

Boulder County Mobility for All Needs Assessment & Action Plan

June 2016

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1 WHY “MOBILITY FOR ALL?”

Transit service is a public good. Similar to schools, utilities, libraries, roads, and parks, transit provides one of life’s necessities – transportation. For those who choose not to or cannot drive a car, transportation provided by public operators (RTD), non-profits (Via), volunteers, or private companies (taxis) get people to work, school, doctors, grocery stores, and other destinations. As the population continues to age and income gaps widen, transportation becomes increasingly difficult. Smart Growth America estimates that the average American spends 18 cents of every dollar on transportation – and that for low-income families, this cost doubles, placing an extra burden on scarce resources.¹ Boulder County is also aging faster than other areas of Colorado,² and older adults often need specialized services for transportation.

Boulder County’s Mobility for All program was tasked with assisting vulnerable populations – older adults, people with disabilities, and households with low income – by providing transportation resources. This included discounted bus passes, outreach in the community, supporting mobility providers, and helping ambulatory residents by providing bicycles. After the floods of 2013, which disrupted mobility programming, the county had an opportunity to step back and rethink the best use of the Mobility for All program.

The county undertook a needs assessment to understand transportation issues and opportunities within Boulder County. The project took place over the course of six months and included extensive outreach to stakeholders, the public, and mobility services customers. An Advisory Committee was formed to guide the process, and findings were communicated to the county’s Local Coordinating Council. This report exhibits the findings from this project and includes the following components:

1. Context Review – A review of previous efforts examining transportation needs of vulnerable populations.
2. Existing Services – An inventory of existing providers by service area and eligibility shows where transportation is already available.
3. Spatial Analysis of Community – Using the Census, densities of the three target populations were mapped to see any spatial gaps between where public transit services exist and where vulnerable populations live. Trips for employment happen multiple times per week, and many older adults and people with low income or with a disability are employed. Census data on where employees live and work reveal trip patterns that could be captured by transit.
4. Travel Patterns – Understanding unmet transportation need is difficult as those with need often have not reached out to organizations that could help. Yet the travel patterns of the community overall often reflect the transportation needs of vulnerable populations. For example, everyone travels to the grocery store. Many older adults already take transit or door-through-door services like Via to medical services, therefore these passengers’

¹ <http://www.smartgrowthamerica.org/complete-streets/complete-streets-fundamentals/factsheets/transportation-costs>

² <http://www.bouldercounty.org/doc/cs/areaplan2011-2015.pdf>

origins and destinations reveal where additional customers might be located. Travel patterns were examined for:

- a. The general public, by using DRCOG travel demand data for 2010 and 2035
- b. Current fixed-route transit riders using RTD data
- c. Current mobility services riders using Via, Call-n-Ride, Access-a-Ride, or volunteer programs.

Together, these three sources provide a picture of transportation patterns.

5. Outreach – The community knows best its transportation challenges. Outreach included three components:
 - a. Stakeholder interviews with non-profits, government agencies, and community organizations whose clients need transportation;
 - b. Focus groups with potential transportation customers (the public);
 - c. The Boulder County community was surveyed to understand transportation needs; and
 - d. Public meetings to gather feedback on service strategies.
6. Mobility Spending –A mobility spending inventory and analysis was performed that tabulates official funding sources, provider expenses by municipality, and supplemental non-profit agency mobility spending on behalf of clients.
7. Gap Analysis – An analysis of unmet needs and opportunities was created.
8. Transportation Strategies – A list of strategies was identified to meet needs, including potential lead agencies, action items, planning-level cost, level of effort to implement, and level of benefit to the community.

2 MOBILITY CONTEXT

Numerous efforts have already been undertaken to understand the transportation needs of vulnerable populations. Through the review of a list of documents that address transit of all types in Boulder County, these gaps have been pinpointed along with an accounting of current or recently completed programs, noteworthy spending and usage data, and service goals for vulnerable populations as described by regional and county transportation plans and analyses.

The full set of reviewed documents are listed below:

- Elements related to Transit in the Denver Regional Council of Governments' 2035 Metro Vision Regional Transportation Plan (2011)
- The Boulder County Transportation Master Plan (2012)
- Boulder County's Temporary Human Services Safety Net 2014 Report
- The Executive Summary of the 2014 Boulder County Department of Health and Human Services Strategic Priorities
- Boulder County's Transportation Gaps Survey (2014)
- Boulder County Mobility Audits and Transportation Gap Analyses prepared for the Denver Regional Mobility Access Council by the University of Colorado at Denver (2013)
- The Age Well Boulder County Strategic Plan (2015)
- 2014 *About Via* reports covering Boulder, Erie, Lafayette, Longmont, and Louisville
- A White Paper on Process, Barriers, Best Practices and Recommendations for Starting a Low-Income RTD Neighborhood Eco Pass Program (2013)
- The 2015 Affordable Mobility presentation, an Analysis of county-wide spending on mobility
- The Boulder County Countywide Ecopass Feasibility Study (2014)
- The Boulder County Mountain Town Transit Feasibility Study (2011)
- Via Mobility Services User Survey (2013)
- Envision Longmont (Current)

The full document review can be found in Appendix A.

3 EXISTING SERVICES

Numerous agencies provide transportation services – ranging from buses running on fixed routes and schedules to door-to-door services to specialized medical transportation. Boulder County also supports transportation financially by purchasing services.

SERVICE PROVIDERS

The major bus provider in the region is the Regional Transportation District (RTD), which offers traditional fixed-route buses equipped with wheelchair lifts along with the Call-n-Ride and Access-a-Ride programs.³ Call-n-Ride offers curb-to-curb advance schedule service within a particular zone to any resident. Access-a-Ride is the required service available to anyone with a certified disability living within a ¾ mile buffer of a fixed route. Via Mobility Services has run paratransit service in Boulder County for more than 35 years. Via provides door-through-door advance schedule service primarily to people over age 60 and those with disabilities; however, Via is flexible and will try and help out those with low income as well. Via serves as one of RTD's Access-a-Ride contractors, and also operates the Longmont and Louisville Call-n-Ride services. Via provides travel training and mobility management throughout the county.

In addition, numerous local non-profit organizations provide services that range from senior center shuttles (the Lafayette Senior Services Transportation Loop) to volunteer networks (Boulder County CareConnect). Private providers including ambulette services and taxicab companies are included because although fares are high, these organizations have transportation infrastructure in place. If they could meet transportation needs for the three target populations, the question would then shift to how fares could be subsidized.

Services such as car sharing, bike sharing, and peer services such as Uber are included as they represent options for ambulatory clients. A list of providers is shown in Figure 1.

Figure 2 and Figure 3 show current coverage by fixed-route bus service, Call-n-Ride, and park and ride locations. In terms of fixed-route service, Ward and Jamestown have no service available. Only one route, the L, connects Longmont and the rest of east county, and service only runs every hour. RTD began Call-n-Ride service as a way to meet demand in low-density areas that did not meet thresholds for fixed-route. Longmont and Louisville have Call-n-Ride zones but Lafayette and Erie do not, nor do any of the Mountain Communities. The Town of Superior will see the introduction of Call-n-Ride service in May 2016.

The City of Boulder is fairly well-covered by transit. Little service exists west of Broadway, however. The grey dashed line shows the ¾-mile buffer within which a person with a disability qualifies for ADA paratransit services; virtually the entire city is covered by this buffer.

³ Access-a-Ride is the federally required ADA paratransit service provided to those with certified disabilities who are traveling within ¾-mile of a fixed route. ADA service must be provided during the same hours and days of operation of the fixed-route.

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Figure 1 Boulder County Transportation Provider Inventory

| Provider Name | Clientele | Service Area | Type of Service | Service Days | Service Hours | Trip Type | Fare |
|---|--------------------------------|---------------------------|---|----------------------------------|------------------|-----------|--|
| Regional Transportation District (RTD) | General Public | Metro Region ⁴ | Fixed Route, Curb-to-Curb, Wheelchair Accessible | 7 Days Per Week | 4AM-2AM | All | \$2.25-\$13 One-way |
| RTD Access-a-Cab | ADA Certified Only | Metro Region | Demand Response, Curb-to-Curb | 7 Days Per Week | 24 Hours Per Day | All | \$2 Upfront; RTD pays next \$12. Rider pays remaining fare. |
| RTD Access-a-Ride | ADA Certified Only | Metro Region | Demand Response, Door-to-Door, Wheelchair Accessible | 7 Days Per Week | 4AM-2AM | All | 2X RTD fixed-route fare |
| RTD Senior Ride | General Public | Metro Region | Demand Response, Door-to-Door, Wheelchair Accessible (Varies) | 7 Days Per Week, Except Holidays | Varies | All | \$2.25-\$10 round trip |
| RTD Senior Shopper | General Public | Metro Region | Demand Response, Door-to-Door, Wheelchair Accessible | Monday-Friday | 9AM-2PM | Shopping | \$2.25-\$4.50 round trip |
| American Cancer Society | Cancer Treatment | Metro Region | Volunteer, Curb-to-Curb | Monday-Friday | 8AM-4PM | Medical | Free |
| Amazing Wheels | General Public | Metro Region | Demand Response, Door-to-Door, Wheelchair Accessible | 7 Days Per Week | 24 Hours Per Day | All | \$45 one-way, additional charge per mile after 15 miles |
| Careful Wheels Transportation | General, Medical, Older Adults | Denver + 100 mile radius | Demand Response, Door-to-Door, Wheelchair Accessible | 7 Days Per Week | 24 Hours Per Day | All | Contact for quote. |
| Freedom Cab | General Public | Denver/ Boulder | Demand Response, Curb-to-Curb | 7 Days Per Week | 24 Hours Per Day | All | \$2 flat fee + \$2 per mile |
| We Care Medical Transportation | General Public | Metro Region | Demand Response, Door-to-Door, Wheelchair Accessible | 7 Days Per Week | 24 Hours Per Day | Medical | Ambulatory: \$25 first 10 miles, then \$2.50/mile Wheelchair: \$45 first 10 miles, then \$3.50/mile |
| Uber Colorado | General Public | Denver | E-hail, rider services, accessibility unknown | 7 days per week | 24 Hours Per Day | All | Varies |
| Lyft | General Public | Denver | E-hail, rider services, accessibility unknown | 7 days per week | 24 Hours Per Day | All | Varies |
| GreenRide | General Public | Boulder | Airport Shuttle, accessibility unknown | 7 days per week | Advance Reserv. | Airport | Varies |
| Total Transit-Colorado Non-Emergency Medical Transportation | Medicaid Eligible | Boulder County | Fixed Route, Curb-to-Curb, Wheelchair Accessible | 7 Days Per Week | 24 Hours Per Day | Medical | Free |
| Via Mobility Services | 60+, PWD, Low | Boulder | Demand Response, Door-to-Door, | Monday-Friday | 7:30AM-5:30PM | All | \$1.25-\$3.00 one-way local. \$4- |

⁴ The Metro region includes Boulder County

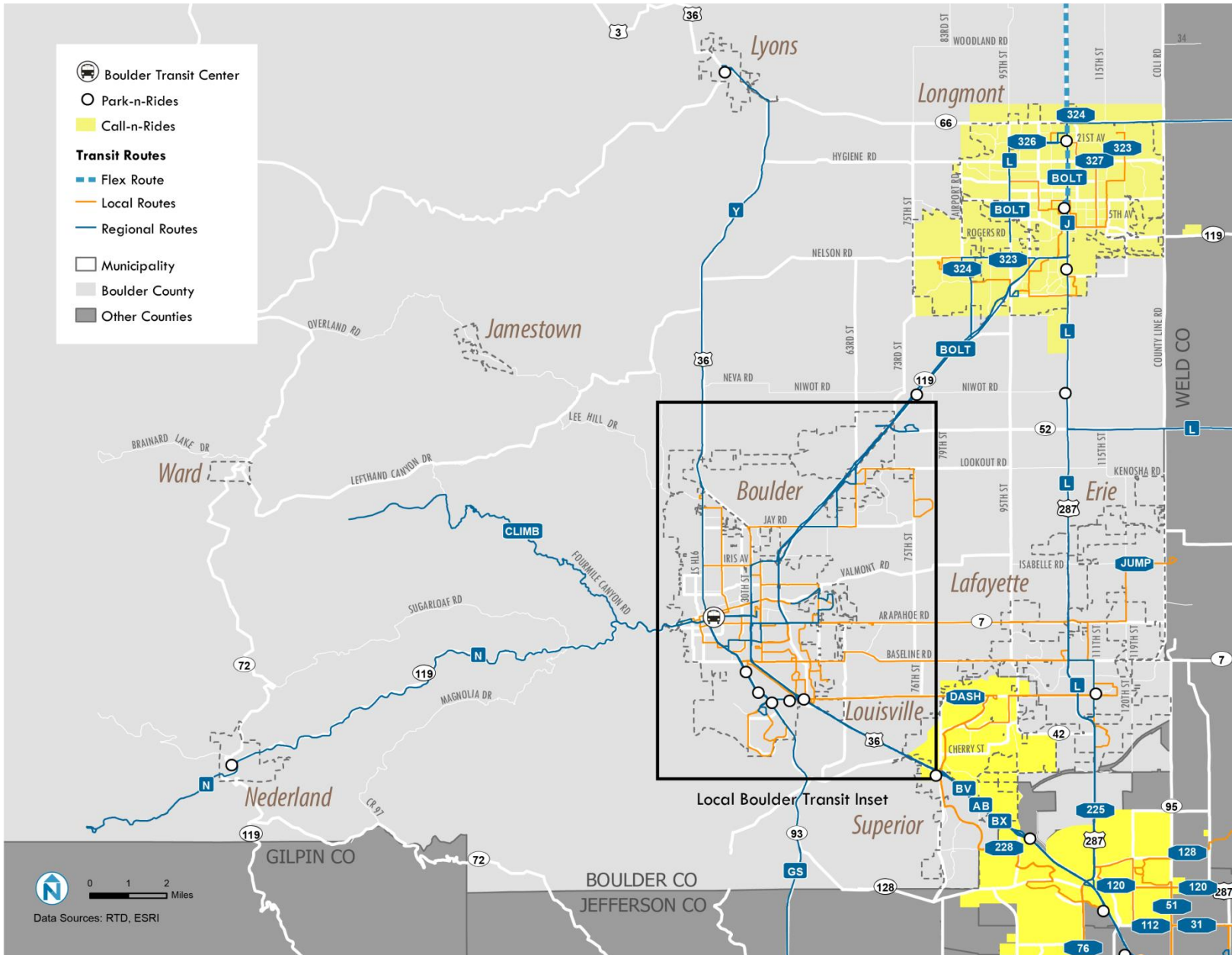
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| Provider Name | Clientele | Service Area | Type of Service | Service Days | Service Hours | Trip Type | Fare |
|--------------------------------|--------------------------|-------------------------|--|--|--|-----------|--|
| | Income | County | Wheelchair Accessible | Saturday, Sunday in Boulder & Longmont | | | \$6 one-way inter-city |
| Boulder County Care Connect | 55+, PWD, Non-Medicaid | Boulder County | Volunteer, Door-to-Door | Monday-Friday | 9AM-5PM | Medical | Donation |
| Faith in Action | Older Adults, PWD | Boulder County | Volunteer, Door-to-Door | 7 Days Per Week (Some weeks) | 8AM-5PM | All | Free |
| Veterans Helping Veterans Now | Veterans | Boulder County | Volunteer, Door-to-Door | Monday-Friday | 8AM-4:30PM | Medical | Free |
| Boulder Creek Transportation | Non-emergency Wheelchair | Boulder County | Demand Response, Door-to-Door, Wheelchair Accessible | 7 Days Per Week | 24 Hours Per Day | Medical | \$45 one-way, \$2.50 per mile after 5 miles |
| Boulder Yellow Cab | General Public | Boulder County | Demand Response, Curb-to-Curb, Wheelchair Accessible | 7 Days Per Week | 24 Hours Per Day | All | \$2.50 flat fee + \$2.25 per mile |
| Passage Quality Mobile Transit | Older Adults, PWD | Boulder County | Van service | NA | 6 am-8 pm | All | \$2 per mile ambulatory; \$35-\$40 for wheelchair each way |
| B Cycle | General Public | Boulder, City of | Bicycle share | 7 days per week | 24 Hours Per Day | All | Day pass \$8; Trips to 30 minutes free; additional 30 minutes cost \$3 |
| eGo CarShare | General Public | Boulder, Longmont | Carshare vehicles | 7 days per week | 24 Hours Per Day | All | \$4.50 or \$6.95 per hour depending on membership |
| FLEX | General Public | Boulder, Longmont | Connects Fort Collins, Loveland, Longmont, Boulder | NA | NA | All | \$1.25 each way |
| Super Shuttle | General Public | Boulder/Longmont to DIA | Demand Response, Curb-to-Curb, Wheelchair Accessible | 7 Days Per Week | 24 Hours Per Day | Airport | Varies with zip code and number of passengers |
| RTD Call-n-Ride | General Public | Longmont | Demand Response, Curb-to-Curb, Wheelchair Accessible | 7 Days Per Week | 6:30AM-7:30PM Weekdays, 9:00AM-6PM Weekends | All | \$1.10-\$2.25 one-way |
| RTD Call-n-Ride | General Public | Louisville | Demand Response, Curb-to-Curb, Wheelchair Accessible | Monday-Friday | 5:30AM-10PM | All | \$1.10-\$2.25 one-way |

Source: DRMAC Getting There Guide, Online resources, stakeholders

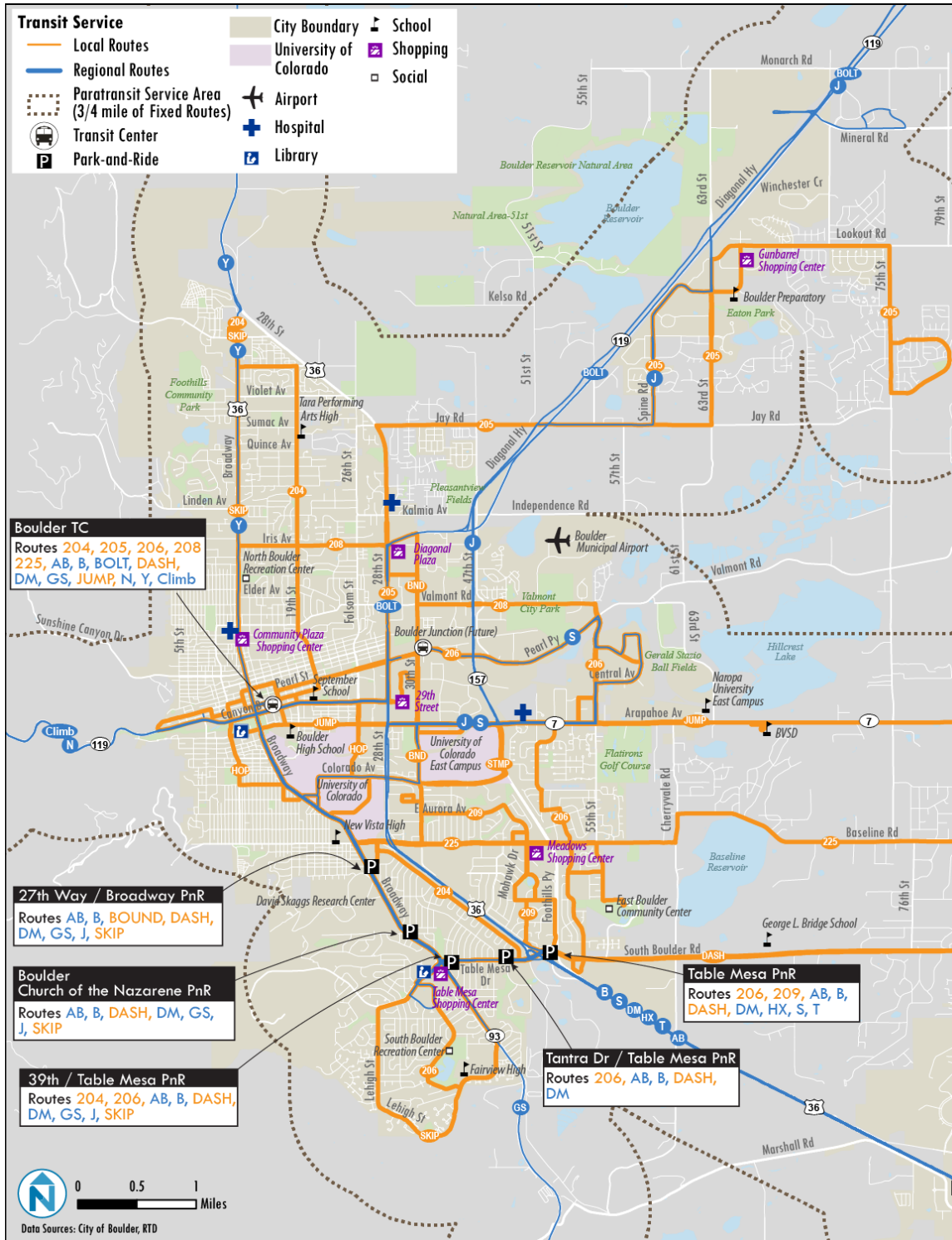
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Figure 2



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Figure 3 City of Boulder transit services overview



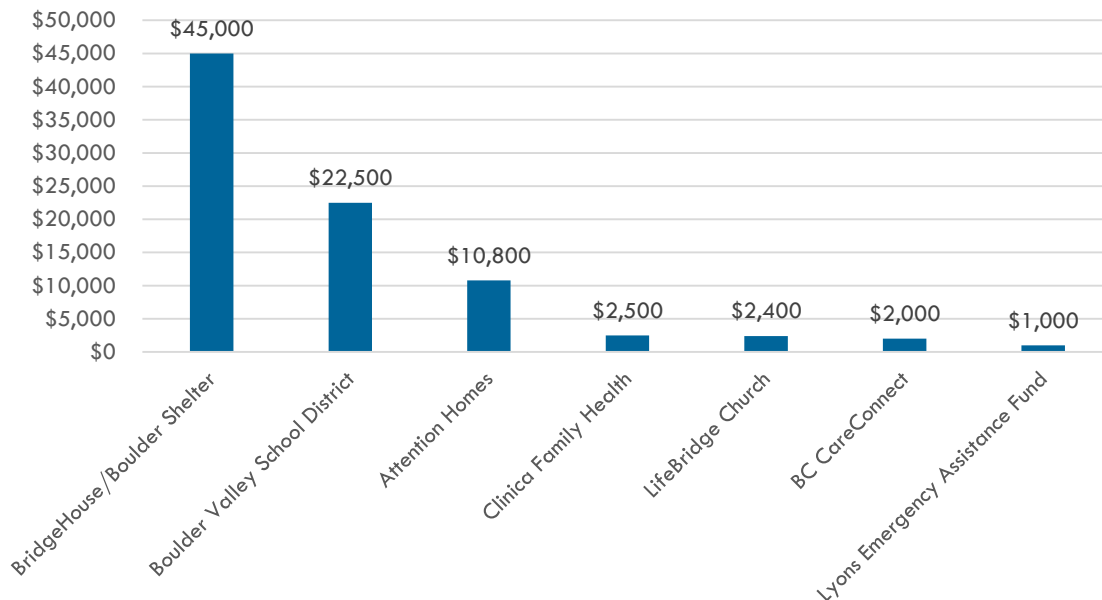
TRANSPORTATION SPENDING

Stakeholder Spending Survey

Stakeholder organizations who previously participated in the stakeholder meeting phase of the needs assessment were asked to participate in an internally conducted survey to better understand transportation spending by those same organizations.

The survey received 11 valid responses between October 23 and October 29, 2015. The responding agencies included Clinica Family Health, Boulder County CareConnect, Boulder County Housing Authority, Boulder County Area Agency on Aging, Center for People with Disabilities, LifeBridge Christian Church, Boulder County Head Start, Lafayette Senior Services, Front Range Community College, Safehouse Progressive Alliance for Nonviolence, and the Lyons Emergency Assistance Fund. An agency-by-agency comparison of the \$86,200 total reported spent by social services organizations can be seen in Figure 4. For Bridge House/Boulder shelter, half of the amount shown is used to buy passes, and part is paid to Via for direct services. Boulder County Care Connect reported spending \$2,000 on administering and providing services; however, in addition the organization receives \$40,000 annually from Via to support BCCC's volunteer driver program.

Figure 4 **Reported Agency Spending on Transportation**



Source: Stakeholder survey

This represents just a small portion of the spending on transportation throughout the county, as the respondents make up a small portion of the total number of agencies serving the older adult, disabilities, and low-income communities.

Previous Spending Reports

Boulder County

Three county departments spent roughly \$1 million on mobility and mobility services in 2013. Housing and Human Services (\$303,269) makes a contribution to general services in addition to focusing on RTD Bus Passes for child welfare, Employment First programs, and adult protective services. Gas cards are also distributed. The county Transportation Department dedicates the largest shares of its total mobility spending (\$299,073) to Transit Buy-ups⁵ and Mobility Management. This department also has a hand in certain subsidies for the Neighborhood Eco Pass program. Finally, the Community Services department spent almost \$400,000 on mobility, primarily in a \$278,873 direct grant to Via's general operating fund. Funding for medical mobility services and Via's Older Adults program also comes from this portion of county spending, which are all federal and state funds passed through the Area Agency on Aging. A complete view of county departmental spending on mobility, including the relationship between contributions to Via and all county mobility spending (Source: Boulder County

Figure 8), can be seen in the tables and charts below.

Figure 5 Mobility Spending: Boulder County Health and Human Services Department

| Program/Vendor | Average Annual | 2011 | 2012 | 2013 | 2014 | 2015 |
|--|------------------|-----------|-----------|-----------|-----------|-----------|
| Via Mobility Services – General Services | \$131,300 | \$131,300 | \$131,300 | \$131,300 | \$131,300 | \$131,300 |
| RTD Bus Passes – Child Welfare | \$94,410 | \$118,181 | \$137,710 | \$117,001 | \$59,463 | \$39,699 |
| RTD Bus Passes – Employment First | \$26,085 | \$18,920 | \$23,622 | \$14,298 | \$17,039 | \$56,549 |
| RTD Bus Passes – Adult Protective Services | \$5,946 | \$5,585 | \$4,332 | \$4,450 | \$10,353 | \$5,014 |
| Gas Cards | \$36,171 | \$38,247 | \$46,831 | \$36,219 | \$34,518 | \$25,040 |
| Subtotal | \$293,914 | \$312,233 | \$343,795 | \$303,269 | \$252,675 | \$257,602 |

Source: Boulder County

Figure 6 Mobility Spending: Boulder County Transportation Department

| Program/Vendor | Average Annual | 2011 | 2012 | 2013 | 2014 | 2015 |
|--|------------------|-----------|-----------|-----------|-----------|-----------|
| RTD Bus Passes (Non-Profit Discount) | \$42,127 | \$27,561 | \$43,013 | \$45,301 | \$52,636 | N/A |
| Via Vouchers | \$6,011 | N/A | N/A | \$6,028 | \$5,995 | N/A |
| Neighborhood Eco Passes | \$25,749 | \$25,749 | \$25,749 | \$25,749 | \$25,749 | \$25,749 |
| Homeless Shuttle (Via) – Transit Vouchers for Homeless | \$2,009 | N/A | N/A | \$6,028 | N/A | N/A |
| Bicycle Programming | \$31,671 | N/A | \$31,435 | N/A | N/A | \$31,908 |
| Mobility Management | \$72,627 | \$71,393 | \$73,567 | \$62,891 | \$61,495 | \$93,793 |
| Transit Buy-Ups | \$141,295 | \$103,680 | \$142,400 | \$159,104 | \$112,450 | \$188,843 |
| Low Income CarShare | \$16,811 | N/A | N/A | N/A | N/A | \$16,811 |

⁵ RTD service levels are based upon service criteria such as population density. Service levels mean the frequency and schedule of service. In areas where a community wishes to have additional service, it can “buy-up” more, or pay RTD to operate additional trips.

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| Program/Vendor | Average Annual | 2011 | 2012 | 2013 | 2014 | 2015 |
|-----------------|------------------|-----------|-----------|-----------|-----------|-----------|
| Subtotal | \$338,303 | \$175,073 | \$247,402 | \$228,023 | \$173,945 | \$331,355 |

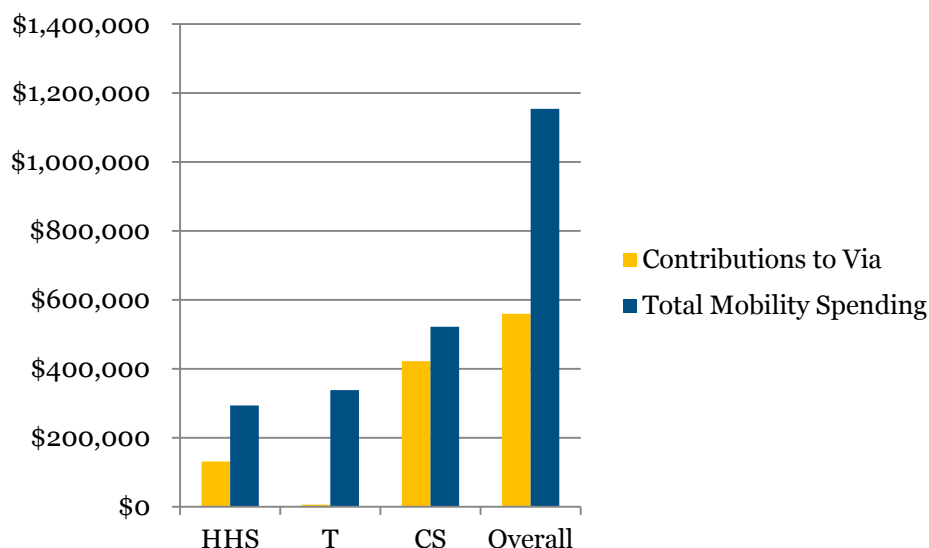
Source: Boulder County

Figure 7 Mobility Spending: Boulder County Community Services Department

| Program/Vendor | Average Annual | 2011 | 2012 | 2013 | 2014 | 2015 |
|-----------------------------|------------------|-----------|-----------|-----------|-----------|-----------|
| Via – Older Adults | \$142,391 | \$130,821 | \$139,786 | \$94,196 | \$172,152 | \$175,000 |
| Via – General Services | \$280,115 | \$281,978 | \$281,980 | \$278,873 | \$278,873 | \$278,873 |
| Boulder County Care Connect | \$37,009 | \$14,136 | \$33,624 | \$25,019 | \$32,431 | \$79,833 |
| Subtotal | \$465,901 | \$426,935 | \$455,390 | \$398,088 | \$483,456 | \$533,709 |

Source: Boulder County

Figure 8 Average Annual County Contributions to Via Mobility Services



HHS = Health and Human Services

T = Transportation

CS = Community Services

Source: Boulder County

Via Mobility Services

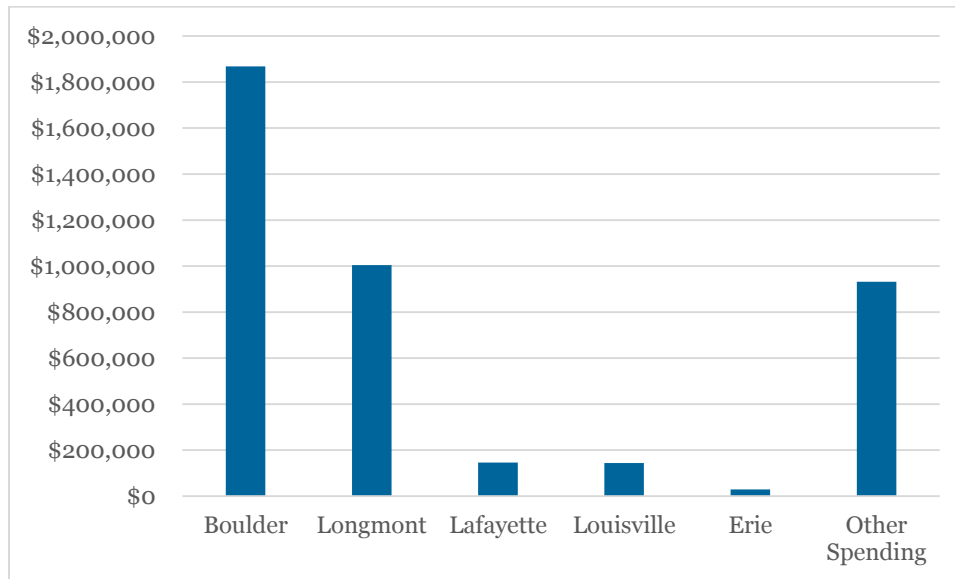
Via's annual reports by municipality provide insight into its spending and funding structures. In a climate where rider fares comprise just 1-3% of revenue, capacity is directly linked to the ability to generate revenue through more innovative means. For instance, Via's HOP contract with the City of Boulder and the University of Colorado provided \$277,000 in net revenue. This amount represents roughly 14% of the total cost of Via's Boulder services. Via's service in each individual town has a unique cost figure that is paid for through a variety of donations and grants. Via's services are comprehensive in nature, including travel training, spreading awareness of mobility options, as well as operation of transportation. This analysis focuses only on the cost of transportation provision. In Erie, for example, where rider fares are less than 1% of revenue, that

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cost was approximately \$29,100 in 2014. The Town of Erie was a large donor, providing \$10,335 toward that expense. Other supporters included RTD, Boulder County, philanthropic gifts, FTA Section 5310, and the Foothills United Way. The relative cost of each local service compared to each other and the total \$4.1 million cost of Via's transportation services is illustrated in Figure 9.

Data on revenues and expenses by category as well as service productivity is shown in Figure 10, Figure 11, and Figure 12.

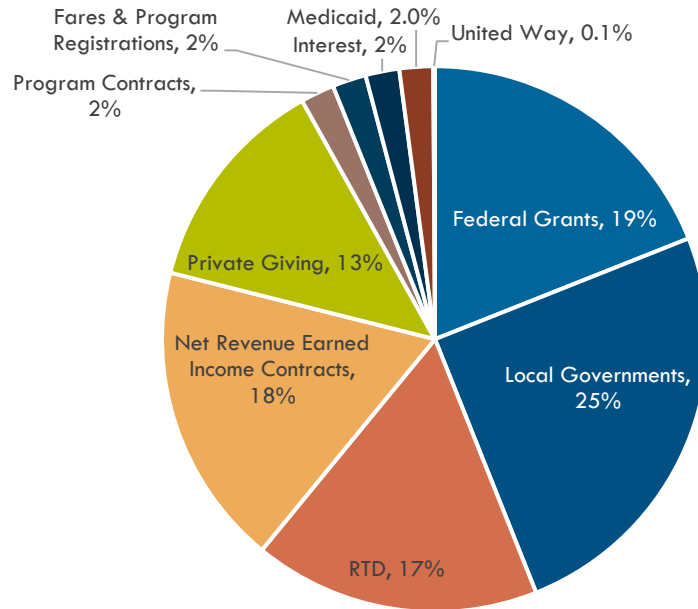
Figure 9 Via Mobility Services 2014 Spending by Municipality for Transportation Operations



Source: Via

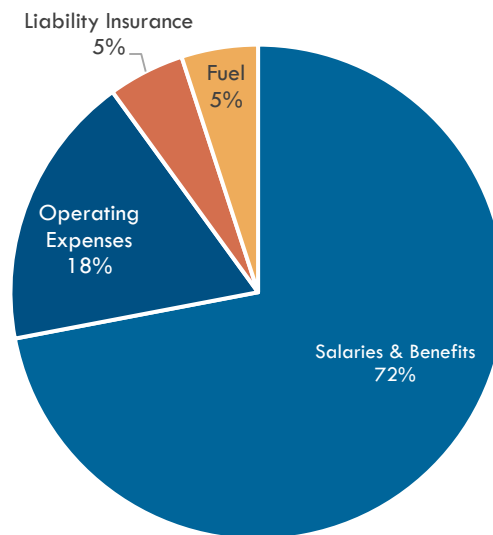
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Figure 10 2014 Via Services Revenue Categories for Transportation Operations



Source: VIA

Figure 11 2014 Via Services Expense Categories for Transportation Operations



Source: Via's Annual Report to the Community

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Figure 12 Via Ridership and Financials by Municipality for Transportation Operations

| Municipality | Total Ridership | Unique Riders | Unique Riders % of Population | Denials % | Average Cost per Trip |
|-------------------|-----------------|---------------|----------------------------------|-----------|--------------------------|
| Boulder | 59,326 | 1,179 | 1.21% | 2% | \$31.49 |
| Longmont | 40,305 | 1,015 | 1.18% | 2.2% | \$24.91 |
| Lafayette | 8,875 | 151 | 0.62% | 3.8% | \$16.45 |
| Louisville | 3,780 | 91 | 0.50% | 3% | \$38.10 |
| Erie | 913 | 30 | 0.17% | 6% | \$31.87 |

Source: 2010 US Census Data & Via

4 COMMUNITY CHARACTERISTICS

DEMOGRAPHIC ANALYSIS

Transit-Dependent Populations

In the communities of Boulder County, transit service often carries a large share of persons who are “transit-dependent.” Transit provides this population with a crucial lifeline to jobs, services, family and friends, and medical providers. Analyzing concentrations of the transit-dependent – adults 60 years of age and older, people with low incomes, people with disabilities, those with limited English proficiency, and households without a vehicle – reveals places where transit would likely find customers. In many cases, transit-dependent population density follows patterns similar to overall population density; however, transit-dependent people are sometimes disconnected from city centers due to land use and housing prices, making the need for transit more acute.

Boulder County has, on average, a smaller older adult and low income populations than the statewide and national averages. The county also has smaller proportions of persons with disabilities and limited English speaking ability. All of the communities within Boulder County have lower levels of low-income individuals than the state or national average, with the exception of Boulder. Persons with disabilities are spread throughout Boulder County, including Longmont, Lyons, and Nederland, as summarized in Figure 13.

Figure 13 Demographic information on Boulder County communities, 2009-2013

| Geography | Total Population | % of County | Older Adult Population (60+) | Low-Income Population [1] | Zero-Vehicle Households | Population with Disabilities [2] | Population with Limited English [3] |
|----------------|------------------|-------------|------------------------------|---------------------------|-------------------------|----------------------------------|-------------------------------------|
| United States | 318,857,056 | N/A | 19.0% | 23.7% | 9.1% | 12.8% | 8.6% |
| Colorado | 5,119,329 | N/A | 17.0% | 21.1% | 5.7% | 10.8% | 6.5% |
| Boulder County | 301,072 | 100% | 15.8% | 20.8% | 5.3% | 8.1% | 5.8% |
| Boulder | 100,363 | 33.3% | 13.6% | 28.8% | 8.6% | 7.1% | 4.2% |
| Erie | 18,672 | 6.2% | 10.7% | 6.0% | 1.6% | 5.5% | 2.2% |
| Jamestown | 251 | 0.1% | 15.1% | 17.5% | 0.0% | 5.2% | 0.0% |
| Lafayette | 25,238 | 8.4% | 15.2% | 15.8% | 2.5% | 7.4% | 6.1% |
| Longmont | 87,607 | 29.1% | 16.3% | 23.4% | 5.2% | 10.0% | 11.1% |

Mobility for All Needs Assessment & Action Plan
Boulder County

| Geography | Total Population | % of County | Older Adult Population (60+) | Low-Income Population | Zero-Vehicle Households | Population with Disabilities | Population with Limited |
|------------|------------------|-------------|------------------------------|-----------------------|-------------------------|------------------------------|-------------------------|
| Louisville | 18,831 | 6.3% | 16.7% | 11.0% | 1.3% | 6.8% | 2.5% |
| Lyons | 2,281 | 0.8% | 16.4% | 8.2% | 2.3% | 9.9% | 0.3% |
| Nederland | 1,489 | 0.5% | 11.1% | 17.7% | 1.1% | 8.9% | 0.1% |
| Superior | 12,610 | 4.2% | 5.8% | 9.8% | 0.4% | 2.7% | 3.3% |
| Ward | 87 | 0.0% | 8.0% | 10.3% | 0.0% | 6.9% | 0.0% |

Note: The table presents data from all cities within Boulder County. Low-income populations are defined by households making up to 150% of the poverty level. [1] Percentage of population for which poverty status is determined. [2] Age 18 or older. [3] Age 5 or older who speak English "less than well".

Source: U.S. Census Bureau, 2009-13 American Community Survey 5-year Estimates

Older Adults

Older adults (age 60 and older) typically use public transportation more frequently than the general population. Older adults often exhibit higher demand for transit as they become less capable or willing to drive themselves, or can no longer afford to own a car on a fixed income.

Figure 14 shows that older adults over the age of 60 are more heavily concentrated along the peripheries of cities. In Boulder, high densities of older adults live in the southern portion of the city. In Longmont, older adult populations are more dispersed, with several higher density pockets in the northern portions of the city.

Low-Income Populations

Households are deemed low-income if they earn less than 150% of the federal poverty threshold, which takes into account household size. Within Boulder County, the largest concentrations of low-income populations are clustered in Boulder and Longmont (see Figure 15). In particular, downtown Boulder and northern Longmont have high densities of low-income households. Within Boulder County, low-income populations are served by transit, although frequently outside of a half mile from the route.

Persons with Disabilities

Of residents over the age of 17, 8.1% have a disability, which is lower than the statewide average of 10.8% and the national average of 12.8%. Residents with disabilities tend to live close to population centers (see Figure 16). The highest concentrations are found in Lyons (9.9% of population) and Longmont (10.0% of population).

Persons with Limited English Proficiency

Limited English proficiency correlates closely to income and can be another indicator of a household's relative dependency on transit. In Boulder County, 5.8% of residents speak English "less than well." This is slightly lower than both the Colorado statewide average of 6.5% and the national average of 8.6%. Populations with limited English proficiency are concentrated in Longmont and Lafayette.

Zero-Vehicle Households

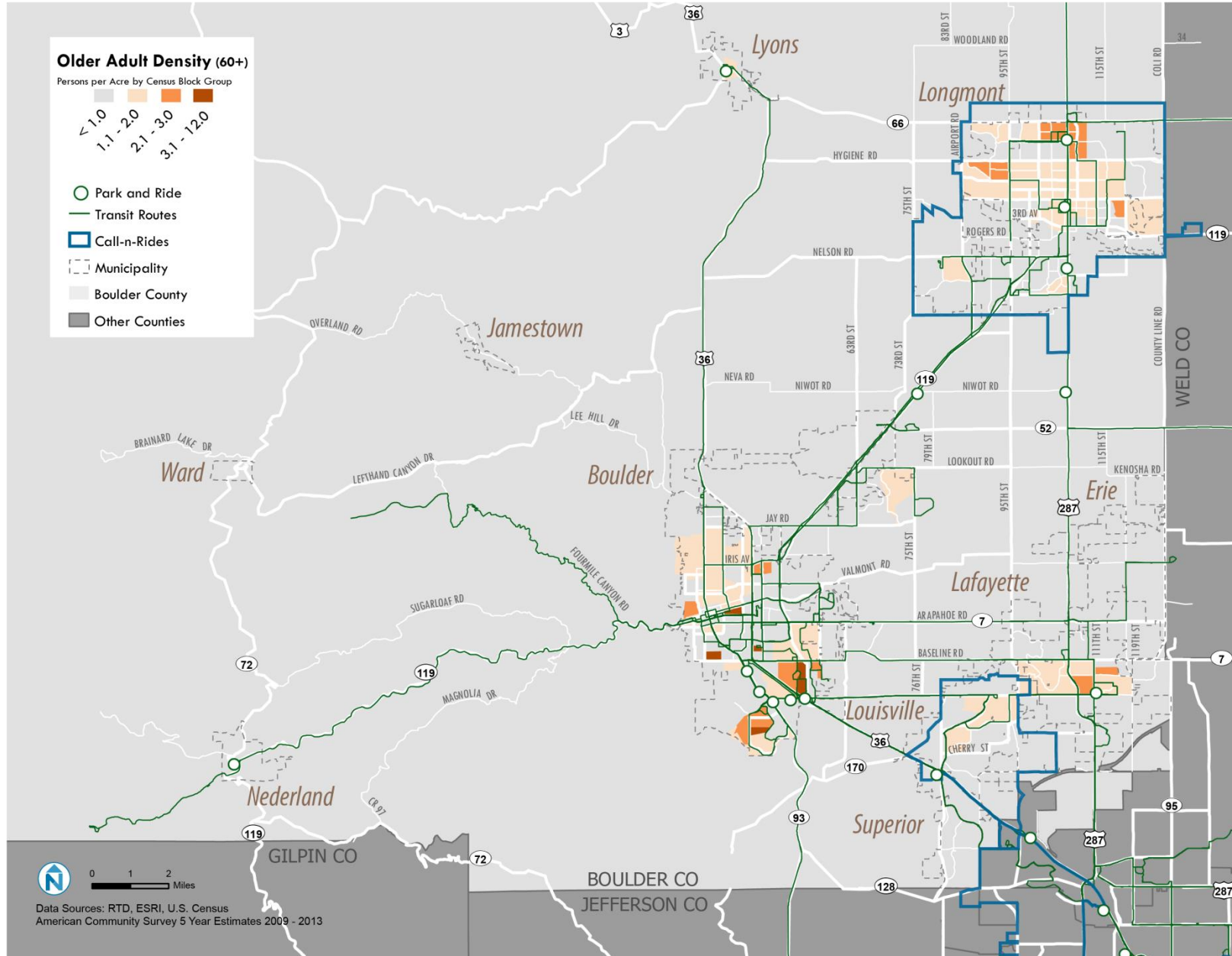
One of the most influential indicators of transit demand is whether a household has access to a car. This indicator may represent households without the economic means of owning a vehicle, households that choose not to own a car, or individuals who are unable to drive. In Boulder County, 5.3% of households do not have a vehicle available, which is slightly less than the statewide average of 5.7%. Figure 17 shows that the largest concentrations of zero-vehicle households are in Boulder (8.6%) and Longmont (5.2%). Zero-vehicle households in Boulder County are found in urban clusters, and are therefore well served by transit.

Transit Propensity Index

A transit propensity index was developed to illustrate the combination of these demographic factors. The index aggregates all segments of population that are most likely to depend on transit, and shows where the highest densities of these populations are located in Boulder County. Figure 18 illustrates that the locations with the highest propensity to use transit are found in central Boulder, west and central Longmont, and eastern Lafayette. These populations tend to be located near social services and multifamily housing. Moderate to high transit propensity exists in the rest of Boulder and Longmont, as well as north western Louisville and western Lafayette.

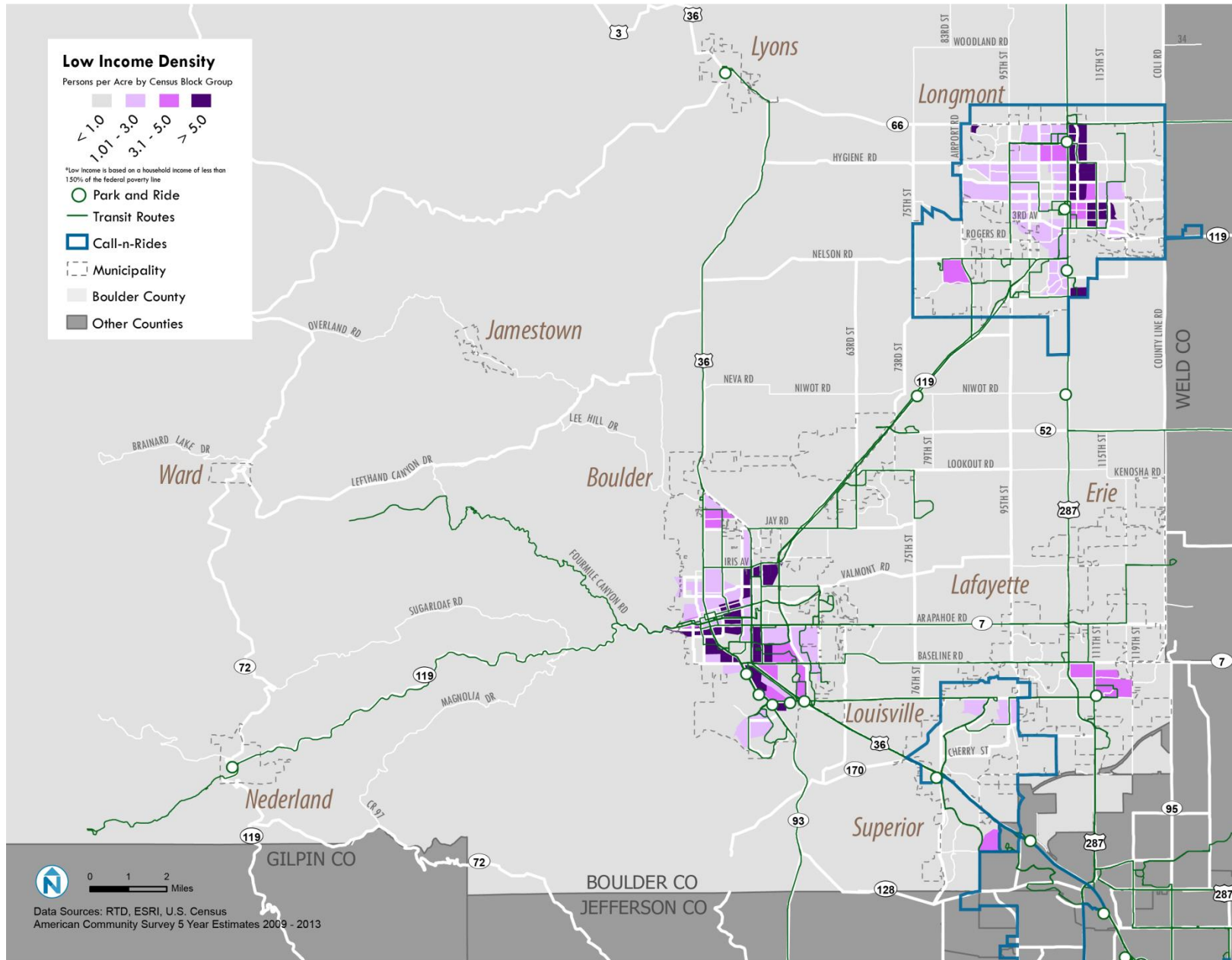
Mobility for All Needs Assessment & Action Plan Boulder County

Figure 14 Density of older adults (Age 65 and Older)



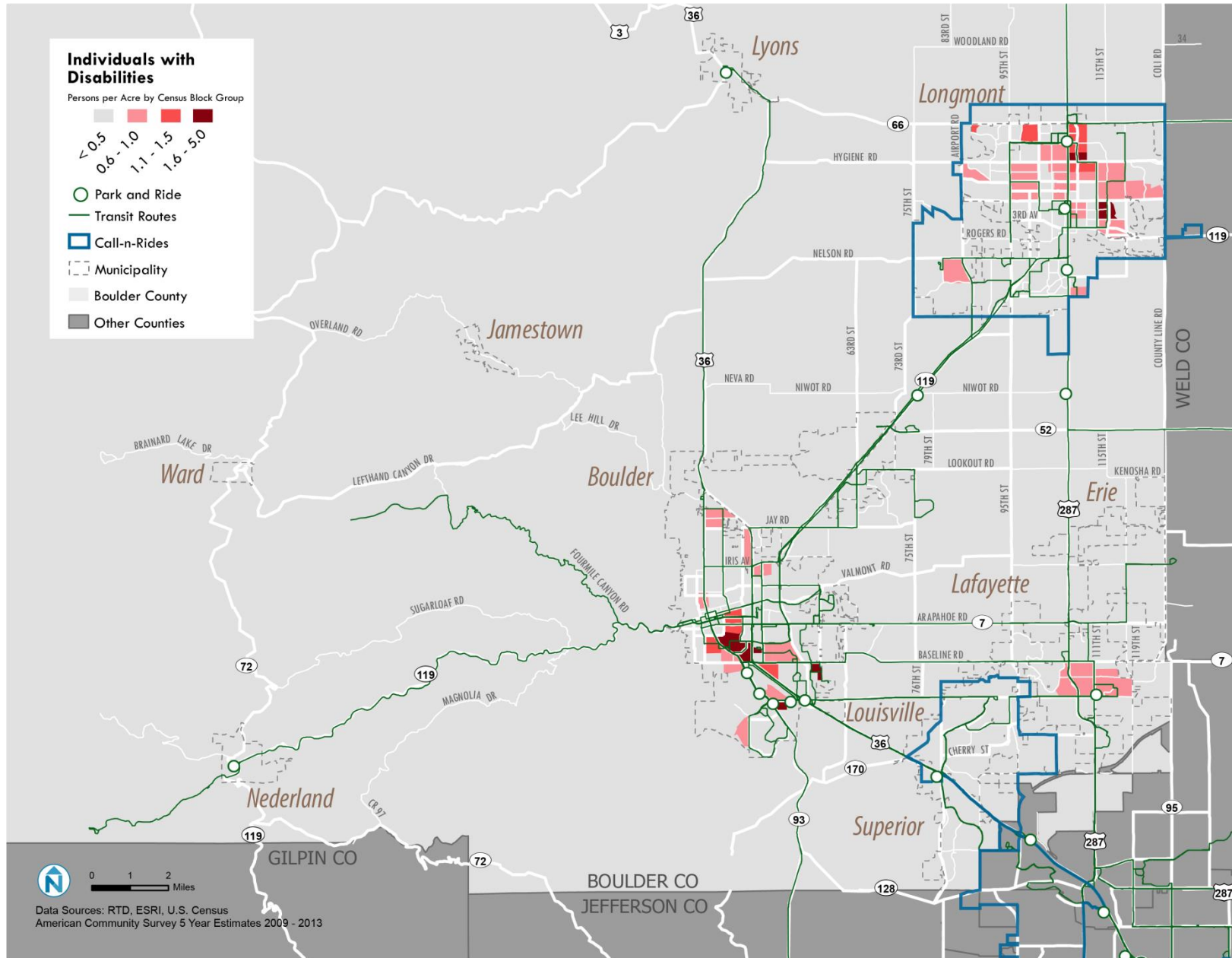
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Figure 15 Density of Low Income Populations



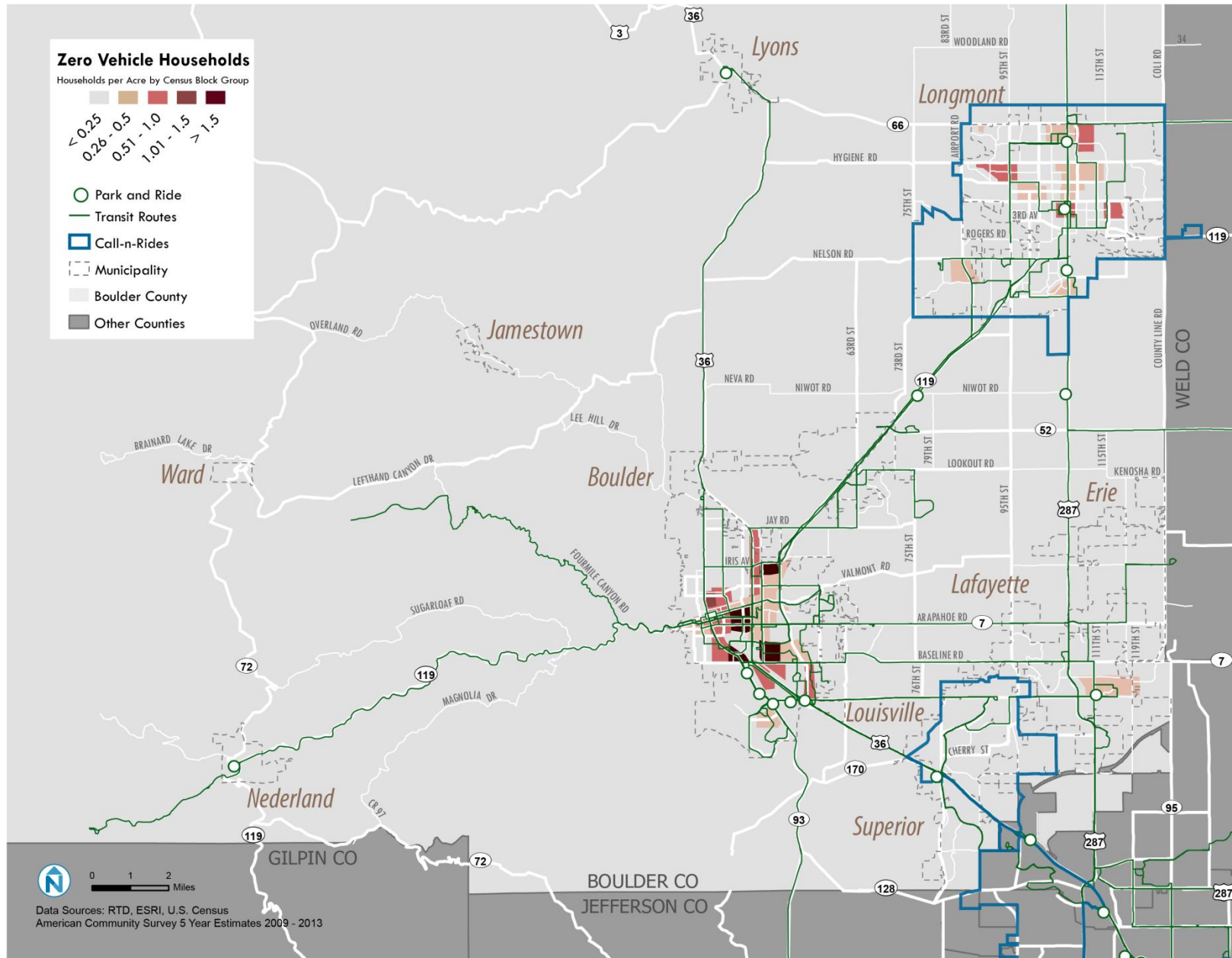
Mobility for All Needs Assessment & Action Plan Boulder County

Figure 16 Density of individuals with disabilities



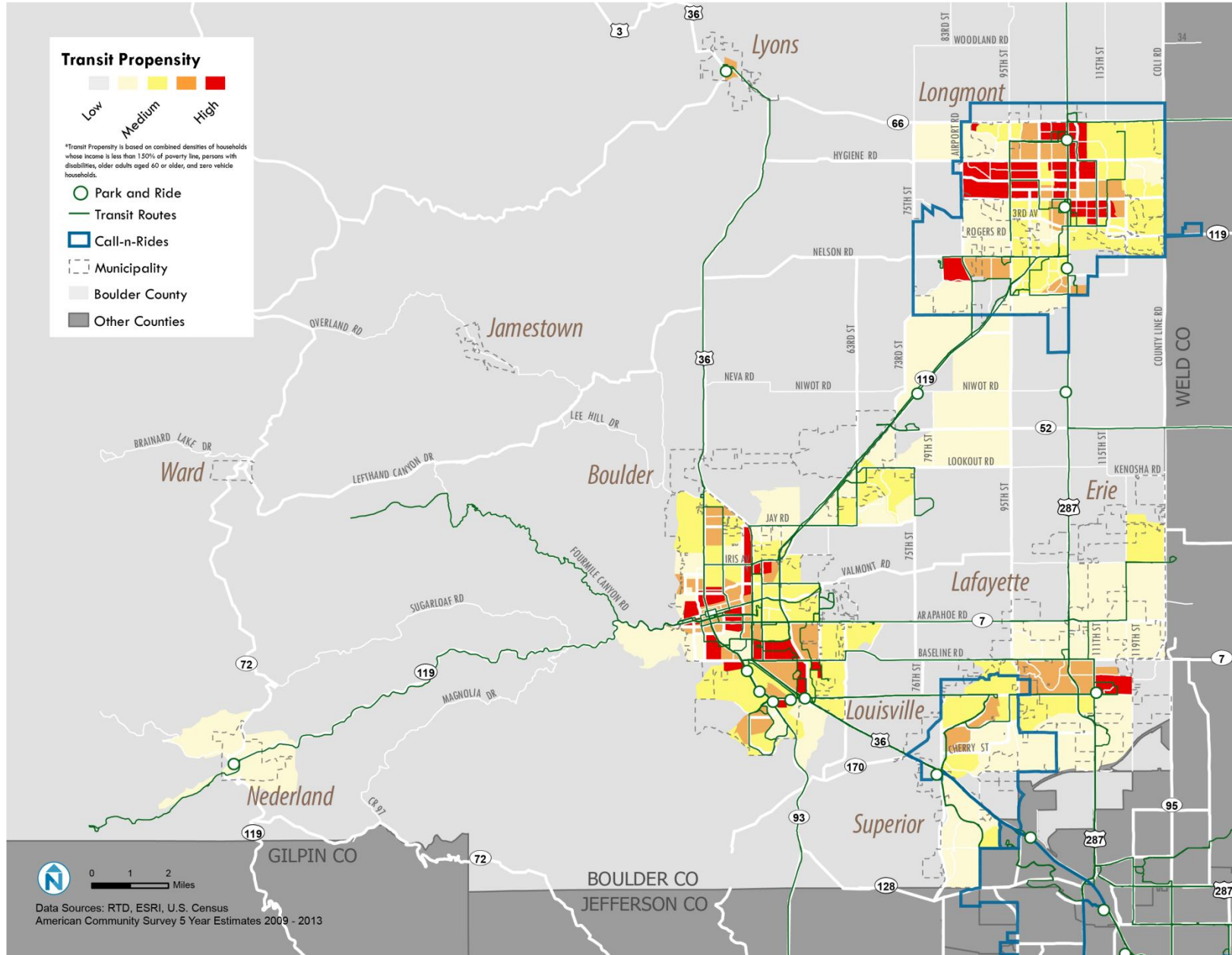
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Figure 17 Density of households with zero vehicles



Mobility for All Needs Assessment & Action Plan Boulder County

Figure 18 Transit Propensity Index



EMPLOYMENT LOCATIONS

For those without reliable access to an automobile, transit provides a crucial link to employment. For employers, transit is also a means of ensuring enough labor force. Creating a transit network that meets employee needs can provide a large base of frequent transit riders.

Longitudinal Employer-Household Dynamics (LEHD) data is produced by the U.S. Census Bureau and shows relative locations of employers and employees. For this analysis, to capture low-income individuals, only those workers who make less than \$1,250 per month were selected.

Where Boulder County Workers Live

The home locations of Boulder County workers are generally clustered within communities and often near a transit line (Figure 19). The exceptions are along Niwot Road and in northern Erie, where clusters of residents live, but currently lack transit service. Many workers live beyond a convenient walking distance from CO 119 north of Boulder, and throughout Longmont. Longmont does not show significant density of residents who are employed living downtown, with many instead living in developments that require walking more than a mile to access transit (such as along Airport Road or Coli Road). The most significant density of homes outside of urban areas occurs along the eastern side of CO 119 between Boulder and Longmont. In Boulder, the many residents living west of Broadway are more than a half-mile from fixed-route. In East County, many residents live in Superior, currently just west of the Louisville Call-n-Ride zone, but soon to see Call-n-Ride service restored after a roughly six year hiatus.

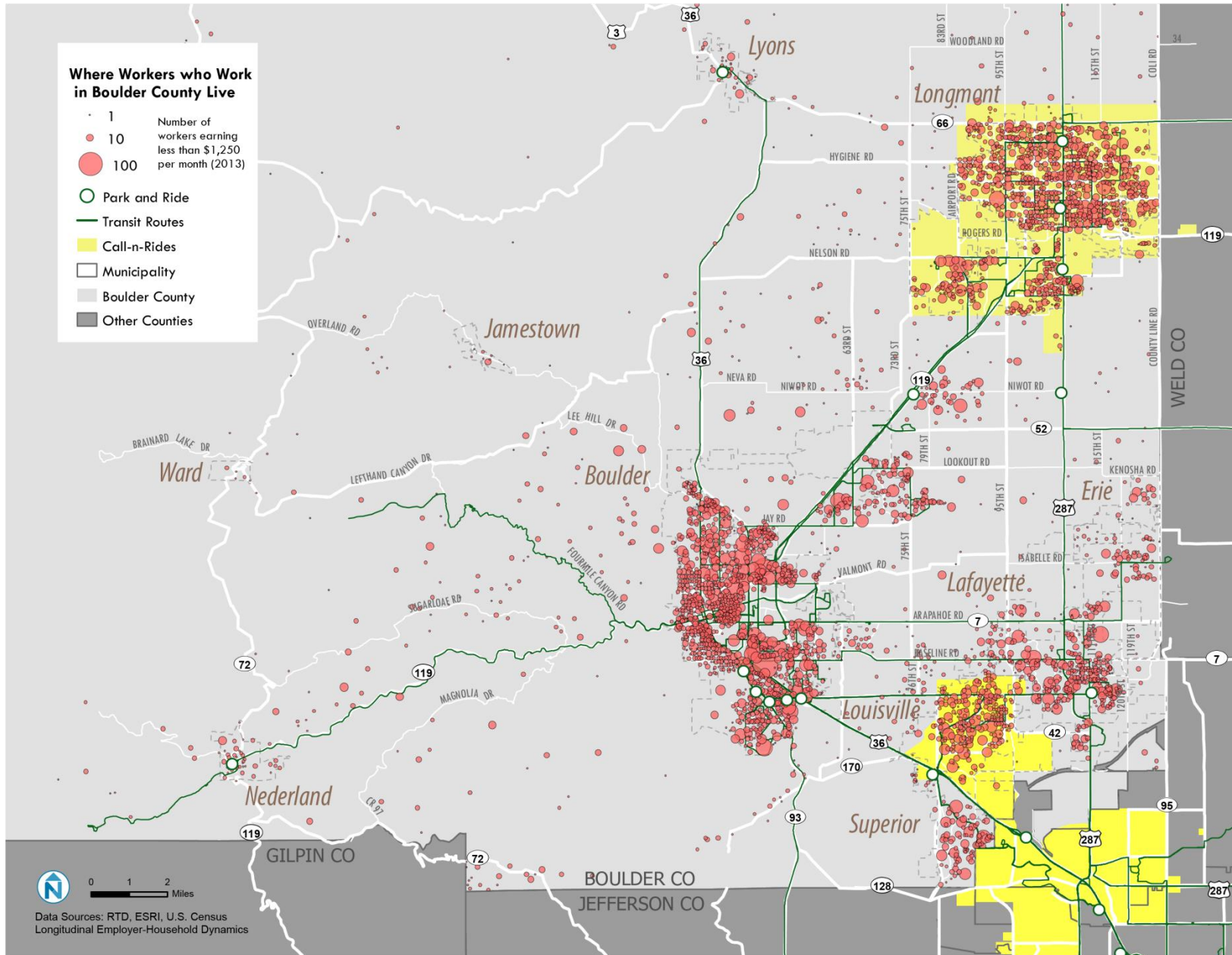
Work Locations in Boulder County

Figure 20 illustrates the distribution of work locations throughout Boulder County. County residents are traveling to jobs focused around roadway corridors throughout Boulder and Longmont, including US 36, Baseline Road, CO 119, and US 287. Additionally, Lafayette and Erie contain major residential and employer clusters, but no Call-n-Ride service. Superior sees a high concentration of residential development, but few jobs, meaning residents likely commute to Boulder or Louisville for work. Urban employment centers in Boulder County generally do not overlap with the location of workers homes. Additionally, major employment centers are found in non-urban areas along US 36, US 287, and CO 119. Major employment centers and work locations are generally served by transit routes. The most dense employment centers in Boulder County are served by Park and Ride locations.

LEHD data and analysis is useful in showing access and where transit routes run, but the decision for an individual to use transit is also based on a number of additional factors including service reliability, convenience, and experience.

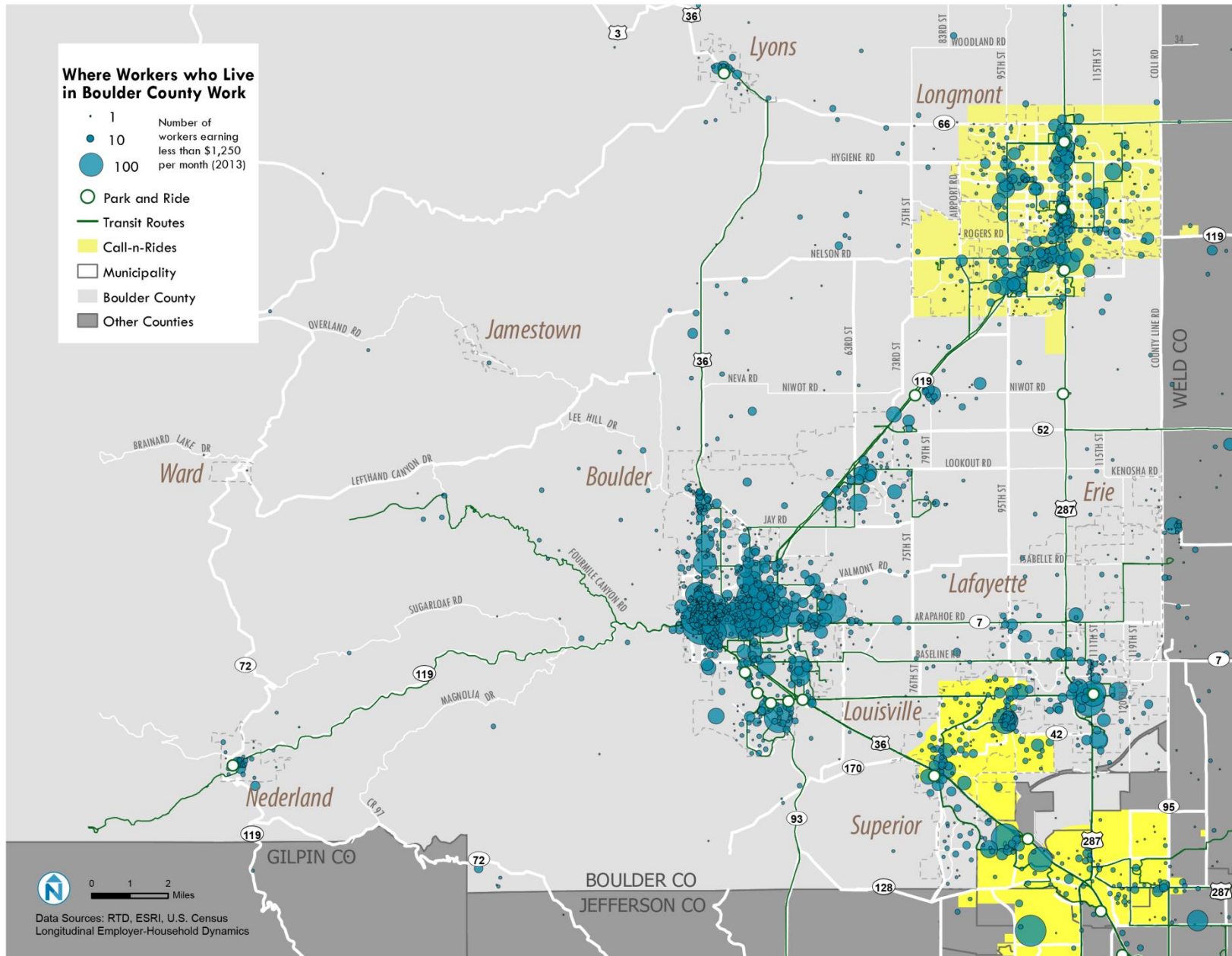
Mobility for All Needs Assessment & Action Plan
Boulder County

Figure 19 Where Boulder County workers live (LEHD)



Mobility for All Needs Assessment & Action Plan

Figure 20 **Where Boulder County workers work (LEHD)**



TRAVEL PATTERNS

Community Travel Demand

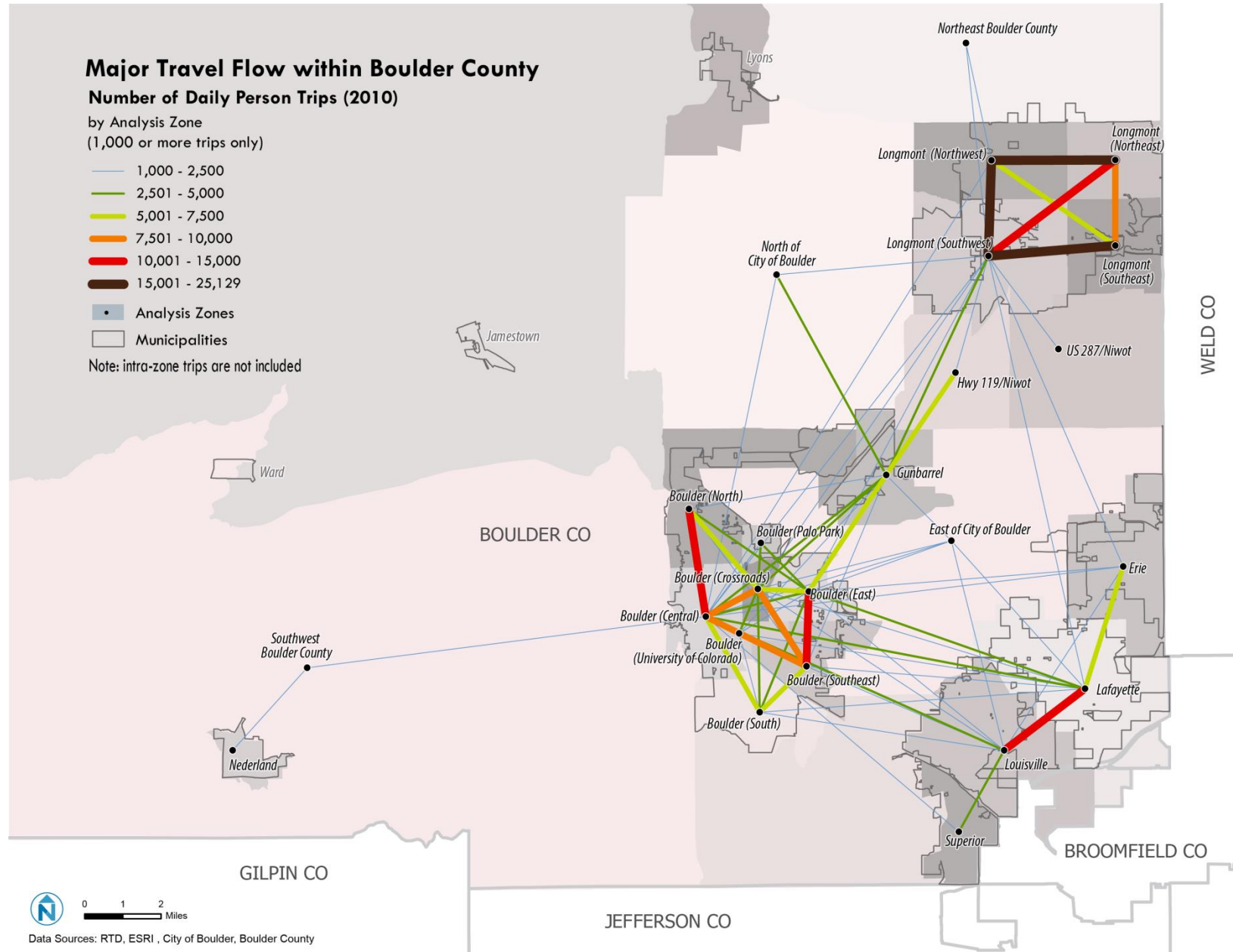
To more effectively link people from their origins to their destinations, prevailing travel patterns must be understood. The Denver Regional Council of Governments (DRCOG) conducts long-range travel demand modeling. DRCOG expects the total number of total daily person trips to increase by 34.5% by 2035, from 12,104,700 to 16,275,900, placing further stress on the transportation network. The graphics on the following pages show overall travel patterns within Boulder County at both the city-to-city level as well as between the finer grained analysis zones within the county. Regional and countywide projections are used to show how all daily movements, not simply commute trips, are predicted to evolve by the year 2035. Since vulnerable populations typically travel in the same patterns as the community overall, understanding trips between cities and by analysis zones within the county highlight where trips need to be made.

Figure 21 shows 2010 intra-county travel and Figure 22 illustrates 2035 intra-county travel. Within Boulder County, the most sizable travel flows occur between the four zones that constitute Longmont. Significant numbers of daily trips also occur between North and Central Boulder, East and Southeast Boulder, and Louisville and Lafayette. Travel between the East County and any particular zone within Boulder is much less frequent. By 2035, forecasts predict an intensification of activity within Longmont and between Louisville and Lafayette along with significant emerging demand between Lafayette and Erie (Figure 22). Activity within Boulder appears to shift but not intensify. In fact, person trips are expected to diminish in much of eastern Boulder.

At a regional level, Figure 23 shows 2010 intercity trips and Figure 24 displays modeled travel in 2035. The maps show an increase in travel between Boulder and Longmont, Louisville and Lafayette, and Boulder and Erie. Flows from many Boulder County communities to Broomfield will intensify, highlighting a future need for travel across county lines. Regional models predict that in 2035, daily trips between Boulder and Longmont as well as Boulder direct to Broomfield will swell to above 18,000 (Figure 24). Broomfield in general becomes a far more important node as trips to and from Superior and Louisville are anticipated to double. Trips between Boulder and Erie are expected to triple to a level above 12,000.

Mobility for All Needs Assessment & Action Plan
Boulder County

Figure 21 **Daily local travel, 2010**



Mobility for All Needs Assessment & Action Plan
Boulder County

Figure 22 Daily local travel, 2035

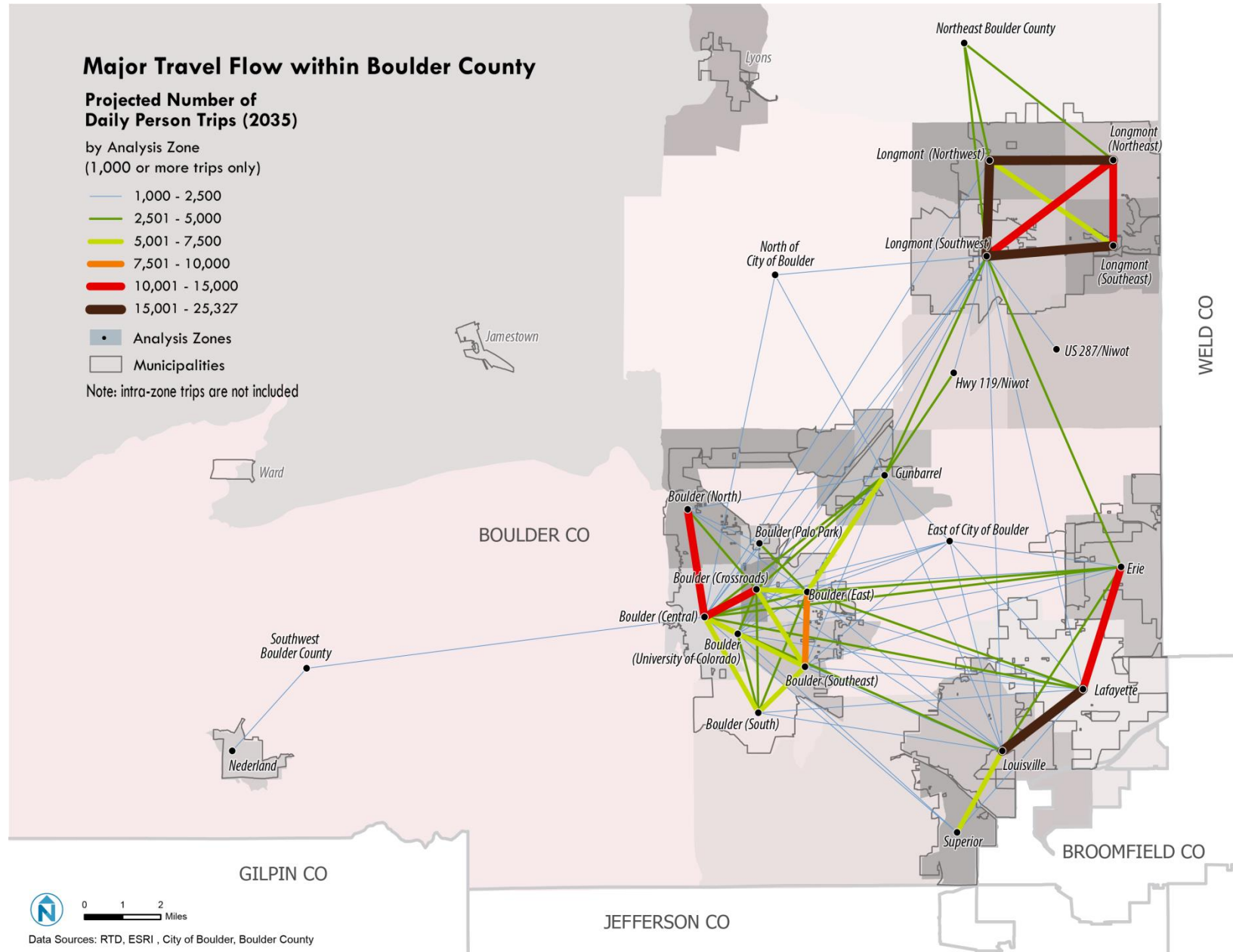
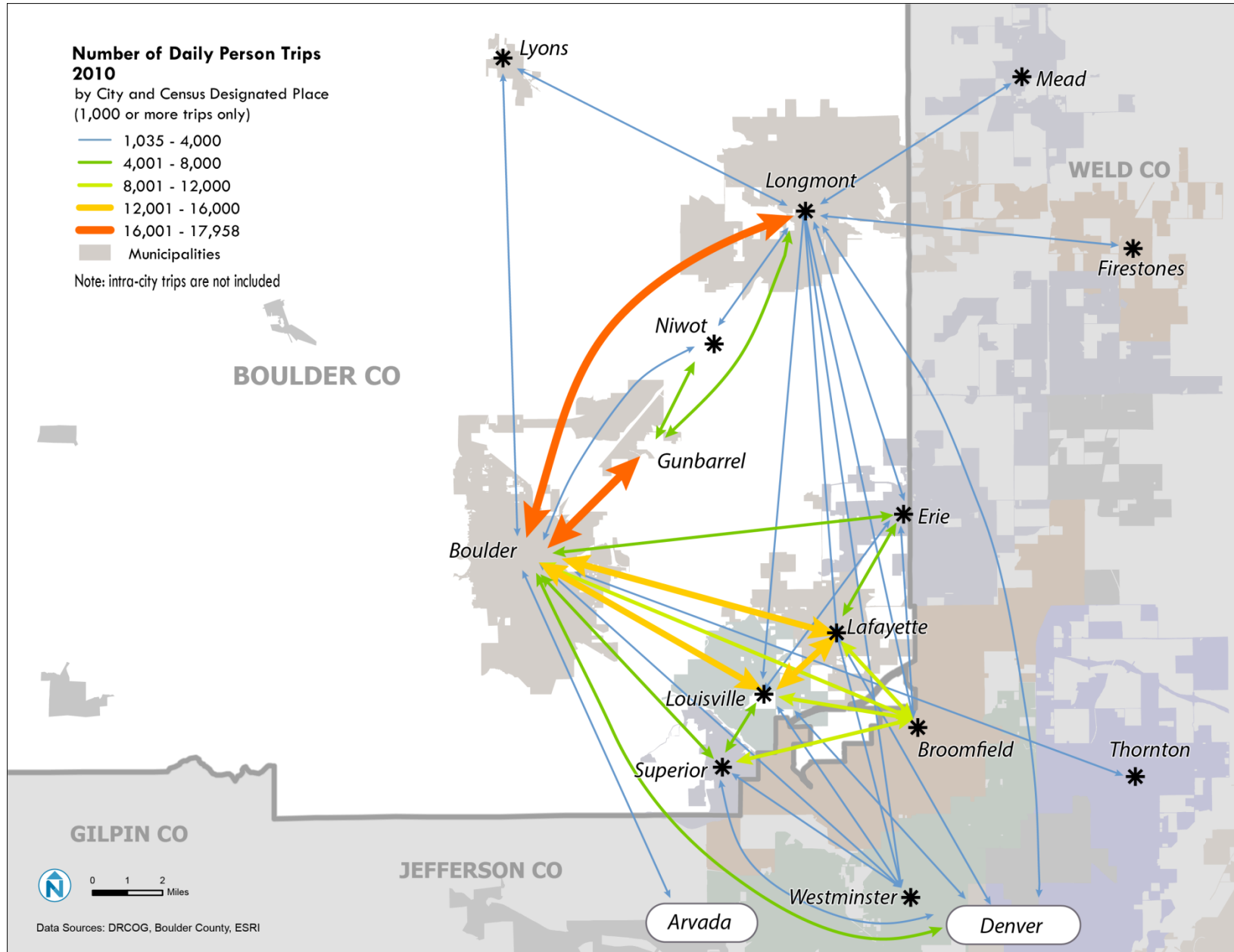
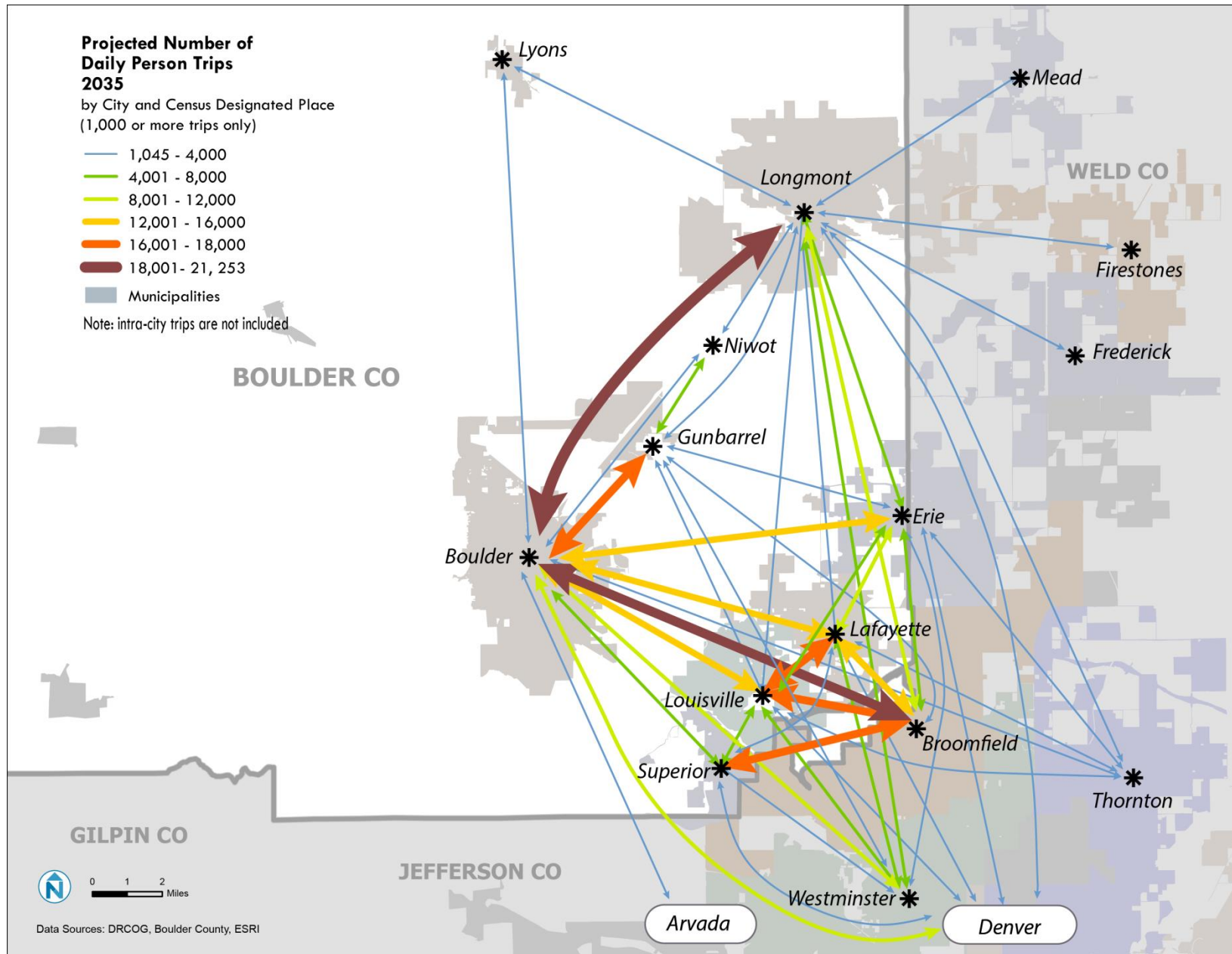


Figure 23 Daily intercity travel, 2010



Mobility for All Needs Assessment & Action Plan
Boulder County

Figure 24 **Daily intercity travel, 2035**



Existing Mobility Services User Patterns

Via, Access-a-Ride, and Call-n-Ride carry hundreds of travelers per day throughout Boulder County. How current mobility services users travel is likely indicative of the trip patterns of unserved potential clients. Figure 25 shows the number of trips by origin in a typical weekday on paratransit services. The map (Figure 26) reinforces many of the same patterns seen in the overall movement picture, such as trips within Longmont and between Louisville and Lafayette. Further information regarding trips by program type is shown in Figure 27. In areas without Call-n-Ride, such as Boulder, Via carries the bulk of trips. Longmont presents a unique environment. Via and RTD are piloting a coordination measure in which Call-n-Ride passengers may be transported by either an RTD or a Via vehicle, depending upon availability. As the map shows, this results in a fairly even mix of trips served by Via and RTD. In Louisville, which also has both Call-n-Ride and Via, but no coordination pilot, the bulk of trips are transported by RTD (green bubbles). This data indicates that through coordination, Via has been able to provide more service in Longmont since the breakdown of trip by operator is more even in Longmont than Louisville.

Figure 25 Average Daily Demand-Response Requests

| Service | Boulder | Longmont | Lafayette | Louisville | Erie |
|---------------|---------|----------|-----------|------------|------|
| Access-a-Ride | 42 | 25 | 18 | 3 | 4 |
| Call-n-Ride | N/A | 272 | N/A | 72 | N/A |
| Via | 350 | 231 | 29 | 18 | 5 |

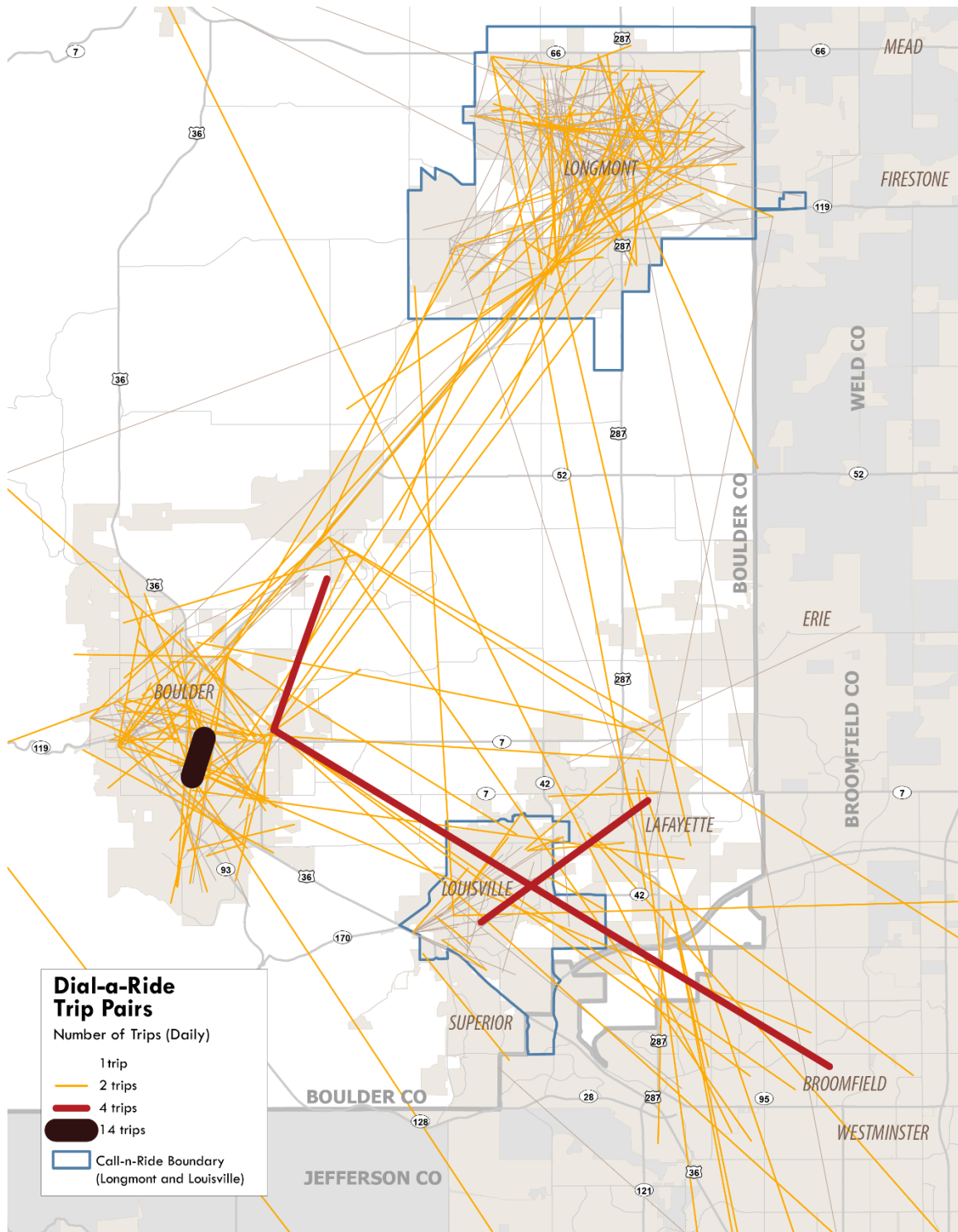
Data Sources: Boulder Access-a-Ride – RTD 5/12/2015; Call-n-Ride – Via (Longmont) and RTD (Louisville) 5/12/2015; Via data from Via for 5/12/2015

Transit Rider patterns

For ambulatory riders, RTD fixed-route service provides a viable option for getting around. As discussed during stakeholder interviews, generally the route alignments run by RTD are effective at linking people to services. Thus ridership on RTD routes reveals where additional transit users may be attracted, as those with unmet needs likely follow the travel patterns of current riders. Figure 28 and Figure 29 show the intensity of RTD boarding activity throughout the county. The area centered around the University of Colorado and downtown Boulder is the undisputed focal point of transit within the county. Secondary concentrated activity nodes are found at Park and Ride facilities at the Superior Marketplace close to U.S. 36 and the Coal Creek Village Shopping Center in Lafayette near U.S. 287.

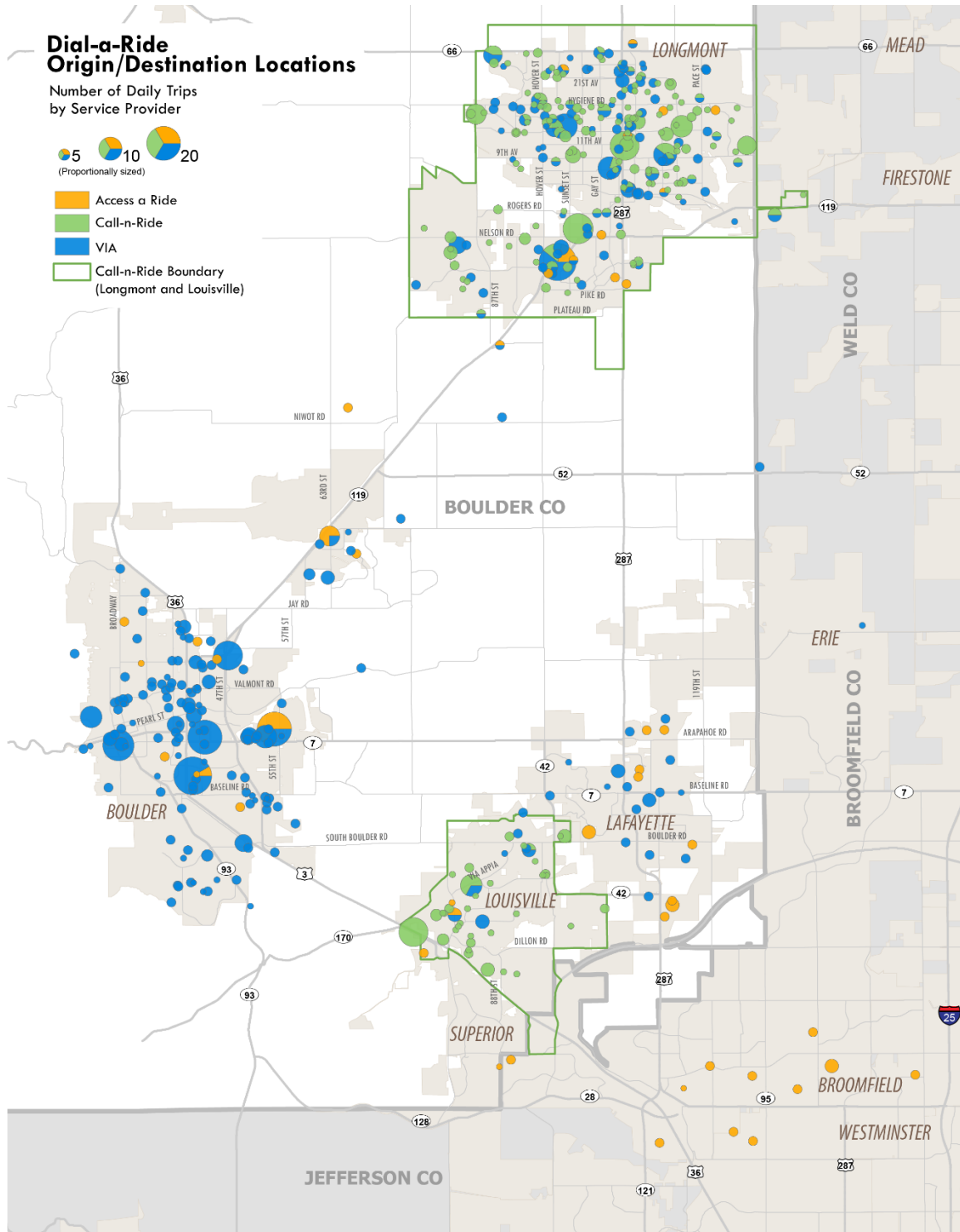
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Figure 26 Demand-Response transit trips by origin-destination



Mobility for All Needs Assessment & Action Plan Boulder County

Figure 27 Demand-Response transit trips by provider



Mobility for All Needs Assessment & Action Plan Boulder County

Figure 28 Countywide transit ridership

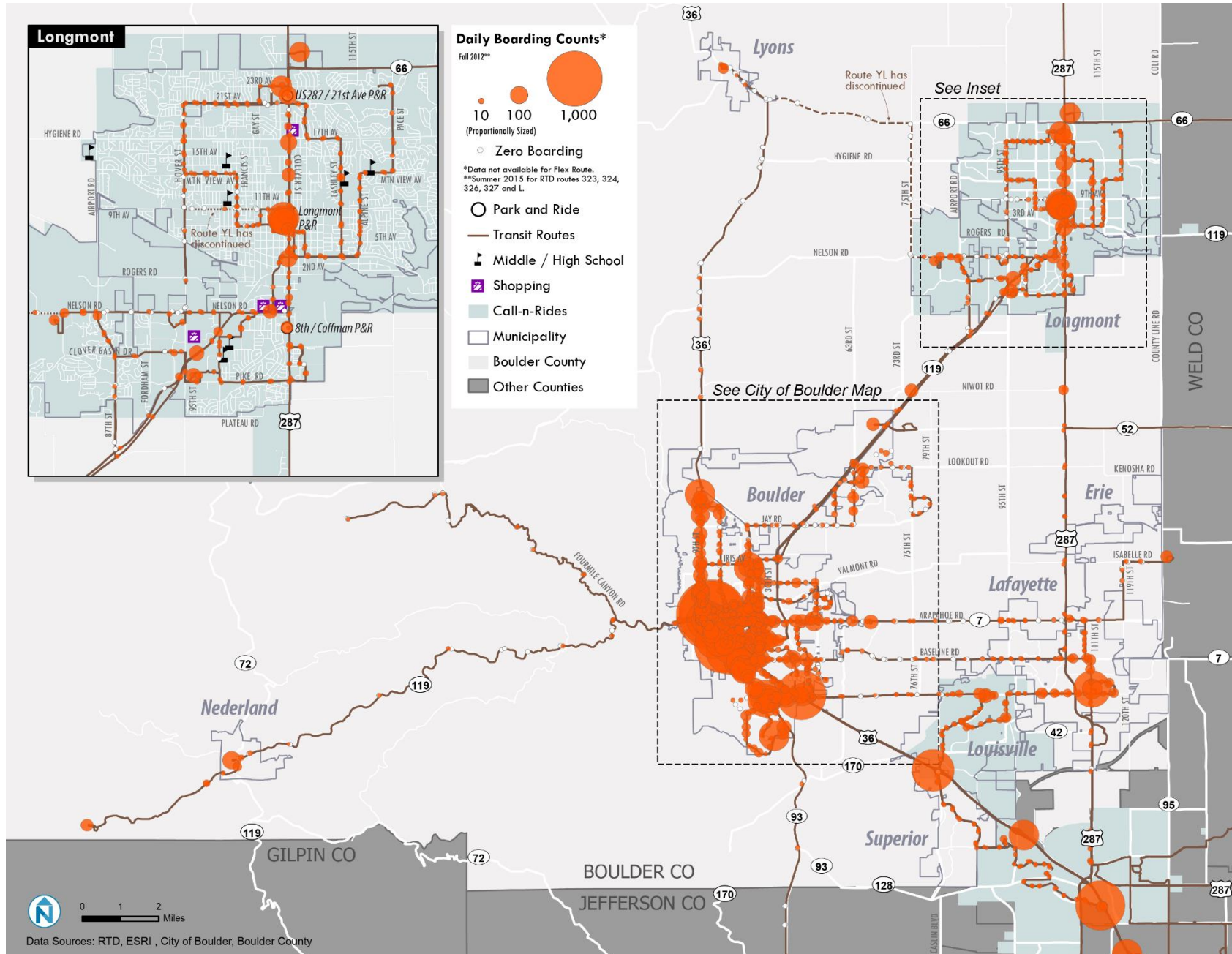


Figure 29 City of Boulder transit ridership



5 LISTENING TO THE COMMUNITY

Outreach to the community took several forms, including discussions with stakeholders, focus groups with transportation customers, public meetings, and a community survey.

STAKEHOLDER DISCUSSIONS

Boulder County’s transportation providers, human services agencies, non-profits, and community representatives hear and see every day the needs for transportation from riders and constituents. The Mobility for All team conducted interviews throughout Boulder County to understand transportation services available, barriers to usage, opportunities, and how constituents use technology and access information.

Mobility for All – Stakeholder Interview Findings
Boulder County

Figure 30 Stakeholder participants

| Longmont | Boulder | East County |
|-------------------------------------|-------------------------------------|--------------------------------|
| Safe Shelter of St. Vrain | Golden West | Louisville Senior Center |
| Longmont Senior Services | Boulder Housing Partners | Lafayette Senior Services |
| Local Coordinating Council | Boulder County Housing Authority | Sister Carmen Community Center |
| Center for People with Disabilities | Boulder Valley School District | Boulder County Care Connect |
| Via Mobility Services | Via Mobility Services | Via Mobility Services |
| Front Range Community College | EFAA | Workforce Boulder County |
| Life Bridge Christian Church | Latino Task Force | Boulder County Head Start |
| Veterans Helping Veterans Now | eGo Carshare | Imagine |
| SPAN | Center for People with Disabilities | SPAN |
| Association for Community Living | Boulder County AAA | Town of Erie |
| CAP | Attention Homes | Boulder County Transportation |
| Prison Fellowship | Boulder County Care Connect | City of Louisville |
| Mountain Communities | Bridge House | Clinica Family Health |
| Lyons Volunteers | City of Boulder (GO Boulder) | |
| Lyons Emergency Assistance Fund | RTD | |
| Jamestown resident | Boulder Shelter for the Homeless | |
| Foothills United Way | Trinity Lutheran Church | |

Existing Services

RTD

With regard to the major regional transit provider, agency representatives stated that current routing is less of an issue than the cost of services to clients with little or no income. Reduced fare books would potentially help, but reporting and administration regulations are difficult to navigate. Inability to travel between Longmont and Denver on Sundays was identified, along with very limited evening and weekend service on both fixed-route service and Call-n-Ride. Technology changes such as centralized dispatch for demand-response services across providers is being piloted by Via and RTD through a grant and has already yielded a 34% increase in trips in Longmont just through better coordination. RTD's move toward an electronic farecard and a \$5.20 unlimited daily pass provides new options for payment and may relieve the transportation cost burden on frequent riders.

Via

Service availability and increasing needs were the overarching theme of comments directed toward Via. Via operates the Call-n-Ride program in Longmont and Louisville, is one of RTD's ADA paratransit contractors, and also runs its own door-through-door service. Often Call-n-Ride is heavily utilized by students, limiting trip availability for other users. Previously, Boulder residents made up the majority of riders on Via's paratransit service. Today there is sizable growth in Louisville, Lafayette, and Longmont driving the need for additional capacity. In general, stakeholders highly value Via – they just wish there was more service. All of Via's schedulers are now bilingual; the next step is to hire and train more bilingual drivers.

Volunteer Services

Volunteer services consist of people (mostly older adults) who agree to transport a client using the volunteer's vehicle. Some organizations reimburse volunteers based on the IRS mileage rate, or give people a set stipend no matter how long the trip. Via's coordination efforts have folded volunteers into its dispatching software. Volunteers are always in demand. The need is rising for certain types of specialized services such as door-through-door service which is not something that volunteers are often equipped to handle.

Information Access

While stakeholders felt that the majority of their clients either have a smart phone or know how to use a smart phone to access the Internet, many older adults do not have computers or mobile phones. This technology limitation sometimes extends to people with low income as even when service is affordable, they still require assistance to schedule a trip. Many stakeholders run out of the Boulder County transportation map, which shows all fixed-route services. Some stakeholders had never seen this map before.

Even those clients who are technologically inclined sometimes encounter stumbling blocks. Service terminology -- 'paratransit' for instance -- is not always well defined nor does it convey qualifications for use. As the user is more interested in how and when they can use a service, marketing an existing provider as a unified public-facing brand with a single booking number/website would help.

General Comments

Many of the available transportation options are open to those over 60 years old or who have a disability; few options exist for those with low-income alone. This population group lives close to crisis, in the sense that a missed bus can mean missed food stamps, missed appointments, or a missed work shift. The credit card requirement to utilize B-Cycle bikeshare, Uber, or Lyft discourages use among those who are mobile yet low-income. Voucher systems could be used, but processing client reimbursements is difficult.

Student transportation presents a hurdle both for the students themselves as well as parents who are trying to get children to school and themselves to work. Qualification for standard school bus service is based on proximity to the school (1-2 miles, depending on the child's age and the school district). This is too far for many kids to walk, therefore they rely on RTD or Call-n-Ride.

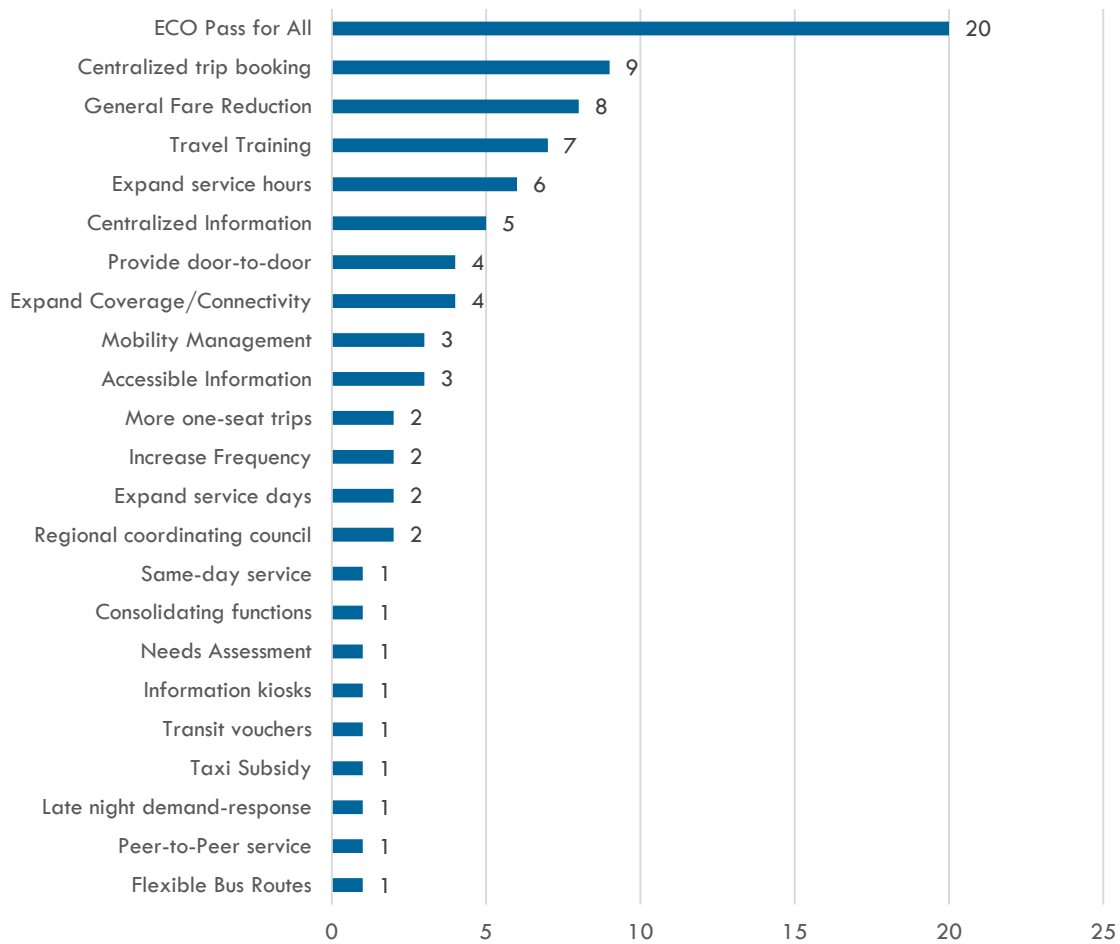
Other common issues facing multiple stakeholders are restrictions on bus ticket distributions. Many non-profits limit clients to 10 or 30 tickets per year. This is not due to lack of demand, but because transportation is just one work item that these organizations carry out. Overall, stakeholders called for reinstatement of previous county funding of subsidized transit passes, which greatly helped clients.

Strategies and Opportunities

At the conclusion of each meeting, participants were given a handout listing service strategies and were asked to pick the top two that would help their clients or their community. Results are shown below. Clearly ECO pass for all topped the list of strategies. Yet other lower-cost options also rose to the top, including travel training and centralized information.

Mobility for All Needs Assessment & Action Plan
Boulder County

Figure 31 Stakeholder preferred strategies



FOCUS GROUPS

Five focus group interview sessions were held with 34 participants to solicit direct feedback from community members and typical clients of various stakeholder agencies.

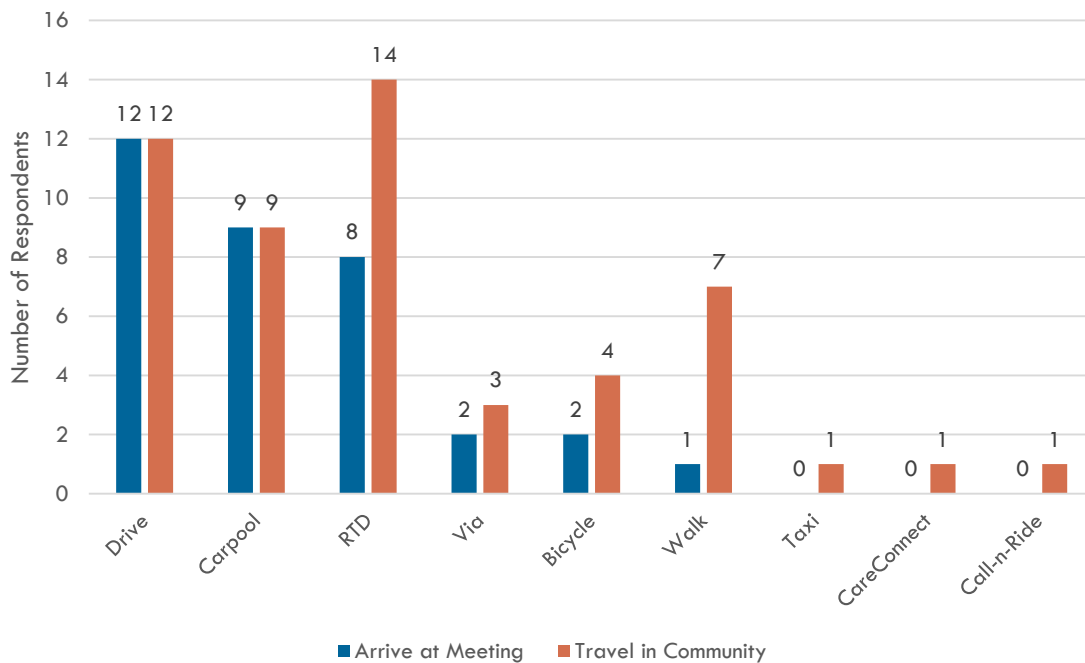
Figure 32 Focus group meeting details

| Meeting Location | Date | Attendees | Demographic |
|--|-----------|-----------|-------------------------------|
| Center for People with Disabilities, Boulder | 9/22/2015 | 4 | People with Disabilities |
| OUR Center, Longmont | 9/29/2015 | 11 | Low Income |
| Longmont Senior Center | 9/29/2015 | 9 | Spanish Speaking |
| Walter Self Senior Housing, Lyons | 10/6/2015 | 2 | Seniors, Mountain Communities |
| Louisville Senior Center | 10/6/2015 | 9 | Seniors, East County |

Arrival/Daily Routine

More than 60% of participants reported arriving to the meetings by private vehicle, often owing to the time and location of the meeting. Outside of this particular trip, participants more often used RTD Bus and walking as modes to travel around their communities as seen in Figure 33.

Figure 33 Modes used by focus group participants



Notable reasons for using a transit provider included being wheelchair-bound, having an expired vehicle registration, a physical injury, or being uncomfortable driving on highways. Those who carpoolled either do not drive or feel the language barrier is too great to attempt to use other services while Lyons residents characterized personal vehicles as the only viable option.

Destinations

Participants were asked to list their most often visited destinations. The most popular responses were agency services such as OUR Center, doctor or medical related, and grocery stores with 15 responses each. Discount retail was the next most frequent destination, cited by 13 of the focus group members. Eight participants stated that they make frequent trips to Denver for reasons as varied as meetings, medical appointments, cultural events, visiting children, and connecting to intercity bus services.

RTD/Via Experience

A wheelchair-bound participant noted certain winter-specific hardships related to RTD service that led him to use Via more often, such as lack of snow removal and slippery waiting areas. For those who bicycle, the bus racks on the front of the buses are sometimes full.

A participant expressed a desire for a local RTD day pass that also works on regional routes, while many considered both the RTD monthly pass and the cost of Via services, particularly Access-a-

Ride, to be too expensive. Participants consider RTD easier to use than Via; Via's constantly filled schedule means it can be difficult to schedule a ride.

Members of the Spanish-speaking focus groups often preferred to rely on family members rather than fixed route services due to a perceived language barrier.

People from Lyons use RTD for daily commute trips to Boulder from Lyons, including students. Louisville-based seniors tend to shy away from RTD due to being too far from stops to walk, snow and ice at bus stops, scheduling and headways, physical limitations that prevent standing and waiting, safety concerns, fear of being stranded, and friendliness of drivers. Some people were not aware that Via actually provides door-through-door services, meaning the bus driver will assist a person out of their home and into the destinations.

Multiple participants across all focus groups noted the lack of Sunday RTD bus service. The long times between Saturday bus service was also mentioned by multiple groups.

Awareness of Countywide Transportation Services

While all participants knew of RTD and Via, awareness of other services such as volunteer programs varied across the county. In general, people in the focus groups find information at the library, online, through flyers at bus stops, through senior centers, friends, grocery stores, and local newspapers.

The Spanish-speaking participants get much of their information from friends and word-of-mouth in addition to the housing authority manager and mailed notices from Via. No one relies on publications or paper schedules as they are not understood.

While some participants do not take transit today, several expressed concern about aging and the ability to continue driving at night, or at all.

Impact on Quality of Life

Various respondents reported the following when asked how much transportation impacts their quality of life:

- Transportation is a huge part. Completely dependent on transit. Must arrive places late and leave early to make it work.
- Availability is an issue, a nuisance even. Struggles with weekend travel to visit friends and family. Public transit enables independence.
- Transportation is vital. Costs are a huge barrier.
- Transportation is a factor of staying in Longmont, a great place to retire with small town feel.
- Transportation is critical to the Hispanic community, especially for medical trips and grocery shopping.

COMMUNITY SURVEY

Between October 2, and October 23, 2015, Boulder County distributed surveys through the support of the Local Coordinating Council network to better understand the transportation needs of local communities. Ninety surveys were completed in English and Spanish, and in both online and paper formats. This included 11 Spanish-language surveys.

Age/Gender

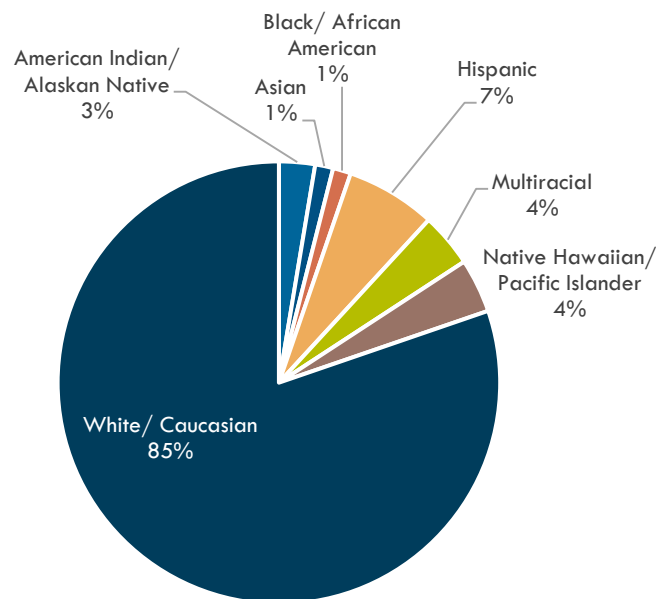
Out of 90 total responses, 78 respondents reported their age and gender (87%). The largest age cohort included those between 40 and 64 years of age (59%). Female respondents were over-represented in the data, with over 50% more female respondents (n=48) than male respondents (n=30).

Race/Ethnicity

Nearly all (93%) identified as “Not Hispanic/Latino”, and 88% of those respondents (85% overall) self-identified as “White/Caucasian.” A chart displaying the proportions of all ethnic groups can be seen in Figure 34. Compared to the American Community Survey 5-year results for Boulder County (2008-2013), this survey’s results appear to be roughly representative of general demographic trends in the county. The ACS estimates an 87% non-Hispanic/Latino population, 91% of which identify as “White.”

Although only 7% of respondents identified as Hispanic or Latino, 12% of the total surveys were completed in the Spanish language.

Figure 34 Race/ethnicity of survey respondents



Household Income

Eighty-seven percent (n=78) of respondents reported their household income. Of those, 59 percent reported incomes below \$15,000 and 73 percent reported a household income of \$25,000 or less.

Respondents were also asked if transportation was a challenge for them or their families. Sixty-five percent of respondents reported that transportation was a challenge, but those with lower incomes responded affirmatively more frequently than those with higher incomes. The entire range of response combinations is enumerated in Figure 35.

Figure 35 Transportation challenge by household income

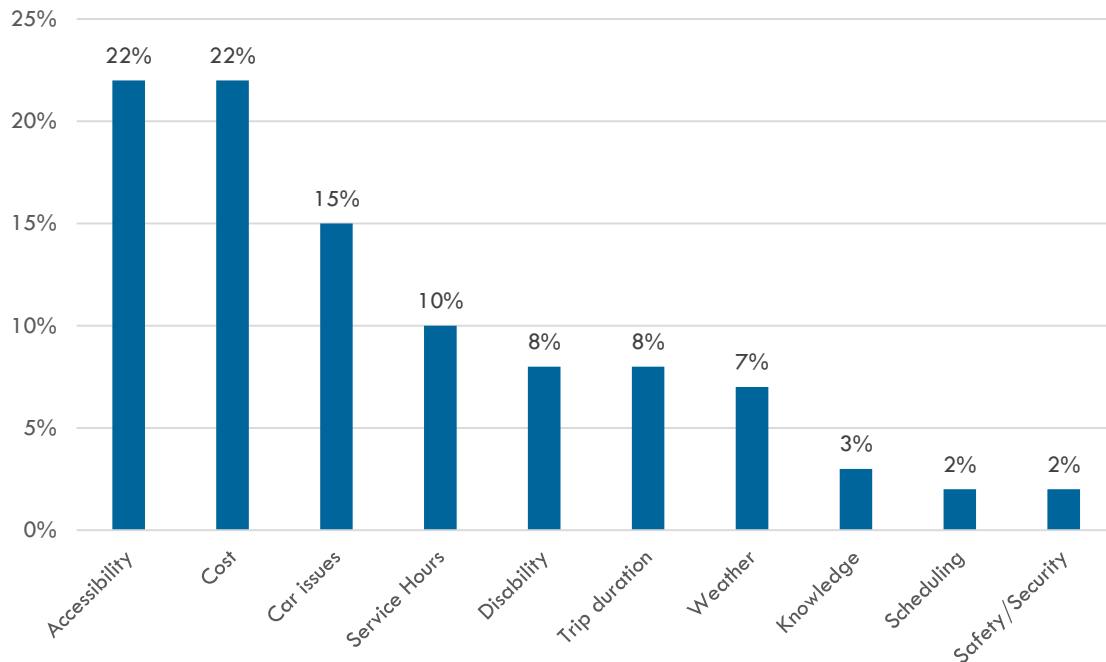
| Is transportation a challenge in the life of you or your family? | | | | | |
|--|------------------|-----|-------------------|------------------|-----|
| No | # of respondents | % | Yes | # of respondents | % |
| | 27 | 35% | | 50 | 65% |
| Under \$15,000 | 10 | 13% | Under \$15,000 | 35 | 45% |
| \$15,000-\$24,999 | 4 | 5% | \$15,000-\$24,999 | 7 | 9% |
| \$25,000-\$34,999 | 3 | 4% | \$25,000-\$34,999 | 5 | 6% |
| \$35,000-\$49,000 | 1 | 1% | \$35,000-\$49,000 | 0 | 0% |
| \$50,000-\$74,999 | 1 | 1% | \$50,000-\$74,999 | 2 | 3% |
| \$75,000 or more | 8 | 10% | \$75,000 or more | 1 | 1% |

Of those reporting less than \$25,000 in household income, 56 percent (n=32) identified RTD buses as their primary mode of transportation. This cohort reported that the three most common destinations for these trips were Healthcare Services (25%), Recreational/Social/Religious (25%), and Shopping (23%). Perhaps because of these trip purposes, this cohort was also more interested in more Sunday RTD service, less expensive taxi fares, and travel training than cohorts with higher income.

Greatest Transportation Challenges

Survey participants were asked in an open-ended question format to describe their greatest transportation challenge. The survey responses were transcribed and coded, with ten distinct categories emerging. Across all respondents, “accessibility” and “transit cost” were the most-frequently reported challenges (22% each).

Figure 36 **Greatest reported transportation challenges**



Definitions

| | |
|------------------|--|
| Accessibility: | Access to the physical transportation network (i.e. distance, location) |
| Cost: | The cost of transit (i.e. bus fare) |
| Car Issues: | Issues relating to owning, maintaining, or operating (i.e. traffic) a vehicle |
| Service Hours: | Issues relating to transit operation, including service not starting early enough, late enough, or on the weekends |
| Weather: | Transportation issues that arise as a result of inclement weather (i.e. precipitation, cold, heat, etc.) |
| Disability: | A permanent disability that hinders their ability to access the transportation network |
| Trip duration: | The speed of transit is seen as inadequate; includes the lack of direct service to desired locations |
| Knowledge: | Being unsure of how to access desired locations easily |
| Scheduling: | Acquiring access to transportation services in a timely manner |
| Safety/Security: | Feeling safe and secure on transportation services, or in route to/from transportation services (i.e. theft, assault, traffic accidents, etc.) |

Persons with Disabilities

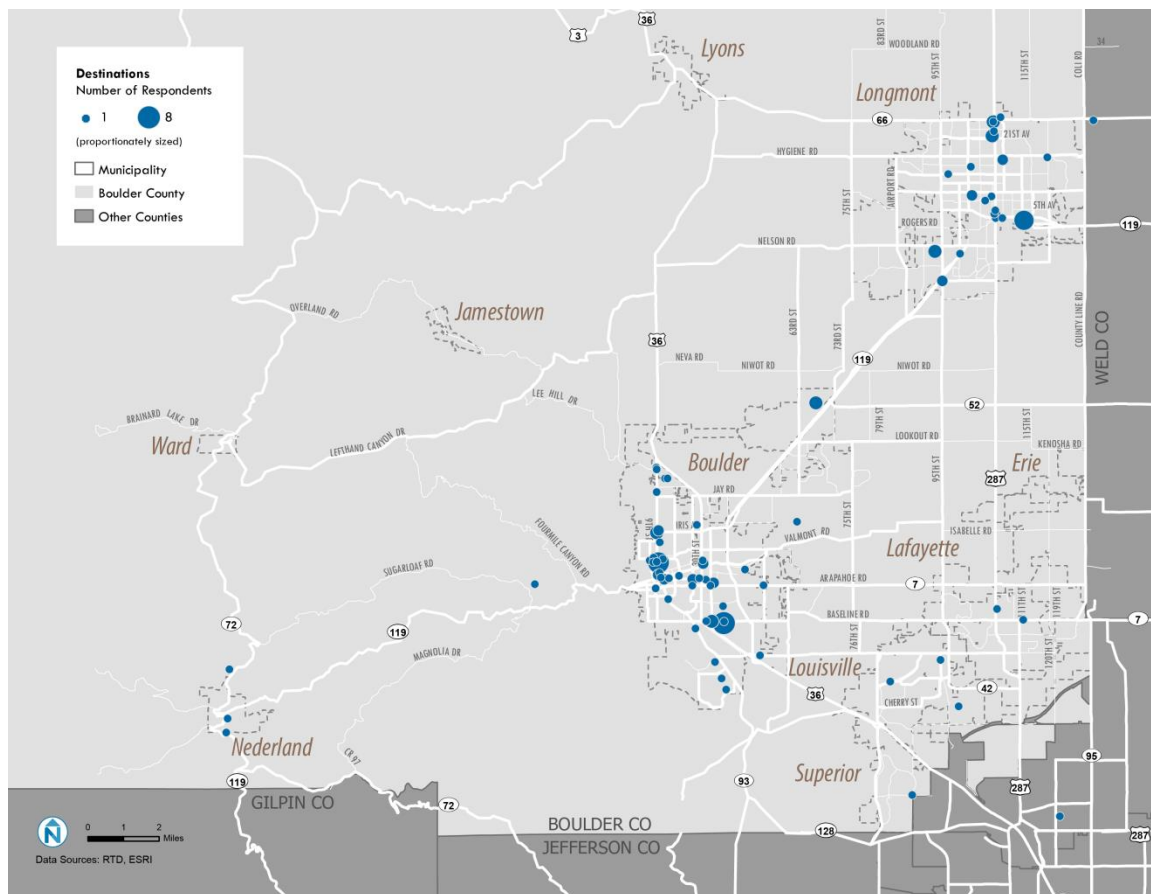
Seventy-nine respondents (88%) answered a question meant to assess whether disabilities affected their travel habits and daily lives. Of those, 29 percent (n=23) reported having a permanent disability that affects their ability to use public transportation.

Fifty-seven percent of those with disabilities reported using RTD as their primary mode of transportation. The next most frequently-used mode of transportation was a single-occupant vehicle, at 13%. Those without disabilities used single-occupancy vehicles as their primary mode more frequently (32%), and used the bus less frequently (44%).

Top Destinations

Eighty-one respondents (90%) reported their two most-frequently visited locations. The spatial frequency of these responses can be seen in Figure 37. Of these responses, 69 percent were identified as “Shopping”-related destinations, 40 percent were medical-related, and 38 percent were work-related.

Figure 37 Surveyed top destinations

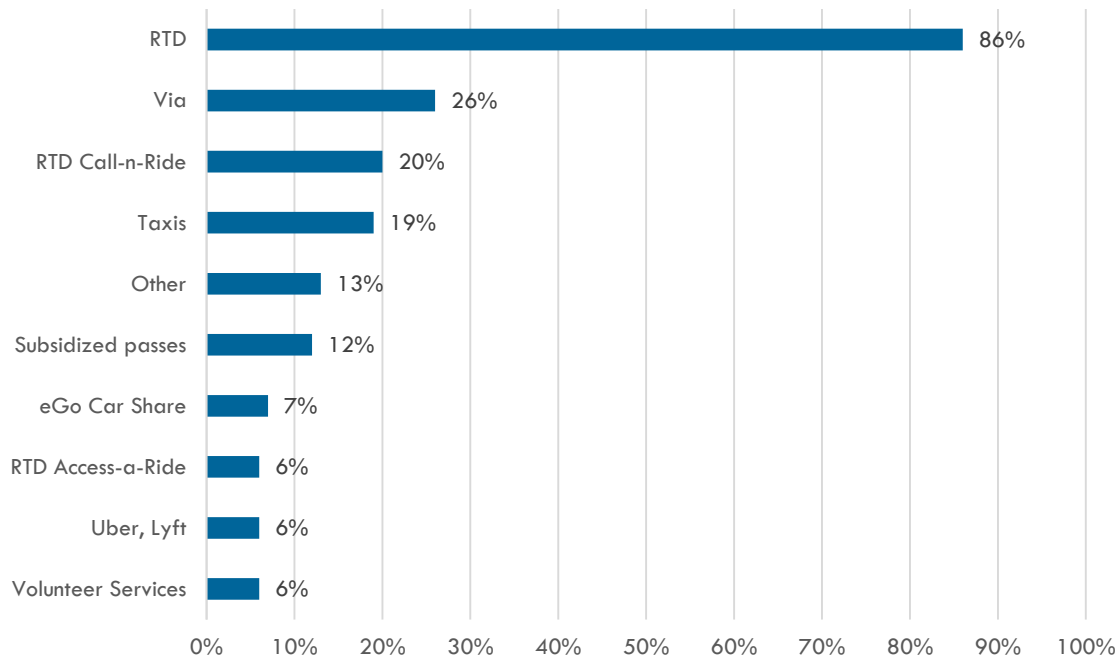


Most Commonly Used Modes

Participants were asked to select the modes of transportation they had used in the past, and all 90 participants responded. RTD was by far the most familiar mode (see Figure 38).

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Figure 38 **Service utilization rates**



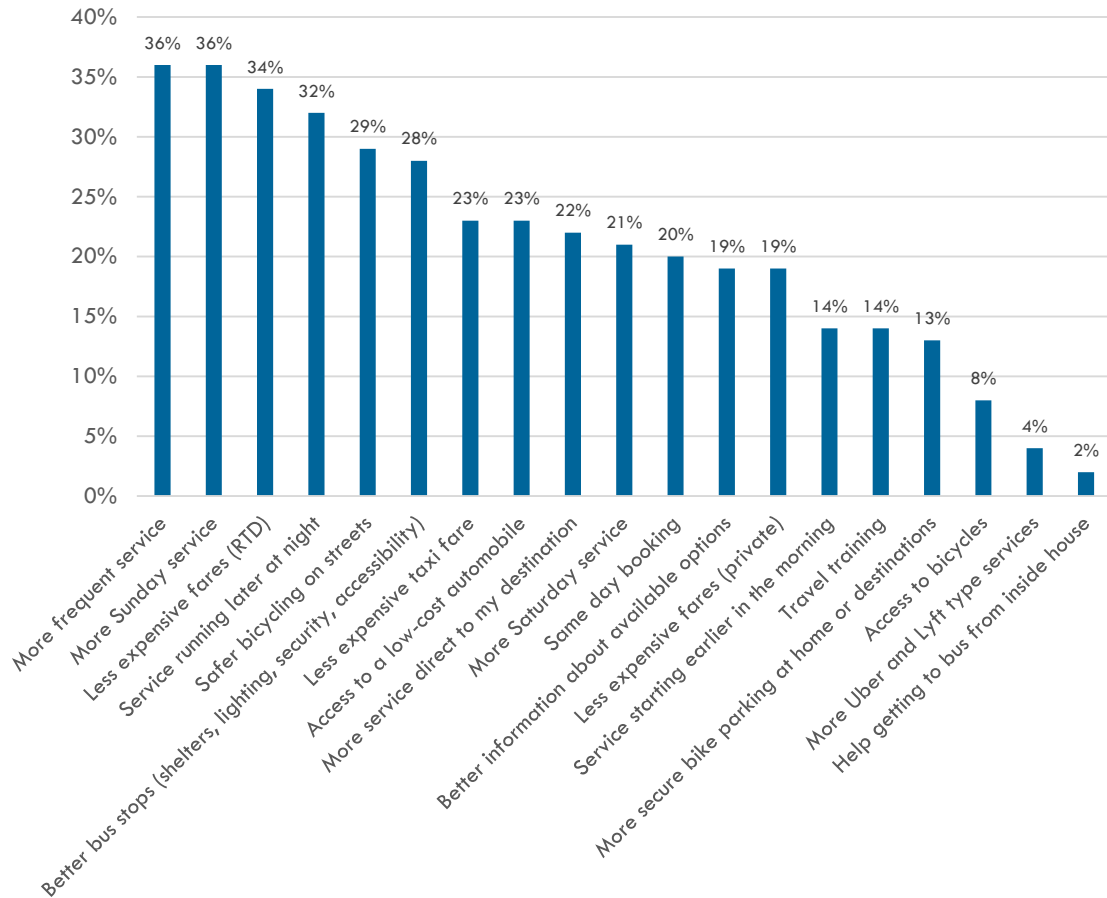
System Improvements

Respondents were asked to identify their top three transportation improvements from a list of 19 options.

More frequent service, more Sunday service, and less expensive fares (RTD) were the most popular. Service running later at night was also a popular response, with 32 percent of responses. Many local and regional routes outside of the City of Boulder terminate service at 8 p.m., and do not have weekend service. Via service ends at 5:30 p.m. and weekend service is available in Boulder and Longmont only

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Figure 39 Top desired improvements



The most popular requested improvements by city are shown in Figure 40.

Figure 40 Desired improvements by municipality

| Residence | # | % | Improvement 1 | Improvement 2 | Improvement 3 |
|------------|----|-----|----------------------------|--------------------------------|-----------------------|
| Boulder | 37 | 51% | Less expensive fares (RTD) | Low-cost vehicle access | More frequent service |
| Longmont | 17 | 23% | More Sunday service | Safer bicycling on streets | More frequent service |
| Nederland | 5 | 7% | More frequent service | Service running later at night | Better bus stops |
| Broomfield | 3 | 4% | Better bus stops | More frequent service | (2 tied) |
| Louisville | 3 | 4% | More Saturday service | (15 tied) | |
| Lafayette | 2 | 3% | Less expensive fares (RTD) | (4 tied) | |
| Denver | 2 | 3% | More direct service | (6 tied) | |
| Allenspark | 1 | 1% | (7 tied) | | |

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| Residence | # | % | Improvement 1 | Improvement 2 | Improvement 3 |
|------------------|----|------|-----------------------|---------------------|----------------------------|
| Aurora | 1 | 1% | (3 tied) | | |
| Colorado Springs | 1 | 1% | (3 tied) | | |
| Rollinsville | 1 | 1% | (6 tied) | | |
| Grand Total | 73 | 100% | More frequent service | More Sunday service | Less expensive fares (RTD) |

PUBLIC MEETINGS

Two public meetings were held on December 11, 2015, yielding 18 participants. Themes included:

- Need Longmont evening service
- “Too many fingers in the pie” – too many actors involved in transportation, which complicates decision-making
- Need transportation coordinator – like an air traffic controller
- Need free or reduced fares for low income, disabilities community
- On-demand services working well in Longmont; could be useful for Louisville too
- Cannot trip chain on Via (e.g. stop at grocery) if trip is funded through Medicaid
- Need to get transportation information to medical community

Additional comments on service strategies is highlighted below.

6 NEEDS & STRATEGIES

The Mobility for All Needs Assessment Memo highlighted the following needs as voiced in stakeholder meetings, focus groups, and as mentioned in previous planning documents, as shown in Figure 41.

Figure 41 Unmet Needs

| Unmet Need/Gap | Opportunities |
|--|--|
| Affordability | |
| Single bus tickets and monthly passes too expensive for those on limited incomes | New RTD unlimited pass (\$5.20 for local service, \$9 for regional); Boulder County and DRMAC working to implement a low-income pass program; County exploring ECO pass for all |
| Non-profits run out of reduced fare 10-ticket books – not enough budget to buy more | Potential expansion of reduced fare program, including lower prices for non-profits and ability for a “primary account holder” to distribute to other partner agencies. Changes to reduced fare program approved by RTD Board as of October 15, 2015 for implementation in 2016. |
| Boulder DHHS and Transportation departments stopped distributing reduced fare passes a couple years ago | |
| Meeting RTD reporting requirements to receive 10-ticket passes difficult; some agencies had been kicked off the list. Boulder County cannot distribute tickets to agencies – each agency must have its own program with RTD. | |
| Families such as a parent with three children cannot afford to buy four tickets on each trip | |
| Limited programs for low-income people who are not over age 65 or have a disability | |
| Funding for Ride Free Longmont will expire in June 2016 | Seek funding to continue program |
| Fares for Via and RTD seen as too expensive | Educate the public about Via's reduced fares – available for those who cannot afford a trip |
| Geographic/Spatial | |
| No transit route connecting Lyons and Longmont – Longmont is where many Lyons residents travel | Shopper shuttle or other weekly service between communities |
| No transit line within walking distance of concentrations of workers (Northern Erie, eastern and western Longmont, Boulder west of Broadway) | Expand Call-n-Ride type services (on-demand, curb-to-curb) to complement fixed routes |
| Limited service connecting Longmont and east county (Lafayette, Erie, Louisville, Superior) | Via will pilot increased service in a collaborative project with TRU Community Care in late 2016. |

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| Unmet Need/Gap | Opportunities |
|--|--|
| Limited inter-county transportation options, especially to Broomfield which is projected to grow | |
| Minimal service available in Mountain Communities; little success from previous attempts to create fixed route | Implement more flexible services in Mountain Communities using smaller vehicles in partnership with local organizations. |
| Information | |
| Boulder County map is detailed, but difficult to read for those not used to transit maps or those with visual impairments | Create a large-print version of map with high color contrast |
| Difficult for someone who is not used to transit information to read RTD schedules or City of Boulder schedules | Build upon Via travel training to walk people through schedules |
| Many stakeholders, especially in east county, have not seen or frequently run out of the Boulder County map | Have a rotation for county staff to replenish materials |
| Senior and low income population lacks access to computers and/or mobile phones | Ensure large print paper copies of materials |
| Need information in other languages | Continue translating maps and brochures |
| Messaging – Need to make it cool to ride the bus | Marketing campaign at schools and events |
| Technology | |
| Inflexible fare media makes distribution process difficult for clients and non-profit agencies | RTD's electronic farecard may assist in providing pre-loaded cards |
| While older adults may not have a smart phone, by and large the community has access to a phone that can access the Internet in Wi-Fi zones | Promote low-income cable discounts to connect people to technology |
| Lack of real-time transit information | |
| Credit card requirement barrier to utilize bicycle sharing | Distribute pre-loaded card |
| Coordination | |
| No locally-focused human services coordinated transportation plan to unite the many county providers. The Transit Element of the DRCOG Metro Vision RTP is the regional coordinated public transportation and human services plan. | Use LCC as a venue for continual collaboration and coordination |
| Centralized demand-response dispatch being piloted in Longmont – so far very successful | Continue pilot, which is funded specifically for Via and CNR trips. FTA grant received to expand model to other areas that have both services. |
| Unused vehicles identified in the Mountain Communities due to lack of drivers | Identify duplication of services or unused vehicles in a coordinated plan |
| Need better planning for land use and transportation – e.g. dialysis clinics or hospitals build sites that are not transit accessible | Establish partnerships with development community before a site is planned and constructed |

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| Unmet Need/Gap | Opportunities |
|--|--|
| Head Start had to stop program because could not afford to replace vehicles | |
| Multiple providers and service types are confusing | Create a common brand through mobility management or a one-call or one-click center – such as at Via |
| Access to Transit | |
| Older residents are unable to walk long distances to transit stops | Complement fixed routes with door-to-door service |
| Need schedulers and dispatchers and bus operators who can speak Spanish | Continue hiring and training drivers (Via has hired bilingual schedulers) |
| During winter walking to bus stops is difficult; sidewalk sand bus stops are not cleared | Promote a “clean the sidewalk” program |
| Additional volunteer driver availability needed | Reach out to new markets for volunteers |
| Service Quality | |
| Call-n-Ride service availability compromised by student transportation needs | Add more RTD tripper services during school hours |
| Via funding sources flat while registrations increasing | Raise fares for those who can afford; begin trip prioritization to control demand; explore new service models (Uber-like, volunteer driver programs, etc.) |
| Growth in smaller towns creating a need for additional capacity. Travel models show increased trips to and from Superior and Erie. | Identify and partner with agencies with available assets |
| Service Policies | |
| Insurance is sometimes a stumbling block for recruiting volunteers | Create joint insurance pool to reduce costs to individual agencies. Boulder County Care Connect and Via have already addressed insurance issues with umbrella policies; expand to other providers. |
| Medicaid trips are given the lowest-cost provider (federal guidelines) – results in poor service. Clients have difficulty getting registered for Medicaid. | Coordinated transportation plan may reveal ways of streamlining Medicaid eligibility |
| Transit Markets | |
| School children within 1.5-2 miles of school are not eligible for yellow bus service – must take RTD or Call-n-Ride if available. Schools run out of reduced fare RTD passes and kids pile onto Call-n-Ride. | |
| Employers haven’t been brought to the table throughout the county | TDM or mobility management staff to conduct continual outreach around county |
| ECO pass not available to part-time workers; cannot be given to someone else | |
| Service Types | |
| eGO car share is a great deal but not very well used | Increased marketing (in progress) |

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| Unmet Need/Gap | Opportunities |
|--|---|
| On-demand models (Uber and Lyft) could meet needs – but adds more vehicles to the road | Explore municipal-sponsored Uber; Taxi voucher program |
| Passengers want same-day service | Around 30-40 same-day rides on Via area available due to cancellations but people may not be aware of this capacity |
| Increasing need for door-through-door service | Via already provides door-through-door; Additional high level of care service could be provided through ambulettes or other private companies |
| Call-n-Ride model works well in Longmont – would like to expand to other communities | Communities would have to put resources toward service |
| Need to recruit more volunteer drivers, who fill an important gap in the network ⁶ | Appeal to community spirit; find new markets in college kids. Via to start its own volunteer program. |
| Hours of Service/Temporal Gaps | |
| Minimal to no Evening service on many RTD routes after 8 pm | Nighttime shuttle system |
| Minimal Sunday service on many RTD routes, especially in Longmont and east county | Taxi vouchers can provide Sunday service on-demand; requires subsidy to make fares affordable |
| Via not available before 7:30AM or after 5:30PM, no weekend service in smaller towns | Nighttime shuttle system |
| No volunteer services on evenings or weekends | Via hopes to fill this gap with additional volunteer recruitment |
| Poor transit service for night students at Front Range Community College | Coordinate class schedules with BOLT |
| Stakeholders identified need for late night service for employees; Via has tried this but ridership very low and costs were high | Taxi vouchers can provide late night service on-demand; requires subsidy to make fares affordable |

BOLD = High priority per project Advisory Committee

STRATEGY CATEGORIES

A series of strategies formulated to meet the needs and gaps is shown below. The opportunities and needs were categorized into the following titles:

- Geographic - Where service operates
- Affordability - Fares
- Organizational
- Information and Marketing
- Access to Transit
- Technology

⁶ As of Fall 2015, Veterans Helping Veterans Now has ceased its volunteer driver operation

STRATEGY DESCRIPTIONS

Geographic - where service operates

| No: 1 | | Category: Geographic | |
|---|--------------------------|--|--|
| Strategy Area | | Description | |
| Expand flexible service types such as Call-n-Ride or shopping shuttles | | <p>Provide curbside service to a larger market. Currently Call-n-Ride in Boulder County (Longmont and Louisville) is operated by Via under contract to RTD and is used in places that do not meet density thresholds for RTD fixed route service. If a community does not meet Call-n-Ride thresholds, on-demand service could be provided in a similar model with a different provider. Service could be structured as:</p> <p>Shopping shuttle that picks up residents of one community on a certain day of the week for transportation to a specific destination (e.g. Lyons to Walmart in Longmont)</p> <p>Feeder shuttle transporting people to a transit hub</p> | |
| Benefits | | Action Items | |
| Supports those who do not live within easy walking distance of fixed-route service. Is open to a larger group – not just older adults and people with disabilities. | | Implement Superior Call-n-Ride service as planned and evaluate outcomes and costs | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Via | Medium (1-3 years) | \$\$\$\$\$ | Local contributions; Federal grants |
| Benefit to Community (High, Medium, Low) | High | Level of Effort (High, Medium, Low) | High |

Affordability – Fares

| No: 2 | | Category: Affordability | |
|---|--|---|--|
| Strategy Area | | Description | |
| Provide ECO pass to all county residents for use on RTD services | | <p>ECO passes give the holder unlimited transit trips. Several neighborhoods in Boulder County as well as employers in the City of Boulder already use ECO pass. A fee per pass is paid by the sponsor. ECO pass county-wide gives every county resident access to transit.</p> | |
| Benefits | | Action Items | |
| ECO pass for all takes away the top barrier to transportation – cost. | | <p>Evaluate employee work and home locations in the City of Boulder by income level to determine benefit of ECO pass</p> <p>Continue efforts of DRMAC and Mile High Connects to explore funding options for ECO pass</p> | |

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| | | | |
|---|---------------------------------|--|---|
| | | Conduct cost-benefit analysis to present to RTD Determine level of funding committed from the county / municipalities in Boulder County | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Boulder County | Medium-Long (2-4 years) | \$\$\$\$\$ | Switch current county funding from RTD passes to ECO pass; Potential partnerships with employers and institutions |
| Benefit to Community (High, Medium, Low) | High | Level of Effort (High, Medium, Low) | High |

Highlight: ECO Pass Lessons

Universal transit pass programs provide unlimited rides on local or regional transit services for low monthly fees, often absorbed entirely by the employer, school, neighborhood association, or municipal sponsor.

A review of existing deep-discount group pass programs found that the annual per person fees are between 1% and 17% of the retail price for an equivalent annual transit pass (Silicon Valley, City of Boulder, King County, WA). From a transit provider standpoint, the principle of universal transit passes is similar to that of group insurance plans – transit agencies can offer deep bulk discounts when selling passes to a large group with universal enrollment on the basis that not all those offered the pass will actually use them regularly. The pass program provides a stable source of income and increases ridership, helping to meet agency ridership goals. Implementing a program can result in better cost recovery and reduced subsidy per passenger.

To achieve a revenue-neutral pass program, the net revenue realized should be equal to or greater than current receipts from the same population group. For example, say 1% of a 10,000 person group is already buying transit passes at a standard retail price of \$100 per month, earning gross revenue of \$10,000 per month. If the agency allows the same 10,000 person group to enroll in the group transit pass program for 1% of the retail pass price, which is paid for every single person in the group, then the agency still earns \$10,000 per month in revenue. If the agency can accommodate the increased ridership behavior of the group by filling seats on underutilized buses, then the increased costs are zero and the universal transit pass program is viable.

The ultimate pricing of an Eco Pass is based on several factors:

- The more transit available to the target area, the higher the value of the pass to the recipients. Modes of transit covered by pass programs vary. As the service level to an area changes, the price of the Eco Pass changes accordingly.
- Number of people within target population
- The greater the number of pass recipients, the lower the fee per pass.
- The use of public transit that can reasonably be expected by Eco Pass holders differs depending on factors such as age and employment status and location. The more the target population can be expected to use the pass, the higher the value to them, and thus the

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higher the price.

| No: 3 | | Category: Affordability | |
|--|--------------------------|---|--|
| Strategy Area | | Description | |
| Low-income pass program | | Provide a transit discount to all Boulder County residents who are defined as low-income (e.g. 150% or 200% of the poverty level per household). Boulder County would act as the certifying agency. | |
| Benefits | | Action Items | |
| A pass program would help to overcome the biggest barrier to transportation – cost of existing services. | | Determine number of residents who would qualify for program Evaluate results of other pass programs around the country | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Boulder County | Long (3-5 years) | \$\$\$\$ | Switch current county funding from RTD passes to ECO pass; Would need additional local funding |
| Benefit to Community (High, Medium, Low) | High | Level of Effort (High, Medium, Low) | High |

Highlight: King County Metro's ORCA LIFT

In October 2012, the King County Council created an advisory committee to assist in the development of public transportation fare programs for people with low incomes. In January 2014, the County Executive proposed an ordinance to increase all Metro fares and introduce a low income fare, with the objective of creating a “more equitable community where everyone can realize their potential” consistent with the County’s strategic plan.

The resulting Low Income Program, ORCA LIFT, was rolled out on March 1, 2015. The program provides an all-day flat reduced fare of \$1.50 for adult riders with incomes at or below 200 percent of the Federal Poverty Level using an ORCA electronic farecard.

The implementation plan operates in partnership with third-party agencies. Metro is responsible for functions within their core competencies, including procuring and preparing low income ORCA cards and providing them to partner agencies. Metro contracts out income verification and card distribution. To qualify, potential partners needed to demonstrate experience with Limited English Proficiency (LEP) populations and the ability to verify income eligibility, manage and account for low income ORCA cards, and track and report data in the County’s on-line data bases.

Registrations, which began March 1, 2015, reached 7,377 by April 26, 2015.

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Metro has estimated the following start-up and on-going costs for the program:

- Capital costs include modifications to the ORCA database, creation of a stand-alone verification database and office, and equipment to expand ORCA To Go outreach
- Start-up operating costs include ORCA card stock, education and promotion materials, contracts with the agencies that provide eligibility verification and card distribution, and staffing for ORCA card management.
- Ongoing operating costs include ORCA transaction fees as well as continuation of the start-up operating costs.
- It is assumed that Metro will incur fare revenue losses because more adult riders will be riding at lower fares. Revenue losses are estimated to be nearly \$4 million in 2015, increasing to approximately \$4.75 million per year in 2016 and 2017.

| No: 4 | | Category: Affordability | |
|---|--------------------------|---|---------------------------|
| Strategy Area | | Description | |
| Continue Ride-Free Longmont | | Ride-Free Longmont allows passengers to ride free on local Longmont RTD routes. | |
| Benefits | | Action Items | |
| Longmont has a large low-income and older adult population that benefits from free transit. Fares typically make up a small portion of revenues on fixed-route transit (5-15%). | | Survey current riders to understand demographic information and travel patterns Determine the benefit of maintaining the program and present to city | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| City of Longmont | Short (6 months) | \$\$\$ | Longmont general fund |
| Benefit to Community (High, Medium, Low) | Medium | Level of Effort (High, Medium, Low) | Medium |

| No: 5 | | Category: Affordability | |
|---|--|--|--|
| Strategy Area | | Description | |
| Adjust Via fares based on income | | Demand for Via services continues growing while revenues remain flat. Via's fares are low compared to the high quality of service. Create a sliding scale for fares based upon income to both help control demand as well as support Via services. | |
| Benefits | | Action Items | |
| More equitable by charging less for those who cannot afford service but more for those who can. | | Add income to passenger registration (if not already included). Assess income levels of riders and benefit of creating a sliding scale. If all riders fall into the same income bracket, a sliding scale would not be beneficial. | |

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| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
|--|-------------------------------------|-------------------------------------|--|
| Via | Medium (1-2 years) | \$ | Would require staff time to adjust rates |
| Benefit to Community (High, Medium, Low) | Medium (depending on income levels) | Level of Effort (High, Medium, Low) | Low |

| No: 6 Category: Affordability | | | |
|---|--------------------------|---|---------------------------|
| Strategy Area | | Description | |
| Subsidized taxi voucher program | | The private market is robust in Boulder County, including taxi companies, ambulettes with accessible vehicles, and Uber in certain areas. Prices are high, but these companies have the infrastructure in place to meet needs when transit service is not in operation. Many communities provide funding for taxi vouchers. The customer either has a voucher or pays the fare but can be reimbursed. | |
| Benefits | | Action Items | |
| Taxi service can provide trips during late nights, early mornings, and weekends when public transit is not running. | | Reach out to other communities who have voucher programs to understand costs and operating requirements Convene several private market providers to assess interest Explore whether vouchers could be added to any existing Guaranteed Ride Home program ⁷ | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Employers, Boulder County | Medium (2 years) | \$\$ | Boulder County |
| Benefit to Community (High, Medium, Low) | High | Level of Effort (High, Medium, Low) | Medium |

Organizational

| No: 7 Category: Organizational | |
|---|--|
| Strategy Area | Description |
| Centralized mobility program housed at Boulder County | Centralize funding and mobility programming. Currently three separate departments fund transportation. |

⁷ Guaranteed Ride Home programs are run by transit agencies, employers, or TDM organizations and give transit riders a certain number of free taxi rides home per year in the case of an emergency.

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| Benefits | | Action Items | |
|---|--------------------------|--|--|
| Benefits of centralization include ability to more closely track spending, coordinate services, and act as the face of mobility. Initiatives under a centralized program could include: County acting as the broker for non-profit passes Coordinated administrative services Insurance pool to overcome liability concerns at smaller organizations Vehicle maintenance at county facilities | | Convene three county departments to determine various program goals and work plans | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Boulder County | Medium-Short (1 year) | \$ | Requires staff time for reorganization |
| Benefit to Community (High, Medium, Low) | Medium-High | Level of Effort (High, Medium, Low) | Medium-Low |

Highlight: Changes coming to RTD Reduced Fare Program

In October 2015, the RTD board voted on changes to the Non-Profit Agency Reduced Fare Program that affect many of the Boulder County stakeholders who provide transit passes. Highlights include:

- New offering of day pass ticket books
- Eliminates requirement for agencies to maintain distribution logs for each pass distributed
- Allows distribution of passes from a primary account holder to other partner agencies with proper documentation

| No: 8 | Category: Organizational | |
|---|--|--|
| Strategy Area | Description | |
| Continue supporting mobility management at Boulder County | Given the large number of providers in Boulder County, a point person is needed to coordinate the many services available. | |
| Benefits | Action Items | |
| A mobility manager could be the champion and leader for many of the ideas brought up by stakeholders and the public: Promote Via as the one-stop shop for all transportation information Continue LCC as a venue for coordination Consider county-specific human services coordination | Formalize funding for mobility manager at Boulder County Create mobility management workplan in collaboration with the Local Coordinating Council | |

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| plan Promote Via's same-day availability Conduct volunteer driver campaign Be the "boots on the ground" Promote bicycling and active transportation to ambulatory clients Conduct outreach to Spanish-speaking communities | | | |
|---|--------------------------|--|---------------------------|
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Boulder County | Short (6 months) | \$ | Boulder County |
| Benefit to Community (High, Medium, Low) | Medium-High | Level of Effort (High, Medium, Low) | Low |

| No: 9 Category: Organizational | | | |
|---|---------------------------|--|---|
| Strategy Area | | Description | |
| Seek partnership with public and private organizations | | Without transportation, employees cannot get to work or clients to services. The private and public sectors can partner with transportation providers by providing perks like transit passes or taxi vouchers. | |
| Benefits | | Action Items | |
| Partnerships broaden the base of public transportation. | | Create marketing package geared toward large institutions (employers, hospitals, etc.) Conduct outreach and presentations | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Boulder County | Short (6 months –ongoing) | \$ | Requires staff time from mobility manager |
| Benefit to Community (High, Medium, Low) | Medium | Level of Effort (High, Medium, Low) | Low |

Information & Marketing

| No: 10 Category: Clear & Accessible Information | | | |
|---|--|--|--|
| Strategy Area | | Description | |
| Create clear and accessible information | | Information about existing services is the most basic means of getting people on board a bus or in contact with a volunteer. Information needs to be accessible to those with physical disabilities as well as those with limited English proficiency. | |
| Benefits | | Action Items | |
| If the information about service is not accessible, a | | Create large-format version of Boulder County transit | |

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| person will be hard-pressed to use that service. | | map Train county staff, bus operators, and customer service representatives in Spanish (Via is already doing this) Distribute transportation information on a regular basis, such as maps and schedules During outreach, train people on how to read a bus schedule | |
|--|--------------------------|--|----------------------------------|
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Boulder County | Short (6 months-Ongoing) | \$ | Staff time from mobility manager |
| Benefit to Community (High, Medium, Low) | Medium | Level of Effort (High, Medium, Low) | Low |

Access to Transit

| No: 11 Category: Access to Transit | | | |
|---|--------------------------|---|----------------------------------|
| Strategy Area | | Description | |
| Prioritize infrastructure in places with densities of vulnerable populations | | Every city builds and maintains its infrastructure, or undertakes capital projects. During this process, investments can be prioritized in places where vulnerable populations are present, such as near senior housing or a major trip generator like a meal site. | |
| Benefits | | Action Items | |
| Having a prioritization in place ensures that accessibility is folded into business as usual – that as streets are regularly maintained or reconstructed, they are built for accessibility. | | Determine which plans are relevant (e.g. Transportation Master Plan, ADA Transition Plan, Capital Improvement Plan, etc.) Determine existing methods for prioritizing investments Add language about vulnerable populations and adopt into planning process | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Boulder County | Medium-Short (1 year) | \$ | Implement with planning projects |
| Benefit to Community (High, Medium, Low) | Low | Level of Effort (High, Medium, Low) | Low |

Technology

| No: 12 Category: Credit Card Technology | |
|---|---|
| Strategy Area | Description |
| Use technology to overcome credit card barriers | Certain services require credit card for payment but many low-income people do not have a credit card. A pre-loaded card could be used on services such as: |

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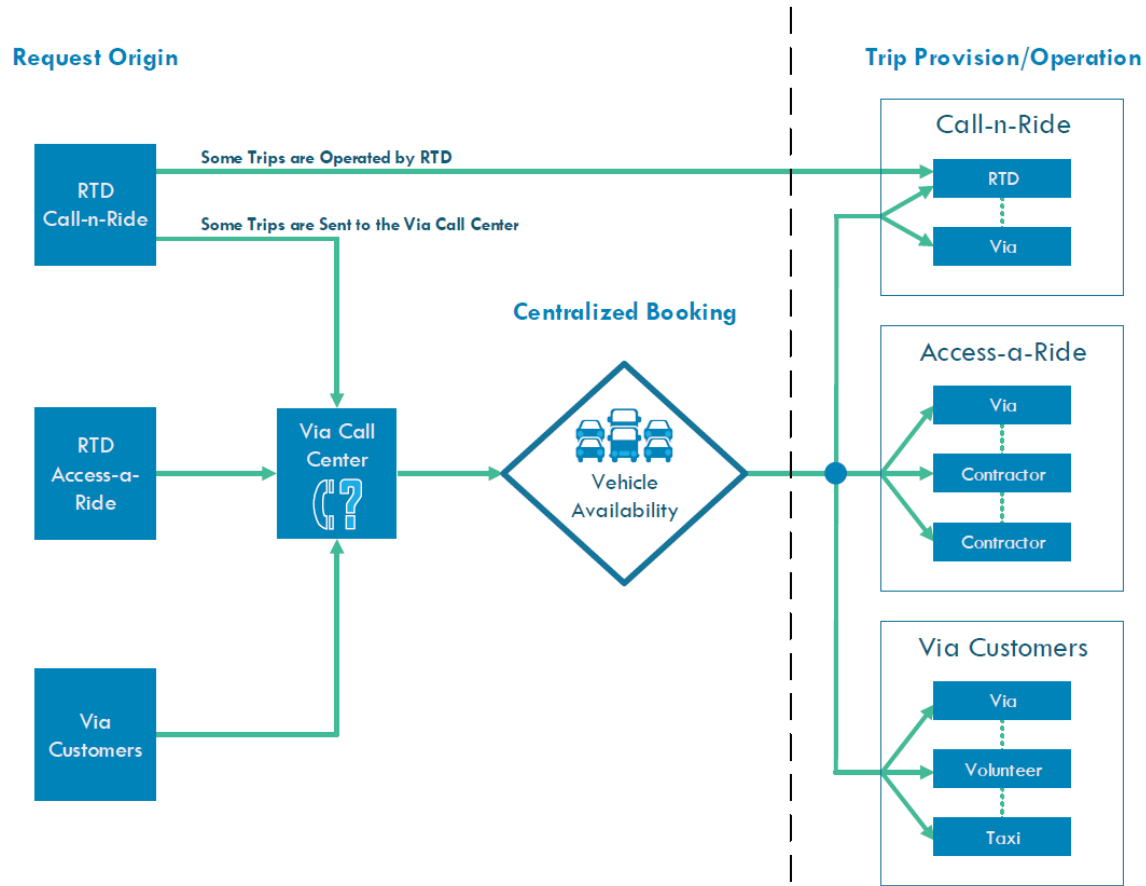
| | | | |
|--|---------------------------------|--|-------------------------------------|
| | | Uber/Lyft Taxis B-Cycle | |
| Benefits | | Action Items | |
| Pre-loaded cards avoid the need for the user to have a credit card | | Research implications of pre-paid credit cards – bike share systems may have already piloted this technology | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| City of Boulder (B-Cycle); Boulder County | Medium (2-3 years) | \$\$ | Seek assistance from private market |
| Benefit to Community (High, Medium, Low) | Low | Level of Effort (High, Medium, Low) | Medium |

| No: 13 Category: Centralized Dispatch | | | |
|---|---------------------------------|--|----------------------------------|
| Strategy Area | | Description | |
| Centralized trip booking and dispatch | | This uses technology to both allow customers to book online and then for providers to see each other's manifests and find the best provider for each trip. Via and RTD are already piloting an excellent coordination effort to integrate Call-n-Ride and Via. Via dispatch also includes volunteer drivers. Continue the pilot and expand to the county level – “no wrong door” for transportation. | |
| Benefits | | Action Items | |
| Maximizes efficiency by grouping trips; Customer interface easy for booking; Reduces service duplication. | | Continue coordination pilot Expand to include additional county providers (private market and non-profits) Expand to include Medicaid trips Create one call / one click center housed at Via | |
| Possible Lead Agency | Implementation Timeframe | Planning Level Cost | Potential Funding Sources |
| Via and RTD | Long (3-5 years) | \$\$\$ | 5307, Veteran's grants |

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| | | | |
|--|------|---|--------|
| Benefit to Community (High, Medium, Low) | High | Level of Effort (High, Medium, Low) | Medium |
|--|------|---|--------|

Figure 42 Current Longmont Coordination Pilot & Via booking system puts passengers on different vehicles depending upon availability



Highlight: Northeast Florida Mobility Management

While each of the 12 counties that make up the Northeast Florida region provide their own human services-based, public transportation services, limited services cross county lines. Recognizing the need for increased transportation coordination to address inter-county travel and duplication of services, an alliance of public transportation providers, health and human services organizations, state and county officials and members of the public, collectively known as the Northeast Florida Mobility Coalition (NFMCC), was formed. Led by the Jacksonville Transportation Authority (JTA), the coalition proceeded to develop the Regional Mobility Management Program (RMMP).

The JTA Regional Mobility Management Program better serves customers by providing seamless regional mobility through coordinated transportation service delivery and trip-booking – a service called TransPortal. TransPortal is a web-based scheduling tool. Regional mobility managers are responsible for the development and continued support of this tool which facilitates customer trip booking and referrals.

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TransPortal is a mobility management solution that stretches across the 12-county region. Using this resource, a passenger can connect with real-time bus information, car and van pools, volunteer driver programs, motor coach, passenger rail, bicycling, walking, taxi and traditional bus programs. Searches can be tailored based on individual needs, preferences, and schedules to quickly find the most efficient route. Special options based on eligibility requirements are available.

EVALUATION FRAMEWORK

In evaluating service options, comparing how well each option meets the county’s overall transportation goals can assist in selecting which strategies have the largest benefit to the county overall.

Figure 43 Draft evaluation framework

| Boulder County Transportation Master Plan Goals | | | | | | | | | |
|---|-----|--|------------|--|--------------------------------|-----------------------------|---|--|---|
| Category | No. | Strategy Area | Cost | Effective and Efficient Management of Transportation System. | Minimize Environmental Impacts | Ensure Safety for All Modes | Support a Healthy and Sustainable Economy | Ensure Equitable Access to the Transportation System | Enhance County Identity and Community Character |
| Geographic –Where service operates | 1 | Expand flexible service types such as Call-n-Ride or shopping shuttles | \$\$\$\$\$ | N | N | N | + | + | N |
| Affordability – fares to ride existing transit | 2 | Provide ECO pass to all county residents for use on RTD services | \$\$\$\$\$ | + | + | N | + | + | + |
| | 3 | Low-Income transit pass program. King County Metro recently began one. | \$\$\$\$ | N | N | N | + | + | N |
| | 4 | Continue Ride Free Longmont | \$\$\$ | - | + | N | + | + | N |
| | 5 | Adjust Via fares based on income | \$ | + | N | N | + | + | N |
| | 6 | Subsidized taxi voucher program | \$\$\$ | - | - | N | + | + | N |
| Organizational | 7 | Centralized mobility program housed at Boulder County | \$ | + | N | N | N | + | + |
| | 8 | Continue supporting mobility management at Boulder County | \$ | + | N | N | N | + | + |
| | 9 | Seek out partnerships with public and private organizations | \$ | N | N | N | + | + | N |
| Information & Marketing | 10 | Create clear and accessible information | \$ | + | + | N | N | + | + |
| Access to Transit | 11 | Prioritize infrastructure in places with densities of vulnerable populations | \$ | N | N | + | N | + | N |
| Technology | 12 | Use technology to overcome credit card barriers. | \$\$ | + | N | N | + | + | N |
| | 13 | Centralized trip booking and dispatch | \$\$\$ | + | N | N | N | + | N |

7 CONCLUSION

Boulder County residents who choose not to or cannot drive a car have many transportation services available. The fixed-route network provided by RTD meets where people need to go fairly well. Via is an amazing resource that balances a major operation with a personal touch. Volunteer organizations exist to provide longer-distance trips. Yet these services remain out of reach to many people. Those with limited English proficiency cannot access services. There are not enough volunteers. Transit service is too expensive and does not run in the evenings. Via service is over subscribed. Boulder County has supported mobility for vulnerable populations yet funding is fragmented among three different departments.

The biggest barrier to use of existing services lies in the cost. An all-day regional RTD pass will cost \$9 after implementation of fare changes in 2016. Via services, while reasonably priced, still feel out of reach to a person with little income. Overcoming the cost barrier will take considerable resources; however, the county has already committed to exploring ECO pass for all residents, taking a progressive stance on the importance of public transportation.

Other barriers present opportunities to make a difference in peoples' lives that are less resource intensive, including better service information in multiple languages, maintaining a mobility manager role in Boulder County, and expanding upon successful technology pilots already occurring in the region.

APPENDIX A

TM#1: Data Analysis

This memo summarizes key goals and previous projects relevant to the Mobility for All project, to be used by the team for reference.

Background Review

Summary/Findings

Numerous efforts have already been undertaken to understand the transportation needs of vulnerable populations. Through the review of a list of documents that address transit of all types in Boulder County, these gaps have been pinpointed along with an accounting of current or recently completed programs, noteworthy spending and usage data, and service goals for vulnerable populations as described by regional and county transportation plans and analyses.

The full set of reviewed documents are listed below:

- Elements related to Transit in the Denver Regional Council of Governments' 2035 Metro Vision Regional Transportation Plan (2011)
- The Boulder County Transportation Master Plan (2012)
- Boulder County's Temporary Human Services Safety Net 2014 Report
- The Executive Summary of the 2014 Boulder County Department of Health and Human Services Strategic Priorities
- Boulder County's Transportation Gaps Survey (2014)
- Boulder County Mobility Audits and Transportation Gap Analyses prepared for the Denver Regional Mobility Access Council by the University of Colorado at Denver (2013)
- The Age Well Boulder County Strategic Plan (2015)
- 2014 *About Via* reports covering Boulder, Erie, Lafayette, Longmont, and Louisville
- A White Paper on Process, Barriers, Best Practices and Recommendations for Starting a Low-Income RTD Neighborhood Eco Pass Program (2013)
- The 2015 Affordable Mobility presentation, an Analysis of county-wide spending on mobility
- The Boulder County Countywide Ecopass Feasibility Study (2014)
- The Boulder County Mountain Town Transit Feasibility Study (2011)
- Via Mobility Services User Survey (2013)
- Envision Longmont (Current)

Selected Background Material

Goals/Prescription

2035 Metro Vision Regional Transportation Plan

- *Policy #13. Transportation for the Disadvantaged.* Provide a transportation system that considers the needs of and impacts on minority, low-income, elderly, and disabled persons.
 - Allow people of all ages, incomes, and abilities to access a range of housing, employment, and service opportunities without sole reliance on having to drive.

- Ensure that minority, low-income, elderly, and disabled households receive a proportionate share of accessibility benefits, travel mode choices, and services from future transportation system improvements and are not disproportionately affected by negative impacts associated with those improvements.
- Promote coordination between disadvantaged transit service providers to improve the quality of service and increase efficiency.
- *Mobility options for persons without a car.* People living in such households may not drive because of health or income reasons or as a matter of choice. Such persons still have a need to travel to work, health facilities, schools, stores, and other destinations. Friends or family members may provide rides, but it is important to also offer public transit services, carpool assistance, and facilities for convenient bicycle and pedestrian trips.
- *Community Design Policies.* Allow for transit use and increase the mobility of transit dependent populations by promoting higher density development, including housing that is suitable for people of all ages, incomes, and abilities within a half-mile walking distance of transit.
- *Call-n-Ride Service.* RTD will provide Call-n-Ride curb-to-curb transit service with smaller buses in suburban areas and freestanding communities that do not have sufficient demand to warrant fixed-route service. RTD call-n-Ride is also used to support the rapid transit system. For example, several new Call-n-Rides came into service with the opening of the Southeast Corridor light rail line.
- *RTD ADA Services.* As the primary designated ADA provider of public transit in the Denver region, RTD must provide transportation service complementary to the fixed-route, general public system. Rides must be provided to any person within the service area who is certified as meeting the following criteria:
 - Disability prevents person from using wheelchair-accessible fixed-route system;
 - Person with disability is able to use accessible general transit, but is not able to take desired route because it is not accessible; and
 - Person is unable to get to or from the bus stop or train station because of his/her disability.
- *Other Service Providers.* Several other organizations will provide specialized transit services. Volunteer groups also arrange trips.
- *Provision of Service through a County Service Broker.* A county may serve as the service broker for specialized transportation services within its jurisdiction. While the county service broker has many responsibilities, its primary responsibility is to coordinate transportation services for the county's elderly, disabled, and low-income populations. The county may assign this function to a county department. The county broker either provides the services or contracts with a service provider. Service may be provided with any number of vehicles originating from a variety of sources including public agencies, private for-profit, private non-profit, and public non-profit providers. The county service broker may buy trips from any number of providers that will most effectively meet the specialized transportation needs of those requesting trips.
- *Benefits of the Metro Vision and Fiscally Constrained 2035 RTP in EJ Communities.* More than half of the anticipated Fiscally Constrained 2035 RTP regional system expenditures will be for public transit and other non-roadway projects and services. Six additional rapid transit rail lines and two extensions will be completed by 2019 as part of

RTD's FasTracks Plan. BRT/HOV/HOT lanes will be added to US-36. Bus service will increase by about 36 percent through 2035. Transit accessibility to jobs will greatly improve; the criterion requires having at least 100,000 jobs located within a 55-minute transit trip of home. Other beneficial components of the Fiscally Constrained 2035 RTP include extensive additions to the bicycle and pedestrian system, expansion of demand-responsive transit service, and further outreach by the DRCOG carpool and vanpool matching service.

Boulder County Transportation Master Plan

Goal 5. Ensure Equitable Access to the Transportation System. Ensure that adequate transportation exists for all users regardless of age, income, or ability.

- *Completing the Trip Implementation Actions.* Collaborate with cities and unincorporated areas to establish community-wide Eco Pass programs to make transit use easy, affordable and convenient for all residents and employees in the county
- *Accessibility Goals and Implementation Actions*
 - Expand and enhance mobility options for older adults, people with disabilities, individuals with low income, and others living with mobility limitations
 - Provide individual and group travel training to teach people with limited mobility how to safely and confidently use public transportation
 - Support 'one-call' information and referral services to help those faced with mobility challenges
 - Distribute subsidized transit passes for assisted housing sites for those who need transportation support
 - Increase housing-based or community-wide Eco Passes to enable more transit use

Age Well Boulder County

Basic Needs. Goal 7 - Transportation Is Affordable, Accessible, Flexible, Reliable, Safe, And Easy To Arrange.

- Create and/or strengthen programs to maintain and improve safe mobility for older adults:
 - Expand programs that assist older adults to assess their competence behind the wheel;
 - Inform individuals and agencies about the impact of age and medication use on driving;
 - Inform and support older adults and their families in transitioning from driving to other means of transportation;
 - Increase opportunities for safety education for all forms of transportation.
- Support a seamless, countywide system of transportation services that:
 - Involves a network of public, fixed-route, paratransit, volunteer, private, and other alternative services within and between major population centers;
 - Includes expanded trips that cross county lines, have evening/night availability, and adequately serve the rural/mountain areas;
 - Recognizes and supports the special needs of riders;

- Responds to needs with customer-friendly scheduling systems;
- Encourages groups and organizations to utilize existing transportation services for their customers;
- Encourages individuals to use alternative modes of transportation (including bicycle, car and ride sharing, scooters, and public transit options) that provide access to transportation without the burdens of vehicle or bicycle ownership;
- Prepares for the increasing numbers of older transit users;
- Advocates for regional and sustainable transit service development and implementation; and
- Participates in local transit planning efforts to support goals.
- Conduct a comprehensive review of all transportation resources, systems and unmet needs and identify possible solutions (based on best practices) that can be funded sustainably.
- Identify creative new ideas to encourage ridership and financial health of multimodal transit options.
- Ensure that older adult voices are part of regional transportation strategy efforts.
- Encourage for-profit businesses with a high volume of older customers who may be transit-dependent to be funding partners in the delivery of transit services, especially health care providers.

County-wide Mobility Spending Analysis

- Next Steps: 2015 Affordable Mobility Programs. Transportation Demand Management.
 - Continue: Countywide Eco Pass Study – Policy & Technical Advisory Group to determine next steps
 - Continue: Longmont Trip Tracker –Student walk/bike/transit incentive program in four schools
 - Continue: US 36 Master Eco Pass –technical support for 36 Commuting Solutions
 - Continue: FLEX Pass Support - Continue to pay for FLEX trips made with RTD Eco Pass
 - New: St. Vrain Client Support - client portion of the TDM plan for the new Boulder County St. Vrain building.
- Transit
 - New: FLEX Extension: Boulder to Fort Collins – Targeting new service beginning summer of 2015
 - New: L Route Expansion: Targeting Fall 2015 for route expansion. Mid-day and late-night services.
 - Continue: US36 BRT Operations/Fare Study - Close participation in final operations plan for bus service beginning in 2015 and RTD Fare Study
 - Continue: Ride Free Longmont – Continue program that made all the local buses in Longmont free leading to a 100% increase in ridership
- Mobility for All
 - Continue: Grant funded Eco Passes at 85 low income housing units
 - Continue: HHS Client Transit Vouchers –RTD transit vouchers to low-income clients

- New: Work with nonprofits to improve mobility at neighborhoods owned/managed by Boulder County Housing Authority (BCHA)
- Projects could include ALL transportation options:
 - Earn-a-bike workshops
 - Car- and ride-sharing
 - Multimodal trip planning
 - Vanpool or shuttle
 - Bike/pedestrian facilities
- Continue Facilitating Local Coordinating Council
 - Coordinate with multiple county departments/nonprofits to enhance services
 - Collaborate statewide and with other LCC's
 - Marketing, education and outreach

Data

2035 Metro Vision Regional Transportation Plan

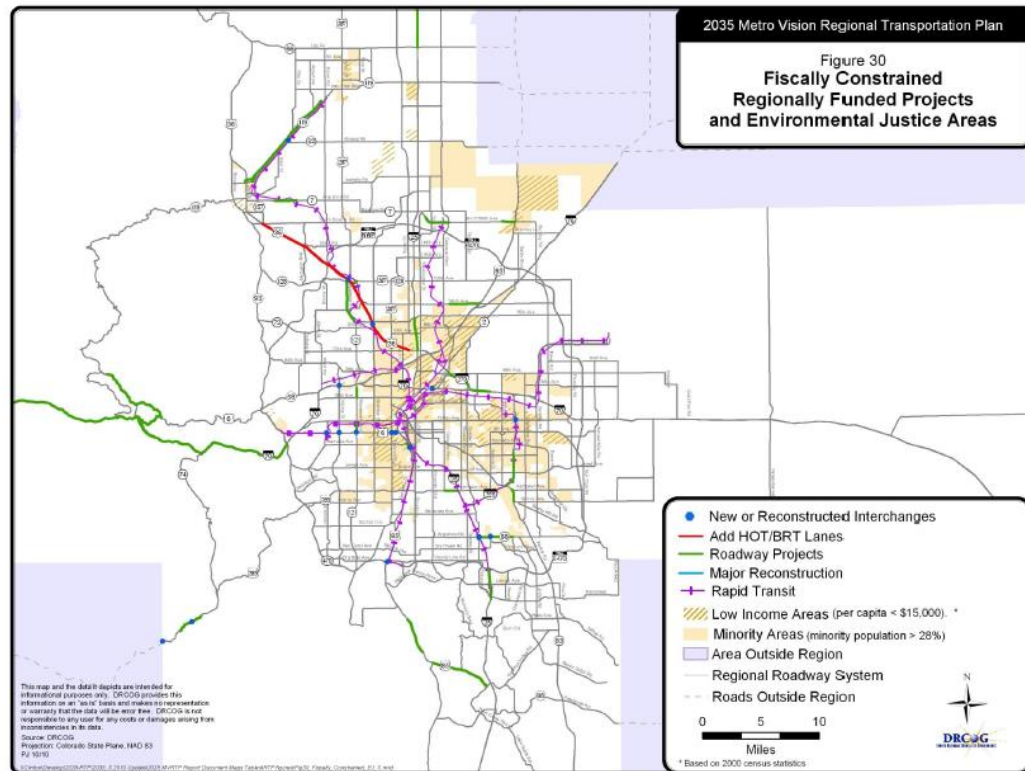
- *Growth of elderly and disabled population.* Both the elderly and disabled populations are growing at rates faster than the general population. Between 2005 and 2035, the number of area residents aged 60 and older is expected to nearly triple from approximately 336,000 to 970,000. In contrast, the overall population is expected to increase by 59 percent in that time period. It is expected that a large percentage of older adults will choose to live in suburban locations, which are difficult to serve with traditional fixed-route transit services. There may also be fewer opportunities for family members to provide transportation since grown children often live far apart from their elderly parents. This may mean increased reliance on public and specialized transit service systems in service area hardest to serve cost-effectively by transit.
- *Mobility options for persons without a car.* According to the 2000 Census, about 67,000 households in the Denver region did not have an automobile available.
- *Specialized Elderly and Disabled Transit Service.* In 2005, persons in the region with a mobility impairment numbered approximately 153,000 (Table 3). About 27 percent were age 65 and over. This definition for disabled or mobility impairment is based on the U.S. Census tabulation of –persons who have difficulty going outside the home alone to shop or visit a doctor's office.

| Table 3 | | | |
|---|------------|-----------|-----------|
| 2005 Estimated Population by Age and Mobility Impairment | | | |
| | 0-64 Years | 65+ Years | Total |
| Population | 2,460,000 | 237,000 | 2,697,000 |
| Non-mobility Impaired | 2,349,000 | 195,000 | 2,544,000 |
| Mobility Impaired | 111,000 | 42,000 | 153,000 |

Source: 2000 Census and DRCOG 2005 Population Estimates

- RTD ADA Services. Currently provides about 786,000 trips per year. An additional 120,000 wheelchair boardings occur on RTD's fixed-route buses and trains. One hundred percent of RTD's bus fleet has operable wheelchair lifts.
- Geographic Concentrations of EJ Communities. The first step in the environmental justice evaluation process was to identify geographic concentrations of minority and low-income populations. The transportation analysis zones (TAZs) identified as either minority or low-income make up the environmental justice areas of the region. Figure 30 shows the TAZs where, based on the 2000 Census data, the percent of minority population is at or above the regional minority percentage of 28 percent. The minority population is concentrated in census tracts to the north, southwest, and east of the Denver CBD. Other localized concentrations are in Boulder, Brighton, Longmont, and Lafayette.
- In preparing TAZ data sets, DRCOG classifies zones based on per capita income (dividing total TAZ income by the TAZ population). The lowest classification (income less than \$15,000 in 1999 dollars) is considered to be a reasonable approximation of low-income for use in the environmental justice assessment. Figure 30 also shows these low-income TAZs.

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Boulder County



- *Travel Characteristics of Low-Income and Minority Communities.* Evaluations of the travel characteristics of the minority and low-income population of the Denver region were conducted based on 2000 census data. The analysis revealed several key factors:
 - 66 percent of minority workers drove alone in private vehicles to work;
 - Hispanics had the highest carpool rate to work (23 percent);
 - African-Americans had the highest use of public transit to work (13 percent);
 - Whites had the highest drive-alone rate to work (77 percent); and
 - Workers with lower incomes were more likely to use public transit or walk to get to work.
- Automobile ownership is closely correlated to income. In 2000, about 67,000 households located throughout the Denver region did not have an automobile available.

Mobility for All Needs Assessment & Action Plan
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| Table 7 Fiscally Constrained 2035 RTP Expenditures (from 2012 to 2035 in YOE \$ millions) | | |
|--|--------------|-------------------------------------|
| System Category | | Fiscally Constrained Revenues |
| 1. Preservation and Maintenance | Total | \$39,130 |
| A. Regional Roadway System: | | |
| - Resurfacing, Maintenance | | \$12,210 |
| - Toll Operations | | \$620 |
| - Road Reconstruction (Specific Projects + Pool) | | \$4,100 |
| - Bridge (Specific Projects + Pool) | | \$1,850 |
| B. Off-street Bicycle/Pedestrian Facility Maintenance | | \$50 |
| C. Non-regional roads | | \$19,730 |
| - Non-regional bridges | | \$570 |
| 2. Base Transit Services | Total | \$23,560 |
| - RTD System Facilities & Fleet | | \$3,400 |
| - Base RTD Bus/Rail Service | | \$17,940 |
| - Base RTD Specialized ADA Service | | \$1,190 |
| - Maintain Other Transit Services (E&D, rural) | | \$1,030 |
| 3. Management, Operational, & Air Quality | Total | \$3,840 |
| - Roadway Operational, Multimodal, RR Grade Separations | | \$620 |
| - Transportation Management, ITS, Signal Systems | | \$290 |
| - Maintain and Operate Management, ITS, Signals | | \$2,180 |
| - Safety Specific Improvements | | \$570 |
| - TDM Program + RideArrangers | | \$110 |
| - Air Quality Conformity Programs and Purchases | | \$70 |
| 4. Capital Improvements - Capacity Expansion | Total | \$67,770 |
| A. Regional Roadway System: | | |
| - Additional GP lanes | | \$5,740 |
| - Interchange (new & upgrade) | | \$1,850 |
| - Bus/HOV Lanes | | \$740 |
| - I-70 Mountain | | \$990 |
| B. New Regional Transit: | | |
| - FasTracks Rapid Transit / BRT stations / DUS | | \$7,000 |
| - Other Regional Rapid Transit (Tier 2 part) | | \$0 |
| - Other Conceptual Rapid Transit Lines (e.g., C-470, E-470) | | \$0 |
| - RTD Bus Capital Expansion (FasTracks bus + CMAQ) | | \$800 |
| C. Other: | | |
| - New Bicycle/Pedestrian Facilities | | \$990 |
| - Other enhancement | | \$20 |
| - Front Range Commuter Bus | | \$0 |
| - Statewide Passenger Rail Corridors (Tier 2) | | \$0 |
| - Eastern Freight Rail Bypass + UPRR Limon Subd. Improves. | | \$0 |
| - New UPRR and BNSF Intermodal + DRIR, Denver Utah Jct., etc. | | \$0 |
| - New Minor Arterials & Collectors | | \$19,070 |
| - New Local (developer) Streets | | \$30,570 |
| 5. Debt Service (Tollways & RTD) | Total | \$9,220 |
| - RTD FasTracks debt service | | \$5,280 |
| - Toll highway debt service | | \$3,940 |
| 6. Aviation Facilities | Total | \$9,120 |
| GRAND TOTAL | | \$152,640 |

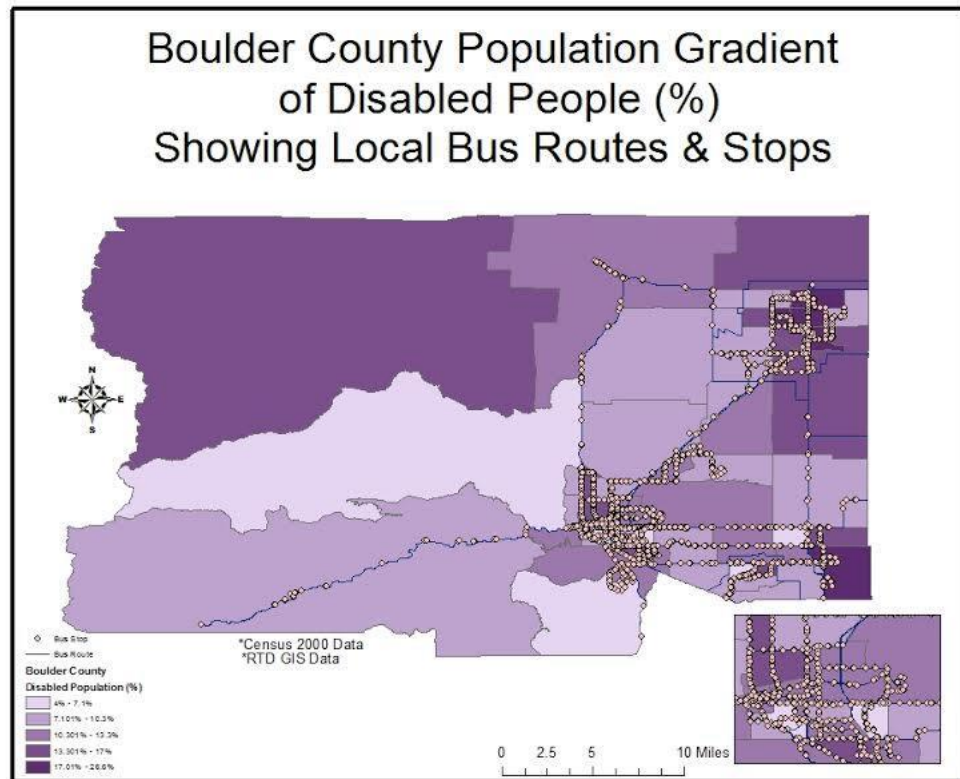
Source: RTD, DRCOG, and CDOT

Boulder County Transportation Gaps Analysis

The Boulder County Transportation Gaps Survey (n=32), identified the following key findings. These data were used in the Boulder County Transportation Gaps Analysis. The analytical findings are summarized below.

- Clients possessing unmet human services transportation needs. No – 19.4% (6), Yes – 80.7% (25)
- Reasons for unmet Transportation needs. Too Expensive (65.2%), Not available for specific type of trip (65.2%), Inadequate days/hours of service (60.9%), Scheduling is too difficult (56.5%), Area not served (52.2%), Lack of same day service (47.8%), Lack of information (43.5%), Language barrier (43.5%), Cultural norms or values (17.4%), Vehicles not accessible (17.4%).
- How current services could be improved. Weighted scores:
 - Affordability of service - 127
 - Expanded hours of operation - 113
 - Expanded service outside of town - 95
 - Central dispatch / information source (one phone number to call for ride, etc.) - 51
 - More service that is accessible for people with disabilities - 46
 - Better marketing / more awareness of options - 43
 - Better coordination between service providers – 31
- *Statistical Analysis.* Of the 293,205 people residing in Boulder County, 43,141 are sixty years or older.
- *Demographic Analysis.* According to the 2000 Census data, Boulder County had a total population of 271,871. Of those, 32,214 or 11.85% of those residents lived with a disability.

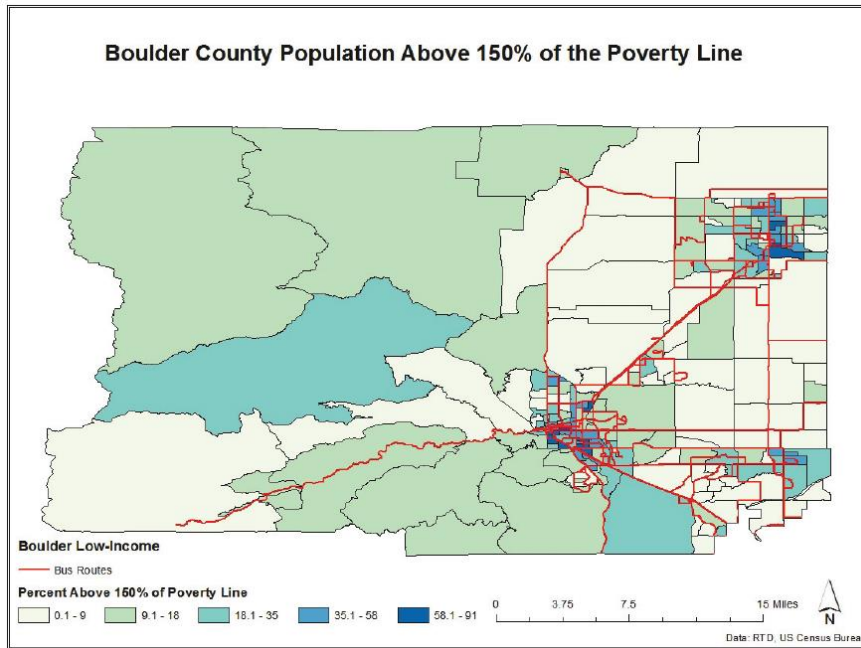
Mobility for All Needs Assessment & Action Plan
Boulder County



County-Wide:

| Population | Estimate | Percent |
|---|--|---------|
| Total | 295,912 | |
| Number of Persons Living Below 150% of Poverty Line | 58,781 | 19.9% |
| Block Group with Lowest Percent of Persons Living Below 150% of Poverty Line | Block Group 2, Census Tract 613, Boulder County, Colorado | 0% |
| Block Group with Highest Percent of Persons Living Below 150% of Poverty Line | Block Group 1, Census Tract 124.01, Boulder County, Colorado | 90.3% |
| Average Percent of Persons Living Below 150% of Poverty Line per Block Group | | 21.2% |
| Median of Percent of Persons Living Below 150% of Poverty Line | | 15.8% |

Mobility for All Needs Assessment & Action Plan
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| Population | 2000 | 2005 | 2010 | 2007-2011 |
|--|---------|----------|----------|-----------|
| Employed | 162,428 | 146,101 | 153,341 | 155,375 |
| Employed Percent | 70.10% | | | 65.20% |
| Unemployed | 7,443 | 10,208 | 10,278 | 11,174 |
| Unemployed Percent | 4.40% | 6.50% | 6.30% | 6.70% |
| Below Poverty Level | 26,818 | 32,140 | 35,772 | 37,129 |
| Below Poverty Level Percent | 9.20% | 11.80% | 12.80% | 13.10% |
| Below Poverty Level Percent Increase | | 2.30% | 1.00% | 0.30% |
| INCOME | | | | |
| Total Households | 114,793 | 113,405 | 117,629 | 118,545 |
| Less than \$10,000 | 7,549 | 9,188 | 8,163 | 7,651 |
| As Percent | 6.60% | 12.34% | 6.90% | 6.50% |
| \$10,000 - \$14,999 | 4,783 | 4,943 | 4,617 | 4,371 |
| As Percent | 4.20% | 22.94% | 3.90% | 3.70% |
| \$15,000 - \$24,999 | 10,171 | 10,351 | 9,879 | 10,232 |
| As Percent | 8.90% | 10.95% | 8.40% | 8.60% |
| \$25,000 - \$34,999 | 12,098 | 10,307 | 10,412 | 10,358 |
| As Percent | 10.50% | 11% | 8.90% | 8.70% |
| \$35,000 - \$49,999 | 16,127 | 14,458 | 14,248 | 14,036 |
| As Percent | 14.00% | 7.84% | 12.10% | 11.80% |
| \$50,000 and Above | 64,065 | 64,158 | 70,295 | 71,897 |
| As Percent | 55.80% | 56.57% | 59.75% | 60.60% |
| Personal Income Change from Previous Period as Percent | 1.91% | 7.37% | 5.20% | 0.35% |
| Median Household Income | | \$57,502 | \$64,839 | \$66,479 |
| POVERTY LEVEL | | | | |
| Poverty Estimate (All Levels) | 22,770 | 32,140 | 39,097 | |
| Poverty Estimate (All Levels) As Percent | | 11.80% | | |
| Below 50% | 14,299 | 14,767 | 16,936 | 17,332 |
| 50% - 99% | 12,519 | 17,373 | 18,836 | 19,797 |
| 100% - 124% | 8,020 | 7,904 | 10,428 | 10,506 |
| 125% - 149% | 8,602 | 6,955 | 10,696 | 11,156 |
| 150% - 184% | 11,593 | 12,807 | 14,149 | 12,911 |
| 185% - 199% | 4,475 | 6,749 | 4,781 | 5,647 |
| 200% and Above | 223,074 | 204,729 | 206,654 | 206,701 |

Mobility for All Needs Assessment & Action Plan

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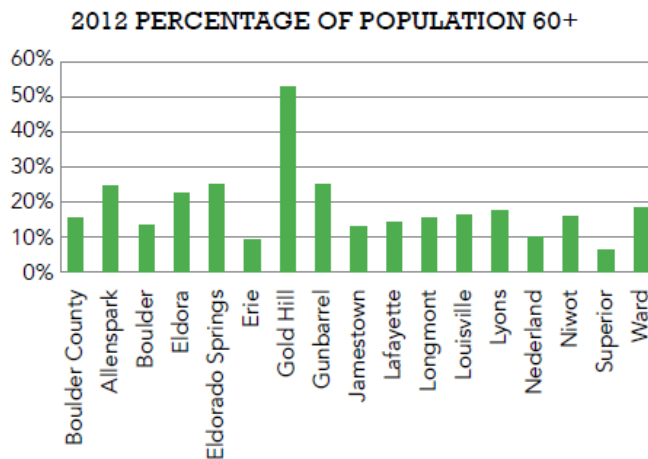
Age Well Boulder County

Boulder County Demographics:

Older adults represent the fastest growing segment of Boulder County. As of 2015, about 19% of Boulder County's population is age 60 and over. By 2040 forecasts suggest that the population age 60 and over will account for about 26% of Boulder County's population. While modest increases of between 12-36% are expected in the 60-69 year old age category, Boulder County will experience dramatic increases in its older-old age groups:

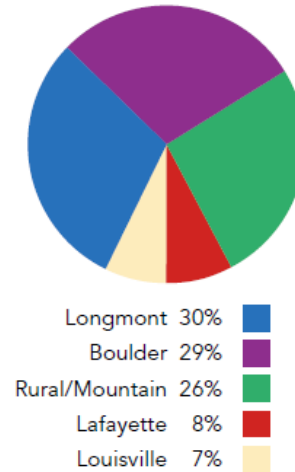
| Age Group | 2015 Population | 2040 Population | Rate of Growth 2015-2040 |
|-----------|-----------------|-----------------|--------------------------|
| 60 to 64 | 19,732 | 22,246 | 12.74% |
| 65 to 69 | 15,301 | 20,949 | 36.91% |
| 70 to 74 | 9,619 | 19,306 | 100.7% |
| 75 to 79 | 6,230 | 17,562 | 181.89% |
| 80 to 84 | 4,273 | 15,002 | 251.09% |
| 85 + | 4,745 | 16,070 | 238.67% |

Source: Colorado State Demography Office, Population Estimates and Forecasts based on 2010 Census data.

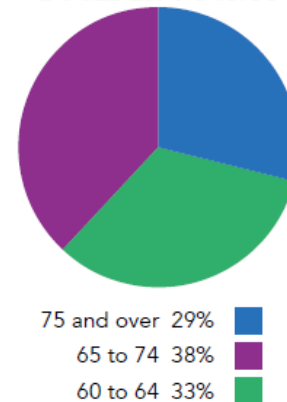


American Community Survey 2008-2012 5 Year Estimates

60+ ADULTS BY AREA IN BOULDER COUNTY

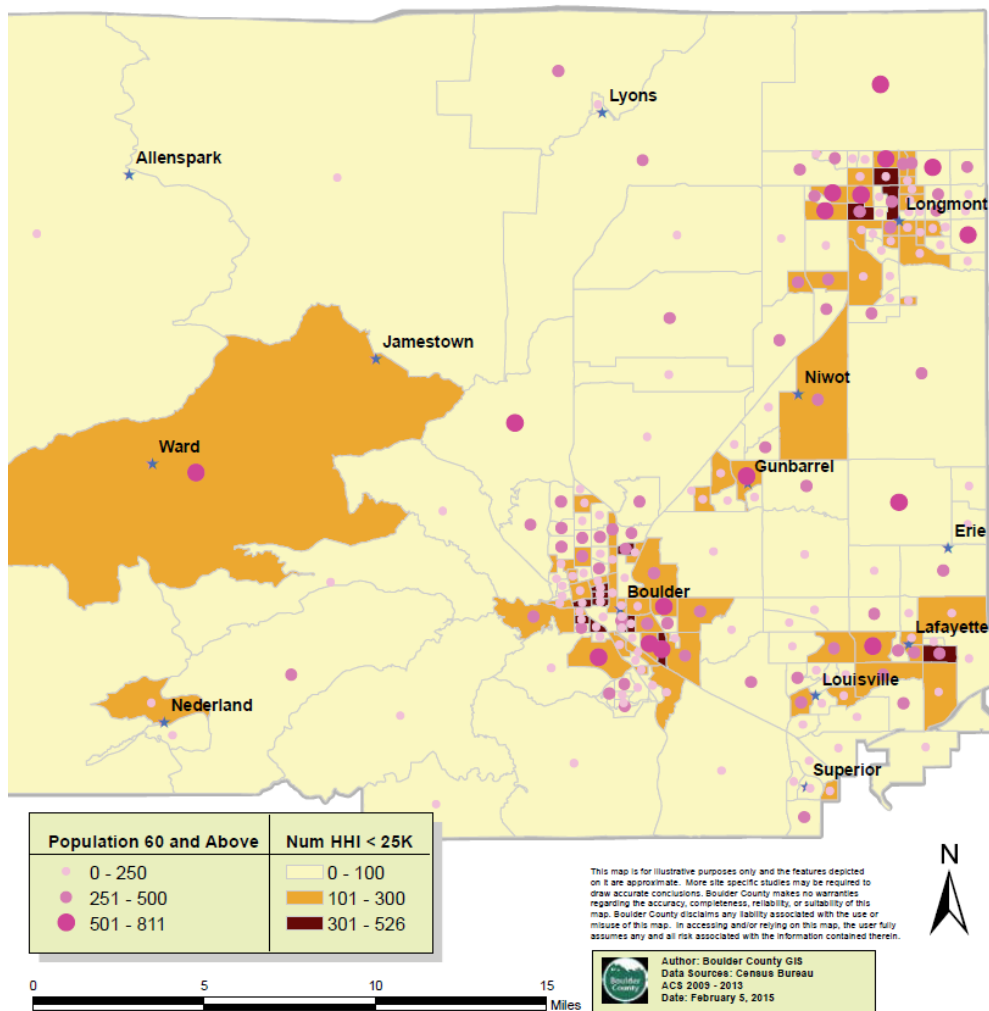


AGE DISTRIBUTION OF OLDER ADULTS IN BOULDER COUNTY



Mobility for All Needs Assessment & Action Plan
Boulder County

| | Boulder | Lafayette | Longmont | Louisville |
|--|---------|-----------|----------|------------|
| Total Population | 100,363 | 25,238 | 87,607 | 18,831 |
| 60+ Percent | 13.6% | 15.2% | 16.3% | 16.7% |
| 60+ Population | 13,649 | 3,836 | 14,280 | 3,145 |
| 65+ Pop w/ Disability | 2,769 | 594 | 2,914 | 520 |
| 65+ Pop Below Poverty | 570 | 70 | 763 | 158 |
| 65+ Pop Below Poverty (Latino) | 56 | 17 | 167 | 0 |
| 65+ Male Living Alone | 782 | 228 | 738 | 112 |
| 65+ Female Living Alone | 2,161 | 511 | 1,888 | 640 |
| Households Receiving Foodstamps w/ at least one person 60+ in HH | 349 | 79 | 666 | 32 |
| Source: 2013 US Census American Community Survey | | | | |

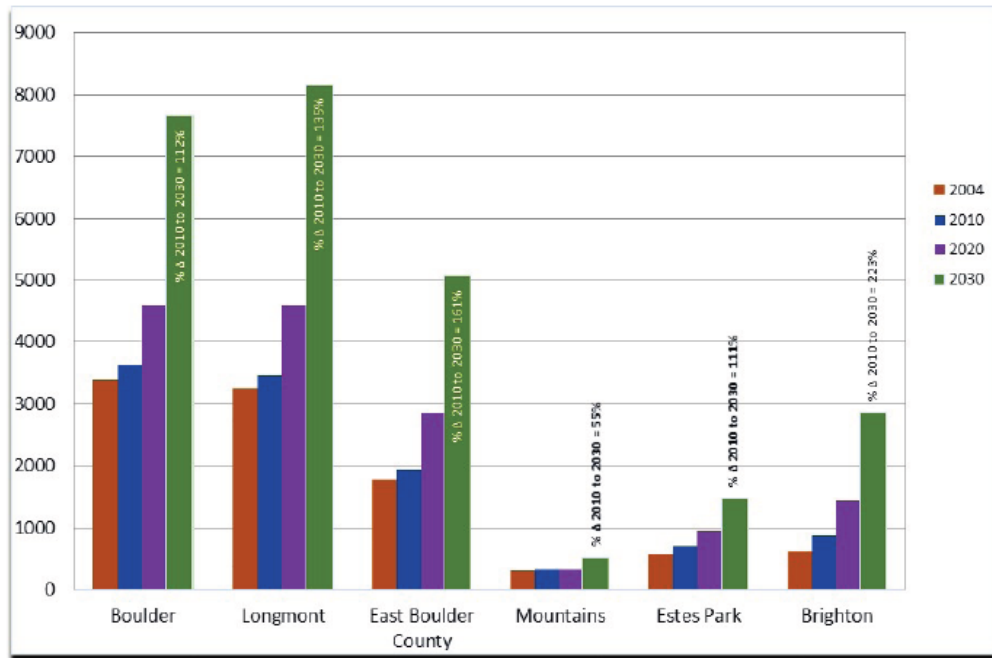


Via Reports

According to Via, the following key metrics describe services, mobility needs, and fiscal investments in the City of Boulder.

- Via's paratransit program provided 59,326 trips, a seven percent increase over 2013.
- Of those trips, 12,179 were for individuals experiencing homelessness in order to access safe shelter or employment/training programs, partnering with Boulder Shelter for the Homeless and Boulder Outreach for Homeless Overflow (BOHO)
- 1,179 unduplicated riders were served.
- 7 Boulder residents successfully completed the individualized travel training program, enabling them to use available public transit.
- 234 Boulder residents who have mobility limitations received individual travel plans.
- 669 Boulder residents living with mobility challenges registered with Via for the first time.
- Via provided 865,292 trips on the HOP, a contract with the city of Boulder and CU-Boulder; 41,328 of those trips were on the popular student Late Night Transit program
- Via also provided RTD-funded Access-a-Ride, the Americans with Disabilities Act mandated paratransit program, to eligible Boulder residents.
- The Transportation Department contributed \$275,000 representing 14% of the total cost of Via's Boulder services.
- Via's cost for paratransit, travel training and mobility options programs in Boulder was approximately \$2.1 million in 2014, representing 49% of the total cost of Via's mission services of \$4.3 million.
- The HOP contract provided \$277,000 in net revenue to help offset the operating losses in Via's mission services.
- Primary sources of revenue to support Boulder services (in order of amount) include net revenue from the HOP contract and other service contracts, city of Boulder, philanthropic gifts, Boulder County, federal grants, Medicaid, rider fares and Foothills United Way. Rider fares comprised close to 3% of revenue.
- The city of Boulder Human Services department provided \$20,000 to Boulder Shelter for the Homeless to subcontract with Via to provide transportation services for individuals who are homeless. Via lost funding sources for this service in 2011.
- A total 1,159 Boulder residents were served in the paratransit, travel training and mobility options programs, representing 38% of all people Via served in 2014 and a 12.5% increase over 2013.
 - 38% were over the age of 80; 80% were over the age of 60.
 - 89% lived with a disability or chronic disease.
 - 34% lived on annual incomes at or below \$11,750.
- Successful travel trainees averaged 26 trips a month on public transit.

Mobility for All Needs Assessment & Action Plan
Boulder County



According Via the following key metrics describe services, mobility needs, and fiscal investments in Erie.

- The on-demand paratransit program provided 913 trips (a 10% increase over 2013). Of those trips:
 - 159 were for medical/access to health care purposes;
 - 324 were for Senior Center meals and programs;
 - 106 trips were to transport older adults to and from Boulder in order to attend the Care Link Adult Day Program.
- 30 Erie residents were served in the paratransit program.
- Two Erie residents were served in the Mobility Options Information and Referral program.
- Via's cost of Erie paratransit and mobility options information and referral services was approximately \$34,000 in 2014.
- The Town of Erie provided \$10,335, representing 30% of the cost of Via's services to Erie residents.
- Via's total mission services expense budget in 2014 was close to \$4.3 million. Erie service represents less than 1% of that cost.
- Via's federal funding allocations remained basically flat for 2014-15 period.
- In 2014, Via's mission services in Erie were supported by (in order of amount) RTD, Boulder County, the Town of Erie, philanthropic gifts, FTA Section 5310, Foothills United Way, and rider fares. Rider fares comprised less than 1% of the revenue.
- For Erie residents who live in Weld County (57% of all Erie residents served), the Town of Erie's funding is our only source of revenue for those individuals.
- A total of 32 unduplicated Erie residents were served in the paratransit and mobility options programs, representing 1% of all people Via served in 2014.

- 29% were over the age of 80; 74% were over the age of 60.
- 79% lived with a disability or chronic disease.
- 18% lived on annual incomes at or below \$11,770.
- Trips denials in Erie averaged 6.4% of all trip requests for the year; for the month of February, the trip denial rate was over 20%, an exceedingly high amount.

According Via the following key metrics describe services, mobility needs, and fiscal investments in Lafayette.

- Via's paratransit program provided 8,875 trips, a 14% increase over 2013. Of those trips:
 - 1,140 were for medical/access to health care purposes;
 - 1,103 were for employment;
 - 306 were for Senior Center programs;
 - 1,240 for senior meals;
 - 712 trips were to transport older Lafayette adults to and from Boulder in order to attend the Care Link Adult Day Program.
- 151 unduplicated Lafayette older adults and individuals with disabilities were served in the paratransit program.
- 44 Lafayette residents who have mobility limitations received individual travel planning assistance, enabling them to use other transportation options that may be available.
- Three Lafayette residents successfully completed the individualized travel training program.
- 132 Lafayette residents living with mobility challenges registered with Via for the first time.
- Via provided shuttle services for the Lafayette Oatmeal and Peach Festivals. (total of 1,317 trips)
- Via implemented a call-back notification module that has reduced late cancellations and no shows by over 22% allowing Via to provide more same day rides.
- Total cost of 2014 Lafayette service was approximately \$175,000.
- In 2014, Via's mission services in Lafayette were supported (in order of amount) by RTD, Boulder County, the city of Lafayette, philanthropic gifts, Exempla Good Samaritan Hospital, Title III of the Older Americans Act, FTA Section 5310, rider fares, Foothills United Way and Medicaid. Rider fares were 1% of the revenue.
- The city of Lafayette's 2014 contribution of \$19,500 represented 11% of the total cost of Via's mission services in Lafayette.
- Via's total budget for paratransit, travel training and mobility options information and referral throughout our service area in 2014 was \$4.3 million. Services to the city of Lafayette represent 4% of that total.
- Trip denials reached a year high of 7.6% of all trip requests in April 2014. Trip denials averaged four percent for the year.
- A total of 169 Lafayette unduplicated residents were served in the paratransit, travel training and mobility options programs, representing just under six percent of all people Via served in 2014.
 - 29% were over the age of 80; 72% were over the age of 60

Mobility for All Needs Assessment & Action Plan
Boulder County

- 82% lived with a disability or chronic disease
- 41% lived at or below \$11,770 annually

According Via the following key metrics describe services, mobility needs, and fiscal investments in Longmont.

- 40,305 paratransit trips were provided, a nine percent increase over 2013. Twenty-five percent of all trips were for access to health care purposes.
- 1,015 unduplicated Longmont riders were served, a three percent increase over 2013.
- 9 Longmont residents successfully completed the individualized travel training program allowing them to safely and confidently use public transit.
- 219 Longmont residents who have mobility limitations, received mobility options information and referral assistance or individual travel plans.
- 599 Longmont residents registered with Via for the first time.
- Via implemented a call-back notification module that has reduced late cancelations and no shows by over 22% allowing Via to provide more same day rides.
- Via has six full time vehicles operating in town as well as weekday daily connections to Boulder and a weekly connection to East County as well as part day Sunday service.
- Via provided 47,872 trips on Call-n-Ride, a fully funded contract with RTD. This represents an 18% increase over 2013.
- Via's cost to provide Longmont's paratransit, travel training and mobility options programs exceeded \$1.2 million. Fourteen percent of that amount was provided by the city of Longmont:
 - \$135,000 from the Transportation Department
 - \$35,000 from the Human Services Department
 - \$13,000 from Longmont Housing Authority for contract services
- Service in Longmont is funded by (in order of amount) federal grants, RTD, city of Longmont, Boulder County, foundation and philanthropic gifts, Longmont United Hospital, Medicaid, rider fares and Foothills United Way. Rider fares comprise less than one percent of the revenue.
- Via's funding from Longmont Human Services was restored back to \$35,000 for 2015.
- Via's core services total expense budget in 2014 was \$4.3 million to serve 19 communities in five counties. Longmont service represents almost 30% of that cost.
- Trips denials in Longmont were high during the spring of 2014—almost 100 a month. Over 900 of all trip requests were denied in 2014 due to capacity constraints.
- A total of 1,087 unduplicated Longmont residents were served in Via's Paratransit, Travel Training and Mobility Options programs, approximately the same as 2013.
 - 26% were over the age of 80; 67% were over the age of 60
 - 65% lived with a disability or chronic disease
 - 31% lived on annual incomes below \$11,770
 - 10% were of Hispanic origin

According Via the following key metrics describe services, mobility needs, and fiscal investments in Louisville.

- Via's paratransit program provided 3,780 trips. Of those trips:

- 800 were for medical/access to health care purposes;
- 1,660 were for Senior Center programs and meals;
- 632 trips were to transport older Louisville adults to and from Boulder in order to attend the Care Link Adult Day Program.
- 91 unduplicated Louisville older adults and individuals with disabilities were served in the paratransit program.
- 18 Louisville residents who have mobility limitations received individual mobility options plans enabling them to use a range of transportation options available to them.
- 67 Louisville residents registered with Via for the first time.
- Via implemented a call-back notification module that has reduced late cancellations and no shows by over 22% allowing Via to provide more same day rides.
- Via provided 13,691 passenger trips on Call-n-Ride, a fully funded contract with RTD.
- Via's cost of Louisville paratransit and mobility options information and referral services was approximately \$160,000 in 2014.
- The city of Louisville provided \$33,400, representing 21% of the cost of Via's mission services to Louisville.
- Via's total mission services expense budget in 2014 was \$4.3 million. Louisville service represents almost 4% of that cost.
- In 2014, Via mission services in Louisville were supported by (in order of amount) RTD, city of Louisville, Boulder County, philanthropic gifts, Title III of the Older Americans Act, Avista Hospital, FTA Section 5310, rider fares and Medicaid. Rider fares comprised less than 1% of the revenue.
- A total of 97 unduplicated Louisville residents were served in the paratransit and mobility options programs, representing three percent of all people Via served in 2014.
 - 36% were over the age of 80; 73% were over the age of 60
 - 82% lived with a disability or chronic disease
 - 33% lived on annual incomes at or below \$11,770

Countywide Mobility Spending Analysis

Countywide mobility spending and funding levels and patterns are presented in the following charts. In addition a few key statistics are listed following the charts.

Mobility Spending: HHS

| Program/Vendor | Average Annual | 2011 | 2012 | 2013 |
|--|------------------|------------------|------------------|------------------|
| Via Mobility Services - General Services | | \$131,300 | \$131,300 | \$131,300 |
| RTD Bus Passes - Child Welfare | \$124,297 | \$118,181 | \$137,710 | \$117,001 |
| RTD Bus Passes - Employment First | \$18,947 | \$18,920 | \$23,622 | \$14,298 |
| RTD Bus Passes - Adult Protective Services | \$4,789 | \$5,585 | \$4,332 | \$4,450 |
| Gas Cards | \$40,432 | \$38,247 | \$46,831 | \$36,219 |
| Subtotal | \$319,765 | \$312,233 | \$343,795 | \$303,269 |

Mobility Spending: Transportation

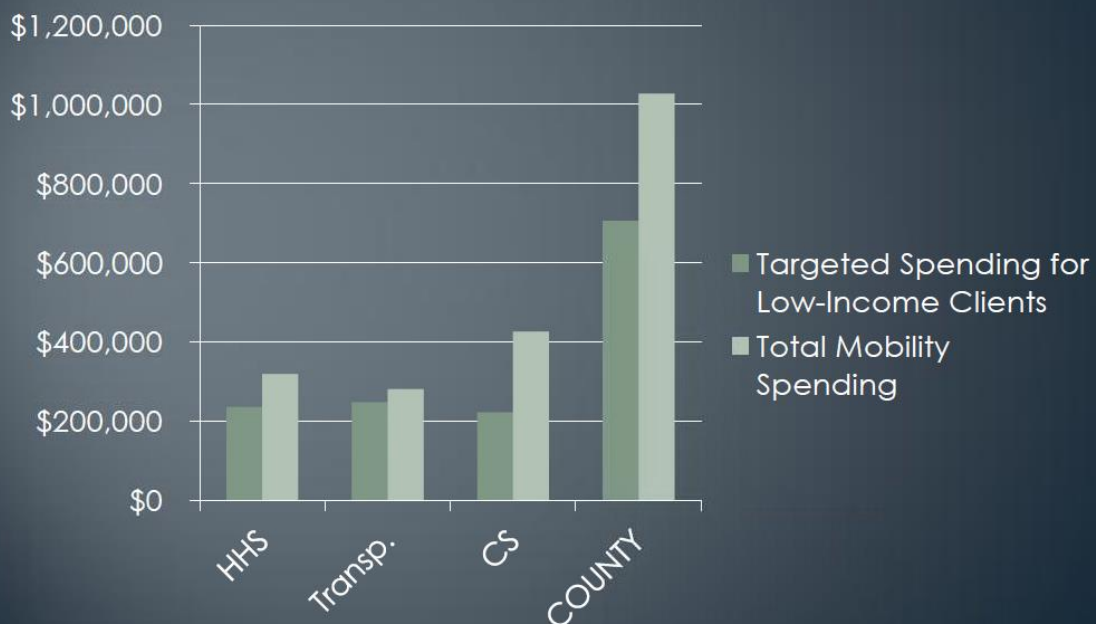
| Program/Vendor | Average Annual | 2011 | 2012 | 2013 |
|---|------------------|------------------|------------------|------------------|
| RTD bus passes (nonprofit discount) | \$38,625 | \$27,561 | \$43,013 | \$45,301 |
| Neighborhood Eco Passes | \$25,749 | \$25,749 | \$25,749 | \$25,749 |
| Homeless Shuttle (Via) -- Transit Vouchers for Homeless | \$2,009 | n/a | n/a | \$6,028 |
| Bicycle Programming | \$10,478 | n/a | \$31,435.00 | n/a |
| Mobility Management* | \$69,284 | \$71,393 | \$73,567 | \$62,891 |
| Transit Buy-ups** | \$135,061 | \$103,680 | \$142,400 | \$159,104 |
| Subtotal | \$281,207 | \$228,384 | \$316,165 | \$299,073 |

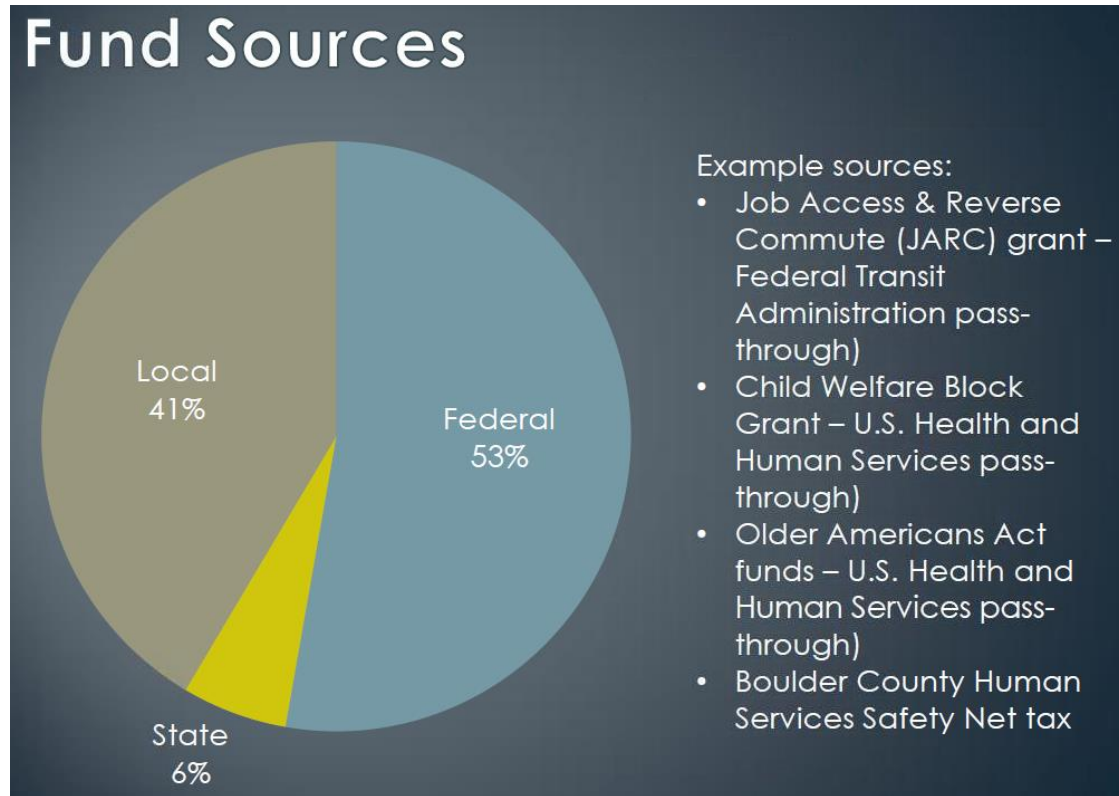
Mobility Spending: Community Services

| Program/Vendor | Average Annual | 2011 | 2012 | 2013 |
|------------------------|------------------|-----------|-----------|-----------|
| Via - Older Adults | \$121,601 | \$130,821 | \$139,786 | \$94,196 |
| Via - General Services | \$280,944 | \$281,978 | \$281,980 | \$278,873 |
| BCCC Medical Mobility | \$24,260 | \$14,136 | \$33,624 | \$25,019 |
| Subtotal | \$426,804 | \$426,935 | \$455,390 | \$398,088 |

Spending on Low-Income Clients

Average Annual Spending by Department





Client Statistics:

- RTD 10-Ride Ticket Books and Monthly Passes (JARC Funds). In 2014:
 - Average of at least 51 people served per month
 - Approx. 100 unduplicated individuals served in 2014
 - Approx. 26,830 trips supported
 - Approx. \$385 spent per client per year
- Neighborhood Eco Passes (2011-2013)
 - Average of 306 individuals served annually
 - Approx. \$84 spent per client per year
- Via Mobility Services (2011-2013)
 - Average of 2,231 riders served each year by HHS and CS funding combined
 - Approx. \$239 spent per client per year
- Total Clients Served Annually: 2,637

Ongoing Mobility Programs

2035 Metro Vision Regional Transportation Plan

- *Call-n-Ride Service.* Currently, there are 19 total call-n-Ride service areas offered by RTD throughout the metropolitan area.

- *Specialized Elderly and Disabled Transit Service.* RTD provides Americans with Disabilities Act (ADA) service through its access-a-Ride program. All fixed-route buses are wheelchair lift-equipped, all LRT trains are wheelchair accessible.
- *RTD ADA Services.* RTD provides most elderly and disabled trips. Its access-a-Ride service acts both to supplement regular lift-equipped bus service and as a separate bus system for the disabled. RTD also offers the SeniorRide service to provide trips to seniors and others to attend a variety of cultural events and activities.

Boulder County Transportation Master Plan

Strategy 4: Increase Accessibility:

- The Mobility for All Program provides subsidized transit passes, assisted housing-based Eco Passes, peer/case manager travel training, a bike to transit/earn a bike program and other personalized transportation solutions for people challenged by limited mobility.
- Boulder County partners with Via Mobility Services, the Regional Transportation District and other public, private and nonprofit transportation organizations and human service providers to promote independent living and social engagement by supporting accessibility planning and programs that expand options for residents with mobility challenges.

Age Well Boulder County

Basic Needs:

- Lafayette GO Services initiated a transportation loop in 2014. The Leisure Loop provides free transportation to lunch one day per week. As part of the On the Fly program, the Leisure Loop can provide free transportation from specified locations in Lafayette to allow older adults the ability to participate in day trips and evening activities.
- Medical Mobility, a medical transportation program provided by Boulder County Care-Connect, provided 3,946 escorted medical rides in for 219 clients in 2014.

Via Reports

- Via has served the cities of Boulder and Lafayette for 36 years.
- Via has served the Longmont community for 31 years.
- Via has served the Louisville community for 30 years.
- Via completed a successful Year 4 of the Longmont Coordination Project which works to integrate trips between Via's paratransit program and RTD's Call-n-Ride program. RTD's Access-a-Ride paratransit program was added to the Longmont Coordination Project.
- Via also provided RTD-funded Access-a-Ride paratransit program (mandated by the ADA) to eligible county residents.

Neighborhood ECO Pass White Paper

Best Practices:

- The NECO Pass program has flourished in Boulder. In 2012, there were 11,000 participants in 6,251 eligible households. It was created nearly 20 years ago by the City of Boulder in partnership with RTD. It was designed as an effort to reduce the environmental effects and traffic congestion caused by automobile use. The success of

- this program can be attributed to the systems and infrastructure that the city has developed and instituted to overcome barriers.
- The GO Boulder initiative for alternative transportation provides committed, knowledgeable and helpful staff to guide neighborhoods through the process as well as subsidies to the contract amount of 50% for the first year and on-going subsidies in the range of 25% to 35%, depending on the city budget and cost per household. In 2012, these subsidies totaled \$210,000. The city serves as the Applicant that enters into the contract with RTD on behalf of the neighborhood.

County-wide Mobility Spending Analysis

Mobility Programs – 2014 Ride Free Longmont:

- 62% of Longmont transit riders have total household income < \$25,000
- 79% have no access to a car
- 2014 Ridership doubled to 212,000 trips
- \$209,000/year
- Cost share with Longmont
- Continued through 2016

Mountain Communities Transit Feasibility Study

Existing Transit Service:

- The Climb is a privately operated, fixed-route, weekday service running between Boulder and Gold Hill. The route includes one scheduled run extending to Ward on weekday mornings. In the morning, The Climb begins in Ward, then makes one round trip from Gold Hill to Boulder and back to Gold Hill. In the evening, The Climb begins in Gold Hill, making two round trips to Boulder before returning to Gold Hill. The Climb honors advance requests for unscheduled runs (e.g. additional runs to Ward or weekend service to special events).
- Special Transit is a non-profit organization that provides limited weekday, on-demand, general public transit service within key portions of the study area including Nederland, Allenspark, Lyons, and unincorporated areas of Boulder County. Around town service is provided one day per week in Nederland with monthly trips to Boulder; Lyons around town service is provided 2 days per week with weekly service to Longmont and on-demand service to Lyons or Estes Park (minimum of 3 riders) is available to Allenspark residents. Free Special Contract trips are provided quarterly to each community per for trips within a 50-mile radius for social/ cultural activities and mileage reimbursements (\$.50 per mile, \$6.50 one-way between communities or \$8.50 one-way to the Denver Metro area) is available 7 days per week for riders participating in Special Transit's Family and Friends Mileage Reimbursement Program. This program allows riders to travel to any destination in Boulder County or to Denver (medical trips only) on days/ times when Special Transit service is not available.

Mobility Needs/Gaps

The following gaps between mobility needs and mobility services were identified through the documents reviewed in this plans and programs screening. These are cited by source.

Boulder County Transportation Gaps Survey

Client unmet transportation needs:

- Going to the doctor / dentist / medical - 69.6%
- Accessing social service providers - 65.2%
- Recreational activities and events - 65.2%
- Travel to surrounding communities - 65.2%
- Weekend activities - 56.5%
- Visiting friends and family, running errands - 52.2%
- Getting to/from work - 52.2%
- Shopping - 43.5%
- Attending training or education classes - 43.5%
- Getting kids to childcare, school or school activities - 39.1%
- Religious / spiritual - 39.1%
- Senior meal sites - 21.7%

Comments on unmet ability to get to/from work:

- Before 6 am - Travel to out-of-county medical appointments and appointments which require anesthesia.
- Early morning, evenings, weekends - People are very intimidated by taking a bus, particularly out of town
- After-hours and late night trips - Our biggest gap is people needing to go to the Anschutz campus or the VA in Denver* (*Not work related*)
- Nights, early mornings, weekends - Any of these things are difficulties. We cannot offer them bus tickets to anything other than health, school, or job related.
- A major problem is lack of funds for bus tickets for shelter clients, not bus schedules. Shelter staff are only able to provide 6 bus tickets per client during their stay at shelter. At times we are not able to provide 6 tickets due to lack of passes. Passes are provided for medical, social services, legal appts, and work. Passes are not available for things like grocery shopping and traveling outside of Boulder.

Specific reasons for unmet needs:

- Transportation to appointments involving anesthesia, personal vehicles cannot accommodate clients with wheelchairs, and some of our more remote service areas (i.e. Nederland) lack a large enough volunteer pool.
- Sometimes driver can't get the client from their home to the vehicle
- Many of our clients need to be at job sites early in the morning when there are minimal buses running, especially on the weekends. There are no funds that I am aware of to help people travel long distances - for example, to return home after becoming stranded in Boulder without money.
- In Longmont, unless you are on a bus route, it's hard to get around because of having to walk too far to a stop using public transportation.
- Service and employment focus on auto users.
- Unable to schedule due to other rides scheduled (Service capacity?)

- Medical issues get in the way (ie: last minute appointments)
- Trips too long between communities.
- It's too expensive; language barrier

Services that clients need include:

- Regular RTD service
- Curb to curb service
- Door to door service
- Service that accommodates wheelchairs and other mobility devices
- Escort/companion assistance required
- Same day service
- RTD service that can go off route on request
- Door through door (client is assisted into home or facility)

Boulder County Transportation Gap Analysis

Mobility Audit: Fieldwork throughout the county showed a lack of schedule or information posted at 27 out of 29 transit stops. Road construction at the time of fieldwork was observed, with no alternative path was built for people with wheelchairs. The audit also revealed that the vast majority of bus stops had no shelter or seating.

Stakeholder Interviews:

- There is not one single point of contact for transit options.
- DRMAC was “Denver centric” and has shown less community outreach than its fellow coordinated service providers (specifically Via).
- Three of the stakeholders interviewed agreed that transit options are lacking in Lafayette, Louisville, Longmont, especially compared to Boulder’s extensive transit network.
- All stakeholders agreed that rural residents and those who live in the mountains have extremely limited options. RTD is virtually non-existent in these areas, and services like VIA and Call and Ride often take a long time or face scheduling conflicts that preclude travelling so far from other users.
- Multiple stakeholders cited a lack of night and weekend transit options as a large barrier to transit accessibility.
- Stakeholders were unhappy with the process by which routes are developed and maintained, especially by RTD.

Gap Analysis:

- The geographic scope of transportation options is fairly limited outside of the City of Boulder. This is especially true of RTD, the main service provider for older adults. RTD’s normal service is extremely limited in both rural and mountainous Boulder County. Just one route—the “N”—travels west of Boulder into the mountains, and the only rural routes are those connecting municipalities.
- RTD’s lack of service areas in rural Boulder County is reflected in the ridership statistics of the next largest service provider for elderly adults: Via. Sixty-percent of Via’s riders live outside of Boulder, 17% of which live in unincorporated areas. Yet Via alone cannot pick up all the slack, as stakeholders reported long wait times for the service when rural

pickups were requested. Services like Care Connect and Careful Wheels will sometimes service these areas, but those organizations restrict ridership to those with medical needs, and do not transport older adults who need to travel to work or run errands.

- Older adults make up the greatest proportion of the population in just those areas that are outside RTD's traditional service areas.
- Via does not run past 7:00pm or on Saturdays.
- Low-income individuals face challenges in eligibility. Many organizations require ADA certification, or being of a certain age to receive benefits.
- The cost of riding RTD is an issue for low-income riders. Bus fare can cost each rider \$2.25 - \$13 dollars per trip depending on the distance of travel. There is no discount for low-income as seen for other qualifiers.
- While Via provides reduced or free fares for low-income individuals over 60, there are significant evening and weekend service gaps.

Age Well Boulder County

Basic Needs:

- Improved transportation, including more options, more accommodating schedules, and greater affordability is key to accessing essential services.
- Transportation is a linchpin issue that determines the older adult population's ability to take advantage of the programs and services offered to them. It also has a significant bearing on the ability to remain in one's own home as one ages.

Via Reports

About Via in Erie:

- Via's paratransit program provides only one day a week (Thursdays) of dedicated paratransit service in Erie, though trips are also provided as space is available on other days from the vehicle that also serves Lafayette and Louisville.

About Via in Longmont:

- For Longmont's \$170,000 contribution, Via will bring in over \$1 million into the community to provide paratransit, travel training and mobility options programs.
- The federal grant Via secures for the Longmont Coordination Project ends in 2015. Via will submit a renewal grant for 2016-2017.
- We ask each community to set a goal of providing 25% of the total cost of services to the community. Based on 2014 service levels, this would mean an increase of nearly \$150,000 from the city of Longmont.

Neighborhood ECO Pass White Paper

Barriers to Success:

- One major barrier to success in establishing a NECO program is the large sum of money that must be paid up front. As indicated in the process section of this paper, the minimum contract amount for 2013 is \$7,497. Which means that, as an example, if you have a neighborhood of 75 households and RTD determines that your cost per household is \$100 (rounding up), you have to have 100% participation for this cost per household. In reality,

participation in the program will be lower than 100% and the remaining participating individuals or households will, therefore, need to contribute proportionally more in order to raise the required funds.

- The potential for a high cost per household with the survey method notwithstanding, paying for a pass all at once up front is problematic for people with low or fixed incomes. Nevertheless, a NECO pass can usually realize a savings and can provide greater mobility by removing the relatively high cumulative cost of paying individually for each trip.

Mountain Communities Transit Feasibility Study

Survey Results:

- Transit market context is discretionary (car ownership, income, etc.)
- Service frequency, hours and stop locations are the most important ridership criteria
- Work commute travel shed is primarily to Boulder; Non-work travel shed is more varied
- Brainard Lake, Eldora Ski Resort and Hessie are the most-desired locations for a recreation shuttle

Coal Creek Survey:

- 59 percent of residents travel outside the community on a daily basis
- Boulder, Longmont, Arvada and Wheat Ridge are the main travel destinations
- 39 percent of trips are for work travel; 23 percent are for shopping
- 11 percent of survey respondents ride the bus
- 94 percent of survey respondents had access to transportation other than the bus
- The main reasons residents would ride the bus are to save money and for environmental concerns; those who would not ride the bus would not do so because of concerns about schedule and convenience
- 94 percent of respondents are year-round residents; over 1/4 of respondents were age 60+; 53 percent of respondents were age 40-60

Lyons Survey:

- 50 percent of residents travel outside the community on a daily basis
- Boulder and Longmont are the main travel destinations
- The majority of trips are made for shopping, social/recreational, and work
- The main reasons residents would ride the bus are to save money and for environmental concerns; those who would not ride the bus would not do so because of concerns about schedule (no mid-day or late evening service)
- 100 percent of respondents are year-round residents; 24 percent were age 60+; 52 percent were age 40-60

APPENDIX B

Focus Group Findings

Focus Group Findings

Boulder County residents know best their transportation challenges, experiences using various transportation options, and what changes to transportation would make their lives easier. The Mobility for All team conducted five focus groups with transportation customers who travel by all different modes across the county. The team targeted events at locations that serve primarily older adults, people with low income, and people with disabilities. Through the efforts of the Longmont Senior Center, the team also recruited a group of Spanish speaking Boulder County residents. Key findings are summarized below. The full meeting minutes are provided as well.

Meetings were held at:

- Center for People with Disabilities, Boulder, 9/22/15
- OUR Center, Longmont, 9/29/15
- Longmont Senior Center, Longmont, 9/29/15
- Walter Self Housing, Lyons, 10/6/15
- Louisville Senior Center, Louisville, 10/6/15

Attendees:

| Name | Residence | Form of Transportation | Meeting |
|-----------|--------------------------|---|--------------|
| Jonas | Longmont | Commutes by bus every day of the week, also uses BOLT | 1 - CPWD |
| Dwayne | Longmont | Commutes by bus, also uses Via, FirstTransit/NEXT | 1 - CPWD |
| Ed | Boulder (County Housing) | Uses buses and Via | 1 - CPWD |
| Carl | | Driver | 1 - CPWD |
| Maria | Longmont | Typically driven by her husband | 2- OUR |
| Tommy | Longmont | Rides bike and takes buses, injured ankle makes walking difficult | 2- OUR |
| Jarvis | Longmont | Bike and bus | 2- OUR |
| Marta | Longmont | Driven by Norma most of the time | 2- OUR |
| Norma | Longmont | Driver | 2- OUR |
| Cliff | Longmont | Drives, but usually takes the bus | 2- OUR |
| Ron | Longmont | Bus (327) | 2- OUR |
| Amy | Longmont | Cyclist | 2- OUR |
| Debra | Longmont | Rides buses and walks | 2- OUR |
| Barbara | Longmont | Came by bus | 2- OUR |
| Jeddy | Longmont | Came by bus | 2- OUR |
| Gabrielle | Longmont | Public transportation for all trips (brain injury) | 3 - Longmont |
| Belen | Longmont | Driver | 3 - Longmont |

Mobility for All Needs Assessment & Action Plan
Boulder County

| Name | Residence | Form of Transportation | Meeting |
|-----------|------------|---|----------------|
| Francisco | Longmont | Driver | 3 - Longmont |
| Jesus | Longmont | Driver | 3 - Longmont |
| Manuel | Longmont | Uses RTD Fixed-Route, Via to Boulder, Disabled cannot drive | 3 - Longmont |
| Rita | Longmont | Uses Via to go to doctor, Taxis for groceries | 3 - Longmont |
| Maria | Longmont | Take buses to Denver | 3 - Longmont |
| Jesus | Longmont | Driver | 3 - Longmont |
| Maria | Longmont | Take buses to Denver | 3 - Longmont |
| Rich | Lyons | Retired/Driver | 4 – Lyons |
| Janet | Lyons | Retired/Driver | 4 – Lyons |
| Veronica | Louisville | Uses Via Daily | 5 - Louisville |
| Patti | Lafayette | Driver | 5 - Louisville |
| Jean | Lafayette | Driver | 5 - Louisville |
| Gladys | Lafayette | Dependent on rides from others | 5 - Louisville |
| Derby | Lafayette | Generally drives for Gladys | 5 - Louisville |
| Merlin | Louisville | Husband drives but limited | 5 - Louisville |
| Josep | Louisville | Homebound in Winter | 5 - Louisville |
| Hessam | Louisville | Driver | 5 - Louisville |

Typical Modes/Providers Used to Travel Around the Community/County

*Total may reflect a higher number of responses than respondents.

| Mode/Provider | Count | Reasons/Notes |
|-----------------------|-------|---|
| RTD Fixed Route Bus | 14 | Wheelchair-bound, Expired Vehicle Registration, Injured Ankle, Brain Injury |
| Via Mobility Services | 3 | To Boulder, To Senior Center |
| Personal Auto | 12 | Only viable option (Lyons) |
| Bicycle | 4 | |
| Carpool/Dropoff | 9 | Reliant on Husband, Language Barrier, Doesn't Drive |
| Walk | 7 | To Grocery for Exercise |
| Taxi | 1 | |
| CareConnect | 1 | Uncomfortable driving on highways |
| Call-n-Ride | 1 | Specially Scheduled for Senior Grocery Shopping |

Destinations Most Often Visited

*Total may reflect a higher number of responses than respondents.

Mobility for All Needs Assessment & Action Plan
Boulder County

| Destination | Count |
|-------------------|-------|
| Denver | 8 |
| Agency Services | 15 |
| Doctor/Medical | 15 |
| Grocery/Food | 15 |
| Lakewood | 1 |
| Discount Retail | 13 |
| Employment | 2 |
| Court | 1 |
| Fort Collins | 1 |
| Loveland | 1 |
| Church | 3 |
| Family | 1 |
| School (Children) | 1 |
| Boulder | 1 |
| Westminster | 1 |

Time of Day Needs

- Lack of Sunday service. This was cited numerous times as a major gap. People cannot access family, friends, or run errands without transit.
- Infrequent Saturday service
- Weekday service ends far too early – should run until at least 8:30 or 9 pm. Others said service should run until 10 pm.
- Numerous people said they do not use Via because of the 7-day advance schedule requirement. Many want same-day service.
- Lyons folks are split between those who go to Boulder for services and those who prefer going to Longmont. Some people enjoy the Lyons-Boulder transit service.

Awareness of Services

- Few participants had heard of volunteer services such as Boulder County Care Connect and Veterans Helping Vets Now. In east county, a few regular BCCC and VHVN users were present.
- Most people get their information from a wide variety of sources including the library, word of mouth, bus shelters, city hall, etc. Smartphone use varied from group to group. In east county, participants get information from Diane and Katie, who run the senior center, showing the power of community leaders to inform and educate the public.
- Most agreed that RTD bus schedules are confusing. Service maps are difficult to read due to small font.

- Information posted at common destinations would reach many people. For example, in Longmont everyone shops at Walmart, King Soopers, or Safeway – these are destinations people visit at least once per week.
- Spanish speaking participants are aware that Via and RTD are low on bilingual drivers and schedulers, which is important and makes it difficult to use the service. They've used alternative demand-response programs such as Call-n-Ride, sometimes via passes from the housing authority. This group gets much of its information from friends and word-of-mouth in addition to the housing authority manager and mailed notices from Via. No one relies on publications or paper schedules as they are not understood.
- Need more information in Spanish
- Many people were not clear on where providers serve and what types of service their provide. For example, one person thought Call-n-Ride is free (it is not); another did not think Via would come to their door (they will). General mixing of door-to-door and curb-to-curb to describe service – perhaps people do not understand the difference between the two.

RTD/Via Experience

- Design of bus stops, such as flagstone materials, can catch wheelchair wheels.
- Bike rack space is limited
- Reading RTD schedules is difficult for those with visual impairments
- Registration for Access-a-Ride is difficult since the passenger must get downtown and go through certification.
- Could there be a transfer between RTS and Via?
- Would like direct service between Denver and Longmont
- Snow removal at bus stops cited by numerous participants as a challenges. Many said they ride the buses in other seasons, but have great difficulty navigating sidewalk and bus stops piled with snow in winter.
- Routing detours are not effectively communicated to users and that longer trips requiring multiple transfers, such as Longmont to Golden, require an inordinate amount of time.
- Via is busy, making it difficult to schedule rides.
- Cost of a monthly RTD pass is too much for those on fixed incomes.
- Cost of RTD and Via is too much for those traveling with children.
- For older adults, Call-n-Ride scheduled trips to grocery stores work well – the bus picks up a group who makes the trip reservation ahead of time, takes people to the store, and gives everyone two hours to shop.

Transportation's Impact on Quality of Life

Various respondents reported the following when asked how much transportation impacts their quality of life:

- Transportation is a huge part. Completely dependent on transit. Must arrive places late and leave early to make it work.
- Availability is an issue, a nuisance even. Struggles with weekend travel to visit friends and family. Public transit enables independence, but sight makes it an issue.

- Transportation is vital. Costs are a huge barrier.
- Transportation is a factor of staying in Longmont, a great place to retire with small town feel.
- It is often the only means to access services and jobs.
- It is very important because everything is so far apart.
- Transportation is critical to the Hispanic community, especially for medical trips and grocery shopping.
- That RTD buses are accessible is crucial to older adults due to medical advances which increase the number of handicapped and their needs.
- To be able to do more than one is currently capable to do.

It is clear from the focus groups that many Boulder County residents live isolated lives, cut off from friends, family, and services. Some are homebound during the winter

Many also spoke of the fear of aging and losing independence. Some have already begun avoiding driving on highways or driving at night.

Focus Group Complete Notes

Meeting 1 - Boulder Center for People With Disabilities

09/22/2015

Introductions

- **Jonas**
 - Lives in Longmont
 - Commutes by bus every day of the week
 - Used the BOLT to get here today
- **Dwayne**
 - Also lives in Longmont
 - CPWD for about 2 years
 - Commutes by bus, except when a gap in the system doesn't allow him to reach his destination
 - Uses Via, FirstTransit/NEXT
 - Got here today by Via
- **Ed**
 - Lives around Valmont & 30th, Boulder County
 - Got out of nursing home in 2009, been with CPWD ever since
 - Uses bus as much as he can, but longer trips are harder, winter is harder because snow is a problem so Via is easier. Snow is a big issue
 - Bus stops that are flagstone are barriers because his wheelchair tires get caught in the grooves between stones
 - Centergreen and Valmont 208, Valmont on 30th on the 208
 - 30th and Eagle Way

- Sometimes has to back up into the grass in order to make room for the wheelchair lift
- Used fixed-route RTD service to get here today
- **Carl**
 - Has a car, doesn't use transit often if at all

Call-n-Ride

- Dwayne used CNR when Via couldn't accommodate his trip one time
 - Gentleman in Longmont told him a story (guy is in a wheelchair, has MS) about drivers pulling over and taking a break while he was still on a bus

Local Trips

- **Ed** goes to Denver 2x a month, 1 for Community Choice 1st Council, 1 for Colorado Choice Transitions Council
 - Sometimes goes to Longmont for doctors... but they just moved to Lafayette
 - Wants a local day pass that also works for the regional routes
 - Cady says RTD is introducing a day pass
 - Weekday vs weekend
 - Weekday, 208 runs every half hour, Saturday every hour, Sunday not at all
 - It would be nice/more convenient if it had more frequent weekend service, but he can get away without it. Long distances not so much. Doesn't really need to take a whole lot of trips on Sunday. Saturday, he can get around
- **Dwayne** says he can't read the schedules, can't read what bus it is and says drivers can get frustrated sometimes
 - “spent more time reading the schedule and waiting than I did on the bus”
 - Rides a bike, which confuses drivers who don't realize he is blind
- Mostly stays in Longmont
 - Went to Parker and Aurora by bus and train once
 - Doesn't like the ID cane, but will use it if he's in an unfamiliar place
- Doesn't want to get kicked off the bus at the end of the routes, wants to be able to stay on if a bus
- Availability?
 - Lack of late-night service
 - 6:30p is too early, 8:30 would be much better
 - If they want to increase the usage, the time has to expand
 - Doesn't know if it starts too early, for other folks it might be, but for him it's ok
- **Jonas** chimes in, the weekend is hard
 - Hourly runs are hard (you don't want to miss a bus), should be expanded
 - Sunday service
 - More important in the winter (with snow and ice)
 - Wants service to the Walmart
 - Top 2-3 places he visits in a given week

- King Soopers on N Main, the OUR Center on 3rd
- The detour on 3rd & Main
 - They didn't notify people that the route changed
 - Every day, there are people waiting there, and the bus isn't going to come
- Goes to Denver quite a bit
 - Daughter in Lakewood is disabled, and needs a lot of help
- Wanted to go from Longmont to Golden a few Sundays ago
 - Left at 9am, was almost 1pm before he got to Golden
 - Longmont-> Denver -> LRT -> Golden -> Bike
 - Got back on the bus at 5, didn't get home until 9pm
- Night service is inadequate
 - Meeting up with friends is tough
 - Up to 9pm would be fine by him
 - Uses the bus every day
 - 90 minutes each way to commute into Boulder County for work
 - Too many stops at schools that have already begun their day, and therefore have no students riding.
- Commutes to Lakewood 2x a month to visit his daughter

Is there a place that you would put transit where it isn't currently?

- Hover & Mountain View down to Twin Peaks Rd
- Hover to Main is tough
- Fairgrounds are popular, they want to access it
- **Ed** can get just about everywhere he wants to go
- **Carl** lives in Boulder (temporarily)
- RTD is pricey for low-income folks
- VIA is too expensive, not a good option for him
- **Jonas** chimes in
 - People are struggling, the bus is not helping these people
 - Jonas eats at the homeless shelter, and hears the same story a lot
 - The \$90 is a lot for a monthly pass
 - Transfers don't carry over services (e.g. RTD to VIA)

Via Experiences

- **Jonas's** daughter does Access-a-ride (\$20 a ride)
- **Ed** points out that the advance scheduling is an issue
 - Easier to use public transit if you can get there
- **Dwayne** adds that scheduling could be optimized using computerized-scheduling
 - Wait times weren't as long under FirsTransit because it was run by the cab companies

- NEXT is better because he can call a cab earlier if he gets out of a doctor's appointment earlier
 - Via is hard, you have no control over changing your schedule once it is booked, but they can be late (45-60mins) and that can be hard if you've been under medical duress

Nobody here has used Access-a-ride

- People have to go downtown to get certified; The testing is inconvenient (online solution?)

Volunteer driver services

- Boulder County Care Connect
 - Aaron says they use a portion of their Longmont offices
- Vets helping Vets Now
- No participants had heard of these services, and none of them were veterans, but they were all intrigued by the free/volunteer aspects
- **Jonas** says RTD drivers do a good job, generally
- Bikes on buses are an issue - Not enough spaces

Bus Passes

- Sometimes the homeless shelters and churches give out free books
- Drew will work with Aaron on letting people know where to get free passes

How do you find out about transit options?

- Maps at the library
- Online
- Bus route flyers at the bus stations
- Dwayne has memorized the routes

Travel training program

- **Jonas'** sons administer these trainings in Denver
- Cady explains that VIA is administering it in Boulder County
 - Mobility Management Program - VIA will help organize your ride for you

Parting question: What is the biggest transportation challenge, and how much does transportation impact your quality of life?

- **Jonas**
 - Huge part. Completely dependent on transit. But he lives with it. He gets to his shop around 10:30, leaves around 4ish in order to make it work
 - Doesn't understand why the JUMP stops at the school at 10:00pm, wants to know why the bus doesn't go all the way to Lafayette
 - No students going to VoTech at that time, should cut that loop out
- **Dwayne**

- Availability is an issue, a “nuisance”
 - Weekend travel to see friends and family is an issue
 - Direct service from Longmont to Denver would be nice
 - ◇ Did not know about the “Bustang”
 - Reading is an issue
 - ◇ Print needs to be much, much bigger
- He wants his independence, the public transit enables this
 - But his sight makes it an issue
- Later hours would be really excellent
- Carl
 - Transportation is vital
 - Costs are a huge barrier
- Ed
 - Snow removal at the bus stops
 - Emphasized by all
 - Bus stop in front of an insurance office on Main Street was a particularly ironic example of poor maintenance
 - Accessible, ADA-approved bus-stops
 - Getting down off the bus is harder than getting on
 - Being limited doesn’t seem right, he just wants to keep moving, and it’s hard being in a wheelchair. His tricycle helps out significantly, but the accessibility is an issue

Closing remarks

- Bus passes, free and reduced price passes would absolutely be used
- CPWD should be able to give out passes
- Disabilities make things more expensive, and they take more time
- Not enough marketing

Bus stops of concern:

- Bus Stop @ 3rd st and Main, Longmont, CO
- Bus stop @ 75th and Arapahoe, Longmont, CO
 - Bus stop should be at the gas station instead of dropping people off

Meeting 2 – OUR Center – Longmont

09/29/2015

Enter: **Tommy, Jarvis, Maria, Marta, Norma, Cliff, Ron, Amy, Debra, Barbara & Jeddy**

- Everybody lives in Longmont
- **Ron** got here on the 327
- **Cliff** drove this morning, has his own car, usually takes the bus

- Car has expired tags
- Ride Free Longmont helps, especially for the short trips
- **Tommy** rode his bike today, but will take the bus back
 - Typically buses and bikes, hurt his ankle so walking isn't as convenient anymore
- **Jarvis** is bike and bus
- Free bus is awesome, but **Marta** and **Maria** don't use it
 - **Maria** used it once, neighbor showed her how
- **Maria** got dropped off by her husband
- **Norma** drives her mom (**Marta**) most of the time
- **Amy** biked
- **Debra** bused, but there's no bus from 3rd and Hover so she walked
- **Barbara** and **Jeddy** came by bus

Weekday/Weekend

- **Amy** and **Debra** stay in town
 - Weekends are harder because the routes are hourly
- **Norma** usually stays here in Longmont
- **Marta**
 - Sometimes has to go to Denver during weekday
 - Doesn't use the bus
- **Maria**
 - Husband usually has to take time off of work to take her places
 - Sometimes he can't and he loses his appointment
 - No transportation to Fort Lupton for doctors
 - Doesn't know which bus to take to Denver
 - Doesn't know
- **Jarvis**
 - Mostly stays in town, travels mostly by bus
 - Wants to see Sunday service on the bus
 - Walking makes it harder to get around
- **Tommy**
 - Sunday service would be helpful
 - Understands that it's harder, and money is involved, but it would be very helpful
 - "If buses weren't so convenient I would have fixed my motorcycle a year ago"
- **Ron**
 - Later service would be nice
 - Everybody agrees that 9 or 10 would be
 - Travels by bus, but it's hard to get to 119 and I-25
 - Greeley service would be helpful
 - "There's service, but you have to go to Mexico first"

- **Cliff**
 - Goes to Fort Collins, Denver, Loveland
 - Odd-jobs, sometimes doctor, sometimes court thing
 - The service is really nice here compared to other places
- **Barbara and Jedly**
 - Take the 324 to doctors or to King Soopers (North),
 - Schedules can be confusing

Top destinations

- Walmart, Safeway, up and down Main Street,
 - Safeway on Hover is popular
 - Walmart on Main St.
 - Walmart on 66 (7)
 - OUR Center
 - Walmart in the South (no bus that goes to this one)
 - Salud clinic
 - Carniceria

No service

- Firestone, Frederick
 - Lots of jobs out there that are inaccessible, people out there can't get into Longmont for services
- Accessing the outer Walmart, in the Southeast
- "Alpine over" you can't get to
- Hover and 3rd doesn't get service, it's about 12 blocks
 - Mountainview does
- **Barbara** needs to go to Boulder for son's court date - Primarily uses RTD
- **Maria** has never ridden the bus, neither does **Norma**
 - Awhile ago, **Maria** used to ride, but Norma says she hasn't been on a bus since she was a kid

Overall... how is RTD doing?

- Got rid of the "blue buses", which were inconvenient for handicapped individuals

Access-a-Ride?

- No use here

Via?

- **Ron, Maria** (but it's always busy, and hard to get a ride; they wouldn't take her to Fort Lupton)
- Cady explains it's for 60+

- **Cliff** had a Via driver pick him up randomly at a bus stop once because she didn't want to leave him in the cold

Call-n-Ride?

- Basically a taxi
- **Jarvis** has heard of it, used it before
- **Jarvis** is a veteran

Boulder County Care Connect; VHVN

- No one had heard of this

Local organizations for information

- Library
- Senior Center
- King Soopers
- Memorial building
- Boulder County services workforce - 5th and Coffman

Has anyone gotten free bus passes?

- Churches
- Workforce center
 - Give an option for \$25 gas card, and \$20 bus passes
- OUR Center
 - Have to prove you're going to a job interview, a doctor,
 - Verifiable services
- Salvation Army
- We would like a 30-day pass to be given out once a year or so so people can have reliable transportation to job
- People were happy to hear about the FLEX expansion

How do you get info?

- Google Maps
- Bus stop maps are helpful
- People are a great resource

Biggest transportation barrier

- Waiting time is an issue
- Destinations aren't within walking distance of the route
- **Marta** and **Maria** don't travel alone, are afraid of getting lost
- Sunday service is a barrier
- Sunday and night service

Overall, how important is transportation to quality of life

- A factor of staying in Longmont
 - Great place to retire, easy to get around
 - “Small town feel”
- Only means of transportation to access services and jobs
- Very important because everything is so far apart

What would the free fare affect the most if it went away?

- Doesn't have cash, would just bike everywhere
- Wouldn't be able to get to doctors
- Will be rough on homeless population

Meeting 3 – Longmont Senior Center

09/29/2015

This was a Spanish speaking Focus Group held at the Longmont Senior Center. There were a total of 9 participants present. Due to the 90 minute time constraint and the need for translation throughout the meeting, the group was separated in to two smaller groups – one facilitated in English and one in Spanish.

- Group #1: **Gabrielle, Belen, Francisco, Jesus, and Manuel**
- Group #2: **Maria, Maria, Jesus and Rita**

Group 1

How did you arrive at the Senior Center tonight?

- Three participants came together in a car (**Belen, Francisco and Jesus**)
- **Manuel** came by RTD fixed-route and also brought his three kids (**Manuel** has a physical disability and cannot drive – uses RTD for all trips with his children)
- **Gabrielle** – arrived by RTD bus (has a traumatic brain injury and relies on public transportation for all trips)

How do you typically get around your community/Boulder County?

- **Gabrielle** has been using the bus for the last 4-5 years
- **Manuel** walks kids to school and uses the bus for all of his other trips. Will call Via if he needs a ride to Boulder. He sometimes needs to go to Denver for medical trips.
- **Belen and Francisco** don't typically ride the bus – but they have in the past. **Francisco and Belen** have a car – but if that's not an option they ask other people for rides. **Francisco** will not drive at night – so they either stay home, walk, or take the bus.

Are there places you wish you could go that you can't get to now?

- **Belen and Francisco** wish there was bus service to Fort Morgan/Brush (visit family in nursing home and hospice care)

- **Manuel** needs/wants to go to Boulder more, but the fare for his family of five is too costly – so he can't often use the Bolt
- Bolt also needs to be more frequent to Boulder

Are your trips different on weekdays vs. weekends?

- All agreed that they would like more frequent Saturday service and need Sunday service
- All agreed that service ends too early on weeknights – service until at least 7:30 or 8:00 pm would be best

What are the top three locations you visit each week?

- **Belen-Francisco-Jesus:** Senior Center (910 Longs Peak), Clinica Salud, King Soopers at Main Street & 23rd, and Wal-Mart on Main Street
- **Manuel** – Kids' school every day, Our Center, and Wal-Mart on Main Street
- **Gabrielle** – Wal-Mart on Main Street, Target, Kohl's

Are you aware of the transportation services in Boulder/Longmont?

- All participants have used RTD fixed-route – two people use it regularly (**Manuel & Gabrielle**)

What was your experience with RTD?

- **Manuel** said that the distance between stops on routes is too far – asked how close would be best – suggested no more than three blocks between stops
- Several participants had issues with buses not stopping when they were at the stop and/or within a few feet of the actual posted stop sign
 - Gabrielle and Manuel both use walkers – and feel like bus drivers either ignore them or simply don't stop because they are not close enough to the stop because the driver doesn't want to have to deploy the lift
 - Maria stated that on two occasions she was trying to get on the bus and had one foot in and the driver closed the door. She then had to wait for the next bus – and as she can't read the schedules didn't know when the next bus would come.
 - Boulder county and Longmont need to talk to RTD about their stopping policies and to do some service monitoring around this issue
 - **Manuel** and **Gabrielle** have issues with stops having puddles/mud from snow and rain – this is especially an issue at the stop by the Ace Hardware on Main Street
 - A route was eliminated that provided service to the school **Manuel's** children attend (Mountain View elementary) – need a stop and service to the school (approximately 14th and Grant)

Have you used or heard of Access-a-Ride, Via, or Boulder County CareConnect?

- **Gabrielle** uses Via and Call-n-Ride – and has used Access-A-Ride (has eligibility card) but doesn't use often.
 - Uses Call-n-Ride in Longmont because it is free (Call-n-Ride does require a fare!)
 - Has issues getting to Lafayette/Boulder for medical appointments.

- It's hard to use Via because you have to schedule so far advance and often can't get trips.
- He doesn't have the money to pay to ride the Bolt.
- **Manuel** – has heard of Via, Call-n-Ride and Boulder CareConnect
 - Used Call-n-Ride to get kids to school – had passes from the Housing Authority though
 - Uses Via for himself – but can't travel with his kids on Via without paying a fare them and it is just too expensive
 - Boulder CareConnect – has heard of it – but they haven't answered/returned his call when he's called; also feels like there not enough Spanish speaking schedulers
 - Soon he will need a ride to Denver for an appointment and doesn't know what he's going to do
 - Lives in a Boulder County Housing Authority (didn't know the name though) – brought a flyer about Neighborhood EcoPass – stated that they've come to take his picture and is working with Ramona – the Manager – but hasn't heard anything more in a long time about actually getting the pass
- **Belen, Francisco, Jesus** – do not use any of the other services currently
 - Have heard of Via but not interested because they don't go farther (want to get to Fort Morgan)
 - Haven't heard of Call-n-Ride or Care Connect

How do you get your information?

- From friends and word of mouth (Laura indicated that this is how the Latino community gets most/all of their information)
- Manager of housing authority
- Via sends notices to Manuel in the mail
- No one had seen any brochures or flyers anywhere about RTD services
- None of them rely on paper – schedules – they can't read and/or understand them. Those that use the services regularly mostly try to memorize the schedules.
- Laura indicated that there is a much larger issue with information being available in Spanish across the Hispanic population – can't get information in Spanish so they rely on word of mouth

How important is it?

- Transportation is critical to all of them – especially for medical trips, and grocery shopping
- **Gabrielle** doesn't carry money, so he would like to be able to have some type of pass, perhaps monthly

Group 2

Participant Background

- **Rita, Maria, Maria, Jesus**
- Got a ride to focus group
- Typically drive, but bus sometimes
- If **Jesus** isn't around, others need to wait on him or figure out something else, or else walk
- Occasionally go to Denver for bigger events, it's easier to get around and not worry about Parking so they take the bus
- Will take the RTD to the international/interstate buses in Denver
- **Maria's** church friend will give her rides, otherwise she is pretty isolated
 - Occasionally, her family will but they are very busy
- **Rita** uses Via to go to doctors, will use taxis to the grocery store, and daughter will help

Typical Transit Experience

- Earlier in the day is easier to get around
- Last time they went to Denver, the RTD driver completely passed **Maria's** stop
 - This scares **Maria** because of the language barrier on RTD
- Earlier is the better, because friends and family are around and available
- **Rita**
 - Most difficult trip is to reserve a ride to the doctor's office
 - As long as she plans ahead of time, she's fine
 - Kids will tell her when they are free, and she works around that
 - Never has a problem getting to church
 - Some misunderstandings surrounding time frame
 - Language barrier isn't horrible

Destinations

- Rita
 - Church on Wednesday nights, church on Saturdays, mornings on Sundays at church
 - Once a month to the grocery store
- **Maria**, Pretty isolated, goes to grocery store 1x a month about
 - On Sundays goes to church
 - Doesn't get to the center very often
 - Would love a ride to the dentist
- Jesus and Maria
 - Goes to their daughter about once a week
 - Jesus works at the North Walmart
 - Doctors appointment
 - Come to the center frequently
- Anywhere you can't get to?
 - **Jesus** is good, so is **Maria**

- **Maria** just wants to go shopping without having to arrange something
- **Rita** would like to go visit her daughters, but she can't because she has a disabled daughter she takes care of at home
 - Not many places she needs to go

Transportation Awareness

- **Maria** prefers smaller cars, doesn't love the big buses
- Aware that there is some transportation outside of the county, but doesn't know exactly what they are
- BCC is very low on drivers here, especially bilingual drivers, which is very important to these folks
- **Maria** says that VIA drops them off too early, and then pick you up late sometimes
 - You have to call very far in advance because there isn't enough drivers in Longmont
 - When she first got here in the 80s, there would be people that would drive them around and wait for them during their appointments Through the community health centers
- When **Maria** had her surgery, she got a ride to the hospital, and then got left at the hospital, doesn't like Via since then
- Attitude towards RTD
 - Rita
 - Hasn't used it in a long time, but she thought it was fine when she used to use it
 - Maria
 - Only rode it once, but they didn't speak Spanish she it was hard
 - Intimidated by the language barrier, and so she doesn't really ride anymore
 - Access-a-ride used to give passes and it was easier
 - Maria
 - All is good, usually all the drivers are respectful
 - Had the issue when the driver forgot the stop
 - Señor Chavez
 - One incident that made him uncomfortable
 - Tried to get to Boulder, tried to give the driver \$20 and he wouldn't take it
- Access-a-ride?
 - Nobody except for **Maria** has used this

Mobility Challenges

- Rita
 - Climbing the stairs into the bus
 - “When she doesn't have her cane, she relies on her walker”
- Maria
 - Tried to use FirstTransit, but it was a really bad experience because the person didn't believe she was who she said she was

- She would like to call someone and have it actually work out
- Maria and Señor Chavez
 - Doesn't have any mobility challenges right now
 - If he ever can't drive, he might get a scooter

Meeting 4 – Walter Self Senior Housing, Lyons

10/06/2015

There were two participants in attendance at the focus group in Lyons at the Walter Self Senior Housing complex.

Participants included Rich and Janet. Rich is the coordinator for the Senior Lunch program at Walter Self and also works with the Meals on Wheels program, is retired, and has lived in Lyons his whole life. Janet is an older adult that is retired and has lived in Lyons for several decades.

Rich

- Most people all drive cars – if you retire/live in Lyons you need to be able to drive
- Small grocer in town – but very expensive – closest grocery stores are in Longmont
- People want to go to Longmont – not as much interest in going to Boulder from Lyons
- People in the community use Boulder County Care Connect some
- People in Lyons use RTD for daily commute trips to Boulder from Lyons
 - Janet used to drive to Boulder for work, but is now retired – liked having the Boulder-Lyons bus as backup
 - The bus ride from Lyons to Boulder is about 25 minutes – pretty much just commuters and students that use the service
- Lyons residents “don't really like to go to Boulder” – especially the “old timers”
- Most people want to go to Longmont – **Rich** and **Janet** think that their taxes might be lower too
- **Rich** has some doctors in Longmont and Loveland and one local doctor in Lyons
- Grocery shops at the Walmart on Mainstreet (north) in Longmont

Janet

- VIA
 - Aware of Via – she has used Via in the past. Thinks that having to make reservations 7 days in advance is a big challenge especially as shorter term needs come up
 - Via used to do lunch trips for people with disabilities– but they don't do that any more
 - One-day a week Via does grocery trips to Longmont from Lyons
 - Not sure of Via boundaries – do they go to Allenspark? Or just Nederland? Not fully aware of Via options
- The Town of Lyons supports three trips per year to take people on outings free of charge (e.g., Rockies Game, Black Hawk, etc.) – Lyons contracts with Via for this service
- Boulder County Care Connect - have both heard of it

- Lyons Meals on Wheels program pays BCCC volunteers \$5 per week to deliver meals throughout Lyons
- **Janet** has Kaiser health insurance – for those services she has to go to Lafayette which is quite a trip at 25 miles one-way. An expensive taxi trip!
- Shops at the King Soopers at 66th and Main in Longmont (won't go to Walmart)

Common Input

- Have both heard of FLEX – think that's a good service
- How do people find out about things – get information?
 - Posters in store windows are helpful
 - Younger generation get things differently
 - Information in the local paper is helpful too
 - Can get RTD bus route information in the bus shelter – they also have them at Town Hall and maybe at the library
- Anywhere you can't get to that you'd like to go?
 - Most people have to be able to drive to live in Lyons. If you can't get somewhere, people mostly rely on family/friends to get where they need to go.
- Are you aware of any programs/agencies that subsidizes transportation trips?
 - LEAF might – but not sure if it's a senior program or who it serves – wouldn't serve someone that was 56 is what they heard
 - LEAF is connected to Our Center now – people can come for social work services (they think – not sure about this)
 - People from Lyons can go to Longmont to eat at Our Center – resident David goes one day / week
- Biggest transportation challenge – now or in the future
 - **Janet** – County understands that there are seniors across the county. RTD buses are mostly accessible – but you have to think about how important that is for older adults. There are more handicapped people because of medical advancements, which then increases the need. People here (1/2) do like to go to Longmont – it's an easier drive than going to Boulder.
 - **Janet's** biggest concern and challenge right now is night driving. If that gets worse, she is going to have to drive less and less. Would like to stay independent and doesn't want to have to move from Lyons. But not having transportation would be an issue.
 - **Rich** – Doesn't have any idea....when the seniors are gone this town is going to just be a bed and breakfast town. Thinks that doing something with the water plants being redeveloped would help the town to grow. Young people don't want senior housing here.

Meeting 5 – Louisville Senior Center

10/06/2015

Introductions

- Veronica
- Patti
 - Lives at Josephine Commons in Lafayette
 - Would like service from the Commons to Louisville Senior Center
 - Drove today
 - Difficult to drive at night
 - On fixed income
 - Only took the bus once, and didn't like it because it was too far
- **Jean** (Lafayette, Villa West Commons)
 - Drove here today
 - Doesn't like to have to schedule 7 days in advance – wants “instantaneous” service on that day
 - Via, you have to call ahead of time
- Gladys
 - Gets rides mostly
 - With Via, doesn't like having to schedule 7 days in advance
- **Derby Downs** (Josephine Commons)
 - Drove today and brought **Gladys** – he takes her to all of her appointments, errands, senior center, etc.
- **Merlin** (Louisville)
 - Doesn't drive – husband drives but only within the area and homebound in the winter due to weather (snow shoveling/roads/etc.)
 - Husband drives, but it is very limited.
 - Buses don't work for them
 - Come here for lunch
- **Joseph** (Louisville)
 - Drives – but only local in Louisville (church, grocery, etc.)
 - Doesn't like to drive on highways – so needs to request a ride through CareConnect to get to doctors outside of Louisville.
 - Doesn't drive because the street doesn't get plowed in the winter. They are homebound in the winter.
 - To get to Senior Center in the winter he doesn't use Via because they don't come to the door – sometimes they do? *VIA DOES DOOR-TO-DOOR*
 - They have to call CareConnect for out of town trips or rely on friends
 - Via doesn't go where they need them to go
 - Call-n-Ride drivers will come to the door (CALL-n-RIDE is curb-to-curb?!) – so they use that bus to get to the senior center in the winter. Green bus doesn't go outside of Louisville. Uses CareConnect next, then asks friends from church.
- **Veronica** (Lydia Morgan)
 - Very icy in the winter, dangerous (the road to Lydia Morgan)
 - Should consider cleaning the bus stops off in the winter

- Says Via used to only charge one way, but now they charge both
- Via will knock on their door, if they can't get through, they'll call her
- Bus stops have snow and ice and makes it hard to use fixed-route bus service.
- Took Via here today and they will pick her up. They bring her to the Senior Center every day. They come to the parking lot at Lydia Morgan. Will knock on her door if she's not outside waiting (which she likes).
- **Hessam** (Louisville)
 - Drove today

Top travel locations

- Hessam
 - Grocery store (King Soopers) and Senior Center
 - Sometimes will drive to Boulder
- Veronica
 - Senior Center, Doctors Appt (First Transit)
 - Has to call Via every day to schedule a ride for that day the next week
 - Sometimes the grocery store
 - Needs the exercise, so she will walk to the grocery store sometimes, or take the bus to or from, or sometimes will even call Via to get there.
 - Every Wednesday, the “green bus” (Call-n-Ride) picks up the seniors to go grocery shopping
 - Picks up at 10am – you have two hours to shop
- Joseph and Merlin
 - Come to senior center every day to exercise and for lunch
 - Grocery shopping (Sprouts and Albertsons)
 - Would like to go to the Indian Store, but the one here is expensive. Wants to go to Broomfield for the store that is cheaper, but can't get there.
 - Wants to go to the mall in Superior, but 36 is terrifying to them. Wants to go every now and then, not every week.
- Derby
 - Wherever Gladys wants to go, he takes her
 - He's her caregiver
- Gladys
 - Doctors, Kaiser Permanente, 94th and Federal
 - Doctors in Westminster
 - Comes to eat here at the senior center
 - Derby can't drive at night, but ends up doing it anyway
 - Eyesight is bad, blue lights hurt
 - Walmart for grocery shopping
- Jean
 - Comes to the Louisville King Soopers

- Senior Center
- Might go to Albertsons
- Can't sit in her apartment, has to get out and do something
 - Comes here and eats, volunteers in the library at the Senior Center, and exercises
- Doctors are in Superior
- 36 is terrible, won't drive on it at any cost
- Likes to go to the Flatirons mall, but it's hard to get there because of 36
- Jean is excited to take the train to DIA
 - She can still walk around and is mobile, Patti notes that not everyone is that way
- Patti
 - Lunch @ Senior Center
 - Kaiser for doctors (Lafayette)
 - Goes to several grocery stores to find the best prices
 - Safeway in Erie is good
 - Always takes the back ways because it's less busy
 - She's getting older, and wants to know what her options are for when she has to stop driving

Service Awareness

- Everyone has heard of Via, and Call-n-Ride
- Not as many have heard of BCCC
- Nobody had heard of Travel Training through Via

Where can't you go?

- Cost is a big factor
 - **Jean** is on a fixed income, and has to figure out what her options are before she is in a crisis
 - Terrified
 - Snow shoveling is a big deal
 - Want it shoveled in the morning (often at the Housing Authority, things are not shoveled until the afternoon)
- Winter driving, night driving, and highways are pretty much no-go's for these folks
- **Joseph** would like to do more than he's currently able to do

Transit Experience (RTD)

- Patti
 - Let me tell you... it was bad
 - Not feasible for a senior because it's inconvenient
 - There ought to be a stop closer to Josephine Commons – it is too far down the road
- Jean
 - The scheduling is a problem with RTD fixed-route buses

- Headways are a problem, if you miss the bus you have to stand there for too long
- Joseph
 - I can't stand because I get lock knee – so he is scared of using RTD service as he's afraid of missing a bus and being stuck
- Hessam
 - The bus doesn't come to the rec center... (why?) –feels that that the fixed-route bus stop is too far away from the entrance
- Jean and Derby
 - Want the bus to come to the BHA properties
- Joseph and Merlin
 - It's scary because they don't know when or where they're going on the bus and are scared of getting stranded
- Jean
 - Doesn't take it because the drivers aren't friendly
- Patti
 - The bus to DIA is great – uses the Louisville Park-n-Ride and then takes the bus to the airport
 - Hard to get down to the FirstBank Center Park-n-Ride
 - The stop used to be on Wadsworth
 - Doesn't want to go down into that part
 - Used to take the Super Shuttle to the airport, but it got very expensive (now \$80 round trip)
- People are concerned about safety of fixed-route buses

How do you get information?

- They ask Diane and Katie at the Senior Center
- RTD will come here every now and then and do presentations
- The bus schedules are here at the center
- King Soopers doesn't have any schedules that they know of

Technology?

- Patti
 - Depends on their income!
 - Doesn't have the need or money for a smart phone, is on her son's cell plan
- Jean
 - Fixed incomes restrict technology access
 - Seniors are afraid to get involved
- **Veronica** has a tablet and a cell phone
 - Got the free cell phone in Denver
 - Uses it to call the RTD community service number

Mobility for All Needs Assessment & Action Plan
Boulder County

- They get information through the City of Louisville Recreation and Senior Services Catalog
- **Hessam**
 - Gets information/news on the computer
 - Uses the computer here at the Senior Center

Misc.

- Senior Center organizes trips to eat or do an activity
 - 3 trips every month – but fills up quickly and often a waiting list
- Want more recreational trips, especially for non-residents
 - Patti tried to sign up for these, but it's very hard for non-residents as it fills up fast