The Alliance for Community Transportation

2009 Survey

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Beginning with the creep and crawl of infancy through the halting, unsteady gait of old age, the ability to get around defines and shapes our world. Our relationships with friends and family, engagement in our community, and our very self-concept are affected by our mobility (Finn, & Sterns, 2003). Both the 5 year old in time out, and the inmate sentenced to a prison term understand restriction of mobility as the quintessential form of punishment (Freund, 2003).

In modern society, transportation is fundamental to our ability to be mobile. For most of us, the ability to get to work or school, to connect with friends and family, to shop for the essentials of daily living, to seek medical attention and access social services, and to recreate is dependent on some form of transportation. During the last half of the 20th Century, the automobile undeniably became the primary means for most Americans to get from one place to another (Finn, & Sterns, 2003). However, for many seniors and people with disabilities, the use of an automobile is not an option, and they must rely upon public transportation. Nevertheless, public transportation often presents challenges for these specific populations.

Problem Description

Data from the National Household Transportation Survey of 2001 (as cited in Bailey, 2004) found that 21% of Americans aged 65 years and older do not drive for a variety of reasons. Declines in health, eyesight, and physical or mental abilities are cited, as well as safety concerns, lack of access to an automobile, or personal preference. Among those aged 65 years and older, 3.6 million stay home on any given day because they lack transportation options. Older non-drivers make 15% fewer trips to see a doctor, 59% fewer shopping trips and visits to restaurants, and 65% fewer trips for social, family, and religious activities.
For individuals with disabilities, the 2002 National Transportation Availability and Use Survey (U.S. Department of Transportation, Bureau of Transportation Statistics [USDT-BTS], 2003) found that regardless of disability status, people with disabilities used personal automobiles for local transportation more than any other mode of transportation. However, 12% of people with disabilities have problems getting the transportation they need. This survey found that among respondents, 26% reported lack of having a car as the problem, whereas 17% reported that their disability makes transportation difficult to use, and 33% reported that public transportation was limited or nonexistent in their particular area. Other problems with transportation reported by people with disabilities included: “buses don’t run on time” (13%), “buses don’t run when needed” (8%), and “bus stops are too far away” (8%). This survey also found that 528,000 people with disabilities never leave home because they experience transportation difficulties.

Though today’s seniors are enjoying better general health than in the past, longer life expectancies will cause an increase in the number of seniors with disabilities (USDHHR, AOA, 2005). And, as such, dependency on transportation assistance among older individuals is growing (American Public Transportation Association [APTA], n.d). Some government agencies do provide transportation assistance for seniors and people with disabilities. For example, the U. S. Department of Health and Human Services provides grants for supportive services and senior centers providing transportation services to elders, as well as requiring states to assure transportation for medical services to Medicaid eligible persons. The U. S. Department of Transportation provides financial assistance to nonprofit organizations that meet the transportation needs of elderly persons and persons with disabilities where public transportation services are inappropriate, insufficient, or unavailable. However, inconsistency in coordination
of these services continues to leave many elders and people with disabilities “transportation disadvantaged” (GAO, 2003). This disadvantage significantly impacts quality of life and independence issues for these populations.

Clearly, access to transportation is a significant problem for many within these growing minority populations (United States General Accounting Office, [GAO], 2003). The Baby Boom Generation will begin turning 65 in 2011 (Federal Interagency Forum on Aging-Related Statistics [FIFARS], 2008), and the fastest growing demographic group is people 85 years of age and older (U.S. Department of Health and Human Resources, Administration on Aging [USDHHR, AOA], 2005). With age also come declines in abilities that impact mobility.

As a result of the Transportation Equity Act for the 21st Century (TEA 21), first authorized in 1998 and reauthorized in 2005, federal, state and local entities are exploring ways to improve transportation coordination in order to improve access for seniors and people with disabilities by integrating public transportation with community-based and human-service transportation services (APTA, n.d.; USDHHR, AOA, 2005; GAO, 2003; GAO, 2004). In their exploration of coordination efforts, the GAO (2003) noted three examples of coordination efforts undertaken by states: Coordinated planning, brokerage, and shared use of vehicles among multiple programs.

In “coordinated planning,” “some combination of human service and transportation agencies and providers work together to plan transportation services for their clients” (GAO, 2003, p. 18). A “brokerage” is a type of coordination where “one agency or provider serves as the central point of contact for providing ride and eligibility information or actually arranging transportation services for clients of multiple programs” by use of a combination of
transportation services (GAO, p. 18). And finally, coordination by “shared use of vehicles among multiple programs” is vehicles owned by one program being used by multiple programs.

Review of Past Research

Transportation in New Hampshire

As in the rest of the nation, New Hampshire is recognizing demographic trends requiring an examination of the state’s public transportation needs. Results from a 2005 statewide survey, (Institute on Disability/UCED at the University of New Hampshire, and Community Action Program of Belknap-Merrimack Counties, Inc.), indicated that only 34 of New Hampshire’s 259 towns have access to fixed-route transportation, and one in four respondents did not know if public transportation was available. Survey results also indicated that an estimated 45,000 – 80,000 residents had missed or chosen not to schedule a medical appointment because of unreliable transportation, and an estimated 4,000 – 19,000 people missed four or more medical appointments in the past year because they did not have transportation. And finally, the survey estimated that approximately 95,000 New Hampshire residents would no longer be able to drive themselves in the next few years.

Transportation in the New Hampshire Seacoast Region

In the Seacoast region, current census data indicates that the Seacoast’s seven largest municipalities are home to nearly 54% of the region’s individuals with disabilities—nearly 22,000 of these individuals with disabilities are between the ages of 21 and 64. In addition, these seven largest municipalities are home to approximately 60% of the region’s individuals aged 65 and older (The Center for Health, Energy & the Environment, 2007). Another study in the Seacoast region (Schlachman, 2007) found that 38% of the area respondents currently had a condition or disability that prevented them from driving, 28% reported that lack of transportation
impaired their ability to get food, and another 13% did not have consistent access to a reliable automobile. And finally, 69% of respondents, who currently drive, had concerns about losing their ability to drive within the next 3 to 5 years.

Human services agencies in the Seacoast area are providing transportation to their clients with disabilities and elderly. These providers utilize a total of approximately 52 vehicles ranging from automobiles to large buses. Thirty-nine of these vehicles are equipped with wheelchair access. About one-third of these available vehicles are fixed-route buses operated by COAST—The Cooperative Alliance for Seacoast Transportation. However, existing human services transportation providers may only be reaching about one-quarter of elderly persons and people with disabilities who are transportation-disadvantaged, or transit-dependent, in the Seacoast region. Many of these individuals live in rural areas, or in areas without fixed-route bus service. In addition, smaller towns within the region are less likely to have human service agencies that provide transportation (The Center for Health, Energy & the Environment, 2007).

Best Practices

Prior to the financial crisis in the closing months of the Bush Administration, the U.S. Department of Transportation estimated that it would require an annual capital investment of $14 billion to maintain the current public transportation system. This represents a 30% increase over current levels from all funding sources. Additionally, improvements to public transportation services are estimated to cost $43 billion annually (as cited in Bailey, 2004). Given the recent and anticipated cuts in spending at all levels of government, it is very likely that transportation funds will be closely guarded, and only those programs that can demonstrate cost effectiveness will survive.
One such effort is a “brokered transportation system” in which one agency or provider serves as “the central point of contact for providing ride and eligibility information or actually arranging transportation for clients of multiple programs by use of a combination of transportation services” (GAO, 2003, p. 18). Transportation brokerages have proven able to provide quality, efficient, and cost effective transportation for populations that are identified as transportation disadvantaged. For example, three communities in New York joined to form a brokered transportation system and saved an estimated $92,000 in 2001 (GAO, 2003), and brokerages in such diverse states as Washington, Colorado and Oregon have also proven successful. A brokered system may also prove to be a quality, efficient, and cost effective method for providing transportation to individuals with disabilities and senior citizens in the Seacoast New Hampshire region.

Research Objectives

The Alliance for Community Transportation (ACT) is a coalition of more than 20 health and human service agencies, municipalities, transit providers, and consumers whose mission includes coming together to increase access to transportation through improving coordination of present transportation resources in Strafford and Eastern Rockingham Counties of the Seacoast region of New Hampshire (The Center for Health, Energy & the Environment, 2007). ACT has a vision of implementing a transportation brokerage system that will improve coordination of the existing demand-response transportation resources that serve transportation-disadvantaged seniors and people with disabilities in the Seacoast Region.

A team of social work faculty and students from the University of New Hampshire collaborated with the ACT coalition to investigate the specific needs of the region’s transportation-disadvantaged individuals, namely, senior citizens and persons with disabilities.
The research, conducted through the University of New Hampshire Social Work Outreach Center in Dover, N.H., explored the transportation systems currently available to the target populations, and the degree to which these target populations were aware of these systems. In addition, barriers to utilizing currently available systems were identified, and a review of “best practices” for a brokered transportation system was conducted.

More precisely, this study examined the following research questions: (1) What is the extent to which current transportation services are being utilized by senior citizens (60+) and people with disabilities who live in Strafford and Eastern Rockingham Counties? (2) What are the transportation needs of seniors and people with disabilities in Strafford and Eastern Rockingham Counties? (3) What are the barriers to transportation for seniors and people with disabilities in Strafford and Eastern Rockingham Counties? (4) What are the transportation preferences of a brokered transportation system for seniors and people with disabilities in Strafford and Eastern Rockingham Counties? And, (5) In what ways can a brokered transportation system be designed to overcome the current public transportation barriers in Strafford and Eastern Rockingham Counties?

Methods

Study Population

This study employed a convenience sample of adults with disabilities as defined by ACT member agencies) and/or adults considered to be seniors (60+) living in Strafford and Eastern Rockingham Counties located in the New Hampshire Seacoast region. Eastern Rockingham County encompasses 23 communities, and Strafford County is comprised of 13 communities, and both counties have a mix of urban, suburban, and rural communities. While census data from 1999 indicate the overall per-capita income of the region, $24,197, is slightly higher than the
state average of $23,844, 17 of the regions 38 communities have per-capita incomes less than the state average (The Center for Health, Energy & the Environment, 2007).

Data Collection Procedure

Approximately 2,500 surveys were distributed to ACT member agencies (Appendix A). Participants were recruited by agency staff to take the survey while on site at one of the following agencies that provide services to adults with disabilities and/or senior citizens: Strafford Network, Community Partners, Portsmouth Senior Center, Service Link, Avis Goodwin, Lamprey, and Rockingham County Community Resource Network. Participants had the option to take the survey with staff assistance, and then return it by postage-paid U.S. mail once complete, or they could take the survey home and return it by postage-paid mail once complete. An additional 500 participants received the survey through the mail as a result of being on a newsletter mailing list for senior citizens; these surveys were also returned via postage-paid mail.

The survey was a 32 question, self-administered, pencil and paper questionnaire consisting of closed-ended, open-ended, and Likert scale questions. The survey was pre-tested by ACT members including consumers, and agency and transportation administrators. The survey was designed to meet the needs of individuals with low vision ability. Survey responses were confidential, and participants had the opportunity to elect to be entered into a drawing for a $50 gift certificate to a local grocery store. Drawing entries were removed from survey prior to data being entered for analysis. A total of 641 surveys were returned yielding a response rate of 21.4%.
Data Analysis Strategy

Univariate and bivariate analyses were conducted using SPSS for Windows, a quantitative analysis and management program. Descriptive and inferential statistics were analyzed to answer the research questions. In addition, qualitative data were compiled and examined for themes in an informal qualitative manner.

Findings

Study Population Characteristics

Females comprised the bulk of survey respondents (78.3%; n=476), with males making up 21.5% (n = 131), and a transgendered individual rounded off the remaining .2% (n = 1). The majority of respondents, 73.7% (n = 465) reported their age as 60 years or older, and 30.8% (n = 195) of these seniors are 80 years of age and older while 26.3% (n=166) reported their age as between 18 and 59 years. While 60.2% (n = 379) of the respondents identified themselves as retired, 8.6% (n = 54) reported being currently employed. Nearly one-third, 31.3% (n=197) indicated that they do not work for a variety of reasons, and 5.4% (n = 34) were currently looking for employment. Forty-two percent (42%; n = 265) reported living alone, 23% (n = 145) live with a spouse or partner, 15.6% (n = 100) live with family or friends, nearly 1 in 5 (19.3%; n = 121) live in senior housing, an assisted living facility or other living arrangement, and the overwhelming majority of respondents (95.5%; n = 556) reported living within 10 miles of their town center. Slightly more than two-thirds of respondents, 67.5% (n = 396), reported annual incomes of $19,999 or less while 21.6% (n = 127) reported annual incomes of between $20,000 and $39,999, and 10.7% (n = 63) had annual incomes of $40,000 or more. The majority of respondents, 86.3% (n = 535), identified themselves as Caucasian, and 13.7% (n = 85) identified as belonging to a minority.
Current Transportation Usage and Need

Research Objective #1: What is the extent to which current transportation services are being used by the study population? The ACT Transportation Survey found that respondents use a variety of modes of transportation to get from place to place. Table 1 illustrates the methods of transportation used by survey respondents. It is noted that nearly half of respondents (51.6%; n =320) drive themselves, close to two-thirds (64%; n=397) reported that family and friends provide transportation for them, 26.6% (n=165) reported that they walk to get to places and activities while nearly 1 in 5 (19.5%; n=121) rely on agency buses and vans, and 14% (n = 87) use the public bus.

Table 1

Current Transportation Usage (N = 620)

<table>
<thead>
<tr>
<th>Mode of transportation</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive self</td>
<td>320</td>
<td>51.6</td>
</tr>
<tr>
<td>Get rides from family/friends</td>
<td>397</td>
<td>64.0</td>
</tr>
<tr>
<td>Public bus</td>
<td>87</td>
<td>14.0</td>
</tr>
<tr>
<td>Agency bus/van</td>
<td>121</td>
<td>19.5</td>
</tr>
<tr>
<td>Taxi</td>
<td>69</td>
<td>11.1</td>
</tr>
<tr>
<td>Wheelchair</td>
<td>33</td>
<td>5.3</td>
</tr>
<tr>
<td>Walk</td>
<td>165</td>
<td>26.6</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 since respondents had the opportunity to choose “all that apply.”

Relationships were explored between current modes of transportation and willingness to use a brokered transportation service. Significance was found for those who reported currently using an agency bus or van for transportation ($\chi^2 = 29.743$, df = 3, $p = .000$), for those reporting
relying on family or friends for transportation \( (X^2 = 15.852, \text{df} = 3, p = .001) \) as well as those who are able to drive themselves \( (X^2 = 31.862, \text{df}=3, p = .000) \).

Research Objective #2: What are the transportation needs of the study population? Close to 80% of survey respondents \( (78.3\%; n=485) \) reported that they probably or definitely would use a brokered transportation system if it were available. When asked how often they would use the service, 39.5% \( (n=244) \) of respondents reported that they did not currently know, and only 8.9% \( (n=55) \) reported that they would not use the service. Yet, one-third of respondents estimated that they would likely use the service 2 or 3 days a week. Tables 2 and 3 describe how often and to where respondents reported that they would use a brokered transportation service.

Table 2  
How many days per week would you use a brokered transportation service? \( (N = 618) \)

<table>
<thead>
<tr>
<th></th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 days</td>
<td>13</td>
<td>2.1</td>
</tr>
<tr>
<td>6 days</td>
<td>9</td>
<td>1.5</td>
</tr>
<tr>
<td>5 days</td>
<td>31</td>
<td>5.0</td>
</tr>
<tr>
<td>4 days</td>
<td>34</td>
<td>5.5</td>
</tr>
<tr>
<td>3 days</td>
<td>76</td>
<td>12.3</td>
</tr>
<tr>
<td>2 days</td>
<td>128</td>
<td>20.7</td>
</tr>
<tr>
<td>1 day</td>
<td>65</td>
<td>10.5</td>
</tr>
<tr>
<td>I don’t know</td>
<td>244</td>
<td>39.5</td>
</tr>
<tr>
<td>I won’t use this service</td>
<td>55</td>
<td>8.9</td>
</tr>
</tbody>
</table>

Note: Percentages sum to over 100% because a small number of respondents chose more than one answer.
The majority of respondents, 77.6% (n = 477), would use a brokered transportation service to get to healthcare appointments while 63.9% (n = 393) would use it to go grocery shopping, and 51.5% (n = 317) would do errands using a brokered transportation service. This comment by one respondent sums up a major theme in the qualitative findings, “If I could get dependable transportation it would make some very difficult circumstances much, much easier.”

Table 3

Where would you travel using a brokered transportation service? (N = 615)

<table>
<thead>
<tr>
<th>Activity</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare appointments</td>
<td>477</td>
<td>77.6</td>
</tr>
<tr>
<td>Grocery shopping</td>
<td>393</td>
<td>63.9</td>
</tr>
<tr>
<td>Errands (excluding grocery shopping)</td>
<td>317</td>
<td>51.5</td>
</tr>
<tr>
<td>Recreational/social activities</td>
<td>219</td>
<td>35.6</td>
</tr>
<tr>
<td>Place of worship</td>
<td>125</td>
<td>20.3</td>
</tr>
<tr>
<td>Volunteer activities</td>
<td>95</td>
<td>15.4</td>
</tr>
<tr>
<td>My job</td>
<td>48</td>
<td>7.8</td>
</tr>
<tr>
<td>School/vocational training</td>
<td>34</td>
<td>5.5</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 since respondents had the opportunity to choose “all that apply.”

Pearson’s Chi-Square analyses indicate significant relationships between previous inabilities to get to specific locations or activities in the past 12-months, and where a brokered transportation service would likely be used. A significant relationship was found between previous inability to get to work or school and likelihood of using a brokered transportation service to get to a job ($X^2 = 60.898, df = 1, p = .000$). Similarly, a significant relationship was found between previous inability to get to work or school and likelihood of using a brokered
transportation service to get to school or vocational training ($X^2 = 64.760, df = 1, p = .000$). In addition, significant relationships were found between previous inability to run errands and likelihood of using a brokered transportation service to go grocery shopping ($X^2 = 12.392, df = 1, p = .000$) as well as previous inability to get to healthcare appointments and likelihood of using a brokered transportation service to go to healthcare appointments ($X^2 = 38.505, df = 1, p = .000$).

Although the majority (71.3%; $n = 442$) of respondents indicated that they do not need physical assistance or special equipment when going out, 17.7% ($n = 110$) do need assistance getting in or out of a car or van, and 15.5% ($n = 96$) require assistance getting on or off of a public bus. Furthermore, 34.3% ($n = 210$) use a walker or cane, and 1.7% ($n = 11$) use crutches. Finally, 8.7% ($n = 53$) of respondents use a wheelchair when going out, a guide dog or service animal is used by .8% ($n = 5$) of survey respondents, and 7.6% ($n = 47$) need some kind of assistance getting in or out of their home.

**Transportation Barriers and Preferences**

*Research Objective #3: What are the transportation barriers of the study population?*

While the majority of respondents (61%; $n = 622$) report that they are currently licensed to drive, and 85% ($n = 393$) of those who are licensed report they have a vehicle readily available to them, only 51.6% ($n = 320$) report that they drive themselves to the places and activities they need. Survey respondents indicated that unreliable transportation prevented them from participating in important activities. For example, 35% ($n = 212$) of the sample reported that they were unable to participate in recreational or social activities due to unreliable transportation, and 44.4% ($n = 272$) reported being unable to run errands (i.e. going to the bank, grocery store, or pharmacy). Table 2 illustrates the number of times in a 12-month period that unreliable transportation has prevented respondents from going to such places as work or school, health care appointments,
social or recreational activities, and errands. As noted, slightly more than one-quarter of respondents (26.9%; n = 164) missed 1 to 4 health care appointments in a 12-month period. In addition, nearly 1 in 5 (19.6%; n = 120) were unable to go to the bank, do grocery shopping, or pick up medications at the pharmacy, for example, at least once and as many as 4 times in a 12-month period, while 15.2% (n = 93) were unable to do these errands 10 or more times in a 12-month period. Qualitative data indicate that transportation barriers have a great impact on people’s lives. As one respondent noted, “There is no way to get food, medicine, and other necessities without a ride. Wonderful to learn you’re out there and investigating this basic need—we do need help!”
### Table 4

*Number of times in the past 12 months unreliable transportation prevented respondents from going to:*

<table>
<thead>
<tr>
<th>Activity</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work/school (N=600)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 to 4 times</td>
<td>51</td>
<td>8.5</td>
</tr>
<tr>
<td>5 to 9 times</td>
<td>18</td>
<td>3.0</td>
</tr>
<tr>
<td>10 or more times</td>
<td>28</td>
<td>4.7</td>
</tr>
<tr>
<td>Does not apply to me</td>
<td>345</td>
<td>57.5</td>
</tr>
<tr>
<td>Never, I have transportation</td>
<td>158</td>
<td>26.3</td>
</tr>
<tr>
<td><strong>Health care appointments (N=610)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 to 4 times</td>
<td>164</td>
<td>26.9</td>
</tr>
<tr>
<td>5 to 9 times</td>
<td>39</td>
<td>6.4</td>
</tr>
<tr>
<td>10 or more times</td>
<td>28</td>
<td>4.6</td>
</tr>
<tr>
<td>Does not apply to me</td>
<td>38</td>
<td>6.2</td>
</tr>
<tr>
<td>Never, I have transportation</td>
<td>341</td>
<td>55.9</td>
</tr>
<tr>
<td><strong>Social/recreational activities (N=605)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 to 4 times</td>
<td>105</td>
<td>17.4</td>
</tr>
<tr>
<td>5 to 9 times</td>
<td>43</td>
<td>7.1</td>
</tr>
<tr>
<td>10 or more times</td>
<td>64</td>
<td>10.6</td>
</tr>
<tr>
<td>Does not apply to me</td>
<td>138</td>
<td>22.8</td>
</tr>
<tr>
<td>Never, I have transportation</td>
<td>255</td>
<td>42.1</td>
</tr>
<tr>
<td><strong>Run errands (N=612)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 to 4 times</td>
<td>120</td>
<td>19.6</td>
</tr>
<tr>
<td>5 to 9 times</td>
<td>59</td>
<td>9.6</td>
</tr>
</tbody>
</table>
10 or more times  

Does not apply to me  

Never, I have transportation  

Note: Percentages do not sum to 100 since respondents had the opportunity to choose “all that apply.”

The Pearson’s Chi-Square analysis (Table 5) revealed a significant relationship between not having a driver’s license and inability to go to healthcare appointments ($X^2=38.037$, df = 1, $p = .000$), participate in social/recreational activities ($X^2=51.422$, df = 1, $p = .000$), and run errands ($X^2 = 54.886$, df=1, $p = .000$).

Table 5

*Not licensed to drive and missed activity.*

<table>
<thead>
<tr>
<th>Missed Activity</th>
<th>Do not have driver’s license (% of respondents)</th>
<th>df</th>
<th>$p$</th>
<th>$X^2$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work/school</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>45.7%</td>
<td>1</td>
<td>.026</td>
<td>4.949</td>
</tr>
<tr>
<td>No</td>
<td>33.7%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare appointments</td>
<td></td>
<td>1</td>
<td>.000</td>
<td>38.037***</td>
</tr>
<tr>
<td>Yes</td>
<td>52.3%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>26.7%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social/recreational</td>
<td></td>
<td>1</td>
<td>.000</td>
<td>51.422***</td>
</tr>
<tr>
<td>Yes</td>
<td>54.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>25.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Errands</td>
<td></td>
<td>1</td>
<td>.000</td>
<td>54.886***</td>
</tr>
<tr>
<td>Yes</td>
<td>52.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>23.1%</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

*p < .05, **< p .01, ***< p .001
In addition to the unreliability of transportation, respondents also indicated that weather and driving conditions as well as having a disability kept them from driving at times. Table 6 describes the conditions when respondents have chosen not to drive. Snow was a reason not to drive for a majority of respondents (53.1%; n = 207), while 47.2% (n= 184) reported not driving at night, and close to 1 in 5 (19.7%; n = 77) reported that they do not drive during peak driving times. Nearly 18% (17.9%; n = 70) of respondents reported that they do not drive because they have a disability. Qualitative data also revealed that the effects of medications or a medical condition prevented respondents from driving at times. In addition, the inability to afford gas, car repairs, as well as vehicle inspection and registration were also noted as prohibitive factors. One respondent summarize it thusly, “I get social security disability it’s hard to come up with gas money or money to fix my car if something goes wrong…sometimes I just need someone to help me… it depends on my pain level and amount of pain meds if pain is severe.”

Table 6

<table>
<thead>
<tr>
<th>Circumstances</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>At night</td>
<td>184</td>
<td>47.2</td>
</tr>
<tr>
<td>On the highway</td>
<td>40</td>
<td>10.3</td>
</tr>
<tr>
<td>During peak driving times</td>
<td>77</td>
<td>19.7</td>
</tr>
<tr>
<td>I have a disability</td>
<td>70</td>
<td>17.9</td>
</tr>
<tr>
<td>Raining</td>
<td>45</td>
<td>11.5</td>
</tr>
<tr>
<td>Snowing</td>
<td>207</td>
<td>53.1</td>
</tr>
<tr>
<td>Other</td>
<td>73</td>
<td>11.4</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 since respondents had the opportunity to choose “all that apply.”
Pearson’s Chi-Square analyses revealed relationships between a respondent’s age and circumstances under which they did not drive (Table 7). A significant relationship was found between age and not driving at night ($X^2 = 20.251$, df = 1, $p = .000$), age and not driving during peak drive times ($X^2 = 6.930$, df = 1, $p = .008$), as well as age and not driving in snow ($X^2 = 14.454$, df = 1, $p = .000$). A separate chi-square analysis also revealed a significant relationship between advancing age and concern about losing ability to drive within the next 5 years ($X^2 = 20.301$, df = 1, $p = .000$). Half of survey respondents who currently drive (50.8%; $n = 195$) indicated that they are concerned about losing this ability within the next 5 years, and 56.2% ($n = 172$) of participants 60 years of age and older report that they are concerned about losing their ability to drive within the next 5 years.

Table 7

*Age and circumstance under which respondents do not drive.*

<table>
<thead>
<tr>
<th>Circumstances</th>
<th>18 – 59 years old</th>
<th>60 – 95+ years old</th>
<th>df</th>
<th>$p$</th>
<th>$X^2$</th>
</tr>
</thead>
<tbody>
<tr>
<td>At night</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>22.9%</td>
<td>52.5%</td>
<td>1</td>
<td>.000</td>
<td>20.251***</td>
</tr>
<tr>
<td>No</td>
<td>77.1%</td>
<td>47.5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On the highway</td>
<td></td>
<td></td>
<td>1</td>
<td>.178</td>
<td>1.814</td>
</tr>
<tr>
<td>Yes</td>
<td>5.7%</td>
<td>11.1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>93.4%</td>
<td>88.9%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>During peak driving times</td>
<td></td>
<td></td>
<td>1</td>
<td>.008</td>
<td>6.930*</td>
</tr>
<tr>
<td>Yes</td>
<td>8.6%</td>
<td>22.5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>91.4%</td>
<td>77.5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have a disability</td>
<td></td>
<td></td>
<td>1</td>
<td>.091</td>
<td>2.861</td>
</tr>
<tr>
<td>Yes</td>
<td>24.3%</td>
<td>15.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Survey results also found a relationship between living arrangements and inability to travel. Those living alone were, on average, twice as likely to not be able to get to work or school, healthcare appointments, social or recreational activities, and errands than those living with family or friends, or a spouse or partner. These relationships, however, were not statistically significant.

Research Objective #4: What are the transportation preferences of the study population who would be using a brokered service? While findings from this survey indicated that respondents would probably use a brokered transportation service (Likert scale: 1 = never will, and 4 = definitely will; $M$=3.06), qualitative data indicate that respondents want a brokered transportation system that is flexible and reliable, has expanded hours and routes, and is reasonably priced. They want vehicles that are well maintained and inspected with drivers that are trained, knowledgeable, and friendly. And finally, respondents want a brokered transportation system that does not require them to wait long for their ride.

The following tables describe respondents’ concerns for using a brokered transportation system (Table 8), their preferred vehicle type (Table 9), and what they are willing to pay for the service (Table 10). Most notably, respondents are concerned with being able to travel when they

<table>
<thead>
<tr>
<th>Condition</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raining</td>
<td>5.7%</td>
<td>94.3%</td>
</tr>
<tr>
<td></td>
<td>13.0%</td>
<td>87.0%</td>
</tr>
<tr>
<td>Snowing</td>
<td>32.9%</td>
<td>67.1%</td>
</tr>
<tr>
<td></td>
<td>57.9%</td>
<td>42.1%</td>
</tr>
</tbody>
</table>

*p < .05, **p < .01, ***p < .001
need (58.6%; n = 356), to the location they need (49.8%; n = 303), and how much it will cost (46.5%; n = 277). They also indicated a preference for riding in a car (57.8%; n = 359), a van (49.8%; n = 309), or a bus (35.7%; n = 222). And finally, nearly one-third of respondents (31.4%; n = 196) indicated a willingness to pay up to $3 per trip, 29.4% (n = 184) did not know what they would pay for the service, and 17.8% (n = 111) indicated that they are unable to pay.

Table 8

*Concerns regarding using a brokered transportation service. (N=608)*

<table>
<thead>
<tr>
<th>Concern</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsure of being picked up</td>
<td>226</td>
<td>37.3</td>
</tr>
<tr>
<td>Takes too long</td>
<td>121</td>
<td>19.9</td>
</tr>
<tr>
<td>Getting back/home</td>
<td>231</td>
<td>38.0</td>
</tr>
<tr>
<td>Safety</td>
<td>162</td>
<td>26.6</td>
</tr>
<tr>
<td>Will it take me where I need to go</td>
<td>303</td>
<td>49.8</td>
</tr>
<tr>
<td>Will it take me when I need to go</td>
<td>356</td>
<td>58.6</td>
</tr>
<tr>
<td>Need advance planning</td>
<td>200</td>
<td>32.9</td>
</tr>
<tr>
<td>Unknown driver</td>
<td>114</td>
<td>18.8</td>
</tr>
<tr>
<td>Uncomfortable sharing a ride</td>
<td>39</td>
<td>6.4</td>
</tr>
<tr>
<td>Unknown cost</td>
<td>277</td>
<td>46.5</td>
</tr>
<tr>
<td>None</td>
<td>88</td>
<td>14.4</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 since respondents had the opportunity to choose “all the apply.”
Table 9

*Vehicle preferences for brokered transportation service. (N=621)*

<table>
<thead>
<tr>
<th>Vehicle type</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car</td>
<td>359</td>
<td>57.8</td>
</tr>
<tr>
<td>Van</td>
<td>309</td>
<td>49.8</td>
</tr>
<tr>
<td>Bus</td>
<td>222</td>
<td>35.7</td>
</tr>
<tr>
<td>Vehicle with lift or ramp</td>
<td>83</td>
<td>13.4</td>
</tr>
<tr>
<td>I don’t know</td>
<td>95</td>
<td>15.3</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 since respondents had the opportunity to choose “all that apply.”

Table 10

*Preferred cost of brokered transportation service. (N=625)*

<table>
<thead>
<tr>
<th>Cost</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to $3/per trip</td>
<td>196</td>
<td>31.4</td>
</tr>
<tr>
<td>$4 - $7/per trip</td>
<td>106</td>
<td>17.0</td>
</tr>
<tr>
<td>$8 - $11/per trip</td>
<td>14</td>
<td>2.2</td>
</tr>
<tr>
<td>$12 - $15/per trip</td>
<td>6</td>
<td>1.0</td>
</tr>
<tr>
<td>$16 - $19/per trip</td>
<td>1</td>
<td>.2</td>
</tr>
<tr>
<td>$20 + /per trip</td>
<td>4</td>
<td>.6</td>
</tr>
<tr>
<td>I don’t know</td>
<td>184</td>
<td>29.4</td>
</tr>
<tr>
<td>Not willing to pay a fee</td>
<td>26</td>
<td>4.2</td>
</tr>
<tr>
<td>Unable to pay a fee</td>
<td>111</td>
<td>17.8</td>
</tr>
</tbody>
</table>

Note: Percentages sum to over 100% because a small number of respondents chose more than one answer.
When respondents were asked how important it is for them to know the agency staff/volunteer driver of the vehicle providing transportation, approximately 73.5% (n = 452) indicated that it is *somewhat important* to *extremely important* whereas 26.3% (n = 162) indicated that it is *not at all important* to know the driver if riding in the driver’s personal car. In terms of knowing the staff/volunteer driver when riding in and agency van, 64.8% (n = 402) responded that it is *somewhat important* to *extremely important*, and 35.2% (n = 218) indicated it to be *not at all important*. And finally, where the staff/volunteer driver is driving an agency bus, 61% (n = 376) felt it is *somewhat important* to *extremely important* while 39% (n = 240) indicated that it is *not at all important* that they know the driver, and.

*Research Objective #5: In what ways can a brokered transportation system be designed to overcome the current public transportation barriers in Strafford and Eastern Rockingham Counties?* As indicated previously under transportation preferences of survey respondents, a qualitative analysis found that it is important for a brokered transportation system to be flexible and reliable, have expanded hours and routes, and be reasonably priced. Vehicles are to be well maintained and inspected with drivers that are trained, knowledgeable, and friendly. And finally, a brokered transportation system should not require consumers to wait long for their ride.

When respondents were asked how concerns about a brokered transportation service can be addressed, qualitative findings propose that drivers have safety training and criminal background checks. They want drivers who are cautious and willing to help, and drivers who know how to help. Respondents indicated that they would like to see a license posted in the vehicle. One respondent wrote, “Be sure that drivers are capable and reliable with a good reputation in the community.”
With regard to the reliability of a brokered transportation service, respondents reported that promptness, accurate scheduling, and good communication (i.e. ability to accurately answer questions) are important. They also suggested being able to confirm travel plans 24 – 48 hours in advance. As one respondent put it, “Make sure that they will be coming back to get me.”

Respondents also had suggestions for how a brokered transportation service might be flexible. One suggested area of flexibility is in pricing. Respondents suggested that group discounts be considered for consumers going to the same location. Another suggested area of flexibility is in expanded hours and routes. Respondents would like a service that operates on weekends and holidays (including school holidays), in inclement weather, and to rural areas of New Hampshire as well as to Boston and other locations in Massachusetts. As one respondent noted, “I am always searching for rides to Boston for surgery and chemo treatments. I am on a fixed income and have to pay my own way on buses and taxis.” Respondents also want flexibility in drop-off locations; they want to be dropped off close to their destination. One respondent simply stated, “Basically, I just need a way to get around so I can get groceries and make my appointments.”

Study Limitations

While approximately 3,000 surveys were distributed to ACT member agencies for this research, 641 were returned yielding a response rate of 21.4% which is not sufficient to be generalizable to the population at large. In addition, the use of a non-random convenience sample does not make it a representative sample of all members of a population. Although statistical significance was found in some cross-tabulations, frequencies were the predominant statistical outcome to be reported. Finally, given that three-quarters of the study population reported their
age as 60 years and older, another limitation of this research is that the responses of elder adults may or may not have been similar to those of disable adults aged 18 - 59 years old.

Discussion

While this study has limitations, it provides valuable information for ACT. Findings were in line with previous national and statewide studies related to transportation and transportation-disadvantaged populations—seniors over 60 years of age, and people with disabilities. Information obtained from survey respondents indicate that these populations experience problems reliably meeting their daily living needs due to inconsistent or unavailable private and public transportation options in the Seacoast New Hampshire region.

Findings of a significant relationship between willingness to use a brokered transportation service and respondent’s current modes of transportation, specifically for people who drive themselves or rely upon family or friends for rides, is likely indicative of a concern about losing these relied upon resources. As noted, over half of the study population are elders, and nearly one-third of this elder population are octogenarians and nonagenarians, their concern for losing the ability to drive in the near future is very present and real. This comment by one respondent says it simply, “Presently I am doing fine, but one never knows what the future may bring.” For the nearly two-thirds of respondents who depend on family or friends to provide transportation, willingness to use a brokered transportation service supports the suggestion that they are concerned about overburdening this resource, therefore, making access to this transportation resource uncertain in the future. As one respondent put it, “I have been depending (sometimes overly) on friends to provide rides for me. I don’t like it when I have to ask the same person on a consistent basis, but sometimes I don’t have a choice (I don’t want anyone burning out because of me).” And finally, as suggested by respondent’s concerns regarding a proposed
brokered transportation service, those who currently use an agency bus or van for transportation may be willing to use a brokered transportation service because, historically, agency provided transportation may not have reliably taken them where they expressly need to go at a time that met their needs, or may not have guaranteed them a return ride home. In any event, these findings indicate that respondents experience unreliable transportation on occasion for a variety of reasons making it difficult for them to fully participate in the activities of daily living.

Given that respondents who currently drive, as well as those who do not, reported being unable to reliably do such things as get a haircut, buy groceries, make trips to the bank or pharmacy, keep health care appointments, visit family or friends, or go to church socials due to transportation problems, it is not surprising that this research found that the overwhelming majority of respondents reported that they expect that they would use a brokered transportation service if available. Although nearly 4 in 10 reported that they do not know how often they would utilize the service, and nearly one-third did not know what they would pay, these finding are likely explained by the fact that this is a new concept. Consumers may need evidence that this service is an improvement over known transportation options. However, the finding that the majority of respondents expect that they might use the service anywhere from 1 to 7 days a week supports the premise that the transportation needs of this population are not being fully met. In addition, findings that nearly half of respondents indicated that they would pay up to $3 per trip, or that they could not pay for the service, suggest that the transportation needs of low-income individuals are likely also not being fully met.

As noted earlier, nearly half of the respondents are able to drive themselves. This also indicates that close to half are not able to do so. The Seacoast region is a mixture of urban and rural areas, and many are without fixed-route bus service. Most respondents reported living
within 10 miles of their town center, however, smaller towns within the region do not necessarily have doctor’s offices, grocery stores, or pharmacies, which are available in the larger municipalities. It is of concern that the majority of respondents would use a brokered transportation service to get to healthcare appointments, or shop for groceries and do other errands. These findings suggest that seniors and people with disabilities are at greater risk of not being able to consistently have their basic daily living needs fulfilled.

Based on the assumption that neither age nor disability would prevent someone within this study population from going to school or work, this research sought to investigate if unreliable transportation is problematic for these individuals. While findings indicate that this is true for some respondents, the preponderance of survey participants indicated that they are retired or that their disability prevents them from working or going to school. However, for those who do work or go to school, including vocational training, the finding of a significant relationship between having previously missed work or school and willingness to use a brokered transportation service suggests that perhaps more people would be able to improve their living circumstances through work, education, or training if reliable transportation were available to them.

Recommendations

Clearly, survey participants have unmet transportation needs and are interested in a transportation system that can meet these needs. As noted earlier, respondents want a brokered transportation system that is flexible and reliable, has expanded hours and routes, and is reasonably priced. They want vehicles that are well maintained and inspected with drivers that are trained, knowledgeable, and friendly, and they do not want to wait long for their ride. More specifically, it is recommended that a brokered system be designed that has fixed schedules
combined with the flexibility to expanded hours to nights, holidays, and weekends. It is important to consumers that their transportation is safe, and punctual for pick-up and drop-off. As supported by previous national, statewide, and regional studies, an effective brokered transportation service must serve consumers in outlying areas, and not limit service to the larger municipalities. In addition, door-to-door service is preferred, especially for individuals who have trouble walking, those who are in a wheelchair, or during inclement weather.

Consumers want to know their drivers and have confidence that they are professional and of good character. It is suggested that community agencies, including local churches, collaborate, and that consumers have an opportunity to meet drivers beforehand, either through “meet and greet” opportunities, an introductory phone call from the driver, or simply a brochure introducing drivers to consumers. It is also recommended that individuals with disabilities be involved with driver training to assure that drivers know how to tend to their special needs such as securing a wheelchair, or transporting oxygen. This service must be reasonably priced, and contact information and fare schedules should be clear and up to date.

Finally, it is recommended that future research use this rich data set to extrapolate more information. Also, future planning of a brokered transportation system is well served to continue to include consumers since they are the ones who will be using the service, and they have provided invaluable perspectives and ideas for how to make the system work efficiently for these traditionally transportation-disadvantaged populations.
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Appendix A
Alliance for Community Transportation (ACT) Survey

Thank you for taking the time to complete this survey. Your name will not be connected to your comments and all responses will be kept confidential. When returning this survey, you will have the option to be entered in a drawing for a $50 gift certificate to a local supermarket.

Personal Means of Transportation

Please tell us a little about your current driving capabilities.

1. Are you currently licensed to drive a vehicle? ______Yes ______No

   If you answered “NO” please skip to question #6

2. Are there circumstances under which you don’t drive? CHECK ALL THAT APPLY.

   _____At night   _____Raining
   _____On the highway  _____Snowing
   _____During peak driving times  _____Other:_____________________
   _____I have a disability  _____None of the above

3. Do you have a vehicle readily available to you to drive? _____Yes _____No

4. Are you concerned about losing your ability to drive within the next 5 years?
5. Do you give rides to your friends, family members, and/or others in your community?  
  _____ Yes _____ No

6. How do you currently get to places and activities that you need to get to? **CHECK ALL**  
   **THAT APPLY.**  
   _____ Drive self _____ Taxi  
   _____ Friend/family member takes me _____ Use a wheelchair  
   _____ Public bus (i.e. COAST) _____ Walk  
   _____ Agency bus/van _____ Other: ______________________

**Transportation Needs**

*Please tell us about your potential use of a brokered transportation service.*

A **brokered transportation service** is when one agency is used as a central call-in center to arrange a ride for you using vehicles available from several community organizations.

7. On a scale of 1 (I will *never* use the service) to 4 (I will *definitely* use the service), please rate your willingness to use a brokered transportation service?
8. Based on your needs, to where would you travel using a brokered transportation service?

**CHECK ALL THAT APPLY.**

- [ ] My job
- [ ] Volunteer activities
- [ ] Grocery shopping
- [ ] Recreational/social activities
- [ ] Health care appointments
- [ ] Specific place/city/town: __________________
- [ ] Place of worship
- [ ] Other: ________________________________
- [ ] School/vocational training
- [ ] None of the above
- [ ] Errands (other than grocery shopping)

9. On average, how many days per week would you use a brokered transportation service?

- [ ] One day
- [ ] Four days
- [ ] Seven days
- [ ] Two days
- [ ] Five days
- [ ] I don’t know
- [ ] Three days
- [ ] Six days
- [ ] I won’t use this service

10. When going out, do you need physical assistance: **(CHECK ALL THAT APPLY):**

- [ ] Getting in/out of your home
- [ ] I don’t need assistance
11. When going out, do you have: (CHECK ALL THAT APPLY):

_____ A wheelchair  _____ A guide dog/service animal
_____ A walker or cane  _____ None of the above
_____ Crutches  _____ Other: ________________________________

12. In the past 12 months, how many times have you been unable to go to work/school because you did not have reliable transportation?

_____ 1-4 times
_____ 5-9 times
_____ 10 or more times
_____ Does not apply to me (i.e. I do not go to work/school)
_____ Never, I have transportation

13. In the past 12 months, how many times have you been unable to go to a healthcare appointment because you did not have reliable transportation?
14. In the past 12 months, how many times have you been unable to participate in social/recreational activities because you did not have reliable transportation?

_____1-4 times
_____5-9 times
_____10 or more times
_____Does not apply to me (i.e. I do not participate in social activities)
_____Never, I have transportation
15. In the past 12 months, how many times have you been unable to run errands* because you did not have reliable transportation?  (*Errands include going to the bank, grocery shopping, hairdresser/barber, pharmacy, local community agencies, etc.)

_____1-4 times
_____5-9 times
_____10 or more times
_____Does not apply to me (i.e. I do not wish to go on errands)
_____Never, I have transportation

**Brokered Transportation Preferences**

*Please tell us what you would like from a brokered transportation service.*

16. What would you be willing to pay for your use of a brokered transportation service?

_____Up to $3/per trip  
_____Up to $5/per trip  
_____Up to $7/per trip  
_____Up to $10/per trip  
_____Up to $15/per trip  

_____$20 or more/per trip
_____Other:_____________________

_____I don’t know
_____I am not willing to pay a fee
17. When using a brokered transportation service, in which of the following types of vehicles would you prefer to be driven? **CHECK ALL THAT APPLY.**

- _____ Car
- _____ A vehicle with a lift or ramp
- _____ Van
- _____ I don’t know
- _____ Bus
- _____ Other: _______________________________

18. Please rate how important is it that you know the driver if you are driven by an agency staff/volunteer in their **personal car**? Please circle the number that corresponds with your answer.

<table>
<thead>
<tr>
<th>Not at all Important</th>
<th>Somewhat Important</th>
<th>Very Important</th>
<th>Extremely Important</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
19. Please rate how important is it that you know the driver if you are driven by an agency staff/volunteer in an agency van? Please circle the number that corresponds with your answer.

- Not at all
- Somewhat
- Very
- Extremely

- Important
- Important
- Important
- Important

1 2 3 4

20. Please rate how important is it that you know the driver if you are driven by an agency staff/volunteer in an agency bus? Please circle the number that corresponds with your answer.

- Not at all
- Somewhat
- Very
- Extremely

- Important
- Important
- Important
- Important

1 2 3 4

21. What would be some of your concerns in using this brokered transportation service? 

**CHECK ALL THAT APPLY.**

- Unsure of being picked up
- Need advance planning
- Takes too long
- Unknown driver
- Concerned about getting back/home
- Uncomfortable sharing a ride
- Concerned about safety
- Unknown cost
22. How can we address the concerns that you may have?

General Information

Finally, we would like to know a little more about you and your household.

23. What is your age? **CHECK ONE.**

   ____ 18-24  ____ 40-44  ____ 60-64  ____ 80-84
   ____ 25-29  ____ 45-49  ____ 65-69  ____ 85-89
   ____ 30-34  ____ 50-54  ____ 70-74  ____ 90-94
   ____ 35-39  ____ 55-59  ____ 75-79  ____ 95+

24. What is your gender? _____ Male  _____ Female  _____ Transgender

25. What is your ethnicity? **CHECK ALL THAT APPLY.**

   _____ Caucasian  _____ Latino/Hispanic
   _____ African-American  _____ Native American
26. What is your employment status?

_____ I am currently employed    _____ I am currently looking for a job
_____ I am retired              _____ I choose not to work
_____ I am unable to work       _____ Other: __________________________
_____ I volunteer

27. What is your zip code? ____________

28. Approximately how many miles do you live from your city/town center? _____ miles

29. What is your current living arrangement?

_____ Live alone              _____ Group home
_____ Live with spouse/partner _____ Assisted living facility
_____ Living with family/friends _____ Nursing home
_____ Senior housing          _____ Other: __________________________

30. Including you, how many people currently live in your household? ______________
31. What is the total income in your household?

   ____Less than $19,999   ____$40,000-$59,999
   ____$20,000-$39,999   ____$60,000 or more

32. Please provide any additional comments about your transportation needs:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Thank you for completing our survey!

Please return this survey within two weeks. To mail, simply fold, tape or staple, then drop in the mail. No postage necessary.
$50 Supermarket Gift Certificate Drawing

To be held on April 1, 2009

If you choose to enter in a drawing to win a $50 gift certificate to a local supermarket, please provide your name and contact information. Once we receive your survey, this page will be removed and kept separate from your survey responses in order to maintain your confidentiality.

Name:__________________________________________________________

Address/Phone number:___________________________________________

Email:_________________________________________________________