8%	5%
Easier access in general	1%	3% A
No issue right now/don't use	1%	3% A
Scheduling services/readily available transportation	2%	9% A
See previous answer	1%	2%
Road repair/maintenance	3%	3%
Traffic	2%	2%
Family/friends	1%	0%
Licenses/lost driving ability	1% B	0%
Services to specific locations/specific types of services	4%	4%

Do you have any suggestions for improving transportation services for older adults and people with disabilities?	Mailed	Agency
	(A)	(B)
Happy with current system	1%	2%
Lower steps/easier boarding	2%	1%
Other	3%	3%
Not applicable/none/don't know	12% B	3%
Total	100%	100%

## Appendix C: Mailed Survey Responses Compared by Survey Year

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “major” or “minor problem”, or who considered an item “very important.”

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 47 on the following page, respondents in 2019 (Column B) were more likely to say they had been driven by a paid driver or personal assistant compared to 2014 respondents (Column A). The “A” placed in the cell of the responses from 2019 indicates that this proportion is statistically significantly higher than the proportion observed in Column A (2014) for this item. Whichever cell the letter appears in, it denotes that the pair of responses are statistically significantly different.



**Table 47: Question #1 by Year**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	2014	2019
	(A)	(B)
Drive myself in a personal vehicle	93%	93%
Get a ride in a personal vehicle from a family member or someone who lives in my household	58%	58%
Get a ride in a personal vehicle from family, friends or neighbors	47%	48%
Driven by a paid driver or personal assistant	4%	8% A
Get a ride from a volunteer driver	3%	3%
Take a taxi at the full price fare	4%	3%
Take a taxi at a subsidized or discounted fare	2%	2%
Use a rideshare service like Uber or Lyft at full price fare	.	22%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	.	9%
Walk	49%	63% A
Bicycle	19%	28% A
Use transportation provided by my faith community or church	2% B	1%
Use a senior center or community center shuttle	2%	2%
Use the shuttle/transportation provided by the housing facility or complex where I live	1%	0%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	16%	24% A
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	4%	3%
Use a private or non-profit transportation service or program	2%	2%

**Table 48: Question #2 by Year**

<b>About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?</b>	<b>2014</b>	<b>2019</b>
	<b>(A)</b>	<b>(B)</b>
None of my trips	68%	71%
Less than half my trips	20%	20%
About half my trips	4% B	2%
More than half my trips	2%	3%
All of my trips	6%	5%
Total	100%	100%

**Table 49: Question #3 by Year**

<b>If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.</b>	<b>2014</b>	<b>2019</b>
	<b>(A)</b>	<b>(B)</b>
I don't drive	13%	10%
Mornings	43%	65% A
Afternoons	49% B	31%
Evenings and nights	20%	14%

**Table 50: Question #4 by Year**

<b>For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?</b>	<b>2014</b>	<b>2019</b>
	<b>(A)</b>	<b>(B)</b>
Very likely	6%	8%
Somewhat likely	22%	25%
Not at all likely	72%	67%
Total	100%	100%

**Table 51: Question #5 by Year**

Do you ever have trouble finding transportation for trips you want or need to make?	2014	2019
	(A)	(B)
No, never	78%	76%
Rarely	9%	11%
Sometimes	9%	10%
A lot of times	3%	3%
Total	100%	100%

**Table 52: Question #6 by Year**

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	2014	2019
	(A)	(B)
Work	13%	26% A
Visiting family or friends	14%	24% A
Volunteering	7%	10%
Medical appointment	54% B	43%
Community event	21%	21%
Religious service	10%	9%
Recreation	17%	30% A
School	1%	5% A
Shopping/pharmacy trips	29%	32%
Other	27% B	1%

**Table 53: Question #7 by Year**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	2014	2019
	(A)	(B)
Weekdays 6am to 10am	23%	38% A
Weekdays 10am to 4pm	58% B	47%
Weekdays 4pm to 7pm	19%	22%
Weekdays 7pm to midnight	26%	23%
Weekdays Midnight to 6am	8%	11%
Saturday day time	19%	23%
Saturday night time	10%	19% A
Sunday day time	30%	25%
Sunday night time	20%	19%

**Table 54: Question #8 by Year**

<b>How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?</b>	2014	2019
	(A)	(B)
Never	58%	71% A
Once or twice	34% B	24%
3 to 6 times	8%	4%
7 times or more	0%	1%
Total	100%	100%

**Table 55: Question #9 by Year**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	2014	2019
	(A)	(B)
Service is not provided where I live or where I want to go	62%	60%
Service does not operate during the times I need	50%	47%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	.	48%
Information about fares, schedules and routes is difficult to find	36% B	30%
Information about fares, schedules and routes is difficult to read	27%	25%
I cannot understand the information about fares, schedules and routes	23%	22%
Information about fares, schedules and routes is not in my first (non-English) language	5%	7%
I am unclear about how to use fixed route public transportation services	24%	23%
I cannot easily access bus, train or light rail stops/stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	23% B	18%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	20%	18%
I cannot easily access bus, train or light rail stops/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	40% B	35%
I have health reasons that prevent me from being able to use fixed route public transportation	23% B	13%
I have difficulty boarding and exiting buses, trains or light rail	20% B	13%
Distance from bus, train or light rail stop/station is too far for me to walk	50% B	45%
I am unable to get a seat	15%	15%
I do not feel safe while waiting for the bus, train or light rail	27%	28%
I do not feel safe while riding the bus, train or light rail	25%	23%
Fares are too expensive	35%	32%
Travel time to my destinations is too long	35%	42% A
Bus, train and/or light rail stops/stations are poorly maintained	28% B	21%

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	2014	2019
	(A)	(B)
Service is not reliable	27% B	22%
I do not understand how to make a transfer	21%	22%

**Table 56: Question #10 by Year**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	2014	2019
	(A)	(B)
Service is not provided where I live or where I want to go	46% B	37%
Service does not operate during the times I need	37% B	30%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	.	32%
Information about how to use the service and the costs is difficult to find	35% B	30%
Information about how to use the service and the costs is difficult to read	23%	21%
Information about how to use the service and the costs is not in my first (non-English) language	8%	8%
I cannot understand the information on how to use the service and the costs	17%	17%
I am unclear about how to start using it	30%	28%
The service is too expensive to use regularly	.	29%

**Table 57: Question #11 by Year**

<b>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</b>	2014	2019
	(A)	(B)
Supporting the development of easily accessible and understandable transportation information and referral services	57% B	50%
Supporting veterans' transportation issues	50%	53%
Supporting volunteer and faith-based transportation services	33% B	26%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	.	21%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	34%	31%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	42%	39%
Providing more transportation services in my community	45%	44%
Providing more transportation services to regional destinations	47%	43%
Expanding hours that transportation services are offered	32%	34%
Increasing how often bus, trains and light rail come/increasing frequency	.	36%
Expanding or adding fixed route public transportation routes in my community	43%	41%
Providing lower fares for seniors and disabled riders	57%	57%

## Appendix D: Mailed Survey Responses Compared by Geographic Area

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “major” or “minor problem”, or who considered an item “very important.”

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 58 on the following page, respondents who live in the Pikes Peak Area (Column A), Greater Denver Area (Column B), North Front Range (Column C), Pueblo Area (Column D), Grand Valley (Column E), Southeast (Column G), Gunnison Valley (Column I), Intermountain (Column K), Northwest (Column L) or Central Front Range (Column N) all were more likely to drive themselves than were those who lived in the San Luis Valley (Column H). This was indicated with an “H” placed in the cells the responses from those TPRs. However, since each of those 10 TPRs did not have another letter in their cell, responses were similar across those 10 TPRs and the other four TPRs.

In looking at the proportion of respondents who reported getting a ride from a family member, a “B,” “D” and “H” are displayed in the cell reporting responses from Pikes Peak Area respondents. This indicates that Pikes Peak Area respondents had higher rates of getting rides compared to respondents from the Greater Denver Area (Column B), the Pueblo Area (Column D) and the San Luis Valley (Column H). No other cell included an “A” indicating that a higher proportion in that area would have reported getting rides from family members, so Pikes Peaks Area rates were similar to all the other TPRs. However, the cells for Gunnison Valley, Southwest, Northwest and Central Front Range all include an “H,” so they also have higher rates of getting a ride than those in the San Luis Valley. However, they have similar rates compared to all the other TPRs.



## 2019 Mailed Survey Responses Compared by TPR

The following tables display 2019 mailed survey responses by TPR. A map of the TPRs can be found on page 179 in *Appendix F: Survey Methodology*.

(Note additional tables of survey results by TPR were provided to CDOT as Excel files.)

**Table 58: Question #1 by TPR**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Drive myself in a personal vehicle	93% H	93% H	96% H	94% H	92% H	92% H	96% H	75% H	97% H	86% H	94% H	98% H	89% H	96% H	94% H
Get a ride in a personal vehicle from a family member or someone who lives in my household	71% B D H	55%	56%	52%	59%	53%	62%	32%	67% H	69% H	49%	74% H	53%	67% H	61%
Get a ride in a personal vehicle from family, friends or neighbors	47%	48%	44%	47%	47%	46%	52%	48%	46%	50%	44%	65%	35%	58% M	38%
Driven by a paid driver or personal assistant	9%	13% D M N	6%	2%	5%	2%	17%	2%	3%	1%	4%	4%	2%	1%	2%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Get a ride from a volunteer driver	2%	3%	2%	2%	3%	4%	17% A B C D E F I M N	5%	1%	11% A B M	6%	3%	2%	3%	2%
Take a taxi at the full price fare	4%	5%	3%	2%	1%	1%	1%	1%	0%	1%	3%	1%	1%	0%	0%
Take a taxi at a subsidized or discounted fare	1%	3%	1%	0%	1%	0%	0%	1%	0%	0%	2%	0%	0%	0%	0%
Use a rideshare service like Uber or Lyft at full price fare	20% N	31% A C E F H I J K L M N	10%	21% N	10%	2%	14%	3%	4%	4%	8%	6%	7%	3%	10%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	11% D M N	12% D E I M N	5%	0%	1%	1%	0%	1%	0%	1%	5%	1%	1%	1%	2%
Walk	70% E M N	67% M N	60% N	54% N	50% N	53%	58% N	49%	71% M N	61% N	80% D E M N	60%	43%	28%	43%
Bicycle	17%	34% A F G N	24%	31% N	20%	12%	8%	26%	32% N	35% N	40% A G N	15%	25%	7%	12%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Use transportation provided by my faith community or church	1%	0%	1%	1%	2%	1%	2%	3%	0%	1%	3%	2%	4% B N	0%	0%
Use a senior center or community center shuttle	2%	2%	1%	1%	1%	1%	3%	1%	1%	4%	6%	7%	2%	1%	2%
Use the shuttle/transportation provided by the housing facility or complex where I live	0%	0%	1%	1%	1%	1%	0%	2%	0%	0%	1%	1%	1%	0%	0%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	12%	40% A C D E F G H I J L M N O	15%	7%	2%	1%	1%	4%	7%	13%	29% D E F N	5%	11%	3%	2%
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	3%	4%	8% M N	1%	1%	2%	2%	19% A B C D E F G I J K L M N	1%	1%	3%	1%	1%	1%	2%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Use a private or non-profit transportation service or program	2%	2%	1%	1%	2%	1%	2%	2%	2%	1%	13% A B C D E F G H I J L M N	2%	5%	1%	1%

**Table 59: Question #2 by TPR**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
None of my trips	61%	71% J	72%	67%	69%	73%	55%	71%	71%	49%	69%	85%	71%	83% A G J	66%
Less than half my trips	23%	22%	18%	22%	18%	18%	37% N	13%	15%	33% N	24%	7%	18%	10%	14%
About half my trips	2%	1%	2%	3%	2%	2%	2%	4%	0%	11% B N	3%	2%	2%	1%	3%
More than half my trips	6% B	2%	3%	2%	7% B	4%	1%	3%	13% B N	3%	0%	3%	0%	2%	11%
All of my trips	8%	5%	5%	6%	5%	3%	5%	9%	2%	4%	3%	3%	9%	5%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 60: Question #3 by TPR**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
I don't drive	19% B C N	10%	6%	8%	11%	14%	8%	31% B C D I M N	4%	23%	9%	5%	8%	5%	9%
Mornings	50%	65% A	64%	71%	54%	60%	55%	54%	63%	56%	63%	66%	59%	72% A	68%
Afternoons	41% B	26%	41%	27%	35%	27%	16%	14%	34%	20%	44%	29%	43% B	22%	27%
Evenings and nights	10%	18% C D N	3%	2%	19%	1%	23%	1%	9%	1%	22%	4%	18% C D N	3%	2%

**Table 61: Question #4 by TPR**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Very likely	13%	6%	3%	13%	17% C	8%	6%	8%	6%	27% B C	11%	6%	11%	6%	12%
Somewhat likely	29% D N	30% D N	28% D N	7%	13%	10%	7%	12%	16%	14%	5%	10%	15%	6%	12%
Not at all likely	58%	64%	69%	80% A	71%	82%	87%	79%	78%	59%	84%	83%	74%	88% A B C J	75%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 62: Question #5 by TPR**

Do you ever have trouble finding transportation for trips you want or need to make?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
No, never	73%	75% J	71%	67%	83% J	73%	81%	85% J	85% J	54%	72%	69%	72%	89% A B C D J M	74%
Rarely	16%	12%	12%	18% N	7%	6%	9%	4%	6%	27% B E M N	11%	7%	8%	5%	8%
Sometimes	10%	11%	12%	11%	8%	8%	3%	6%	4%	17%	14%	3%	17% N	4%	13%
A lot of times	2%	2%	6%	4%	2%	13% A B	7%	6%	4%	3%	2%	22% A B D E M N	3%	2%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



**Table 63: Question #6 by TPR**

<b>For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Work	20%	34% D	13%	5%	11%	0%	13%	8%	36%	34%	7%	69% C D F N	27%	5%	5%
Visiting family or friends	9%	20%	39% A	53% A B K N	42%	10%	32%	36%	9%	42%	7%	75% A B F K N	25%	5%	18%
Volunteering	11%	9%	7%	22%	0%	3%	3%	20%	0%	5%	15%	68% A B C D E F G I J K M N	6%	11%	0%
Medical appointment	58% B	28%	27%	58%	63%	94% B C K	87%	76%	73%	65%	25%	85% B	54%	79% B C	73%
Community event	33%	15%	43% B M	11%	52%	11%	19%	16%	9%	9%	60% B D J M	71% B D F J M N	6%	11%	5%

<b>For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Religious service	9%	4%	9%	5%	44% A B C D J N	14%	23%	8%	9%	7%	7%	68% A B C D F H I J K M N	20%	5%	5%
Recreation	27%	34%	32%	30%	23%	0%	16%	16%	9%	35%	15%	73% F	30%	11%	14%
School	4%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	66% A B C D E F G H I J K M N	0%	0%	0%
Shopping/pharmacy trips	24%	24%	46%	36%	34%	41%	45%	68%	45%	51%	22%	83% A B	39%	37%	27%
Other	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	5%

**Table 64: Question #7 by TPR**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Weekdays 6am to 10am	39%	40%	24%	62%	15%	16%	50%	32%	44%	27%	16%	75%	26%	39%	41%
Weekdays 10am to 4pm	32%	40%	44%	56%	62%	83%	65%	73%	78%	79%	80%	92%	53%	67%	65%
Weekdays 4pm to 7pm	36%	15%	19%	12%	57% B	10%	35%	23%	22%	57% B	16%	77% B C D F	27%	28%	29%
Weekdays 7pm to midnight	26%	17%	34%	8%	15%	0%	19%	23%	0%	52%	65% B D F	73% B D F N	48% B D F	11%	24%
Weekdays Midnight to 6am	21% B	4%	41% B D F J K	5%	15%	0%	19%	9%	0%	3%	4%	73% A B D E F G H I J K M N	21%	11%	29%
Saturday day time	26%	17%	20%	20%	67% B C	17%	23%	36%	22%	19%	61% B	77% B C D	34%	33%	18%

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Saturday night time	24%	15%	36%	8%	10%	4%	19%	27%	0%	54% B D M	61% B D F M	73% A B D E F I M	6%	22%	29%
Sunday day time	34%	24%	15%	12%	74% B C D M N	19%	27%	27%	22%	16%	65% C D M	79% B C D M N	6%	17%	24%
Sunday night time	26%	17%	20%	12%	10%	11%	15%	23%	0%	49% M	61% B D M	75% A B C D E F I M N	3%	11%	29%

**Table 65: Question #8 by TPR**

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Never	66%	72%	71%	59%	66%	57%	56%	83%	82%	72%	89%	48%	76%	76%	70%
Once or twice	31%	23%	29%	40%	27%	26%	30%	12%	15%	6%	7%	51% J	18%	21%	8%
3 to 6 times	3%	4%	0%	2%	5%	4%	9%	2%	3%	21% B	2%	1%	6%	0%	22%
7 times or more	0%	1%	0%	0%	2%	14% B	5%	2%	0%	1%	2%	0%	0%	3%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 66: Question #9 by TPR**

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	<b>Pikes Peak Area</b>	<b>Greater Denver Area</b>	<b>North Front Range</b>	<b>Pueblo Area</b>	<b>Grand Valley</b>	<b>Eastern</b>	<b>Southeast</b>	<b>San Luis Valley</b>	<b>Gunnison Valley</b>	<b>Southwest</b>	<b>Intermountain</b>	<b>Northwest</b>	<b>Upper Front Range</b>	<b>Central Front Range</b>	<b>South Central</b>
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>	<b>(F)</b>	<b>(G)</b>	<b>(H)</b>	<b>(I)</b>	<b>(J)</b>	<b>(K)</b>	<b>(L)</b>	<b>(M)</b>	<b>(N)</b>	<b>(O)</b>
Service is not provided where I live or where I want to go	63% E N	63% E N	63% E N	56%	39%	69%	51%	63%	53%	78% E N	67%	56%	66% E N	42%	65%
Service does not operate during the times I need	41%	51% N	56% N	39%	42%	54%	30%	27%	44%	59%	64% H N	43%	51% N	26%	39%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	56% N	50% N	54% N	42%	41%	47%	27%	26%	44%	60%	50%	45%	53% N	28%	48%
Information about fares, schedules and routes is difficult to find	40% N	31%	32%	37%	21%	46%	26%	21%	34%	36%	34%	19%	37%	21%	41%
Information about fares, schedules and routes is difficult to read	29%	26%	26%	39% E N	12%	43%	21%	17%	32%	31%	26%	17%	35%	17%	30%
I cannot understand the information about fares, schedules and routes	24%	25% N	22%	23%	13%	31%	16%	15%	10%	26%	12%	10%	31% N	11%	21%

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Information about fares, schedules and routes is not in my first (non-English) language	10%	7%	5%	4%	3%	26% B C D E I K	9%	9%	5%	16%	4%	8%	11%	7%	12%
I am unclear about how to use fixed route public transportation services	23%	26%	23%	21%	24%	33%	17%	15%	9%	24%	10%	15%	31%	14%	25%
I cannot easily access bus, train or light rail stops/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	26% B	14%	24%	32% B	26%	31%	31%	15%	12%	22%	37% B	34%	24%	17%	13%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	26%	18%	17%	29%	14%	31%	16%	14%	9%	26%	7%	12%	21%	12%	19%

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
I cannot easily access bus, train or light rail stops/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	44% N	38% N	37%	31%	37%	39%	19%	19%	20%	51%	47% N	40%	29%	18%	26%
I have health reasons that prevent me from being able to use fixed route public transportation	16%	13%	18%	18%	20%	35%	12%	13%	9%	14%	8%	8%	20%	10%	18%
I have difficulty boarding and exiting buses, trains or light rail	13%	13%	23%	11%	20%	38% A B D I N	12%	11%	8%	13%	12%	10%	19%	11%	17%
Distance from bus, train or light rail stop/station is too far for me to walk	38%	53% A H I N	48% I	40%	36%	38%	38%	20%	20%	50%	60% H I N	40%	36%	28%	40%



Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
I am unable to get a seat	4%	19% A	20% A	8%	13%	29%	13%	6%	5%	15%	6%	7%	20% A	9%	11%
I do not feel safe while waiting for the bus, train or light rail	31% I	33% I N	28% I	31% I	19%	29%	14%	10%	4%	17%	14%	6%	37% I N	15%	20%
I do not feel safe while riding the bus, train or light rail	29% I	26% I	23%	27%	21%	29%	12%	9%	4%	17%	22%	6%	35% I N	13%	17%
Fares are too expensive	33% I	38% C I N	19%	28%	23%	32%	20%	13%	6%	22%	37% I	9%	32%	16%	26%
Travel time to my destinations is too long	48% H I L N	51% E G H I L N	46% H I N	35%	26%	32%	18%	13%	11%	45%	48% I N	11%	34%	17%	29%
Bus, train and/or light rail stops/stations are poorly maintained	29% I N	22%	16%	32% I N	22%	29%	11%	12%	4%	20%	25%	10%	28% I	12%	23%
Service is not reliable	20%	25%	16%	25%	25%	30%	18%	12%	7%	24%	27%	10%	32% I	13%	24%

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
I do not understand how to make a transfer	21%	27% N	20%	16%	21%	28%	17%	8%	29%	19%	20%	9%	29%	11%	17%

**Table 67: Question #10 by TPR**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Service is not provided where I live or where I want to go	39%	31%	40%	43%	25%	60% B E	47%	60% B E	51%	60% B E	52%	63%	49% B	39%	68%
Service does not operate during the times I need	33%	30%	31%	29%	23%	39%	23%	26%	28%	53%	46%	52%	36%	26%	45%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	34%	35%	41%	31%	30%	36%	20%	18%	20%	53%	18%	14%	35%	21%	43%
Information about how to use the service and the costs is difficult to find	28%	33%	31%	39%	28%	30%	19%	16%	18%	24%	15%	12%	33%	19%	37%
Information about how to use the service and the costs is difficult to read	17%	23%	23%	28%	15%	24%	16%	11%	11%	23%	13%	10%	26%	13%	30%
Information about how to use the service and the costs is not in my first (non-English) language	3%	9%	3%	7%	5%	21%	8%	6%	4%	11%	4%	5%	13%	10%	20%
I cannot understand the information on how to use the service and the costs	15%	20%	14%	20%	10%	22%	13%	11%	7%	13%	10%	7%	27%	11%	16%
I am unclear about how to start using it	31%	31% N	38% I N	25%	28%	25%	16%	15%	11%	22%	28%	11%	33%	15%	32%
The service is too expensive to use regularly	34%	31%	34%	30%	35%	33%	19%	13%	11%	24%	25%	9%	37%	17%	20%

**Table 68: Question #11 by TPR**

CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Supporting the development of easily accessible and understandable transportation information and referral services	46%	55% H N	44%	58% H N	54% N	61% N	32%	29%	50%	63% N	41%	48%	50%	30%	53%
Supporting veterans' transportation issues	55%	50%	50%	54%	64%	63%	68%	54%	69%	63%	41%	53%	49%	71% B C K	56%
Supporting volunteer and faith-based transportation services	33%	24%	24%	24%	41% N	43%	42%	41%	38%	23%	17%	19%	41% B N	18%	33%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	31% B C I	19%	10%	41% B C E I K N	17%	30%	32%	37% C	10%	17%	18%	14%	26%	16%	30%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	38%	30%	29%	47% B K N	35%	53% K N	31%	41%	34%	38%	18%	28%	35%	21%	54%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	36%	45% N	33%	39%	43%	46%	27%	41%	37%	41%	37%	19%	36%	22%	47%

CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")	Pikes Peak Area	Greater Denver Area	North Front Range	Pueblo Area	Grand Valley	Eastern	Southeast	San Luis Valley	Gunnison Valley	Southwest	Intermountain	Northwest	Upper Front Range	Central Front Range	South Central
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Providing more transportation services in my community	59% B C E N	42%	37%	65% B C E H N	37%	55%	46%	35%	45%	67% B C N	40%	44%	56% N	29%	71%
Providing more transportation services to regional destinations	63% B E G H I L N	40%	50% N	62% B G H L N	40%	54%	28%	32%	37%	54%	57% N	25%	52% N	28%	67%
Expanding hours that transportation services are offered	45% I K N	36%	34%	49% I K L N	42%	39%	26%	22%	17%	38%	17%	13%	29%	22%	49%
Increasing how often bus, trains and light rail come/increasing frequency	43% N	38% N	31%	59% B C G H I L M N	42% N	34%	24%	20%	31%	42%	41%	13%	30%	19%	47%
Expanding or adding fixed route public transportation routes in my community	58% B C G H N	39%	39%	61% B C G H N	44%	51%	27%	27%	39%	63% B H N	39%	40%	48%	27%	61%
Providing lower fares for seniors and disabled riders	54%	55%	57%	54%	61%	63%	64%	52%	48%	55%	40%	71%	59%	76% A B D I K	68%

## 2019 Mailed Survey Responses Compared by Urban versus Rural TPR

Each of the 15 TPRs are considered either Urban or Rural. The TPRs that are considered Rural are Eastern, Southeast, San Luis Valley, Gunnison Valley, Southwest, Intermountain, Northwest, Upper Front Range, Central Front Range and South Central. The 5 TPRs that are considered Urban are Pikes Peak Area, Greater Denver Area, North Front Range, Pueblo Area and Grand Valley. The responses in the tables below are from the 2019 mailed survey; additional tables including responses from the agency-distributed survey were provided to CDOT in Excel files.

**Table 69: Question #1 by Whether Respondent Resides in an Urban or Rural TPR**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Drive myself in a personal vehicle	93%	92%	93%
Get a ride in a personal vehicle from a family member or someone who lives in my household	57%	59%	58%
Get a ride in a personal vehicle from family, friends or neighbors	47%	48%	48%
Driven by a paid driver or personal assistant	11% B	3%	8%
Get a ride from a volunteer driver	3%	4%	3%
Take a taxi at the full price fare	4% B	1%	3%
Take a taxi at a subsidized or discounted fare	3% B	0%	2%
Use a rideshare service like Uber or Lyft at full price fare	26% B	5%	22%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	10% B	1%	9%
Walk	65% B	50%	63%
Bicycle	30% B	21%	28%
Use transportation provided by my faith community or church	0%	2%	1%
Use a senior center or community center shuttle	2%	2%	2%
Use the shuttle/transportation provided by the housing facility or complex where I live	0%	0%	0%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	31% B	8%	24%
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	4%	3%	3%
Use a private or non-profit transportation service or program	2%	3%	2%

**Table 70: Question #2 by Whether Respondent Resides in an Urban or Rural TPR**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Urban TPR	Rural TPR	Overall
	(A)	(B)	
None of my trips	69%	71%	71%
Less than half my trips	21%	18%	20%
About half my trips	2%	3%	2%
More than half my trips	2%	3%	3%
All of my trips	5%	5%	5%
Total	100%	100%	100%

**Table 71: Question #3 by Whether Respondent Resides in an Urban or Rural TPR**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	Urban TPR	Rural TPR	Overall
	(A)	(B)	
I don't drive	11%	11%	10%
Mornings	63%	63%	65%
Afternoons	30%	29%	31%
Evenings and nights	14%	9%	14%

**Table 72: Question #4 by Whether Respondent Resides in an Urban or Rural TPR**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Very likely	7%	10%	8%
Somewhat likely	27%	10%	25%
Not at all likely	65%	80%	67%
Total	100%	100%	100%

**Table 73: Question #5 by Whether Respondent Resides in an Urban or Rural TPR**

Do you ever have trouble finding transportation for trips you want or need to make?	Urban TPR	Rural TPR	Overall
	(A)	(B)	
No, never	74%	77%	76%
Rarely	12%	9%	11%
Sometimes	11%	9%	10%
A lot of times	2%	5% A	3%
Total	100%	100%	100%

**Table 74: Question #6 by Whether Respondent Resides in an Urban or Rural TPR**

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Work	27%	21%	26%
Visiting family or friends	24%	26%	24%
Volunteering	10%	12%	10%
Medical appointment	36%	66% A	43%
Community event	21%	20%	21%
Religious service	7%	16%	9%
Recreation	32%	24%	30%
School	5%	5%	5%
Shopping/pharmacy trips	28%	44%	32%
Other	2%	1%	1%



**Table 75: Question #7 by Whether Respondent Resides in an Urban or Rural TPR**

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Weekdays 6am to 10am	39%	32%	38%
Weekdays 10am to 4pm	41%	70% A	47%
Weekdays 4pm to 7pm	19%	31%	22%
Weekdays 7pm to midnight	19%	37% A	23%
Weekdays Midnight to 6am	10%	16%	11%
Saturday day time	20%	35% A	23%
Saturday night time	17%	27%	19%
Sunday day time	25%	25%	25%
Sunday night time	18%	24%	19%

**Table 76: Question #8 by Whether Respondent Resides in an Urban or Rural TPR**

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Never	70%	74%	71%
Once or twice	26%	17%	24%
3 to 6 times	3%	6%	4%
7 times or more	1%	2%	1%
Total	100%	100%	100%

**Table 77: Question #9 by Whether Respondent Resides in an Urban or Rural TPR**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Service is not provided where I live or where I want to go	61%	59%	60%
Service does not operate during the times I need	49%	43%	47%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	50% B	41%	48%
Information about fares, schedules and routes is difficult to find	32%	30%	30%
Information about fares, schedules and routes is difficult to read	27%	26%	25%
I cannot understand the information about fares, schedules and routes	24%	18%	22%
Information about fares, schedules and routes is not in my first (non-English) language	7%	9%	7%
I am unclear about how to use fixed route public transportation services	25%	19%	23%
I cannot easily access bus, train or light rail stops/stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	18%	23%	18%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	20%	15%	18%
I cannot easily access bus, train or light rail stops/stations when there is snow or other poor weather conditions, or don't want to or can't wait for delayed buses or trains in poor weather	38% B	28%	35%
I have health reasons that prevent me from being able to use fixed route public transportation	14%	14%	13%
I have difficulty boarding and exiting buses, trains or light rail	14%	14%	13%
Distance from bus, train or light rail stop/station is too far for me to walk	49% B	35%	45%
I am unable to get a seat	16%	12%	15%
I do not feel safe while waiting for the bus, train or light rail	32% B	18%	28%
I do not feel safe while riding the bus, train or light rail	26% B	18%	23%
Fares are too expensive	35% B	21%	32%

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Travel time to my destinations is too long	48% B	26%	42%
Bus, train and/or light rail stops/stations are poorly maintained	23%	17%	21%
Service is not reliable	24%	20%	22%
I do not understand how to make a transfer	24%	19%	22%

**Table 78: Question #10 by Whether Respondent Resides in an Urban or Rural TPR**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Service is not provided where I live or where I want to go	33%	51% A	37%
Service does not operate during the times I need	30%	34%	30%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	35% B	26%	32%
Information about how to use the service and the costs is difficult to find	33% B	22%	30%
Information about how to use the service and the costs is difficult to read	22%	17%	21%
Information about how to use the service and the costs is not in my first (non-English) language	7%	10%	8%
I cannot understand the information on how to use the service and the costs	19%	15%	17%
I am unclear about how to start using it	31% B	21%	28%
The service is too expensive to use regularly	32% B	22%	29%

**Table 79: Question #11 by Whether Respondent Resides in an Urban or Rural TPR**

<b>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</b>	Urban TPR	Rural TPR	Overall
	(A)	(B)	
Supporting the development of easily accessible and understandable transportation information and referral services	53% B	44%	50%
Supporting veterans' transportation issues	51%	60% A	53%
Supporting volunteer and faith-based transportation services	26%	30%	26%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	21%	21%	21%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	32%	32%	31%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	42% B	33%	39%
Providing more transportation services in my community	45%	45%	44%
Providing more transportation services to regional destinations	45%	42%	43%
Expanding hours that transportation services are offered	38% B	25%	34%
Increasing how often bus, trains and light rail come/increasing frequency	40% B	29%	36%
Expanding or adding fixed route public transportation routes in my community	43%	40%	41%
Providing lower fares for seniors and disabled riders	56%	60%	57%

## Mailed Survey Responses Compared by Urban versus Rural TPR and by Survey Year

Each of the 15 TPRs are considered either Urban or Rural. The TPRs that are considered Rural are Eastern, Southeast, San Luis Valley, Gunnison Valley, Southwest, Intermountain, Northwest, Upper Front Range, Central Front Range and South Central. The 5 TPRs that are considered Urban are Pikes Peak Area, Greater Denver Area, North Front Range, Pueblo Area and Grand Valley. The responses in the tables below are from the mailed survey; additional tables including responses from the agency-distributed survey were provided to CDOT in Excel files.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For the set of tables in this section, the tests of statistical significance were conducted within each subgroup by year. Thus, the columns labels start over with A and B for 2014 and 2019 within the Rural TPR. The letter only refer to cells within the same column. Thus and A or a B within the Urban TPR column only indicates that differences between 2014 and 2019 were statistically significant for respondents in an Urban TPR.

For example, in Table 80 on the following page, respondents from 2019 in Rural TPRs had a higher rate of getting a ride from family members than they did in 2014, indicated with the “A” in that cell. However, differences in the rates of getting a ride from a family member for those in Urban TPRs were not statistically significantly different in 2019 compared to 2014, indicated by the lack of an A or B in those cells.

**Table 80: Question #1 by Urban or Rural TPR and Year**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Drive myself in a personal vehicle	93%	93%	95%	92%
Get a ride in a personal vehicle from a family member or someone who lives in my household	61%	57%	48%	59% A
Get a ride in a personal vehicle from family, friends or neighbors	48%	47%	41%	48%
Driven by a paid driver or personal assistant	4%	11% A	2%	3%
Get a ride from a volunteer driver	2%	3%	5%	4%
Take a taxi at the full price fare	5%	4%	1%	1%
Take a taxi at a subsidized or discounted fare	2%	3%	1%	0%
Use a rideshare service like Uber or Lyft at full price fare	.	26%	.	5%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	.	10%	.	1%
Walk	50%	65% A	46%	50%
Bicycle	19%	30% A	18%	21%
Use transportation provided by my faith community or church	2% B	0%	2%	2%
Use a senior center or community center shuttle	2%	2%	3%	2%
Use the shuttle/transportation provided by the housing facility or complex where I live	1%	0%	1%	0%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	21%	31% A	5%	8%
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	5%	4%	2%	3%
Use a private or non-profit transportation service or program	2%	2%	1%	3%

**Table 81: Question #2 by Urban or Rural TPR and Year**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
None of my trips	68%	69%	71%	71%
Less than half my trips	21%	21%	18%	18%
About half my trips	5%	2%	3%	3%
More than half my trips	2%	2%	2%	3%
All of my trips	4%	5%	6%	5%
Total	100%	100%	100%	100%

**Table 82: Question #3 by Urban or Rural TPR and Year**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
I don't drive	15%	11%	0%	11%
Mornings	44%	63% A	67%	63%
Afternoons	43%	30%	85% B	29%
Evenings and nights	19%	14%	46% B	9%

**Table 83: Question #4 by Urban or Rural TPR and Year**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Very likely	6%	7%	8%	10%
Somewhat likely	26%	27%	18%	10%
Not at all likely	69%	65%	75%	80%
Total	100%	100%	100%	100%

**Table 84: Question #5 by Urban or Rural TPR and Year**

Do you ever have trouble finding transportation for trips you want or need to make?	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
No, never	78%	74%	75%	77%
Rarely	9%	12%	11%	9%
Sometimes	10%	11%	8%	9%
A lot of times	3%	2%	6%	5%
Total	100%	100%	100%	100%

**Table 85: Question #6 by Urban or Rural TPR and Year**

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Work	14%	27% A	9%	21%
Visiting family or friends	11%	24% A	21%	26%
Volunteering	8%	10%	6%	12%
Medical appointment	51% B	36%	62%	66%
Community event	24%	21%	15%	20%
Religious service	8%	7%	18%	16%
Recreation	19%	32% A	14%	24%
School	0%	5% A	4%	5%
Shopping/pharmacy trips	21%	28%	49%	44%
Other	28% B	2%	21% B	1%



**Table 86: Question #7 by Urban or Rural TPR and Year**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Weekdays 6am to 10am	20%	39% A	35%	32%
Weekdays 10am to 4pm	56% B	41%	64%	70%
Weekdays 4pm to 7pm	15%	19%	35%	31%
Weekdays 7pm to midnight	28%	19%	20%	37%
Weekdays Midnight to 6am	7%	10%	11%	16%
Saturday day time	17%	20%	26%	35%
Saturday night time	6%	17% A	20%	27%
Sunday day time	31%	25%	28%	25%
Sunday night time	21%	18%	17%	24%

**Table 87: Question #8 by Urban or Rural TPR and Year**

<b>How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?</b>	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Never	58%	70% A	55%	74% A
Once or twice	33%	26%	36% B	17%
3 to 6 times	9% B	3%	7%	6%
7 times or more	0%	1%	2%	2%
Total	100%	100%	100%	100%

**Table 88: Question #9 by Urban or Rural TPR and Year**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Service is not provided where I live or where I want to go	60%	61%	64%	59%
Service does not operate during the times I need	51%	49%	48%	43%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	.	50%	.	41%
Information about fares, schedules and routes is difficult to find	35%	32%	40%	30%
Information about fares, schedules and routes is difficult to read	27%	27%	28%	26%
I cannot understand the information about fares, schedules and routes	22%	24%	21%	18%
Information about fares, schedules and routes is not in my first (non-English) language	3%	7% A	11%	9%
I am unclear about how to use fixed route public transportation services	25%	25%	21%	19%
I cannot easily access bus, train or light rail stops/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%	18%	24%	23%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	18%	20%	20%	15%
I cannot easily access bus, train or light rail stops/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	43%	38%	28%	28%
I have health reasons that prevent me from being able to use fixed route public transportation	23% B	14%	18%	14%
I have difficulty boarding and exiting buses, trains or light rail	20% B	14%	18%	14%
Distance from bus, train or light rail stop/station is too far for me to walk	54%	49%	34%	35%
I am unable to get a seat	14%	16%	14%	12%
I do not feel safe while waiting for the bus, train or light rail	29%	32%	18%	18%
I do not feel safe while riding the bus, train or light rail	26%	26%	16%	18%
Fares are too expensive	37%	35%	26%	21%
Travel time to my destinations is too long	38%	48% A	22%	26%

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Bus, train and/or light rail stops/stations are poorly maintained	29% B	23%	20%	17%
Service is not reliable	26%	24%	22%	20%
I do not understand how to make a transfer	22%	24%	17%	19%

**Table 89: Question #10 by Urban or Rural TPR and Year**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Service is not provided where I live or where I want to go	40% B	33%	57%	51%
Service does not operate during the times I need	36% B	30%	37%	34%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	.	35%	.	26%
Information about how to use the service and the costs is difficult to find	36%	33%	33% B	22%
Information about how to use the service and the costs is difficult to read	22%	22%	24%	17%
Information about how to use the service and the costs is not in my first (non-English) language	6%	7%	11%	10%
I cannot understand the information on how to use the service and the costs	16%	19%	18%	15%
I am unclear about how to start using it	31%	31%	25%	21%
The service is too expensive to use regularly	.	32%	.	22%

**Table 90: Question #11 by Urban or Rural TPR and Year**

<b>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</b>	Urban TPR		Rural TPR	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Supporting the development of easily accessible and understandable transportation information and referral services	58%	53%	57% B	44%
Supporting veterans' transportation issues	47%	51%	58%	60%
Supporting volunteer and faith-based transportation services	31% B	26%	36%	30%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	.	21%	.	21%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	32%	32%	36%	32%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	42%	42%	40%	33%
Providing more transportation services in my community	44%	45%	52%	45%
Providing more transportation services to regional destinations	46%	45%	52% B	42%
Expanding hours that transportation services are offered	32%	38% A	33%	25%
Increasing how often bus, trains and light rail come/increasing frequency	.	40%	.	29%
Expanding or adding fixed route public transportation routes in my community	42%	43%	47%	40%
Providing lower fares for seniors and disabled riders	57%	56%	59%	60%

## Appendix E: Mailed Survey Responses Compared by Respondent Characteristics

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “major” or “minor problem”, or who considered an item “very important.”

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 91 on the following page, respondents who were age 65 to 74 (Column B) and those age 75 to 84 (Column C) were more likely to drive themselves than were those age 18 to 64 (Column A) or those age 85 or greater (Column D). This is indicated by the letters “A” and “D” in the cells for those age 65 to 74 and those age 75 to 84. However, there is not a letter B in the cell of those age 75 to 84, nor is there a C in the cell of those age 65 to 74, indicating that these rates are not statistically significantly different. Likewise, there is not a letter D in the cell for those age 18 to 64 nor a letter A in the cell for those age 85+, meaning these rates are also not statistically significantly different.

For the set of tables in this section where comparisons are made by survey year within each subgroup, the tests of statistical significance were conducted within each subgroup by year. Thus, the columns labels start over with A and B within each subgroup. The letter indicating statistical significance only refer to cells within the same column.

## 2019 Mailed Survey Responses by Age of Respondent

**Table 91: Question #1 by Age of Respondent**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
Drive myself in a personal vehicle	90%	99% A D	97% A D	88%	93%
Get a ride in a personal vehicle from a family member or someone who lives in my household	66% B C D	54%	52%	51%	58%
Get a ride in a personal vehicle from family, friends or neighbors	55% B	38%	47%	49%	48%
Driven by a paid driver or personal assistant	15% B C D	9%	4%	4%	8%
Get a ride from a volunteer driver	3%	1%	3%	3%	3%
Take a taxi at the full price fare	2%	9% A C D	3%	1%	3%
Take a taxi at a subsidized or discounted fare	2%	2%	1%	0%	2%
Use a rideshare service like Uber or Lyft at full price fare	35% B C D	26% C D	17% D	4%	22%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	14% B C D	7%	7%	2%	9%
Walk	72% B D	60% D	66% D	44%	63%
Bicycle	37% C D	30% D	26% D	12%	28%
Use transportation provided by my faith community or church	0%	0%	1%	1% A	1%
Use a senior center or community center shuttle	0%	1%	2%	5% A B C	2%
Use the shuttle/transportation provided by the housing facility or complex where I live	0%	0%	0%	2% A B C	0%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	28% D	33% D	26% D	10%	24%
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	5% B C	1%	2%	3%	3%
Use a private or non-profit transportation service or program	3% C	1%	1%	1%	2%

**Table 92: Question #2 by Age of Respondent**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
None of my trips	64%	78% A D	80% A D	62%	71%
Less than half my trips	25% C	17%	14%	23% C	20%
About half my trips	1%	2%	2%	4% A	2%
More than half my trips	5% C	1%	1%	2%	3%
All of my trips	6%	2%	3%	9% B C	5%
Total	100%	100%	100%	100%	100%

**Table 93: Question #3 by Age of Respondent**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
I don't drive	15% B C	5%	5%	15% B C	10%
Mornings	70%	64%	64%	59%	65%
Afternoons	24%	30%	39% A D	26%	31%
Evenings and nights	22% C D	17% D	12% D	1%	14%

**Table 94: Question #4 by Age of Respondent**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
Very likely	10%	8%	7%	5%	8%
Somewhat likely	34%	18%	21%	21%	25%
Not at all likely	55%	74%	72%	73%	67%
		A	A	A	
Total	100%	100%	100%	100%	100%

**Table 95: Question #5 by Age of Respondent**

Do you ever have trouble finding transportation for trips you want or need to make?	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
No, never	71%	79%	80%	74%	76%
Rarely	11%	7%	12%	13%	11%
Sometimes	16%	10%	4%	11%	10%
	C	C		C	
A lot of times	2%	4%	4%	2%	3%
Total	100%	100%	100%	100%	100%



**Table 96: Question #6 by Age of Respondent**

<b>For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
Work	35% D	53% C D	22% D	2%	26%
Visiting family or friends	28%	10%	20%	27%	24%
Volunteering	7%	4%	17%	11%	10%
Medical appointment	41%	29%	37%	67% A B C	43%
Community event	29%	17%	17%	15%	21%
Religious service	8%	16%	9%	5%	9%
Recreation	47% B D	10%	32% D	11%	30%
School	12% B C D	0%	2%	0%	5%
Shopping/pharmacy trips	31%	29%	25%	41%	32%
Other	0%	9% A C D	1%	0%	1%

**Table 97: Question #7 by Age of Respondent**

What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
Weekdays 6am to 10am	41%	38%	38%	21%	38%
Weekdays 10am to 4pm	47%	33%	39%	71% A B C	47%
Weekdays 4pm to 7pm	26%	32%	13%	16%	22%
Weekdays 7pm to midnight	30% D	14%	25%	10%	23%
Weekdays Midnight to 6am	16%	14%	7%	5%	11%
Saturday day time	32% D	18%	21%	12%	23%
Saturday night time	25%	15%	22%	8%	19%
Sunday day time	37% C D	19%	17%	17%	25%
Sunday night time	22%	32%	13%	15%	19%

**Table 98: Question #8 by Age of Respondent**

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
Never	61%	76%	78% A	74%	71%
Once or twice	31%	15%	20%	23%	24%
3 to 6 times	7%	3%	2%	2%	4%
7 times or more	1%	6% C	0%	1%	1%
Total	100%	100%	100%	100%	100%

**Table 99: Question #9 by Age of Respondent**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
Service is not provided where I live or where I want to go	63%	60%	59%	59%	60%
Service does not operate during the times I need	45%	54%	50%	43%	47%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	41%	59% A	51% A	49%	48%
Information about fares, schedules and routes is difficult to find	25%	43% A C	29%	37% A	30%
Information about fares, schedules and routes is difficult to read	25%	37% A C	20%	30%	25%
I cannot understand the information about fares, schedules and routes	18%	31% A C	18%	32% A C	22%
Information about fares, schedules and routes is not in my first (non-English) language	6%	10%	6%	11%	7%
I am unclear about how to use fixed route public transportation services	16%	35% A C	18%	37% A C	23%
I cannot easily access bus, train or light rail stops/stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	19% C	18%	12%	32% A B C	18%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	15%	22%	16%	28% A C	18%
I cannot easily access bus, train or light rail stops/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	36% C	35%	27%	49% A B C	35%

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
I have health reasons that prevent me from being able to use fixed route public transportation	12%	13%	8%	26% A B C	13%
I have difficulty boarding and exiting buses, trains or light rail	10%	9%	10%	30% A B C	13%
Distance from bus, train or light rail stop/station is too far for me to walk	41%	53% A C	42%	50%	45%
I am unable to get a seat	19% C	13%	8%	27% B C	15%
I do not feel safe while waiting for the bus, train or light rail	33% C	30% C	19%	35% C	28%
I do not feel safe while riding the bus, train or light rail	27% C	25% C	16%	30% C	23%
Fares are too expensive	34% C	41% C	21%	35% C	32%
Travel time to my destinations is too long	43%	52% C D	38%	37%	42%
Bus, train and/or light rail stops/stations are poorly maintained	19%	25%	17%	29% A C	21%
Service is not reliable	19%	25%	20%	32% A C	22%
I do not understand how to make a transfer	22%	31% C	18%	27%	22%

**Table 100: Question #10 by Age of Respondent**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
Service is not provided where I live or where I want to go	29%	40%	38% A	45% A	37%
Service does not operate during the times I need	26%	34%	32%	33%	30%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	29%	37%	27%	44% A C	32%
Information about how to use the service and the costs is difficult to find	25%	29%	26%	43% A B C	30%
Information about how to use the service and the costs is difficult to read	18%	26% C	15%	33% A C	21%
Information about how to use the service and the costs is not in my first (non-English) language	6%	10%	6%	15% A C	8%
I cannot understand the information on how to use the service and the costs	12%	25% A C	14%	29% A C	17%
I am unclear about how to start using it	20%	29%	28% A	38% A	28%
The service is too expensive to use regularly	24%	37% A C	24%	41% A C	29%

**Table 101: Question #11 by Age of Respondent**

CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")	18-64	65-74	75-84	85+	Overall
	(A)	(B)	(C)	(D)	
Supporting the development of easily accessible and understandable transportation information and referral services	55% B C	42%	44%	61% B C	50%
Supporting veterans' transportation issues	57% B	46%	50%	59% B	53%
Supporting volunteer and faith-based transportation services	22%	22%	28%	37% A B C	26%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	23% B	14%	19%	31% B C	21%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	34% C	28%	25%	43% B C	31%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	45% C	38%	31%	45% C	39%
Providing more transportation services in my community	46%	39%	41%	49%	44%
Providing more transportation services to regional destinations	45%	44%	40%	49%	43%
Expanding hours that transportation services are offered	37%	35%	31%	37%	34%
Increasing how often bus, trains and light rail come/increasing frequency	45% B C	32%	31%	35%	36%
Expanding or adding fixed route public transportation routes in my community	45% C	41%	35%	46% C	41%
Providing lower fares for seniors and disabled riders	55%	59%	55%	62%	57%

## Mailed Survey Responses by Age of Respondent and by Survey Year

**Table 102: Question #1 by Age of Respondent and Year**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Drive myself in a personal vehicle	93%	90%	98%	99%	86%	97% A	88%	88%
Get a ride in a personal vehicle from a family member or someone who lives in my household	69%	66%	55%	54%	54%	52%	61%	51%
Get a ride in a personal vehicle from family, friends or neighbors	54%	55%	40%	38%	45%	47%	71% B	49%
Driven by a paid driver or personal assistant	3%	15% A	5%	9% A	5%	4%	3%	4%
Get a ride from a volunteer driver	3%	3%	2%	1%	2%	3%	10% B	3%
Take a taxi at the full price fare	9% B	2%	3%	9% A	3%	3%	2%	1%
Take a taxi at a subsidized or discounted fare	2%	2%	3%	2%	2%	1%	0%	0%
Use a rideshare service like Uber or Lyft at full price fare	.	35%	.	26%	.	17%	.	4%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	.	14%	.	7%	.	7%	.	2%
Walk	58%	72% A	52%	60%	38%	66% A	34%	44%
Bicycle	32%	37%	19%	30% A	7%	26% A	8%	12%
Use transportation provided by my faith community or church	4% B	0%	1%	0%	3% B	1%	5%	1%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Use a senior center or community center shuttle	2% B	0%	2%	1%	1%	2%	7%	5%
Use the shuttle/transportation provided by the housing facility or complex where I live	1% B	0%	0%	0%	1%	0%	5%	2%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	27%	28%	17%	33% A	4%	26% A	13%	10%
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	7%	5%	2%	1%	7% B	2%	3%	3%
Use a private or non-profit transportation service or program	2%	3%	3%	1%	1%	1%	5%	1%



**Table 103: Question #2 by Age of Respondent and Year**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
None of my trips	62%	64%	76%	78%	60%	80% A	56%	62%
Less than half my trips	27%	25%	17%	17%	24% B	14%	18%	23%
About half my trips	4% B	1%	5%	2%	3%	2%	1%	4%
More than half my trips	2%	5%	2%	1%	1%	1%	4%	2%
All of my trips	4%	6%	1%	2%	13% B	3%	20% B	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Table 104: Question #3 by Age of Respondent and Year**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
I don't drive	27%	15%	0%	5%	0%	5%	.	15%
Mornings	36%	70% A	71%	64%	22%	64% A	.	59%
Afternoons	36%	24%	45%	30%	84% B	39%	.	26%
Evenings and nights	34%	22%	6%	17%	6%	12%	.	1%

**Table 105: Question #4 by Age of Respondent and Year**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Very likely	13%	10%	4%	8%	6%	7%	1%	5%
Somewhat likely	16%	34% A	27%	18%	21%	21%	11%	21%
Not at all likely	71% B	55%	69%	74%	73%	72%	88% B	73%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Table 106: Question #5 by Age of Respondent and Year**

Do you ever have trouble finding transportation for trips you want or need to make?	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
No, never	76%	71%	78%	79%	79%	80%	72%	74%
Rarely	9%	11%	10%	7%	7%	12% A	15%	13%
Sometimes	11%	16%	9%	10%	10% B	4%	10%	11%
A lot of times	4%	2%	3%	4%	5%	4%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Table 107: Question #6 by Age of Respondent and Year**

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Work	26%	35%	15%	53% A	3%	22% A	0%	2%
Visiting family or friends	29%	28%	10%	10%	6%	20% A	16%	27%
Volunteering	14%	7%	9%	4%	0%	17% A	0%	11%
Medical appointment	58%	41%	39%	29%	69% B	37%	82%	67%
Community event	17%	29%	21%	17%	29%	17%	8%	15%
Religious service	15%	8%	7%	16%	5%	9%	24%	5%
Recreation	23%	47% A	23%	10%	2%	32% A	13%	11%
School	2%	12%	1%	0%	0%	2%	0%	0%
Shopping/pharmacy trips	30%	31%	21%	29%	34%	25%	57%	41%
Other	23% B	0%	31%	9%	31% B	1%	7%	0%

**Table 108: Question #7 by Age of Respondent and Year**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Weekdays 6am to 10am	33%	41%	29%	38%	9%	38% A	15%	21%
Weekdays 10am to 4pm	68%	47%	56%	33%	55%	39%	49%	71%
Weekdays 4pm to 7pm	37%	26%	18%	32%	6%	13%	23%	16%
Weekdays 7pm to midnight	32%	30%	24%	14%	20%	25%	46% B	10%
Weekdays Midnight to 6am	26%	16%	2%	14% A	6%	7%	4%	5%
Saturday day time	38%	32%	8%	18%	20%	21%	28%	12%
Saturday night time	26%	25%	6%	15%	3%	22% A	8%	8%
Sunday day time	36%	37%	26%	19%	33%	17%	27%	17%
Sunday night time	26%	22%	31%	32%	3%	13%	4%	15%

**Table 109: Question #8 by Age of Respondent and Year**

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Never	56%	61%	64%	76%	50%	78% A	53%	74%
Once or twice	31%	31%	27%	15%	47% B	20%	43%	23%
3 to 6 times	12%	7%	9%	3%	2%	2%	3%	2%
7 times or more	1%	1%	0%	6%	1%	0%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Table 110: Question #9 by Age of Respondent and Year**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Service is not provided where I live or where I want to go	67%	63%	55%	60%	65%	59%	74% B	59%
Service does not operate during the times I need	55% B	45%	50%	54%	41%	50%	59%	43%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	.	41%	.	59%	.	51%	.	49%
Information about fares, schedules and routes is difficult to find	35% B	25%	35%	43%	40% B	29%	46%	37%
Information about fares, schedules and routes is difficult to read	31%	25%	23%	37% A	24%	20%	60% B	30%
I cannot understand the information about fares, schedules and routes	31% B	18%	17%	31% A	22%	18%	38%	32%
Information about fares, schedules and routes is not in my first (non-English) language	13% B	6%	2%	10% A	3%	6%	4%	11%
I am unclear about how to use fixed route public transportation services	29% B	16%	17%	35% A	32% B	18%	39%	37%
I cannot easily access bus, train or light rail stops/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	27% B	19%	14%	18%	28% B	12%	61% B	32%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	24% B	15%	14%	22% A	21%	16%	39%	28%

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
I cannot easily access bus, train or light rail stops/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	53% B	36%	28%	35%	42% B	27%	61%	49%
I have health reasons that prevent me from being able to use fixed route public transportation	23% B	12%	14%	13%	37% B	8%	46% B	26%
I have difficulty boarding and exiting buses, trains or light rail	19% B	10%	13%	9%	34% B	10%	42%	30%
Distance from bus, train or light rail stop/station is too far for me to walk	62% B	41%	43%	53%	48%	42%	61%	50%
I am unable to get a seat	20%	19%	8%	13%	17% B	8%	40%	27%
I do not feel safe while waiting for the bus, train or light rail	30%	33%	22%	30%	28% B	19%	52% B	35%
I do not feel safe while riding the bus, train or light rail	26%	27%	18%	25%	31% B	16%	52% B	30%
Fares are too expensive	48% B	34%	30%	41% A	27%	21%	41%	35%
Travel time to my destinations is too long	52%	43%	30%	52% A	20%	38% A	58% B	37%
Bus, train and/or light rail stops/stations are poorly maintained	37% B	19%	24%	25%	23%	17%	31%	29%
Service is not reliable	26%	19%	23%	25%	32% B	20%	43%	32%
I do not understand how to make a transfer	24%	22%	14%	31% A	29% B	18%	44% B	27%

**Table 111: Question #10 by Age of Respondent and Year**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Service is not provided where I live or where I want to go	58% B	29%	41%	40%	43%	38%	49%	45%
Service does not operate during the times I need	47% B	26%	31%	34%	36%	32%	41%	33%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	.	29%	.	37%	.	27%	.	44%
Information about how to use the service and the costs is difficult to find	36% B	25%	31%	29%	40% B	26%	43%	43%
Information about how to use the service and the costs is difficult to read	20%	18%	19%	26%	26% B	15%	42%	33%
Information about how to use the service and the costs is not in my first (non-English) language	7%	6%	6%	10%	12% B	6%	8%	15%
I cannot understand the information on how to use the service and the costs	16%	12%	16%	25% A	13%	14%	36%	29%
I am unclear about how to start using it	29% B	20%	24%	29%	40% B	28%	28%	38%
The service is too expensive to use regularly	.	24%	.	37%	.	24%	.	41%



**Table 112: Question #11 by Age of Respondent and Year**

CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")	18-64		65-74		75-84		85+	
	2014	2019	2014	2019	2014	2019	2014	2019
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)
Supporting the development of easily accessible and understandable transportation information and referral services	58%	55%	55% B	42%	60% B	44%	57%	61%
Supporting veterans' transportation issues	47%	57% A	47%	46%	55%	50%	63%	59%
Supporting volunteer and faith-based transportation services	40% B	22%	31%	22%	35%	28%	19%	37% A
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	.	23%	.	14%	.	19%	.	31%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	40%	34%	31%	28%	32%	25%	30%	43%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	47%	45%	39%	38%	47% B	31%	19%	45% A
Providing more transportation services in my community	45%	46%	47%	39%	44%	41%	18%	49% A
Providing more transportation services to regional destinations	54% B	45%	48%	44%	43%	40%	16%	49% A
Expanding hours that transportation services are offered	36%	37%	35%	35%	26%	31%	17%	37% A
Increasing how often bus, trains and light rail come/increasing frequency	.	45%	.	32%	.	31%	.	35%
Expanding or adding fixed route public transportation routes in my community	49%	45%	44%	41%	38%	35%	22%	46% A
Providing lower fares for seniors and disabled riders	59%	55%	56%	59%	57%	55%	51%	62%

## 2019 Mailed Survey Responses by Whether Respondent Has Difficulty Finding Transportation

**Table 113: Question #1 by Difficulties Finding Transportation**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
Drive myself in a personal vehicle	97% B	70%	93%
Get a ride in a personal vehicle from a family member or someone who lives in my household	58%	59%	58%
Get a ride in a personal vehicle from family, friends or neighbors	47%	56%	48%
Driven by a paid driver or personal assistant	9%	7%	8%
Get a ride from a volunteer driver	2%	7% A	3%
Take a taxi at the full price fare	2%	10% A	3%
Take a taxi at a subsidized or discounted fare	1%	7% A	2%
Use a rideshare service like Uber or Lyft at full price fare	23%	23%	22%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	9%	6%	9%
Walk	62%	66%	63%
Bicycle	29%	28%	28%
Use transportation provided by my faith community or church	0%	2% A	1%
Use a senior center or community center shuttle	1%	6% A	2%
Use the shuttle/transportation provided by the housing facility or complex where I live	0%	2% A	0%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	23%	35% A	24%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	2%	16% A	3%
Use a private or non-profit transportation service or program	0%	11% A	2%

**Table 114: Question #2 by Difficulties Finding Transportation**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
None of my trips	75% B	41%	71%
Less than half my trips	20%	24%	20%
About half my trips	1%	4% A	2%
More than half my trips	1%	10% A	3%
All of my trips	3%	21% A	5%
Total	100%	100%	100%

**Table 115: Question #3 by Difficulties Finding Transportation**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
I don't drive	7%	30% A	10%
Mornings	67% B	51%	65%
Afternoons	33% B	22%	31%
Evenings and nights	14%	11%	14%

**Table 116: Question #4 by Difficulties Finding Transportation**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
Very likely	5%	32% A	8%
Somewhat likely	24%	35% A	25%
Not at all likely	71% B	33%	67%
Total	100%	100%	100%

**Table 117: Question #5 by Difficulties Finding Transportation**

Do you ever have trouble finding transportation for trips you want or need to make?	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
No, never	87%	0%	76%
Rarely	13%	0%	11%
Sometimes	0%	78%	10%
A lot of times	0%	22%	3%
Total	100%	100%	100%

**Table 118: Question #6 by Difficulties Finding Transportation**

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
Work	20%	29%	26%
Visiting family or friends	31%	20%	24%
Volunteering	10%	11%	10%
Medical appointment	28%	53% A	43%
Community event	13%	26% A	21%
Religious service	5%	11%	9%
Recreation	15%	40% A	30%
School	1%	7% A	5%
Shopping/pharmacy trips	19%	40% A	32%
Other	3%	0%	1%

**Table 119: Question #7 by Difficulties Finding Transportation**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> Total may exceed 100% as respondents could select more than one answer. This question was asked only of those who said that they had trouble finding transportation for trips.	<b>Never/rarely has trouble finding transportation</b>	<b>Sometimes/A lot of times has trouble finding transportation</b>	<b>Overall</b>
	(A)	(B)	
Weekdays 6am to 10am	40%	37%	38%
Weekdays 10am to 4pm	37%	54% A	47%
Weekdays 4pm to 7pm	11%	28% A	22%
Weekdays 7pm to midnight	15%	27%	23%
Weekdays Midnight to 6am	10%	12%	11%
Saturday day time	14%	28% A	23%
Saturday night time	11%	25% A	19%
Sunday day time	21%	28%	25%
Sunday night time	13%	23%	19%

**Table 120: Question #8 by Difficulties Finding Transportation**

<b>How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?</b>	<b>Never/rarely has trouble finding transportation</b>	<b>Sometimes/A lot of times has trouble finding transportation</b>	<b>Overall</b>
	(A)	(B)	
Never	90% B	42%	71%
Once or twice	10%	46% A	24%
3 to 6 times	0%	9% A	4%
7 times or more	0%	3%	1%
Total	100%	100%	100%

**Table 121: Question #9 by Difficulties Finding Transportation**

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	<b>Never/rarely has trouble finding transportation</b>	<b>Sometimes/A lot of times has trouble finding transportation</b>	<b>Overall</b>
	<b>(A)</b>	<b>(B)</b>	
Service is not provided where I live or where I want to go	56%	82% A	60%
Service does not operate during the times I need	42%	76% A	47%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	44%	68% A	48%
Information about fares, schedules and routes is difficult to find	28%	45% A	30%
Information about fares, schedules and routes is difficult to read	23%	42% A	25%
I cannot understand the information about fares, schedules and routes	19%	38% A	22%
Information about fares, schedules and routes is not in my first (non-English) language	5%	14% A	7%
I am unclear about how to use fixed route public transportation services	21%	38% A	23%
I cannot easily access bus, train or light rail stops/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	14%	45% A	18%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	14%	42% A	18%
I cannot easily access bus, train or light rail stops/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%	65% A	35%
I have health reasons that prevent me from being able to use fixed route public transportation	8%	45% A	13%
I have difficulty boarding and exiting buses, trains or light rail	9%	41% A	13%

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	<b>Never/rarely has trouble finding transportation</b>	<b>Sometimes/A lot of times has trouble finding transportation</b>	<b>Overall</b>
	<b>(A)</b>	<b>(B)</b>	
Distance from bus, train or light rail stop/station is too far for me to walk	41%	64% A	45%
I am unable to get a seat	13%	25% A	15%
I do not feel safe while waiting for the bus, train or light rail	23%	57% A	28%
I do not feel safe while riding the bus, train or light rail	20%	44% A	23%
Fares are too expensive	29%	50% A	32%
Travel time to my destinations is too long	39%	65% A	42%
Bus, train and/or light rail stops/stations are poorly maintained	17%	45% A	21%
Service is not reliable	18%	48% A	22%
I do not understand how to make a transfer	18%	51% A	22%



**Table 122: Question #10 by Difficulties Finding Transportation**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
Service is not provided where I live or where I want to go	33%	55% A	37%
Service does not operate during the times I need	27%	49% A	30%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	28%	54% A	32%
Information about how to use the service and the costs is difficult to find	25%	55% A	30%
Information about how to use the service and the costs is difficult to read	17%	42% A	21%
Information about how to use the service and the costs is not in my first (non-English) language	7%	10%	8%
I cannot understand the information on how to use the service and the costs	13%	35% A	17%
I am unclear about how to start using it	24%	47% A	28%
The service is too expensive to use regularly	25%	46% A	29%

**Table 123: Question #11 by Difficulties Finding Transportation**

CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")	Never/rarely has trouble finding transportation	Sometimes/A lot of times has trouble finding transportation	Overall
	(A)	(B)	
Supporting the development of easily accessible and understandable transportation information and referral services	46%	71% A	50%
Supporting veterans' transportation issues	51%	63% A	53%
Supporting volunteer and faith-based transportation services	25%	34% A	26%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	19%	36% A	21%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	29%	41% A	31%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	35%	62% A	39%
Providing more transportation services in my community	38%	78% A	44%
Providing more transportation services to regional destinations	39%	70% A	43%
Expanding hours that transportation services are offered	30%	58% A	34%
Increasing how often bus, trains and light rail come/increasing frequency	32%	66% A	36%
Expanding or adding fixed route public transportation routes in my community	35%	76% A	41%
Providing lower fares for seniors and disabled riders	53%	76% A	57%

## Mailed Survey Responses by Whether Respondent Has Difficulty Finding Transportation and by Survey Year

**Table 124: Question #1 by Difficulties Finding Transportation and Year**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Never/rarely has trouble finding transportation		Sometimes/A lot of times has trouble finding transportation	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Drive myself in a personal vehicle	95%	97%	82% B	70%
Get a ride in a personal vehicle from a family member or someone who lives in my household	60%	58%	53%	59%
Get a ride in a personal vehicle from family, friends or neighbors	45%	47%	59%	56%
Driven by a paid driver or personal assistant	1%	9% A	23% B	7%
Get a ride from a volunteer driver	1%	2%	12%	7%
Take a taxi at the full price fare	2%	2%	18%	10%
Take a taxi at a subsidized or discounted fare	1%	1%	8%	7%
Use a rideshare service like Uber or Lyft at full price fare	.	23%	.	23%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	.	9%	.	6%
Walk	50%	62% A	45%	66% A
Bicycle	18%	29% A	23%	28%
Use transportation provided by my faith community or church	1%	0%	12% B	2%
Use a senior center or community center shuttle	0%	1%	12%	6%
Use the shuttle/transportation provided by the housing facility or complex where I live	0%	0%	4%	2%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	14%	23% A	34%	35%
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	1%	2%	23%	16%
Use a private or non-profit transportation service or program	1%	0%	10%	11%

**Table 125: Question #2 by Difficulties Finding Transportation and Year**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Never/rarely has trouble finding transportation		Sometimes/A lot of times has trouble finding transportation	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
None of my trips	74%	75%	30%	41%
Less than half my trips	17%	20%	41% B	24%
About half my trips	3% B	1%	12% B	4%
More than half my trips	1%	1%	8%	10%
All of my trips	4%	3%	9%	21% A
Total	100%	100%	100%	100%

**Table 126: Question #3 by Difficulties Finding Transportation and Year**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	Never/rarely has trouble finding transportation		Sometimes/A lot of times has trouble finding transportation	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
I don't drive	0%	7%	45%	30%
Mornings	40%	67% A	50%	51%
Afternoons	68% B	33%	5%	22%
Evenings and nights	27% B	14%	3%	11%

**Table 127: Question #4 by Difficulties Finding Transportation and Year**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	Never/rarely has trouble finding transportation		Sometimes/A lot of times has trouble finding transportation	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Very likely	4%	5%	21%	32%
Somewhat likely	21%	24%	40%	35%
Not at all likely	75%	71%	39%	33%
Total	100%	100%	100%	100%

**Table 128: Question #5 by Difficulties Finding Transportation and Year**

Do you ever have trouble finding transportation for trips you want or need to make?	Never/rarely has trouble finding transportation		Sometimes/A lot of times has trouble finding transportation	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
No, never	89%	87%	0%	0%
Rarely	11%	13%	0%	0%
Sometimes	0%	0%	73%	78%
A lot of times	0%	0%	27%	22%
Total	100%	100%	100%	100%

**Table 129: Question #6 by Difficulties Finding Transportation and Year**

<b>For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> Total may exceed 100% as respondents could select more than one answer. This question was asked only of those who said that they had trouble finding transportation for trips.	<b>Never/rarely has trouble finding transportation</b>		<b>Sometimes/A lot of times has trouble finding transportation</b>	
	<b>2014</b>	<b>2019</b>	<b>2014</b>	<b>2019</b>
	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>
Work	6%	20% A	18%	29% A
Visiting family or friends	12%	31% A	16%	20%
Volunteering	8%	10%	7%	11%
Medical appointment	42%	28%	61%	53%
Community event	18%	13%	23%	26%
Religious service	2%	5%	15%	11%
Recreation	19%	15%	16%	40% A
School	0%	1%	2%	7% A
Shopping/pharmacy trips	22%	19%	34%	40%
Other	19% B	3%	32% B	0%

**Table 130: Question #7 by Difficulties Finding Transportation and Year**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> Total may exceed 100% as respondents could select more than one answer. This question was asked only of those who said that they had trouble finding transportation for trips.	<b>Never/rarely has trouble finding transportation</b>		<b>Sometimes/A lot of times has trouble finding transportation</b>	
	<b>2014</b>	<b>2019</b>	<b>2014</b>	<b>2019</b>
	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>
Weekdays 6am to 10am	23%	40% A	24%	37% A
Weekdays 10am to 4pm	55% B	37%	59%	54%
Weekdays 4pm to 7pm	9%	11%	26%	28%
Weekdays 7pm to midnight	32% B	15%	22%	27%
Weekdays Midnight to 6am	3%	10%	10%	12%
Saturday day time	5%	14%	29%	28%
Saturday night time	3%	11%	14%	25%
Sunday day time	3%	21% A	48% B	28%
Sunday night time	20%	13%	19%	23%

**Table 131: Question #8 by Difficulties Finding Transportation and Year**

<b>How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?</b>	<b>Never/rarely has trouble finding transportation</b>		<b>Sometimes/A lot of times has trouble finding transportation</b>	
	<b>2014</b>	<b>2019</b>	<b>2014</b>	<b>2019</b>
	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>
Never	77%	90% A	45%	42%
Once or twice	23% B	10%	41%	46%
3 to 6 times	0%	0%	13%	9%
7 times or more	0%	0%	1%	3%
Total	100%	100%	100%	100%

**Table 132: Question #9 by Difficulties Finding Transportation and Year**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Never/rarely has trouble finding transportation		Sometimes/A lot of times has trouble finding transportation	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Service is not provided where I live or where I want to go	57%	56%	86%	82%
Service does not operate during the times I need	48% B	42%	66%	76%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	.	44%	.	68%
Information about fares, schedules and routes is difficult to find	34% B	28%	50%	45%
Information about fares, schedules and routes is difficult to read	26%	23%	38%	42%
I cannot understand the information about fares, schedules and routes	22%	19%	27%	38%
Information about fares, schedules and routes is not in my first (non-English) language	4%	5%	11%	14%
I am unclear about how to use fixed route public transportation services	21%	21%	42%	38%
I cannot easily access bus, train or light rail stops/stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	18% B	14%	48%	45%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	15%	14%	43%	42%
I cannot easily access bus, train or light rail stops/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	34%	30%	73%	65%
I have health reasons that prevent me from being able to use fixed route public transportation	16% B	8%	59% B	45%
I have difficulty boarding and exiting buses, trains or light rail	14% B	9%	55% B	41%



<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	<b>Never/rarely has trouble finding transportation</b>		<b>Sometimes/A lot of times has trouble finding transportation</b>	
	<b>2014</b>	<b>2019</b>	<b>2014</b>	<b>2019</b>
	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>
Distance from bus, train or light rail stop/station is too far for me to walk	46%	41%	77% B	64%
I am unable to get a seat	11%	13%	33%	25%
I do not feel safe while waiting for the bus, train or light rail	24%	23%	48%	57%
I do not feel safe while riding the bus, train or light rail	23%	20%	36%	44%
Fares are too expensive	31%	29%	64% B	50%
Travel time to my destinations is too long	33%	39% A	51%	65% A
Bus, train and/or light rail stops/stations are poorly maintained	25% B	17%	43%	45%
Service is not reliable	24% B	18%	42%	48%
I do not understand how to make a transfer	20%	18%	30%	51% A

**Table 133: Question #10 by Difficulties Finding Transportation and Year**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	Never/rarely has trouble finding transportation		Sometimes/A lot of times has trouble finding transportation	
	2014	2019	2014	2019
	(A)	(B)	(A)	(B)
Service is not provided where I live or where I want to go	40% B	33%	72% B	55%
Service does not operate during the times I need	30%	27%	66% B	49%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	.	28%	.	54%
Information about how to use the service and the costs is difficult to find	30%	25%	60%	55%
Information about how to use the service and the costs is difficult to read	19%	17%	43%	42%
Information about how to use the service and the costs is not in my first (non-English) language	6%	7%	17%	10%
I cannot understand the information on how to use the service and the costs	13%	13%	36%	35%
I am unclear about how to start using it	24%	24%	56%	47%
The service is too expensive to use regularly	.	25%	.	46%

**Table 134: Question #11 by Difficulties Finding Transportation and Year**

<b>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</b>	<b>Never/rarely has trouble finding transportation</b>		<b>Sometimes/A lot of times has trouble finding transportation</b>	
	<b>2014</b>	<b>2019</b>	<b>2014</b>	<b>2019</b>
	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>
Supporting the development of easily accessible and understandable transportation information and referral services	55% B	46%	69%	71%
Supporting veterans' transportation issues	50%	51%	50%	63% A
Supporting volunteer and faith-based transportation services	31% B	25%	47% B	34%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	.	19%	.	36%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	30%	29%	59% B	41%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	38%	35%	64%	62%
Providing more transportation services in my community	40%	38%	71%	78%
Providing more transportation services to regional destinations	44%	39%	64%	70%
Expanding hours that transportation services are offered	29%	30%	52%	58%
Increasing how often bus, trains and light rail come/increasing frequency	.	32%	.	66%
Expanding or adding fixed route public transportation routes in my community	39%	35%	66%	76%
Providing lower fares for seniors and disabled riders	55%	53%	72%	76%

## 2019 Mailed Survey Responses by Type of Community in Which Respondent Lives

**Table 135: Question #1 by Type of Community in Which Respondent Lives**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
Drive myself in a personal vehicle	89%	96% A D	94%	90%	99% A D	93%
Get a ride in a personal vehicle from a family member or someone who lives in my household	57%	59%	53%	55%	70% A C D	58%
Get a ride in a personal vehicle from family, friends or neighbors	52% D	48%	56% D	40%	49%	48%
Driven by a paid driver or personal assistant	11% C D E	14% C D E	4%	1%	3%	8%
Get a ride from a volunteer driver	6% B D E	1%	4%	3%	1%	3%
Take a taxi at the full price fare	4%	5% D	1%	1%	2%	3%
Take a taxi at a subsidized or discounted fare	3%	4% C D E	0%	0%	0%	2%
Use a rideshare service like Uber or Lyft at full price fare	29% C D E	33% C D E	14%	6%	10%	22%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	9% D	13% D E	11% D E	1%	3%	9%
Walk	68% E	68% D E	68% E	58% E	25%	63%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
Bicycle	30% E	36% C D E	22% E	22% E	6%	28%
Use transportation provided by my faith community or church	0%	0%	2% A B	0%	0%	1%
Use a senior center or community center shuttle	1%	1%	3%	2%	1%	2%
Use the shuttle/transportation provided by the housing facility or complex where I live	0%	1%	1%	0%	0%	0%
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	35% C D E	36% C D E	10%	15%	5%	24%
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	2%	3%	6% E	4%	1%	3%
Use a private or non-profit transportation service or program	2%	1%	2%	5% A B C E	0%	2%

**Table 136: Question #2 by Type of Community in Which Respondent Lives**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
None of my trips	61%	71% A	72% A	73% A	84% A B C	71%
Less than half my trips	24%	22%	21%	16%	13%	20%
About half my trips	1%	2%	3%	2%	1%	2%
More than half my trips	3%	2%	1%	2%	1%	3%
All of my trips	11% B C E	3%	3%	7% B	1%	5%
Total	100%	100%	100%	100%	100%	100%

**Table 137: Question #3 by Type of Community in Which Respondent Lives**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
I don't drive	19% B C D E	8%	8%	11%	2%	10%
Mornings	53%	68% A	70% A	58%	75% A D	65%
Afternoons	35%	28%	38%	34%	24%	31%
Evenings and nights	13%	17% E	15%	12%	6%	14%

**Table 138: Question #4 by Type of Community in Which Respondent Lives**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
Very likely	17% B D E	4%	10% B	6%	3%	8%
Somewhat likely	23% E	32% D E	33% D E	13%	9%	25%
Not at all likely	60%	65%	57%	81% A B C	88% A B C	67%
Total	100%	100%	100%	100%	100%	100%



**Table 139: Question #5 by Type of Community in Which Respondent Lives**

Do you ever have trouble finding transportation for trips you want or need to make?	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
No, never	65%	80% A D	81% A D	71%	87% A D	76%
Rarely	18% B C D E	11%	8%	7%	8%	11%
Sometimes	15% B E	7%	8%	18% B C E	2%	10%
A lot of times	3%	2%	3%	4%	3%	3%
Total	100%	100%	100%	100%	100%	100%

**Table 140: Question #6 by Type of Community in Which Respondent Lives**

<b>For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)                      Total may exceed 100% as respondents could select more than one answer.                      This question was asked only of those who said that they had trouble finding transportation for trips.</b>	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
Work	27% C	31% C	4%	31% C	40%	26%
Visiting family or friends	20%	22%	18%	33%	19%	24%
Volunteering	14% B	1%	6%	15% B	13%	10%
Medical appointment	42%	42%	50%	45%	36%	43%
Community event	20%	19%	22%	28%	12%	21%
Religious service	2%	9%	8%	14% A	4%	9%
Recreation	30%	34%	22%	32%	12%	30%
School	10% B	1%	0%	6%	0%	5%
Shopping/pharmacy trips	17%	29%	33%	48% A	30%	32%
Other	3%	0%	1%	1%	0%	1%

**Table 141: Question #7 by Type of Community in Which Respondent Lives**

<b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b> 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.	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
Weekdays 6am to 10am	54% B C	20%	27%	39%	43%	38%
Weekdays 10am to 4pm	30%	52% A	47%	60% A	57%	47%
Weekdays 4pm to 7pm	28% B	9%	15%	37% B	13%	22%
Weekdays 7pm to midnight	18%	17%	24%	35% B	11%	23%
Weekdays Midnight to 6am	10%	11%	16%	10%	12%	11%
Saturday day time	24%	25%	18%	20%	37%	23%
Saturday night time	15%	20%	21%	22%	12%	19%
Sunday day time	26%	32%	22%	18%	31%	25%
Sunday night time	23%	17%	11%	21%	9%	19%

**Table 142: Question #8 by Type of Community in Which Respondent Lives**

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
Never	64%	71%	80%	63%	89%	71%
Once or twice	26%	28%	15%	31%	5%	24%
3 to 6 times	8%	1%	3%	5%	5%	4%
7 times or more	3%	0%	2%	2%	2%	1%
Total	100%	100%	100%	100%	100%	100%

**Table 143: Question #9 by Type of Community in Which Respondent Lives**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
Service is not provided where I live or where I want to go	58%	61%	59%	66%	56%	60%
Service does not operate during the times I need	41%	50%	43%	56% A C E	38%	47%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	49%	49%	43%	53%	39%	48%
Information about fares, schedules and routes is difficult to find	35%	29%	28%	30%	25%	30%
Information about fares, schedules and routes is difficult to read	23%	27%	24%	26%	21%	25%
I cannot understand the information about fares, schedules and routes	26%	23%	18%	19%	18%	22%
Information about fares, schedules and routes is not in my first (non-English) language	4%	7%	7%	10%	10%	7%
I am unclear about how to use fixed route public transportation services	24%	28% C D	17%	19%	19%	23%

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
I cannot easily access bus, train or light rail stops/stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	25% B	13%	17%	26% B E	13%	18%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	22%	19%	15%	18%	12%	18%
I cannot easily access bus, train or light rail stops/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	46% C D E	39% C E	23%	34% E	16%	35%
I have health reasons that prevent me from being able to use fixed route public transportation	20% B C E	12%	9%	20% B C E	6%	13%
I have difficulty boarding and exiting buses, trains or light rail	15%	12%	11%	20% B C E	6%	13%
Distance from bus, train or light rail stop/station is too far for me to walk	45% C	53% C E	30%	46% C	34%	45%
I am unable to get a seat	15%	19% C E	10%	12%	5%	15%

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
I do not feel safe while waiting for the bus, train or light rail	41% C D E	33% C D E	15%	22%	12%	28%
I do not feel safe while riding the bus, train or light rail	36% B C D E	26% C E	13%	20%	11%	23%
Fares are too expensive	40% C E	35% C E	17%	30% C E	15%	32%
Travel time to my destinations is too long	44% C E	55% A C D E	20%	41% C E	20%	42%
Bus, train and/or light rail stops/stations are poorly maintained	34% B C D E	20%	14%	21%	9%	21%
Service is not reliable	25%	25%	17%	21%	13%	22%
I do not understand how to make a transfer	27% C E	25% C	15%	21%	13%	22%

**Table 144: Question #10 by Type of Community in Which Respondent Lives**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	I live in a large city	I live in a suburb of a large city	I live in a small town with no other towns or cities near it	I live in a rural area close to a town/city	I live in the country or rural area away from any towns	Overall
	(A)	(B)	(C)	(D)	(E)	
Service is not provided where I live or where I want to go	25%	26%	42% A B	56% A B C	49% A B	37%
Service does not operate during the times I need	28%	25%	28%	44% A B C	33%	30%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	30%	35% C	23%	38% C	25%	32%
Information about how to use the service and the costs is difficult to find	35% C E	34% C E	18%	29%	20%	30%
Information about how to use the service and the costs is difficult to read	28% C E	21%	14%	19%	15%	21%
Information about how to use the service and the costs is not in my first (non-English) language	8%	5%	8%	11% B	6%	8%
I cannot understand the information on how to use the service and the costs	20%	17%	12%	19%	13%	17%
I am unclear about how to start using it	38% B C E	28% C	17%	29%	16%	28%
The service is too expensive to use regularly	30%	32% E	22%	30%	16%	29%



**Table 145: Question #11 by Type of Community in Which Respondent Lives**

<b>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</b>	<b>I live in a large city</b>	<b>I live in a suburb of a large city</b>	<b>I live in a small town with no other towns or cities near it</b>	<b>I live in a rural area close to a town/city</b>	<b>I live in the country or rural area away from any towns</b>	<b>Overall</b>
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>	
Supporting the development of easily accessible and understandable transportation information and referral services	57% C D E	57% C D E	41%	44% E	27%	50%
Supporting veterans' transportation issues	54%	46%	53%	58% B	67% B	53%
Supporting volunteer and faith-based transportation services	25%	27%	24%	27%	21%	26%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	29% B C	18%	18%	20%	20%	21%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	38% E	29%	27%	36% E	21%	31%
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	43% C E	44% C E	28%	38%	28%	39%
Providing more transportation services in my community	56% B C E	38%	38%	53% B C E	31%	44%
Providing more transportation services to regional destinations	60% B C E	36%	43% E	51% B E	24%	43%
Expanding hours that transportation services are offered	51% B C D E	30%	25%	39% C E	19%	34%
Increasing how often bus, trains and light rail come/increasing frequency	47% B C E	37% C E	23%	40% C E	20%	36%

<b>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</b>	<b>I live in a large city</b>	<b>I live in a suburb of a large city</b>	<b>I live in a small town with no other towns or cities near it</b>	<b>I live in a rural area close to a town/city</b>	<b>I live in the country or rural area away from any towns</b>	<b>Overall</b>
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>	
Expanding or adding fixed route public transportation routes in my community	52% B C E	35%	37%	49% B C E	29%	41%
Providing lower fares for seniors and disabled riders	62% B	51%	57%	58%	62%	57%

## 2019 Mailed Survey Responses by Whether Respondent Has a Disability

**Table 146: Question #1 by Disability Status of Respondent**

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Drive myself in a personal vehicle	73%	99% A	78%	96% A	58%	94% A	70%	94% A	44%	94% A	54%	95% A	47%	95% A	93%
Get a ride in a personal vehicle from a family member or someone who lives in my household	69% B	55%	68% B	56%	61%	58%	64%	57%	88% B	57%	78% B	57%	78% B	57%	58%
Get a ride in a personal vehicle from family, friends or neighbors	50%	48%	50%	48%	64%	48%	32%	49%	61%	48%	72% B	47%	42%	48%	48%
Driven by a paid driver or personal assistant	13% B	8%	14% B	8%	17%	8%	4%	9%	18%	8%	21% B	8%	15%	8%	8%
Get a ride from a volunteer driver	6% B	2%	7% B	2%	8%	3%	5%	3%	4%	3%	18% B	2%	8%	3%	3%
Take a taxi at the full price fare	5%	3%	7% B	3%	8%	3%	25% B	3%	3%	3%	1%	3%	18% B	3%	3%
Take a taxi at a subsidized or discounted fare	5% B	1%	7% B	1%	0%	2%	21% B	1%	14% B	2%	0%	2%	24% B	1%	2%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Use a rideshare service like Uber or Lyft at full price fare	17%	23%	20%	23%	14%	23%	22%	22%	0%	23% A	18%	23%	16%	23%	22%
Use a rideshare service like Uber or Lyft at subsidized or discounted fare	3%	10% A	2%	10% A	5%	9%	2%	9%	0%	9%	0%	9%	0%	9%	9%
Walk	54%	65% A	48%	65% A	36%	63%	55%	63%	74%	62%	94% B	62%	80% B	62%	63%
Bicycle	17%	31% A	7%	31% A	8%	28%	5%	29% A	0%	29% A	51% B	27%	15%	29%	28%
Use transportation provided by my faith community or church	1%	0%	1%	1%	4%	1%	2%	1%	1%	1%	0%	1%	1%	1%	1%
Use a senior center or community center shuttle	6% B	1%	8% B	1%	25% B	1%	3%	2%	2%	2%	12% B	1%	7% B	2%	2%
Use the shuttle/transportation provided by the housing facility or complex where I live	1% B	0%	2% B	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%

In a typical month, about how often, if ever, do you use the following forms of transportation? (Percent "ever" using each).	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Use fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public)	19%	26%	21%	25%	16%	25%	28%	24%	16%	25%	32%	24%	32%	24%	24%
Use "demand-response" transportation services, where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	12% B	1%	10% B	2%	7%	3%	23% B	3%	18% B	3%	32% B	2%	26% B	2%	3%
Use a private or non-profit transportation service or program	7% B	1%	4%	2%	5%	2%	1%	2%	12% B	2%	28% B	1%	8% B	2%	2%

**Table 147: Question #2 by Disability Status of Respondent**

About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
None of my trips	41%	79% A	41%	75% A	31%	71% A	33%	72% A	9%	72% A	13%	73% A	11%	73% A	71%
Less than half my trips	26% B	18%	25%	19%	10%	20%	15%	20%	0%	20%	37% B	19%	17%	20%	20%
About half my trips	4% B	1%	4%	1%	10% B	2%	2%	2%	1%	2%	8% B	2%	8% B	1%	2%
More than half my trips	8% B	1%	12% B	1%	10%	2%	37% B	1%	22% B	2%	13% B	2%	27% B	2%	3%
All of my trips	20% B	1%	18% B	3%	40% B	5%	13%	5%	68% B	4%	30% B	4%	37% B	4%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 148: Question #3 by Disability Status of Respondent**

If you drive yourself, what time of day do you most often drive? Total may exceed 100% as respondents could select more than one answer.	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
I don't drive	31% B	4%	24% B	8%	55% B	10%	20%	10%	65% B	9%	46% B	8%	40% B	9%	10%
Mornings	42%	71% A	46%	68% A	20%	65% A	49%	65%	26%	65% A	38%	66% A	50%	65%	65%
Afternoons	30%	32%	31%	31%	31%	31%	23%	32%	10%	32%	16%	32%	9%	33% A	31%
Evenings and nights	5%	16% A	2%	16% A	0%	14%	8%	14%	0%	14%	0%	14% A	1%	14% A	14%

**Table 149: Question #4 by Disability Status of Respondent**

For the times you drive yourself, how likely would you be to use fixed route public transportation or demand-response transportation services in your community instead of driving?	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Very likely	14% B	6%	15% B	7%	18%	8%	25% B	7%	67% B	7%	22% B	7%	34% B	7%	8%
Somewhat likely	26%	24%	26%	25%	58%	25%	42%	25%	6%	25%	35%	25%	31%	25%	25%
Not at all likely	60%	69%	59%	68%	24%	68%	33%	68% A	27%	68%	43%	68% A	34%	68% A	67%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



**Table 150: Question #5 by Disability Status of Respondent**

Do you ever have trouble finding transportation for trips you want or need to make?	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
No, never	54%	82% A	59%	78% A	37%	76% A	40%	77% A	8%	77% A	22%	78% A	21%	78% A	76%
Rarely	13%	10%	13%	11%	7%	11%	10%	11%	17%	11%	26% B	11%	15%	11%	11%
Sometimes	27% B	6%	25% B	8%	46% B	10%	42% B	9%	73% B	9%	51% B	9%	63% B	8%	10%
A lot of times	5%	2%	4%	3%	10%	3%	8%	3%	2%	3%	1%	3%	2%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 151: Question #6 by Disability Status of Respondent**

For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.) 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.	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Work	7%	40% A	1%	34% A	4%	26%	2%	28% A	13%	27%	16%	26%	7%	29% A	26%
Visiting family or friends	36% B	16%	38% B	19%	37%	24%	23%	24%	16%	25%	52% B	22%	28%	24%	24%
Volunteering	9%	10%	10%	10%	4%	10%	9%	10%	0%	11%	0%	11%	12%	10%	10%
Medical appointment	71% B	23%	73% B	32%	62%	43%	88% B	39%	85% B	39%	64%	42%	83% B	36%	43%
Community event	23%	20%	16%	23%	47%	20%	12%	22%	37%	19%	15%	21%	24%	20%	21%
Religious service	13%	6%	15%	7%	11%	9%	5%	9%	15%	8%	0%	10%	17%	8%	9%
Recreation	39%	25%	35%	28%	11%	31%	63% B	27%	59% B	27%	46%	29%	67% B	23%	30%
School	8%	2%	1%	6%	0%	5%	3%	5%	35% B	2%	0%	5%	20% B	2%	5%
Shopping/pharmacy trips	33%	30%	36%	30%	69% B	30%	16%	33%	18%	33%	19%	33%	25%	33%	32%
Other	0%	2%	0%	2%	0%	1%	0%	2%	0%	2%	0%	2%	0%	2%	1%

**Table 152: Question #7 by Disability Status of Respondent**

<p><b>What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)</b>                      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.</p>	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Weekdays 6am to 10am	30%	45%	29%	41%	16%	39%	16%	40%	68% B	36%	25%	40%	54%	35%	38%
Weekdays 10am to 4pm	57% B	39%	54%	45%	67%	46%	34%	48%	30%	48%	79% B	43%	32%	49%	47%
Weekdays 4pm to 7pm	18%	25%	19%	22%	21%	22%	8%	23%	38%	20%	12%	23%	26%	21%	22%
Weekdays 7pm to midnight	13%	31% A	6%	28% A	15%	23%	15%	23%	16%	23%	12%	24%	11%	24%	23%
Weekdays Midnight to 6am	7%	14%	4%	13%	18%	11%	9%	11%	1%	12%	11%	11%	3%	12%	11%
Saturday day time	20%	25%	13%	26%	23%	23%	15%	24%	63% B	20%	2%	26% A	36%	21%	23%
Saturday night time	19%	19%	22%	19%	23%	19%	58% B	16%	2%	21%	12%	20%	27%	18%	19%
Sunday day time	20%	29%	19%	27%	28%	25%	20%	25%	48%	23%	2%	28% A	28%	25%	25%
Sunday night time	18%	20%	25%	17%	18%	19%	59% B	16%	0%	20%	12%	20%	27%	18%	19%

**Table 153: Question #8 by Disability Status of Respondent**

How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Never	40%	86% A	38%	78% A	19%	72% A	22%	74% A	20%	74% A	33%	75% A	14%	77% A	71%
Once or twice	49% B	12%	56% B	17%	72% B	23%	71% B	21%	42%	23%	59% B	21%	63% B	20%	24%
3 to 6 times	10% B	1%	4%	4%	3%	4%	5%	4%	38% B	2%	7%	4%	22% B	2%	4%
7 times or more	2%	1%	2%	1%	6%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table 154: Question #9 by Disability Status of Respondent**

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Service is not provided where I live or where I want to go	63%	60%	62%	59%	82%	60%	72%	59%	82%	59%	62%	60%	67%	59%	60%
Service does not operate during the times I need	44%	48%	40%	48%	72%	47%	56%	47%	57%	47%	37%	47%	52%	47%	47%
Buses, trains or light rail do not come often enough; they do not run with enough frequency	45%	49%	37%	49% A	48%	48%	26%	49% A	57%	48%	40%	48%	44%	48%	48%
Information about fares, schedules and routes is difficult to find	39% B	28%	46% B	28%	43%	30%	66% B	29%	68% B	30%	20%	31%	69% B	29%	30%
Information about fares, schedules and routes is difficult to read	43% B	22%	45% B	23%	47%	25%	61% B	24%	68% B	25%	45% B	25%	67% B	24%	25%
I cannot understand the information about fares, schedules and routes	41% B	17%	44% B	19%	35%	22%	57% B	21%	93% B	20%	37% B	21%	78% B	19%	22%
Information about fares, schedules and routes is not in my first (non-English) language	12% B	6%	16% B	6%	18%	7%	42% B	6%	27% B	7%	13%	7%	29% B	6%	7%

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
I am unclear about how to use fixed route public transportation services	40% B	19%	46% B	20%	38%	23%	54% B	22%	59% B	22%	38% B	22%	62% B	21%	23%
I cannot easily access bus, train or light rail stops/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	37% B	13%	43% B	15%	43%	18%	54% B	17%	93% B	16%	22%	18%	70% B	16%	18%
Buses, trains or light rail lack clear announcements or visual displays about the next stops/stations	33% B	15%	31% B	16%	31%	18%	53% B	17%	80% B	17%	32% B	17%	59% B	16%	18%
I cannot easily access bus, train or light rail stops/stations when there is snow or other poor weather conditions, or don't want to or can't wait for delayed buses or trains in poor weather	60% B	29%	65% B	30%	56%	34%	67% B	34%	98% B	33%	61% B	34%	75% B	33%	35%
I have health reasons that prevent me from being able to use fixed route public transportation	51% B	4%	50% B	8%	55% B	13%	55% B	12%	98% B	12%	71% B	11%	71% B	11%	13%

Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
I have difficulty boarding and exiting buses, trains or light rail	48% B	5%	57% B	7%	46% B	13%	58% B	12%	64% B	12%	47% B	12%	63% B	11%	13%
Distance from bus, train or light rail stop/station is too far for me to walk	67% B	39%	72% B	41%	66%	44%	55%	44%	77% B	44%	56%	44%	78% B	43%	45%
I am unable to get a seat	34% B	10%	37% B	12%	11%	15%	39% B	14%	47% B	14%	27%	14%	53% B	13%	15%
I do not feel safe while waiting for the bus, train or light rail	47% B	24%	42% B	26%	29%	28%	61% B	27%	89% B	27%	64% B	27%	68% B	26%	28%
I do not feel safe while riding the bus, train or light rail	44% B	19%	39% B	21%	26%	23%	51% B	23%	92% B	22%	61% B	22%	63% B	22%	23%
Fares are too expensive	50% B	26%	49% B	29%	47%	32%	48%	31%	74% B	31%	60% B	31%	76% B	30%	32%
Travel time to my destinations is too long	51% B	40%	46% B	41%	40%	42%	57%	41%	97% B	41%	69% B	41%	81% B	40%	42%
Bus, train and/or light rail stops/stations are poorly maintained	42% B	16%	45% B	18%	26%	21%	58% B	20%	90% B	20%	48% B	20%	72% B	19%	21%

<b>Fixed route public transportation services include 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 fixed route public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using fixed route public transportation. (Percent considering each a "major" or "minor problem.")</b>	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Service is not reliable	36% B	19%	37% B	20%	25%	22%	44% B	21%	68% B	21%	27%	22%	61% B	20%	22%
I do not understand how to make a transfer	43% B	18%	41% B	20%	18%	23%	56% B	21%	91% B	21%	56% B	21%	77% B	20%	22%



**Table 155: Question #10 by Disability Status of Respondent**

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Service is not provided where I live or where I want to go	42%	35%	45%	36%	58%	37%	31%	37%	20%	37%	25%	37%	29%	37%	37%
Service does not operate during the times I need	33%	29%	33%	30%	31%	30%	43%	30%	56% B	30%	12%	31% A	44%	29%	30%
The trips have to be scheduled too far in advance of actually needing or wanting the trip	52% B	27%	58% B	28%	58%	32%	63% B	31%	43%	32%	65% B	31%	51% B	31%	32%
Information about how to use the service and the costs is difficult to find	47% B	25%	57% B	25%	62% B	29%	63% B	28%	95% B	28%	34%	29%	81% B	27%	30%
Information about how to use the service and the costs is difficult to read	36% B	16%	41% B	17%	44%	20%	43% B	20%	58% B	20%	9%	21%	61% B	19%	21%
Information about how to use the service and the costs is not in my first (non-English) language	11%	7%	12%	7%	8%	8%	4%	8%	6%	8%	2%	8%	6%	8%	8%

Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services. (Percent considering each a "major" or "minor problem.")	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
I cannot understand the information on how to use the service and the costs	27% B	15%	31% B	15%	28%	17%	43% B	16%	26%	17%	9%	18%	40% B	16%	17%
I am unclear about how to start using it	48% B	22%	52% B	24%	44%	27%	40%	27%	95% B	26%	41%	27%	63% B	26%	28%
The service is too expensive to use regularly	46% B	24%	53% B	25%	55%	28%	48% B	28%	41%	28%	44%	28%	45% B	28%	29%

**Table 156: Question #11 by Disability Status of Respondent**

<p>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</p>	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Supporting the development of easily accessible and understandable transportation information and referral services	63% B	46%	63% B	48%	51%	50%	68%	49%	96% B	49%	59%	50%	85% B	49%	50%
Supporting veterans' transportation issues	65% B	50%	68% B	51%	62%	53%	82% B	52%	73%	53%	68%	53%	69%	52%	53%
Supporting volunteer and faith-based transportation services	42% B	22%	43% B	24%	37%	26%	58% B	25%	46%	26%	52% B	25%	55% B	25%	26%
Increasing the availability of taxi and rideshare (e.g., Lyft, Uber, etc.) services	37% B	17%	35% B	19%	39%	21%	46% B	20%	40%	20%	60% B	19%	52% B	20%	21%
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles	51% B	26%	59% B	27%	40%	31%	60% B	30%	49%	31%	59% B	30%	61% B	30%	31%

<p>CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you? (Percent considering each "very important.")</p>	Have disability	NO disability	Have mobility disability	NO mobility disability	Blind/ limited vision	NOT blind	Deaf/ limited hearing	NOT deaf	Difficulty with self care	NO difficulty with self care	Mental health illness	NO mental health illness	Memory or cognitive difficulty	NO memory or cognitive difficulty	Overall
	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	(A)	(B)	
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare fares	57% B	35%	59% B	36%	58%	39%	60% B	39%	59%	39%	75% B	38%	58% B	39%	39%
Providing more transportation services in my community	59% B	39%	52%	43%	64%	43%	64% B	43%	78% B	43%	75% B	43%	68% B	43%	44%
Providing more transportation services to regional destinations	58% B	39%	55% B	42%	59%	43%	67% B	43%	68% B	43%	66% B	42%	70% B	42%	43%
Expanding hours that transportation services are offered	51% B	30%	45% B	33%	39%	34%	60% B	33%	63% B	34%	71% B	33%	62% B	33%	34%
Increasing how often bus, trains and light rail come/increasing frequency	47% B	33%	36%	36%	32%	36%	63% B	35%	61% B	36%	72% B	35%	62% B	35%	36%
Expanding or adding fixed route public transportation routes in my community	54% B	38%	47%	40%	62%	41%	64% B	40%	65% B	40%	73% B	40%	62% B	40%	41%
Providing lower fares for seniors and disabled riders	73% B	52%	73% B	54%	89% B	56%	84% B	56%	96% B	56%	75% B	56%	86% B	55%	57%

## Appendix F: Survey Methodology

### Survey Instrument Development

The goal of the 2019 Colorado Department of Transportation (CDOT) Division of Transit and Rail (DTR) statewide survey of older adults and adults with disabilities was to learn about their travel behavior and characteristics, and their transportation priorities, needs and preferences for transportation. The results will help inform the update of the CDOT Statewide Transit Plan, CDOT Transportation Plan and regional transportation plans within the 15 Transportation Planning Regions (TPRs) across the state. A similar survey was conducted in 2014, and many of the same questions were retained to examine changes in 2019 compared to 5 years ago.

As in 2014, the target population for the survey was adult Colorado residents age 65 years or older and residents age 18 years or older with a disability. The 2014 survey was used as the starting point. CDOT DTR staff and consultants in meetings and discussions with NRC worked to refine the survey for 2019. The final questionnaire was five pages in length, with fonts no smaller than 12 point.

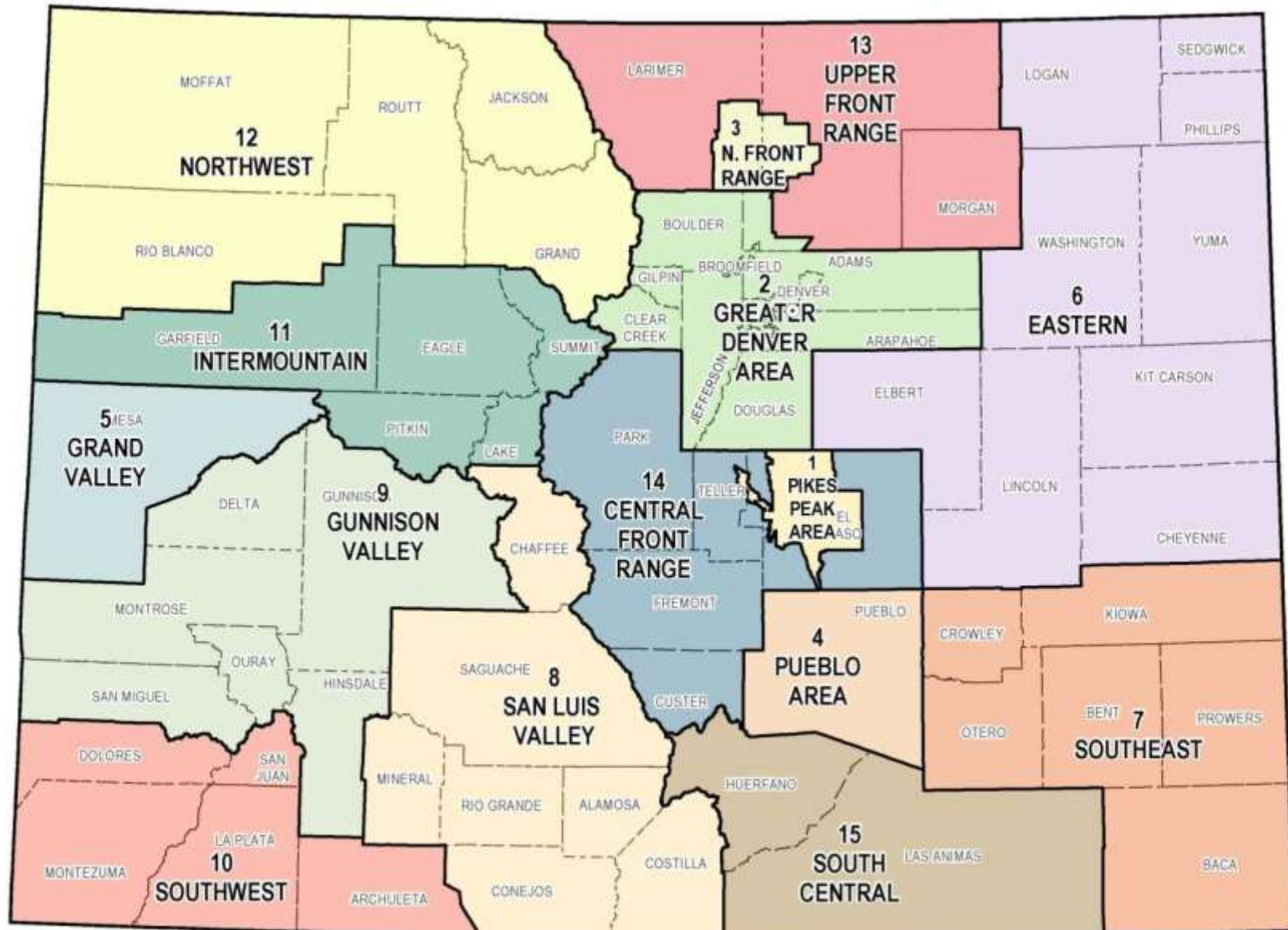
### Selecting Survey Recipients

As in 2014, two approaches were taken to recruit survey participants. In the first approach, approximately 7,000 households containing persons with disabilities aged 18 to 64 and persons age 65 and over were randomly selected to receive the survey. To find these households, NRC purchased marketing mailing lists that identified Colorado household members as fitting into one of these two groups. The addresses from these lists were geocoded into one of the 15 TPRs for tracking and analysis purposes. “Geocoding” is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. (The map on the next page displays the boundaries of these TPRs.)

The next step was to randomly select a total of about 400 households within each TPR, with a goal of roughly one-third going to households including people with disabilities and two-thirds to households in which older adults lived. However, the lists found for adults age 18-64 with disabilities were limited, and in most TPRs, there were less than 133 addresses in total. In these cases, all the addresses for the TPR from that list were used and additional addresses were selected from the older adult list to make a total of 400 addresses to which the survey would be mailed. To help make up for the lack of surveys being delivered to adults with disabilities, more adults with disabilities age 18-64 were sampled from those TPRs that had more addresses on this list.

A code identifying the TPR was placed on each survey, so that results could be analyzed by TPR. In some cases, respondents tore off or scratched out that code, so that the TPR could not be identified. If the respondent answered the question about which zip code they lived in, the zip code was used to identify the TPR.

Figure 16: Map of CDOT Transportation Planning Regions



In the second approach, CDOT worked with various agencies across the state that serve older adults (age 65+) and adults with disabilities to distribute the survey to their clientele.

### **Survey Administration and Response**

In the first approach, selected households received three mailings, one week apart beginning in October of 2013. Completed surveys were collected over the following seven weeks. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from Nate Vander Broek, Senior Transit Planner from CDOT, inviting the household to participate, a questionnaire and a postage-paid envelope. Respondents also were given the opportunity to complete the questionnaire online by following a web link provided in the letter. The cover letter also include a paragraph in Spanish inviting Spanish-speaking residents to participate by asking a family member or friend who spoke English to help them complete it, they could call to request a paper copy in Spanish or they could complete the survey in Spanish online. A total of 1,876 completed surveys were obtained using this approach, for a response rate of 27%. (This was similar to the 2014 response rate of 30%). The response rates varied by TPR (see Table 157 on the next page). Response rates for the mailing list survey ranged from 19% to 33%.

In the second approach, a total of about 5,000 hard copy survey packets were given to Colorado agencies that serve older adults and adults with disabilities to distribute to their clientele. Agencies could also email a survey invitation to their clients with web link to an online version of the survey. A total of 576 agency-distributed hard copy and online surveys were received. Because the number of surveys distributed or emails sent by the agencies is unknown, a response rate cannot be calculated for the web survey responses.

**Table 157: Number of Surveys and Survey Response Rates by TPR**

TPR	Mailed survey				Agency survey	Total number of completed surveys
	Surveys distributed*	Undeliverable (vacant address)	Number returned	Response rate	Surveys Received	
Pikes Peak Area	580	20	135	24.1%	56	191
Greater Denver Area	1078	29	203	19.4%	76	279
North Front Range	531	8	143	27.3%	77	220
Pueblo Area	400	9	103	26.3%	3	106
Grand Valley	400	8	129	32.9%	6	135
Eastern	407	24	114	29.8%	2	116
Southeast	402	16	125	32.4%	9	134
San Luis Valley	399	25	126	33.7%	52	178
Gunnison Valley	413	32	114	29.9%	17	131
Southwest	400	57	130	37.9%	1	131
Intermountain	402	29	87	23.3%	109	196
Northwest	400	44	124	34.8%	38	162
Upper Front Range	399	14	104	27.0%	36	140
Central Front Range	400	34	123	33.6%	16	139
South Central	402	54	113	32.5%	5	118
Unknown			3		73	76
Overall	7,011	403	1,876	28.3%	576	2,452

### Survey Processing (Data Entry)

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

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

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



## Survey Analysis

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). The first step of the analysis was to examine differences in response from those responding to the agency-distributed survey and the mailing list survey. In 2014, 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. In 2019, however, about 75% came from the mailed survey and about 25% from the agency-distributed survey. Additionally, several TPRs have very few agency-distributed responses, with one TPR (Southwest) having only one completed agency-distributed survey.

In 2014, the survey responses within each TPR were weighted such that two-thirds were from the mailed survey and one-third from the agency-distributed survey. A second weight was applied to bring responses from each TPR in proportion with the population from the 2010 Census of people aged 65 and older or age 18-64 with a disability compared to the state as a whole.

For 2019, a similar weighting scheme was employed. However, this did result in a large weight being applied to the agency-distributed surveys, particularly in those TPRs with few completed agency-distributed surveys. Given the differences in the survey administration in 2019 and 2014, and the desired emphasis on the mailing list, most of the report is based on the responses from the mailed survey in 2019, with comparisons to the mailed responses from 2014. Tables of responses that include the agency-distributed surveys have been provided to CDOT in Excel files, with the caveat that 2019 agency-distributed estimates should be viewed with caution, particularly for those TPRs that had few responses.

The complete set of frequencies from respondents to the 2019 mailed survey for each survey question is included in *Appendix A: Full Set of Responses to 2019 Mailed Survey*. Comparisons by whether the survey was from the mailed list or agency-distributed can be found in *Appendix B: 2019 Survey Responses Compared by Survey Distribution*. Comparisons between 2014 and 2019 survey results for the mailed survey can be found in *Appendix C: Mailed Survey Responses Compared by Survey Year*. Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions by survey distribution method or by year. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are noted in these tables.

Survey results also were compared by various geographic areas across the state and by the demographic characteristics of the respondents (*Appendix D: Mailed Survey Responses Compared by Geographic Area* and *Appendix E: Mailed Survey Responses Compared by Respondent Characteristics*). Where breakdowns by similar characteristics were available from 2014, tables are also provided which show differences between 2014 and 2019 within each subgroup. Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is

less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups or by year within subgroup are statistically significant, they are noted in these tables.

## **Appendix G: Survey Materials**

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

### Important Survey on the Way!

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 2045 Statewide Transportation Plan.

**We want to hear from you!** Your household has been selected at random to participate in this anonymous survey.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study! We deeply appreciate your time.

Respectfully,



Nate Vander Broek, Senior Transit Planner

### Important Survey on the Way!

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 2045 Statewide Transportation Plan.

**We want to hear from you!** Your household has been selected at random to participate in this anonymous survey.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study! We deeply appreciate your time.

Respectfully,



Nate Vander Broek, Senior Transit Planner

### Important Survey on the Way!

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 2045 Statewide Transportation Plan.

**We want to hear from you!** Your household has been selected at random to participate in this anonymous survey.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study! We deeply appreciate your time.

Respectfully,



Nate Vander Broek, Senior Transit Planner

### Important Survey on the Way!

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 2045 Statewide Transportation Plan.

**We want to hear from you!** Your household has been selected at random to participate in this anonymous survey.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study! We deeply appreciate your time.

Respectfully,



Nate Vander Broek, Senior Transit Planner



**COLORADO**  
**Department of Transportation**

Colorado Department of Transportation  
2829 W. Howard Place  
Division of Transit and Rail, 4th Floor  
Denver, CO 80204



Presorted  
First Class Mail  
US Postage  
**PAID**  
Boulder, CO  
Permit NO. 94



**COLORADO**  
**Department of Transportation**

Colorado Department of Transportation  
2829 W. Howard Place  
Division of Transit and Rail, 4th Floor  
Denver, CO 80204



Presorted  
First Class Mail  
US Postage  
**PAID**  
Boulder, CO  
Permit NO. 94



**COLORADO**  
**Department of Transportation**

Colorado Department of Transportation  
2829 W. Howard Place  
Division of Transit and Rail, 4th Floor  
Denver, CO 80204



Presorted  
First Class Mail  
US Postage  
**PAID**  
Boulder, CO  
Permit NO. 94



**COLORADO**  
**Department of Transportation**

Colorado Department of Transportation  
2829 W. Howard Place  
Division of Transit and Rail, 4th Floor  
Denver, CO 80204



Presorted  
First Class Mail  
US Postage  
**PAID**  
Boulder, CO  
Permit NO. 94



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 2045 Statewide Transportation Plan. (To learn more, you can visit the website: [www.YourTransportationPlan.com](http://www.YourTransportationPlan.com))

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. Your responses will be completely confidential and survey results will only be reported in group form; no individual responses will be reported.

You may complete the survey online if you prefer at:

**[www.bit.ly/2019cdotXX](http://www.bit.ly/2019cdotXX)**

(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 303-512-4770.

We thank you very much for your time and participation.

Respectfully,

Nate Vander Broek, Senior Transit 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.bit.ly/cdot2019es](http://www.bit.ly/cdot2019es)**

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

Si lo desea, también puede llamar al Lily Lizarraga a 303-757-9789 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.



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 2045 Statewide Transportation Plan. (To learn more, you can visit the website: [www.YourTransportationPlan.com](http://www.YourTransportationPlan.com))

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. Your responses will be completely confidential and survey results will only be reported in group form; no individual responses will be reported.

You may complete the survey online if you prefer at:

**[www.bit.ly/2019cdotXX](http://www.bit.ly/2019cdotXX)**

(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 303-512-4770. We thank you very much for your time and participation.

Respectfully,

Nate Vander Broek, Senior Transit 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.bit.ly/cdot2019es](http://www.bit.ly/cdot2019es)**

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

Si lo desea, también puede llamar Lily Lizarraga a 303-757-9789 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.



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 2045 Statewide Transportation Plan. (To learn more, you can visit the website: [www.YourTransportationPlan.com](http://www.YourTransportationPlan.com))

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. Your responses will be completely confidential and survey results will only be reported in group form; no individual responses will be reported.

You may complete the survey online if you prefer at:

**[www.bit.ly/2019cdotXX](http://www.bit.ly/2019cdotXX)**

(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 303-512-4770.

We thank you very much for your time and participation.

Respectfully,

Nate Vander Broek, Senior Transit 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.bit.ly/cdot2019es](http://www.bit.ly/cdot2019es)**

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

Si lo desea, también puede llamar al Lily Lizarraga a 303-757-9789 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.





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 2045 Statewide Transportation Plan. (To learn more, you can visit the website: [www.YourTransportationPlan.com](http://www.YourTransportationPlan.com))

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. Your responses will be completely confidential and survey results will only be reported in group form; no individual responses will be reported.

You may complete the survey online if you prefer at:

**[www.bit.ly/2019cdotXX](http://www.bit.ly/2019cdotXX)**

(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 303-512-4770. We thank you very much for your time and participation.

Respectfully,

Nate Vander Broek, Senior Transit 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.bit.ly/cdot2019es](http://www.bit.ly/cdot2019es)**

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

Si lo desea, también puede llamar Lily Lizarraga a 303-757-9789 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.



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 2045 Statewide Transportation Plan. (To learn more, you can visit the website: [www.YourTransportationPlan.com](http://www.YourTransportationPlan.com))

Please participate in the survey! Your responses are very important to CDOT.

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. Your responses will be completely confidential and survey results will only be reported in group form; no individual responses will be reported.

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

You may complete the survey online if you prefer at:

**[www.bit.ly/cdot2019](http://www.bit.ly/cdot2019)**

(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, Nate Vander Broek, at 303-512-4770.

We thank you very much for your time and participation.

Respectfully,

Nate Vander Broek, Senior Transit 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.bit.ly/es2019cdot](http://www.bit.ly/es2019cdot)**

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha. Si lo desea, también puede llamar al Lily Lizarraga a 303-757-9789 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**

Colorado Department of Transportation  
2829 W. Howard Place  
Division of Transit and Rail, 4th Floor  
Denver, CO 80204

PRSRT STD  
US Postage  
PAID  
Boulder, CO  
Permit No.94

# 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	4
Use a rideshare service like Uber or Lyft at full price fare ....	1	2	3	4
Use a rideshare service like Uber or Lyft at subsidized or discounted fare .....	1	2	3	4
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 fixed route public transportation services (i.e., buses, trains and light rail that charge set fares, run on consistent routes and are generally open to the public).....	1	2	3	4
Use “demand-response” transportation services, 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 fixed route public transportation or demand-response transportation services in your community instead of driving?**

- 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. Fixed route public transportation services includes buses, trains, light rail and other forms of transportation that charge set fares, run on consistent routes and are generally open to the public.**

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

	<b>Major problem</b>	<b>Minor problem</b>	<b>Not a problem</b>
Service is not provided where I live or where I want to go .....	1	2	3
Service does not operate during the times I need .....	1	2	3
Buses, trains or light rail do not come often enough; they do not run with enough frequency.....	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 fixed route public transportation services.....	1	2	3
I cannot easily access bus, train or light rail stops/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, trains or light rail lack clear announcements or visual displays about the next stops/stations .....	1	2	3
I cannot easily access bus, train or light rail stops/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, trains or light rail.....	1	2	3
Distance from bus, train or light rail stop/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, train or light rail .....	1	2	3
I do not feel safe while riding the bus, train or light rail.....	1	2	3
Fares are too expensive .....	1	2	3
Travel time to my destinations is too long .....	1	2	3
Bus, train and/or light rail stops/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. Demand-response and paratransit transportation services are a form of flexible passenger transportation that does not follow fixed routes or schedule, and is generally provided “door-to-door” (from your starting point to your destination). Paratransit service is provided only for people who are unable to use regular fixed route public transportation, while other demand response service is available to the general public. These services are generally provided “on demand,” meaning the person using the service must contact the agency to make arrangements in advance for the ride.**

**Below is a list of possible barriers to using demand-response and paratransit services. Please tell us how much of a problem, if at all, each of these are for you when using these services.**

	<b>Major problem</b>	<b>Minor problem</b>	<b>Not a problem</b>
Service is not provided where I live or where I want to go .....	1	2	3
Service does not operate during the times I need.....	1	2	3
The trips have to be scheduled too far in advance of actually needing or wanting the trip.....	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
The service is too expensive to use regularly.....	1	2	3
Other reasons: _____			

**11. CDOT is working with a number of groups across the state to update the Statewide Transportation Plan. We want to know what issues we should focus on in updating this plan. How important are each of the following issues to you?**

	<b>Very important</b>	<b>Somewhat important</b>	<b>Not at all important</b>
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 taxi and rideshare (e.g. Lyft, Uber, etc.) services..	1	2	3
Increasing the availability of wheelchair-accessible taxis and rideshare vehicles..	1	2	3
Expanding discount programs and/or subsidies for fixed route public transportation, demand-response services and/or taxi and rideshare 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
Increasing how often bus, trains and light rail come/increasing frequency..	1	2	3
Expanding or adding fixed route public transportation routes in my community.....	1	2	3
Providing lower fares for seniors and disabled riders.....	1	2	3

**12. In addition to your answers to the questions above, please share any additional thoughts you have about transportation issues or problems in your community.**

---

---

**13. Do you have any 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.**

**14. Do you have a disability?**

- No → go to question #16
- Yes

**15. What type of disability do you have? (Please select all that apply.)**

- a mobility disability (difficulty walking)
- blindness/limited vision
- deafness/limited hearing
- a long-term medical illness (e.g., epilepsy, COPD, etc.)
- difficulty with self-care
- mental health illness
- memory or cognitive difficulty
- something else \_\_\_\_\_

**16. What best describes the community you live in?**

- I live in a large city
- I live in a suburb of a large city
- I live in a small town with no other towns or cities near it
- I live in a rural area close to a town/city
- I live in the country or rural area away from any towns

**17. What is your home zip code? \_\_\_\_\_**

**18. 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 \_\_\_\_\_

**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 – 34 years       65 – 74 years
- 35 – 44 years       75 – 84 years
- 45 – 54 years       85 – 94 years
- 55 – 64 years       95 years or older

**21. What is your gender?**

- Female
- Male
- Prefer to identify another way

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