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R E S E A R C H R E P O R T

The Transportation Needs of Seniors

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**UNIVERSITY OF MINNESOTA
CENTER FOR TRANSPORTATION STUDIES**

THE TRANSPORTATION NEEDS OF SENIORS

FINAL REPORT

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- 2 Crystal Friendship Center
- 3 Eden Prairie Senior Center
- 4 Edina Senior Center
- 5 Hopkins Activity Center
- 6 Maple Grove Senior Center
- 7 Medica Skyway Senior Center
- 8 The Senior Place
- 9 Southwest Senior Center

Senior community services and transportation providers

- 10 South Shore Center
- 11 Plymouth Creek Center
- 12 Gillespie Center
- 13 Tamarack Center
- 14 Minnetonka Senior Center
- 15 Volunteers Enlisted to Assist People (VEAP)

Residential Communities

- 16 Arbor Lakes Commons
- 17 Bassett Creek Commons
- 18 Boulevard Gardens
- 19 Maple Terrace
- 20 Pleasant Place
- 21 Shingle Creek
- 22 South Haven
- 23 South Shore Park
- 24 Summit Point
- 25 Westonka Estates

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Executive Summary

More than 158,000 residents of Hennepin County, Minnesota, are over the age of 60, a number that is sure to rise with the imminent retirement of the baby boom generation. This report examines the transportation needs of the elderly in Hennepin County through a survey of their existing travel behavior and their unmet needs. We were assisted in the design and distribution of this survey by community partners such as senior centers; respondents then mailed back their responses to this multipage survey. The survey asked both demographic and attitude questions and included a travel diary for recording actual trips and desired but untaken trips. Of just more than 8,000 surveys distributed, 854 were returned, giving data on a broad spectrum of seniors across age groups from below 60 to over 90 years of age. More than two-thirds of respondents were female, indicating both their share in the population and their willingness to participate in surveys.

More than half of seniors live by themselves, indicating independence in living conditions, while about a quarter live with relatives.

We find that while most elderly are largely independent from a transportation perspective, and would like to stay that way, many understand that their independence is impermanent. The level of independence showed a steady decrease with age, with 33 of 45 respondents between the ages of 60 and 64 strongly agreeing with the idea that they are independent travelers, but only 3 of 23 of those over 90 strongly agreeing. Exactly 80 percent of the sample still has a valid drivers license, including almost half of those over 90. Those who are not fully independent are unable to achieve all of their objectives on a given day. Of the sample, 62 percent could make both the trips they needed to make and the trips they wanted to make all of the time, the remaining 38 percent had some limitations on either trips they needed to make or wanted to make (or both). Around 77 percent of the sample used the automobile as the main means of transportation for shopping, though this decreases with age. Trip purposes are varied, with shopping, social/recreational, and “other” as dominant categories (more than 10% of trips), but a large number of medical trips (about 5 percent) were reported as well.

Some seniors face difficulties when using public transit (with stairs, or standing on moving vehicles), but most did not. They did express concerns about safety, with over half being concerned about becoming a victim of crime, more than were concerned about waiting for transit or length of time of the trip. About half use Metro Transit sometimes, and about 15 percent use dial-a-ride, a lift van, or Metro Mobility sometimes. In contrast with the 3,100 trips recorded in diaries by the sample, 172 trips were recorded as desired but taken, with a similar distribution by purpose of those trips that were made. The reasons for being unable to make the trips varied from vehicle availability and driver availability to weather, with a large number of unspecified other reasons.

A large number of comments were received, which add qualitative flavor to the analysis that was conducted. Seniors recognize even if they are currently independent, that will not always be the case, and so they should plan accordingly. Seniors disagreed about the extent to which they should try to care for themselves vs. receiving assistance from others.

Chapter 1: Introduction

Introduction

Transportation systems serve their communities by providing accessibility (the ability to reach valued destinations) and mobility (the ability to move on the network) (Handy & Niemeier, 1997; Hansen, 1959). Limitation in mobility occurs when a person cannot move between an origin and desired destination because of external or individual factors. People with limited mobility include but are not limited to elderly, poor, children, persons who do not speak English, the physically disabled, and people with development disabilities. Limitation in mobility may affect physical, social, and psychological well-being. Community transportation agencies aim to help these populations overcome their limitations and increase their level of mobility, and to provide them with the ability to access desired destinations.

This study investigates the travel demands and activities (in terms of both actual behavior and unmet needs) of seniors residing in Hennepin County, Minnesota. Measuring the transportation needs of seniors is done by conducting a mail-in survey that included questions measuring the difficulty of reaching their desired destinations in the region to conduct some kind of activity (e.g., work, shopping, recreation, social, education, medical, agency support, businesses).

Definitions

There are many definitions of seniors in the literature. A person may be classified as a senior citizen based on one or more of the following criteria: age, retirement, and life experience. In western society adults are typically declared "seniors" somewhere between the ages of 60 and 65. In some research papers seniors are considered to be people who are retired no matter what their age. Other researchers consider people who are aged 50 or older as seniors, since they have a lifetime of experience they can share with others. Meanwhile, several transportation agencies offer discounted fares for seniors only when they are 65 years of age or older. Accordingly, our definition of "senior" should be broad enough to capture all types of seniors mentioned here. We include in our study people whose age is 55 years, yet when asking about age we include an open-ended section so that people who are younger than 55 but who consider themselves seniors can participate in our study.

The baby boom began in 1946 and continued through 1964. During those 19 years, 76 million people were born in the United States. In 2006 the oldest cohort of baby boomers will reach the age of 60. In Hennepin County baby boomers represent around 29.4 percent of the entire resident population. Figure 1 is a histogram showing the distribution of age groups in Hennepin County in the year 2000.

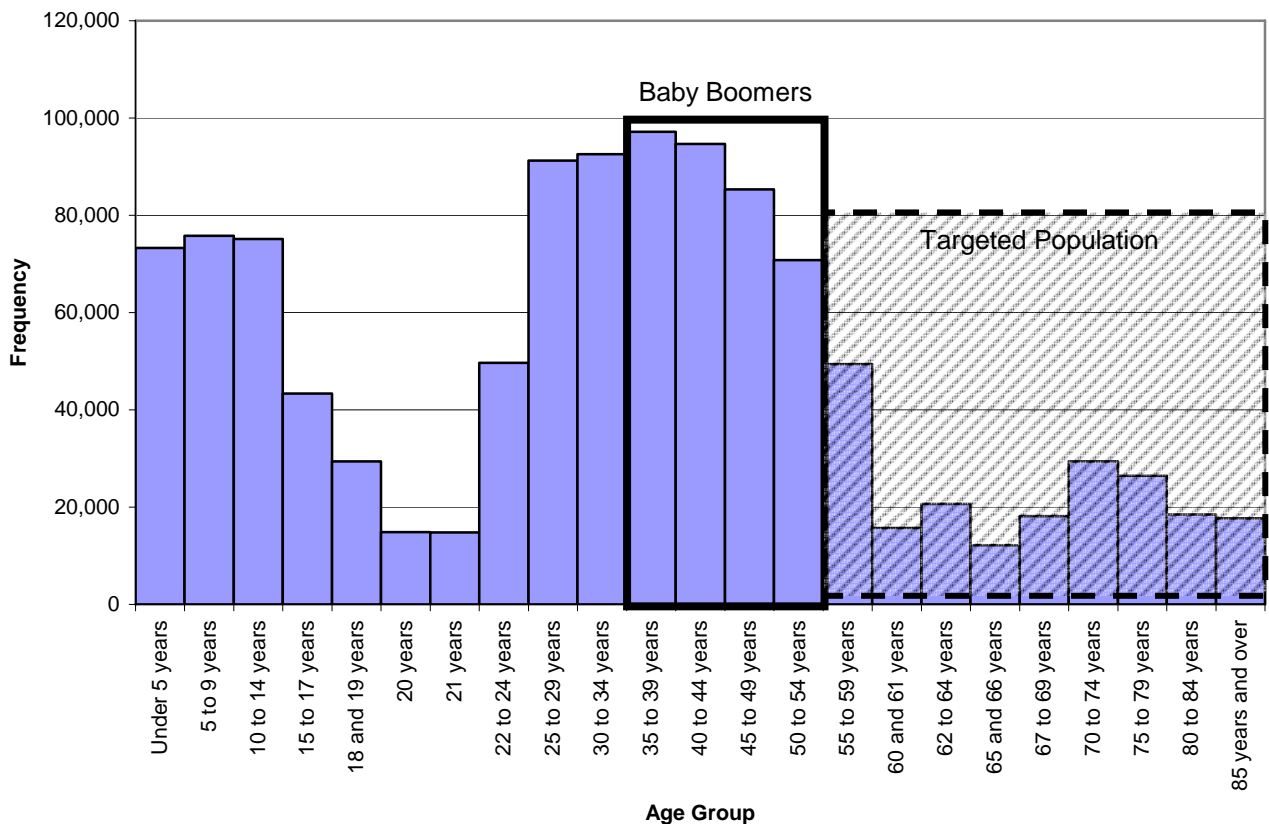


Figure 1: Age distribution in Hennepin County, Minn., in 2000

By the year 2020 all baby boomers will fall under the the most inclusive category of seniors (being 55 years of age or older). It is clear that a better understanding of the transportation needs of seniors is crucial to help address their future issues before the shift in the population takes place.

Goal and Objectives

The main goal of this research is to better understand the transportation needs and concerns of seniors as a special population. Seniors have both met and unmet transportation needs. It is important to note that seniors as a population in

The transportation disadvantaged cannot meet all their transportation needs independently and require some special attention from the community to help meet them. In contrast, the transportation advantaged can independently meet all their needs through the existing system. Listening to the concerns of both advantaged and disadvantaged is important to help better serve their special needs.

Understanding these needs can be done through two main procedures. The first is to measure existing travel behavior patterns for the elderly population and for the population with developmental disabilities. The second is to determine the unmet needs and wants of the relevant

groups – e.g., what services they want but are not presently being provided. These procedures provide a baseline of information to proceed with subsequent planning and decision making. The perspective of the users of the services (and their caregivers) is critical to ensure an accurate measurement of both behaviors and desires.

Report Organization

The report is organized into several sections. The next section reviews the relevant literature. This is followed by the methodology employed for this study. Then, data is presented and summarized, analysis is conducted, and conclusions are offered.

Chapter 2: Background

Introduction

Defining disability in the context of travel behavior research is somewhat tenuous. Operational definitions are frequently used: in a study conducted using data from the London Area Travel Survey, disability was defined as “a longstanding health problem that affects [a participant’s] ability to travel to get about” (Schmöcker et al. 2004). Another definition included “individuals of all ages who are unable to transport themselves without special equipment or outside assistance due to a physical, cognitive, or psychiatric impairment” (ODOT 1999). In the study conducted using survey data from BTS (Sweeney 2004), the measure of disability relied on participant self-identification based on Census 2000 definitions. These include both categorically defined (blindness, deafness) and operationally defined (difficulty with mental and physical activities) disabilities.

Seniors Transportation Needs

At present, a number of factors in combination are contributing to increased awareness of the issue of transportation for the elderly. The everyday transportation system in the United States depends heavily on the personal automobile and secondarily on the public transit system, both of which cause a variety of problems for adults attempting to remain mobile into old age (Burkhardt 2000). The percentage of elderly living in the suburbs increased from 39 percent in 1980 to 46 percent in the mid-1990s. Because low-density land use patterns in these areas lead to greater reliance on the automobile and complicate the provision of alternate service, this trend compounds the issue of transportation for the elderly. Furthermore, as seniors get older, the proportion living alone and the proportion that are disabled both increase; the oldest elderly are faced with the most intractable barriers to transportation (Burkhardt et al., 2002).

One of the earliest studies of travel behavior of the elderly was conducted by Wachs (1979), who analyzed data on elderly residents taken from the Los Angeles Regional Transportation Study. After using census data to define seven discrete elderly lifestyle groups, participants from the LARTS were sorted into these groups. Comparing travel behavior and available transportation services among the groups yielded information on the degree to which their travel needs were being met. Though none of the groups were specifically identified as mobility impaired, both the “institutionalized” and the “central city dweller” groups had some characteristics of the transportation disadvantaged: the former lifestyle was marked by poor health and a large proportion resided in hospitals or nursing homes, while the latter lifestyle was identified in part by low rates of car ownership, indicating reliance on public transportation or friends and family to get around. Because the institutionalized lifestyle group was so small (less than 1 percent of Los Angeles County’s elderly population), it was not analyzed. The average number of trips reported for the central city dwellers was about 85 percent of the county average, and bus ridership was double the county average.

Hildebrand (2003) used a method similar to Wachs’ to assign individuals to lifestyle groups based on socio-demographic variables and analyze how the groups differed from one another in travel behavior. Three of the six lifestyle groups identified in this analysis had

elements of transportation disadvantage: of those belonging to the “granny flats” cluster (i.e., those who live with their children), less than half were licensed to drive and more than one-third were disabled. Of the “mobility impaired” group, none had a driver’s license and more than one-quarter were disabled. All members of the “disabled drivers” group held a driver’s license but have a disability significant enough to affect outside travel. On the whole these three groups proved to be less mobile than the other groups identified. The “granny flats” group had the lowest average number of daily activities requiring travel (1.4) and the fewest average daily trip tours (0.6), as well as the shortest average trip duration (14.1 minutes). The “mobility impaired” group was similar to the “granny flats” group with regard to the former two variables, and also had the highest percentages of walking and transit trips, 24.4 percent and 16.5 percent, respectively. “Disabled drivers” also had fewer than average daily activities requiring travel and fewer than average daily trip tours. Members of this group had the second highest auto mode split (92.4 percent) of all six groups; they drove themselves for about 55 percent of their trips, which was much higher than the rate for the “granny flats” or “mobility impaired” group but still lower than the overall average.

A number of studies have used existing datasets, typically from regional transportation studies, to identify the travel patterns of the elderly. Schmöcker, Quddus, Noland, and Bell (2004) analyzed data collected in the London Area Travel Survey 2001 (LATS), which includes information on 67,252 people in 29,973 households. LATS contains four primary datasets for each individual: household information, personal information, details on vehicles owned, and trip details of all trips done on one weekday. For this study, records were extracted for persons aged 65 and older, and those younger than 65 but “with a longstanding health problem that affects their ability to travel or get about,” referred to in the study as the younger-disabled. Using the data, models for total trips and specific trip purposes were estimated, as well as a log-linear trip-distance model.

Across all the models it was found that increasing age results in fewer trips and shorter distances traveled. Disabilities of different types had varying effects on travel behavior: hearing and sight difficulties and wheelchair usage reduced the number of trips taken but not the distance traveled, while difficulty walking was associated with shorter travel distances and fewer non-work/educational trips. Retirement status, household structure, car ownership, possession of a driver’s license, and income levels were all shown to have an effect on the number and distance of trips taken.

Using data from the Bureau of Transportation Statistics (BTS) *Transportation Availability and Use Survey (2002)*, Sweeney (2004) compared the travel patterns of elderly individuals with disabilities to non-disabled elderly persons and younger disabled persons. The elderly disabled were found to leave their homes on average 4.0 days per week, less often than either the young disabled or elderly non-disabled, and 31.9 percent of them needed special assistance or equipment to travel outside the home, versus 22.4 percent of the disabled aged 25–64.

By analyzing data from the Dutch National Travel Survey over time (1979–1994), Tacken (1998) was able to analyze how the needs of the elderly have changed over time. While, as expected, the elderly made on average half as many trips as the younger comparison group in 1994, it was found that the average number of daily trips made by the elderly increased until roughly 1990, and then leveled out. A finding unique to the Netherlands was that while car mode share declined steadily from age 55 onward, bicycle mode share stayed relatively constant (between 23 and 25 percent) until age 75, when it declined to 19 percent .

An Oregon Department of Transportation (ODOT) study on the state's mobility needs (1999) collected a new set of data by conducting a telephone survey of mobility-impaired residents, including both the elderly and disabled, across the state, with respondents stratified by size of community (large city to rural) and geographic area. It was found that 8 percent of Oregon households have one or more mobility-impaired individuals, a rate that is three times higher than figures reported in previous similar studies.

Nearly all (92 percent) of the mobility impaired individuals in the ODOT study made at least one trip per week outside the home. The mean number of weekly trips made was 3.62. The trip purpose mentioned most often (68 percent) was grocery shopping, followed by medical appointments (61 percent), entertainment (44 percent), and visiting friends or family (42 percent). Based on responses to scaled questions about ability to perform tasks related to using public transportation, it was found that 75 percent of the mobility impaired would have difficulty using fixed route public transportation. Although 84 percent of the respondents had access to at least one type of public transit (fixed-route, dial-a-ride, or other), mode share for public transit ranged from 0 percent to 13 percent for non-work or school trip purposes. Nonetheless, those with any transportation services available in their community (fixed route, Dial-A-Ride, or other services) travel on more days than those with no services available.

One drawback to the ODOT study is that it grouped the elderly and disabled together under the unitary designation "mobility impaired" when analyzing data. This hinders understanding that could be gained by dividing respondents into groups for analysis based on their specific travel limitations. For instance, the sample population included individuals with developmental disabilities, but it is impractical to ascertain from the findings what their specific travel patterns and needs may be.

Burkhardt (2000) examined interview data from elderly Maryland residents. Participants were grouped in five-year age cohorts so that effects of age could be observed at a finer grain. It was found that of those aged 60 to 64, 91.5 percent had left the house on the day before the interview took place; this percentage dropped to 54.5 percent of those 90 and older. Number of trips per day also dropped with age: of the 60 to 64 year olds who travel, less than 31 percent took just one trip per day, but for those over 90 who travel, the proportion who took just one trip per day was greater than 50 percent. The percentage of those reporting problems getting around increased from 5.7 percent for the 60-to 64-year-old cohort to 16.7 percent of the 85-to 89-year-old cohort. Interestingly, none of those over 90 reported transportation difficulties, indicating that their transportation needs were being provided for by others.

Transportation Modes

Auto

Across the literature, the automobile is the dominant mode of travel for the elderly and disabled; this reflects the dominance of the automobile in the U.S. and other Western societies. Over time, the average number of car trips per day for the elderly has increased appreciably— in the Netherlands, the number of trips taken in cars by elderly men increased 60 percent between 1979 and 1994 (Tacken 1998).

The elderly and disabled who have a driver's license and/or access to a car travel more frequently than those who do not (Wachs 1979, ODOT 1999, Burkhardt 2000). This is also

reflected in the mode share for different trip purposes: for all purposes but work/school trips, 80 percent to 90 percent of trips were made using an automobile (ODOT 1999, Burkhardt 2000). For most of these trips, the respondent was driven by a family member or friend.

While most trips across all the studies were made by car, whether one is a passenger or a driver of a car does appear to be linked to age and disability status. Burkhardt (2000) notes that remarkable declines in driving begin around age 75. In the Dutch study of travel behaviors over time (Tacken 1998), it was found that the number of car trips and the share taken as the driver decrease with age.

Transit vs. Specialized Service

Of the elderly disabled studied by Sweeney (2004), numbers of those using public bus and paratransit service were relatively equivalent, at 5.8 percent and 7.2 percent respectively. Among the vision-impaired in Santa Barbara (Golledge, Costanzo, and Marston 1996), half used the public bus, compared to 10 percent who reported using dial-a-ride service. Other studies did not distinguish in their findings between the use of fixed-route and paratransit service (ODOT 1999).

Unmet Needs

Only a few studies addressed the unmet needs of the transportation disadvantaged.

The ODOT (1999) study is unique in that in addition to asking about travel behaviors, it asked respondents about trips they would like to take but are unable to on account of their mobility impairment. Forty-one percent of mobility impaired individuals in Oregon reported that they would like to make more trips in their community but are prevented from doing so because they do not have transportation. Of those who indicated latent demand for trips within their community, 60 percent wished to make more entertainment and recreational trips, 30 percent would like to do more non-grocery shopping, and 24 percent report a desire to make more trips to visit family and friends. The types of desired trip purposes reported speak to the “quality of life” aspect of mobility as described by Metz (2000).

The latent demands of the transportation disadvantaged indicate that current transit services are not meeting their needs: 24 percent said they would like to make more trips on existing fixed-route service, and another 24 percent would use fixed-route service if it became available but do not currently have service. Seventeen percent indicated that they would like to make more trips on dial-a-ride service and an additional 31 percent would use such a service if it became available but do not currently have service.

Defining Mobility/Mobility Impaired

It is generally acknowledged that there is a vital relationship between mobility and quality of life of older people; this relationship may also extend to the disabled. However, because mobility is ill- or multiply-defined, this relationship is difficult to pin down. Mobility is often used synonymously with travel, but Metz (2000) points out that a loss of mobility implies more of a hardship than does simply traveling less.

Metz proposes operationalizing mobility using five key elements: Travel to achieve access to desired people and places; psychological benefits of movement—of “getting out and

about”; exercise benefits; involvement in the local community; and potential travel. Existing research tends to address the first of these, disregarding benefits that do not go hand-in-hand with a travel destination.

Previous studies on the travel behaviors of the elderly and disabled have used a combination of categorical and operational ways of identifying the transportation disadvantaged. Age is clearly a categorical method; in most studies the age threshold used was age 60 or 65. The lowest age cut-off used was 55, in the Dutch study (Tacken 1998). For an elderly person to fit ODOT’s (1999) definition of mobility impaired, he or she must also be unable to purchase transportation.

Chapter 3: Methodology

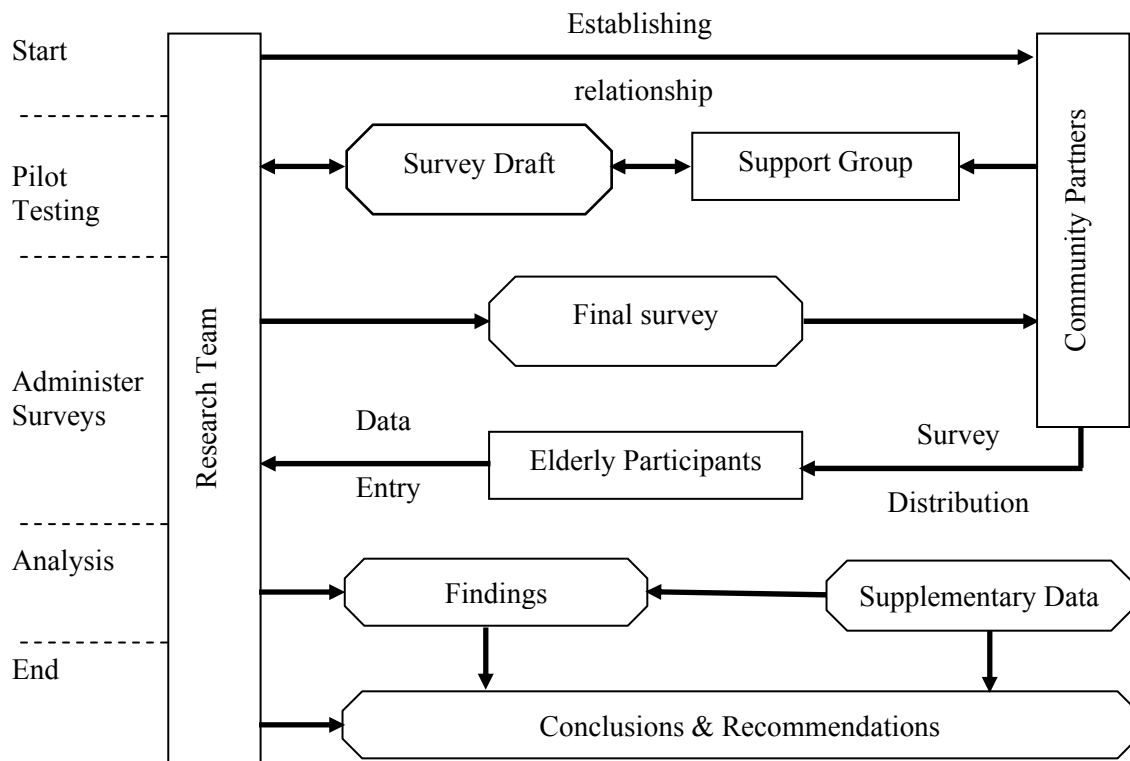
Introduction

The identification of the appropriate methodology is developed in a two-step process. The first involves developing the theoretical aspect of the methodology, which was done by the research team and through review of the literature and discussions with the Technical Advisory Panel (TAP). The second step identifies the available datasets and the possibilities of achieving the methodology through empirical research based on either available data or collecting primary data. In this chapter we highlight the main components of the methodology used to conduct the analysis in this research. The methodology includes the research design and goal, research questions, description of the population and sampling methods, data collection methods, survey instruments and design, and finally, methods used to conduct the analysis of the primary collected data either statistically or through use of a geographic information system.

Research Design

The goal of this research is to measure the actual and unmet transportation needs of the elderly in Hennepin County, Minnesota. Since this research deals with a special population, the available secondary datasets are not adequate to help in reaching this goal; accordingly, conducting a survey and collecting primary data that measure the needs of this population is essential. Based on a theoretical background the research team constructed a transportation survey to help in achieving the main goal of this study. Since seniors are part of a special population, targeting them to answer this questionnaire can be accomplished most readily through partnership with several senior centers, residential communities that are dedicated to seniors, and transportation providers for seniors. In other words, reaching the targeted population is done through people who provide services to them, where mailing lists and contact information are sustained. This partnership started with the early stages of the study, where several partners helped review the survey and even organize meetings with seniors to conduct a pilot testing for the survey. After the return of several surveys from the pilot testing, the research team incorporated several changes to the survey to address the concerns and issues being raised by seniors who were part of the testing. The survey was then distributed to seniors through various channels of communication depending on the type of partnership being established between the research team and the community partners. Finally, surveys were returned to start the analysis phase. The analysis phase ends with a conclusions section, where major findings are presented. In addition, meetings with the TAP at various stages in the research process helped in crystallizing the ideas and polishing the research design. Figure 2 outlines the flow of the research and the various phases that the research team passed through.

Figure 2: Research design



Research Question

Trying to understand the transportation needs of a special population such as seniors can be achieved through answering the following research question:

“What are the travel demands and activities (in terms of both actual behavior and unmet needs) of elderly individuals?”

To achieve an answer to this research question two main objectives need to be met. The first is to measure existing travel behavior patterns for the elderly population. The second objective is to determine the unmet needs and demands of this special population – e.g., what services they want but are not presently being provided. These objectives can be met through series of tasks or actions. The following is a list of the tasks:

1. Identify a sampling methodology,
2. Design a survey that includes various questions measuring transportation needs and activities of the studied population,
3. Build partnerships with various organizations in the region that serve seniors,
4. Distribute the survey through partners,
5. Collect and code survey, and

6. Conduct the analysis to derive conclusions and recommendations.

Population and Sampling Method

The population of interest in this study is the elderly residing or working in Hennepin County. For purposes of this study, the elderly will be defined as those aged 55 and older at the time of the survey. This is a broad enough definition to include all the people being defined by various agencies as elderly. The Metropolitan Council includes the elderly in the decennial Travel Behavior Inventory (TBI); however, it is likely that this data is biased towards those seniors who are not transportation disadvantaged. Furthermore, the TBI does not capture data about unmet transportation needs or participants' attitudes about their transportation options, both of which are foci of this survey. Accordingly, using the TBI as the main data source won't be appropriate to achieve the desired goal or help in answering the main research question.

In order to represent a diverse cross-section of seniors, the following characteristics were taken into account when selecting seniors to be part of the study:

- Geographic location. Hennepin County includes the urban core of Minneapolis as well as suburbs and distant exurbs. Each of these types of locations offers a different set of transportation options for the elderly.
- Age. The designation "elderly" includes everyone: workers and retirees, and people who have just retired through those who are extremely elderly. Seniors at different stages in life have varying travel needs and limitations.
- Independence level. Mobility is not just a function of age, but also of relative independence level. Independence, as a concept, encompasses physical and mental disabilities as well as age-related weakness and frailty. Living situation will be used as a proxy for independence level. Possible living situations include an elderly person living on his or her own or with a spouse, an elderly person living with his or her child, an elderly person living in an assisted-living facility, or an elderly person living in a nursing care setting. Elderly individuals who are hospitalized or in hospice care may not be medically stable, and the difficulties associated with incorporating their participation is probably too great for it to be worthwhile.
- Racial and ethnic diversity. Hennepin County is becoming a more diverse place—in the year 2000, 21 percent of residents were non-white, up from 11 percent in 1990, though much of that diversity is in the younger immigrant population. To be fully representative, the study includes elderly individuals from a variety of racial and ethnic backgrounds. One barrier to this is the language barrier: 46 percent of the state's foreign-born population lives in Hennepin County. Elderly foreign-born Hennepin County residents may not be proficient in English, and producing survey materials in alternative languages is beyond the budget of the study.

In order to account for all these elements of diversity, it was necessary to recruit participants from a variety of sources. The most efficient way to recruit participants was to develop relationships with community partners, which included agencies and organizations that provide support to seniors and were willing to allow and/or coordinate participant recruitment.

Community Partners

Finding appropriate community partners that were willing to help in finding senior participants and distributing the surveys was key in this project. Community partners play a very

important role in connecting the University to the seniors they serve. Senior centers, programs, senior community services that supervise senior centers and transportation programs, and some limited-income residential communities located in Hennepin County that serve seniors were chosen to be the community partners that helped us conducting this study.

The research team contacted around 39 centers serving seniors in Hennepin County. Twenty-five partners agreed to help the research team in the study. The level of willingness to help in the recruitment process varied among partners. Following is a list of various levels of collaborations that we experienced:

1. Introducing the study to a sample of seniors for pilot testing
2. Advertising the study at sites
3. Advertising the study in newsletters,
4. Distributing surveys at sites
5. Sending the surveys to seniors by mail through use of mailing lists

Table 1 shows a list of community partners that agreed to help in recruiting senior participants and their affiliation. The city where each center or residential community is located is also indicated in the table. It is important to note that some of these centers were initially contacted through their management offices. For example, Common Bond Communities were contacted through their management office, which helped in distributing flyers and surveys to the communities.

Table 1: Community partners (senior centers)

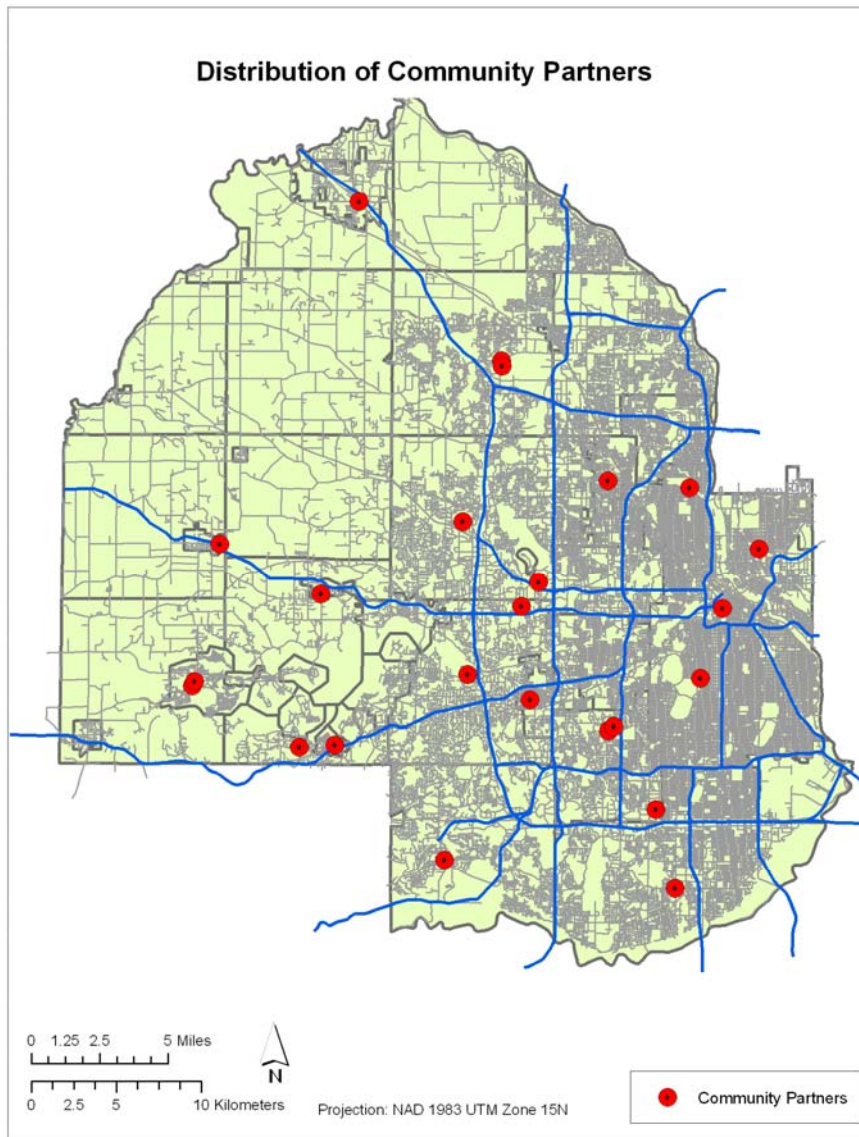
Senior centers		City
1	Bloomington Senior Program, Creekside Community Center	Bloomington
2	Crystal Friendship Center	Crystal
3	Eden Prairie Senior Center	Eden Prairie
4	Edina Senior Center	Edina
5	Hopkins Activity Center	Hopkins
6	Maple Grove Senior Center	Maple Grove
7	Medica Skyway Senior Center	Minneapolis
8	The Senior Place	Minneapolis
9	Southwest Senior Center	Minneapolis
Senior community services and transportation providers		
10	South Shore Center	Shorewood
11	Plymouth Creek Center	Plymouth
12	Gillespie Center	Mound
13	Tamarack Center	Long Lake
14	Minnetonka Senior Center	Minnetonka
15	Volunteers Enlisted to Assist People (VEAP)	Edina, Bloomington
Residential communities		
16	Arbor Lakes Commons	Maple Grove
17	Bassett Creek Commons	Plymouth
18	Boulevard Gardens	Minnetonka
19	Maple Terrace	Maple Plain
20	Pleasant Place	Rogers

- 21 Shingle Creek
- 22 South Haven
- 23 South Shore Park
- 24 Summit Point
- 25 Westonka Estates

- Minneapolis
- Edina
- Excelsior
- Edina
- Mound

Figure 3 shows the distribution of community partners in Hennepin County, Minn. From observing the geographical distribution of partners in the county, it is clear to see some gaps. These gaps exist because not all the centers or community partners that we contacted agreed to establish a relationship with the research team and help distribute the surveys, and because senior centers are not uniformly distributed in the County.

Figure 3: Geographic distribution of community partners



Some centers indicated that they were not interested and others indicated they did not want to overwhelm their seniors with surveys since they had already completed other surveys in the last year for various purposes. It is important to note that our sampling is biased toward the cities and for areas which senior centers or community services agreed to help us and to the level of support we received from these centers.

Survey

In order to measure the transportation needs of seniors the research team designed a survey that contains a set of quantitative and qualitative questions. The *quantitative* questions in the survey include standard information about demographic and socioeconomic characteristics (level of education, age, gender, income, housing, household information, and ethnicity). In addition, a set of questions is targeted towards identifying the transportation modes and frequency of usage to reach these activities. Travel/activity diary information recording every trip or activity undertaken by an individual over the course of the day is also included in the survey. This travel diary is similar to the travel diary collected as part of the TBI survey conducted by the Metropolitan Council.

The *qualitative* questions are directed to the travel and activities that the senior could and/or could not undertake. Meanwhile, a set of supporting questions are included to help in quantifying the reasons why any activity was not met, and if it was due to a disability or the person's physical condition, the location of the desired activities, the quality of existing transportation services, and/or any other reasons. The main questions in the survey tried to cover the following areas:

- The frequency of trips made to different destinations
- The two modes of transportation most often used
- If there was a need of assistance in traveling
- Capability of making trips needed and /or wanted
- The use of automobile
- The use of paratransit
- The use of public transit
- Difficulty using public transit
- Concerns using public transit
- Attitudes towards using public transit
- Attitudes towards driving (dependence/independence)
- Concerns related to transportation
- Demographic and socioeconomic questions

Because of the nature of the targeted population, traditional survey instruments cannot be used without supplementary questions and alternative methodologies. An open-ended question is included at the end of the survey for seniors to report any comments or concerns related to their transportation needs or limitations. This section helps in allowing the participants to raise topics and issues that are not covered in the survey. The survey questionnaire and the travel diary are included as Appendices D and E, respectively.

Pilot Testing

Since this research tries to capture the transportation needs of a special population, conducting a pilot test and getting feedback from a sample of seniors was essential to polish the survey and enhance the methodology. A questionnaire was designed and tested on a support group of seniors. The group was used to ensure that the questions proposed in the survey cover the members' transportation concerns. The senior support group was also used to test the ease of understanding the survey questions.

Coordination between the research team and the administration office at Medica Skyway Senior Center helped in organizing a meeting with the research team and the advisory committee personnel at the center. This meeting took place as part of the advisory committee monthly meeting. The research team presented the survey and distributed it to the seniors attending the meeting. Several issues related to the survey's design and questions were raised. The committee members were asked to fill out the surveys and return it in the prepaid envelopes, with comments on both the questions and design. Since not all the members attended this meeting (only 18 seniors were present) the team left extra surveys to be distributed by the center administration to the seniors who were absent. Following that, the team received 12 completed survey packets. The returned surveys included suggestions from the support group that helped in polishing and fine-tuning the survey. For example, a question about having difficulty in going through small doors and using bus stairs was split into two different questions based on the advice of one of the seniors. She mentioned that she has difficulty only in the stair part but not the door one. In addition, a shorter survey was recommended by some of the participants, while others recommended a longer one since they felt there were more issues that could be raised.

This round of pilot testing helped the research team finalize a survey that could capture the transportation needs (met and unmet) of seniors.

Administering the Survey

Following the revision of the survey, approvals had to be obtained from the Institutional Review Board (IRB) at the University of Minnesota. The IRB required written approvals from partners as a key to start conducting the survey. A sample of the support letter is included in Appendix A. In addition, several documents had to be included in the survey packet that was distributed to seniors to meet the human subjects review criteria informing seniors about the risks of being part of the survey. These documents included a cover letter introducing the study to the participants and a consent form. A sample cover letter is included in appendix B, while the consent form sample is included in Appendix C. After addressing all the IRB concerns in terms of survey structure and inserts, the research team contacted the community partners to support the team with inserts to be added to the packets. These inserts included a letter from the center introducing the survey to the participants and indicating that a partnership was initiated between the research team and the community partner. Several community partners did not provide an insert because they were satisfied with a sentence in the cover letter explaining the partnership. All the surveys were coded with a digital code, similar to 11-27-15238. The first two digits indicate that the survey was sent to a senior participant, the second two digits were associated with the community partner, and the last five digits were a sequential number. This coding was useful in determining the response rates from each community partner. After preparing the

codes and the survey packet for printing, a final survey packet was prepared at the University of Minnesota’s Printing Services to include the following:

- Letter of invitation
- Survey
- Travel diary
- Trips you made today
- Trips you couldn't make today
- Consent form
- Inserts from partners explaining the study and the support of the organization (optional)

Ultimately 8,000 survey packets were prepared and printed for distribution to centers and community partners.

Survey Distribution Methods

The distribution methods of the survey did vary based on the agreement between the research team and the community partners. Table 2 includes a summary of the survey distribution means for each community partner.

Table 2: Summary of survey distribution methods

Senior centers		Distribution Type
1	Bloomington Senior Program, Creekside Community Center	A & H
2	Crystal Friendship Center	M
3	Hopkins Activity Center	M
4	Eden Prairie Senior Center	M
5	Maple Grove Senior Center	M
6	Medica Skyway Senior Center	A, N, H, & M
7	The Senior Place	A & H
8	Southwest Senior Center	A & H
9	Edina Senior Center	A, N, & H
Senior community services and transportation providers		
10	South Shore Center	M
11	Plymouth Creek Center	M
12	Gillespie Center	M
13	Tamarack Center	M
14	Minnetonka Senior Center	M
15	Volunteers Enlisted to Assist People (VEAP)	R
Residential communities		
16	Arbor Lakes Commons	N & D
17	Bassett Creek Commons	N & D
18	Boulevard Gardens	N & D
19	Maple Terrace	N & D
20	Pleasant Place	N & D
21	Shingle Creek	N & D

22	South Haven		N & D
23	South Shore Park		N & D
24	Summit Point		N & D
25	Westonka Estates		N & D

A: Advertised in centers	H: Handed out in centers	N: Newsletters
D: Distributed door-to-door	M: Mailed	R: Handed to riders

For centers 2, 3, 4, 5, and 10 the surveys were distributed by mailing to participants. Each senior center provided the research team with a set of labels with the senior names and addresses. The labels were placed on the survey packets by mailing services personnel at the University of Minnesota or by the community partners. Following that the research team picked the surveys from the community partners to be sent by mail through the University of Minnesota mailing system. For centers 1, 7, and 8 the research team provided the community partners with survey packets and advertisements to be placed in the centers encouraging seniors attending these centers to participate in the study. The distribution of surveys to the Common Bond residential communities (centers 16–25) was done through their main office. The distribution involved two phases. The first phase was advertising the survey in the senior residential communities that are administered by Common Bond. The second phase involved handing the surveys to the senior manager at the Common Bond main office, who gave them to the residential managers to leave by the door of each senior residing in their community. Meanwhile, for centers 10, 11, 12, 13, and 14 the research team contacted their management office (Senior Community Services), which maintains a mailing list with the names of all seniors who participate in any of these centers. A random sample was picked from the mailing list and labels were provided by the community partner to be placed on the survey packets going to participants affiliated with these centers. For the Volunteers Enlisted to Assist People (VEAP) community partner (15), surveys packets were distributed to riders using this system.

After receiving around 300 surveys back, the research team used the survey coding to determine the response rate from each community partner. This count was followed up with another contact to the community partners that had a low response rate for the returned sample. The distribution methodology was then revised for those centers, and a different distribution method was used to increase the response rate. Medica Skyway Senior Center (6) and Edina Senior Center (9) had low response rates. For center (6), only 25 surveys were picked up by seniors, and 20 of these were returned from the 200 survey packets that were left at the center to be handed to seniors. Accordingly, the distribution methodology was revised for this center. The administrative personal at the center indicated willingness to change the distribution methods from handing the surveys to seniors who visit the center to mailing the surveys to all participants on their mailing list. For the Edina Senior Center an advertisement was placed in the center’s newsletter encouraging seniors to contact the research team if they would like to participate in the study. The research team did not receive any requests from seniors affiliated with this center, so survey packets were placed in the center with advertisements encouraging seniors to participate. For the VEAP community partner (15) the names and street addresses on the returned surveys were blacked out. VEAP indicated that it considers such information confidential and it felt sharing such information might harm participants. Since this research is concerned mainly with the transportation needs of seniors, which requires identifying problems in a geographical context, the research team requested that VEAP stop distribution. The research team felt that location information was a critical component that needed to be included in all returned surveys.

Response Rates

In total, 8,003 survey packets were printed and distributed. The research team received 951 returned envelopes. Only 854 surveys were completed by the seniors. The difference of 97 surveys came from seniors who either did not want to participate in the study or seniors who wrote comments related to their transportation needs. Some of the comments indicated that the respondent did not currently have any transportation needs because he or she had an automobile and drove, yet could have more needs in the near future. Table 3 includes a summary of the number of surveys distributed to each center and the number of returned surveys.

It is also important to note that not all the filled-out surveys came back with completed travel diaries. The response rate of the travel diaries was lower than the filled-out surveys. The total number of returned and filled-out travel diaries was 775 surveys. Table 4 shows the response rates of travel diaries by senior center.

Table 3: Survey response rates

Senior centers	Distributed center	to Handed out by center	Response	%
1 Creekside Community Center, Bloomington	200	110	11	11.0
2 Crystal Friendship Center	183	183	25	13.6
3 Hopkins Activity Center	400	400	40	10.0
4 Eden Prairie Senior Center	1260	1260	142	11.2
5 Maple Grove Senior Center	1200	1200	136	11.3
6 Medica Skyway Senior Center	3277	3277	341	10.4
7 The Senior Place	50	30	7	23.3
8 Southwest Senior Center	100	50	8	16.0
9 Edina Senior Center	25	25	5	20.0
Senior community services and transportation providers				
10 South Shore Center				
11 Plymouth Creek Center				
12 Gillespie Center	750	750	75	10.0
13 Tamarack Center				
14 Minnetonka Senior Center				
15 Volunteers Enlisted to Assist People (VEAP)	50	30	8	26.6
Residential communities				
16 Arbor Lakes Commons	56	56	6	10.7
17 Bassett Creek Commons	46	46	3	6.5
18 Boulevard Gardens	44	44	2	4.5
19 Maple Terrace	30	30	5	16.7
20 Pleasant Place	25	25	6	24.0
21 Shingle Creek	79	79	1	1.3

22	South Haven	99	99	10	10.1
23	South Shore Park	61	61	10	16.4
24	Summit Point	28	28	6	21.4
25	Westonka Estates	40	40	7	17.5
TOTAL		8003	7823	854	10.9

Table 4: Travel diary response rates

Senior centers	Distributed	Handed	Response	%
1 Creekside Community Center, Bloomington	200	110	9	8.2
2 Crystal Friendship Center	183	183	23	12.6
3 Hopkins Activity Center	400	400	38	9.5
4 Eden Prairie Senior Center	1260	1260	111	8.8
5 Maple Grove Senior Center	1200	1200	131	10.9
6 Medica Skyway Senior Center	3277	3277	317	9.7
7 The Senior Place	50	30	5	16.7
8 Southwest Senior Center	100	50	8	16.0
9 Edina Senior Center	25	25	3	12.0
Senior community services and transportation providers				
10 South Shore Center				
11 Plymouth Creek Center				
12 Gillespie Center	750	750	75	10.0
13 Tamarack Center				
14 Minnetonka Senior Center				
15 Volunteers Enlisted to Assist People (VEAP)	50	30	7	23.3
Residential communities				
16 Arbor Lakes Commons	56	56	5	8.9
17 Bassett Creek Commons	46	46	3	6.5
18 Boulevard Gardens	44	44	2	4.5
19 Maple Terrace	30	30	3	10.0
20 Pleasant Place	25	25	6	24.0
21 Shingle Creek	79	79	1	1.3
22 South Haven	99	99	10	10.1
23 South Shore Park	61	61	9	14.8
24 Summit Point	28	28	6	21.4
25 Westonka Estates	40	40	7	17.5
TOTAL	8003	7823	775	9.9

Phone Calls

As part of the survey administration process the research team received more than 200 phone calls. Several seniors indicated in their calls that they do not consider themselves disadvantaged and they do not use public transit, so they felt that they did not fit in the targeted population. In retrospect, inclusion of the phrase from the project title – “transportation disadvantaged”—on the survey materials themselves may have been confusing, and the survey should have simply been labeled a “transportation survey.” After discussion with them, several seniors indicated their willingness to complete the survey and return it to the team. Other calls came from a couple of visually impaired seniors whom the research team helped fill out the survey by phone. Since the research team does not maintain the mailing lists and some of the names and addresses appeared on multiple lists, cross-listing was present between a few centers. We received around five phone calls from seniors indicating they had already received the survey from a different source. Several phone calls included questions and requests for clarifications of terms (for example, what is a lift van).

Data Preparation and Entry

All returned packets were reviewed and coded. The coding of the packets included adding the survey code on the survey addresses to the travel diaries and the consent forms. Such coding will enable future merging of travel diaries and the main surveys. Several surveys included comments in the middle of the survey and not in the designated sections. These comments were marked for addition to the comment field. Confusion was present in some questions. For example, when asking seniors if they had a driver’s license followed by a question asking if they ever had a driver’s license, some seniors responded “yes” to both questions. Accordingly, such answers had to be filtered and removed for people who answered “yes” for both questions. For questions related to the type of mode used, several seniors did not recognize the presence of a key number below the question that responded to their choice. When these surveys were reviewed, the mode of transportation that seniors used was recoded as a number for the ease of data entry. Confusion was also present in terms of the coding, since several seniors indicated that they use a car as their main mode and entered a code other than car in the table of choices. Such entries were corrected based on reviewing other questions in the survey.

For the travel diaries, some people entered trips they made on various days and not just one day. Others entered more than four trips in the trip they made in a day. In addition, several seniors wrote comments in the travel diary. Such comments were read by the research team and a comment field was added to the travel diary to be part of the data entry process to document these comments and concerns. The research team hired a professional data entry firm, Northwest Key Punch, to conduct the data entry for the survey, travel diaries, and comment fields.

Chapter Summary

In this chapter we discussed the research design and methodology. We reported how the research team succeeded in building partnerships with various senior centers and community service providers. The process of designing the survey and testing it was also discussed, as were the response rates and data entry processes.

Chapter 4: Data

Introduction

In this study the research team tries to better understand the transportation needs of seniors residing or working in Hennepin County, Minnesota. Diversity in the transportation needs and levels of independence are common in the studied population. The first step towards understanding the needs of this diverse population is to demonstrate the general characteristics of the sample. It is important to note that the findings of this study only represent the characteristics of the people who received the surveys and responded to it.

Age and Gender

Among the 854 returned surveys, five seniors did not report their age. Table 5 shows the distribution of the seniors who responded to the survey by age group and gender. Similarities in the distribution of the sample do exist between males and females in term of the response rates by age group. Around 64 percent of the males who responded to the gender question were between 70 and 84 years old, while 62 percent of the females who responded to the gender question were between 70 and 84 years old. Meanwhile, from the 854 returned surveys, 11 did not report gender. Only 29 percent of the returned surveys came from males, while the remaining 71 percent were filled out by females.

Table 5: Response rate by gender and age group

	Male	Female	No Answer	Total
< 60	15	17	0	32
60-64	8	37	0	45
65-69	37	88	1	126
70-74	47	117	1	165
75-79	59	129	0	188
80-84	58	117	3	178
85-89	23	64	2	89
90 +	7	18	1	26
No Answer	1	3	1	5

Education and Income

Level of education and household income are two factors that tend to be highly correlated. Around 60 percent of the seniors who reported their income had a household income less than \$44,000 per year, while 12 percent of the seniors responding to the survey did not include their income. Meanwhile, around 56 percent of the seniors who responded to the survey

had an education level of junior college or less. Only 19 percent of the respondents had attended a four year college as their ultimate education level, while 23 percent of the respondents had a post graduate education. Table 6 shows the relationship between household income and highest level of education obtained. From Table 6, it is clear that the majority of seniors with lower levels of education tend to have lower income levels.

Table 6: Education and income

	Less than High School	High School	Junior College	4-Year College/ University	Post Graduate	Total
Less than 25,000	13	138	67	31	31	280
From \$25,000 to \$44,999	1	86	47	59	37	230
From \$45,000 to \$74,999	1	30	20	39	62	152
From \$75,000 to \$99,999	0	4	4	12	27	47
From \$100,000 to \$199,999	0	2	4	11	12	29
\$200,000 or more	0	0	2	0	4	6
Total	16	300	164	167	201	848

Place of Residence

The place where seniors live can be used as an indicator for the level of independence. In the survey, two questions were directed towards understanding where seniors reside and if they live with a relative or a non-relative. Table 7 shows where the seniors surveyed live and Table 7 shows if they live by themselves or with other people in the household. Observing Table 7, it is clear that the majority of seniors reside in private homes or condos (70 percent), while 50 percent of people living in private homes live by themselves. Meanwhile, 56 percent of the entire surveyed sample answering this question live by themselves and 25 percent live with relatives. The level of independence in living between the surveyed seniors tends to be high, yet many of those surveyed live with others. The number of people living in group facilities is minor (1 percent).

Table 7: Where do you live and with whom?

	Yourself	With relatives	With non-relatives	Both with relatives and non-relatives	others
Private home,					
Condo	280	182	5	7	115
Apartment	157	12	1	2	6
Group Facility	4	2	0	0	4
Other	36	9	1	1	12
Total	477	205	7	10	137

The relationship shown in Table 7 indicates that the majority of people who responded to the survey, even though they might have some kind of special needs, live independently. This relationship will be further discussed in the analysis section.

Travel Diaries

The total number of returned travel diaries was 775. Only 673 travel diaries were filled and included information related to trips. Around 36 percent of the seniors who returned the surveys had (at least) four trips reported as part of their diary. (The diary had space for only four trips, so some individuals reporting four trips may have had more). Meanwhile, 21 percent of the returned and filled diaries reported that three trips took place during the day the diary was recorded and 27 percent reported doing only two trips during the same period of time. Finally, 15 percent of the returned and filled diaries that had an activity reported one trip being made.

Geographic Distribution

Figure 4 shows the geographic distribution of the seniors who responded to the survey in the Twin Cities region. This figure shows that the cities of Minneapolis, Eden Prairie and Maple Grove had a high response rate compared to the other parts of the county. This is related to the level of collaboration between the community partners and the research team.

Distribution of the studied sample

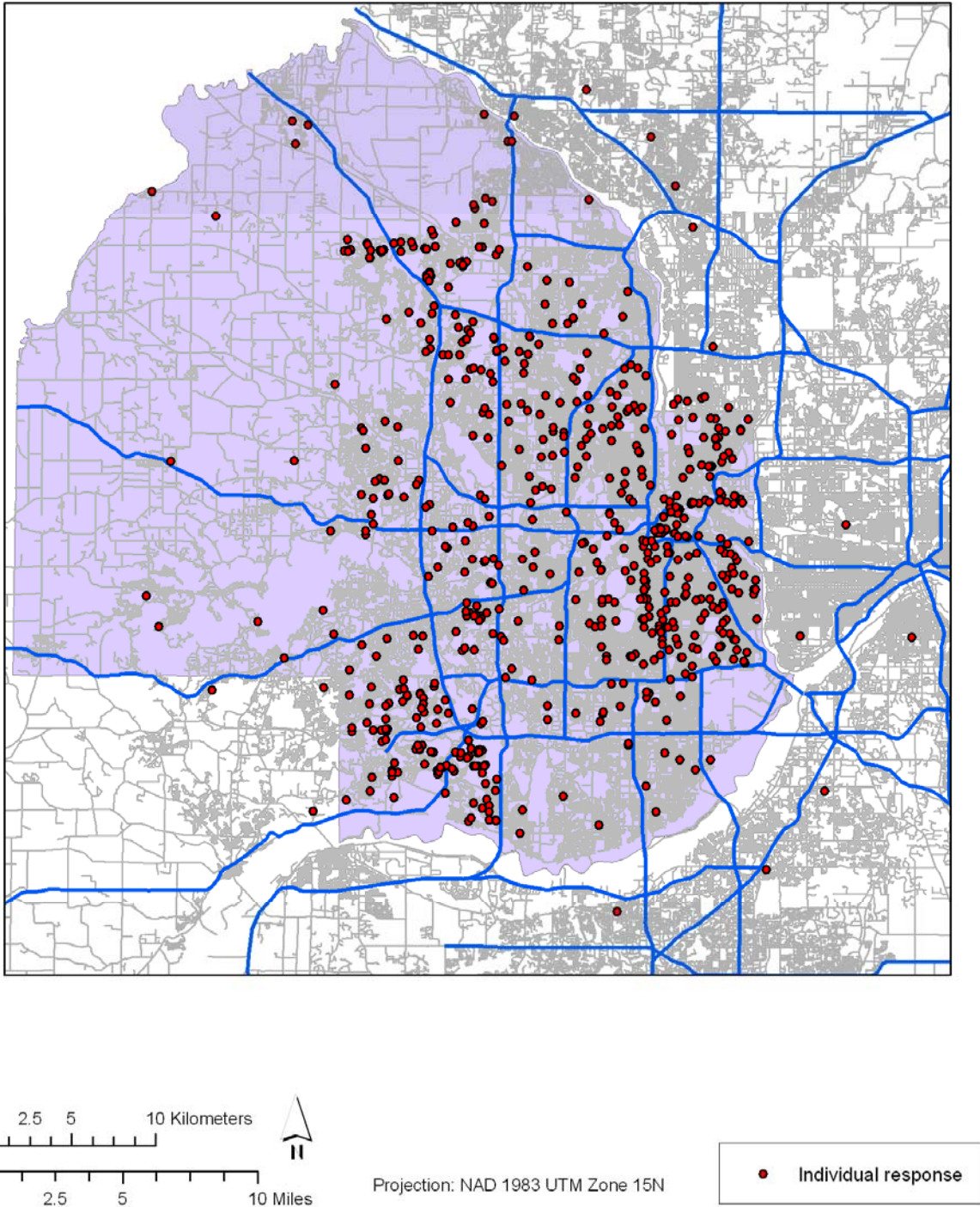


Figure 4: Distribution of seniors who responded to the survey

Chapter 5: Analysis and Discussion

Introduction

In this section we concentrate mainly on displaying the major findings of the survey. To better understand the transportation needs of the surveyed sample, looking at each question while controlling the age distribution is critical to understand the general trends and to determine if a specific phenomenon is associated with a certain age group. For example, having a driver's license might be high in the overall sample, but disaggregating it to age group trends is expected to show that the number of drivers declines with an increase in age. In this chapter we combine data obtained from travel diaries with data obtained from surveys to direct us in the analysis. We first concentrate on the travel diaries to obtain general trends in terms of trip purposes, and then we use this information to analyze frequency of engaging in these trips through data obtained from the survey. All survey questions are reported in Appendix F.

Trip Purpose

Each trip a person undertakes should have a purpose. In this section we analyze the purpose of trips seniors reported in their travel diaries. Observing the purpose of the trip as listed in the travel diaries, seniors reported "other", "shopping", and "social/recreational" as the top three purposes for traveling. Trip chaining was part of 35 percent (241 observations) of the travel pattern among the surveyed sample who answered this section of the travel diaries (674 observations) as noticed in Table 8. This indicates that the surveyed seniors usually get engaged in various activities after leaving their place of origin. Accordingly, the purpose of leaving their homes is not just to conduct one activity but to conduct various activities.

Table 8: Trip purpose

	Trip 1	Trip 2	Trip 3	Trip 4	Total	Percent
Home	4	119	98	86	307	9.90%
Medical	85	37	16	10	148	4.77%
Work	39	7	7	3	56	1.81%
School	8	1	3	1	13	0.42%
Shopping	114	149	81	40	384	12.39%
Social/Recreational	141	107	55	30	333	10.74%
Religious	60	15	15	8	98	3.16%
Personal Business	45	33	24	19	121	3.90%
Other	178	108	92	44	422	13.61%
No Answer	101	199	384	534	1218	39.29%

Frequency of Trips

The survey shows that around 390 seniors responded that they usually engage in shopping trips at least two to four times per week. This relationship is displayed in Figure 5 and shown by age group, too. Such observation is true also among the smaller age groups. The older the senior the less the time spent shopping. More seniors between the ages of 80 and 84 years old go shopping at least once a week but not as often as two to four times per week (around 50 percent) compared to the other age groups. Generally, the largest percentage of people who go at least two to four times per week was around 50 percent. Figure 6 shows the frequency of being engaged in recreational trips by age group, while Figure 7 shows the frequency of being engaged in a social trip by age group. Comparing the distribution of frequency of being engaged in social and recreational trips to the frequency of being involved in shopping trips, we can notice similarities in the recreational trips and shopping while the social trips were observed to be less frequently made.

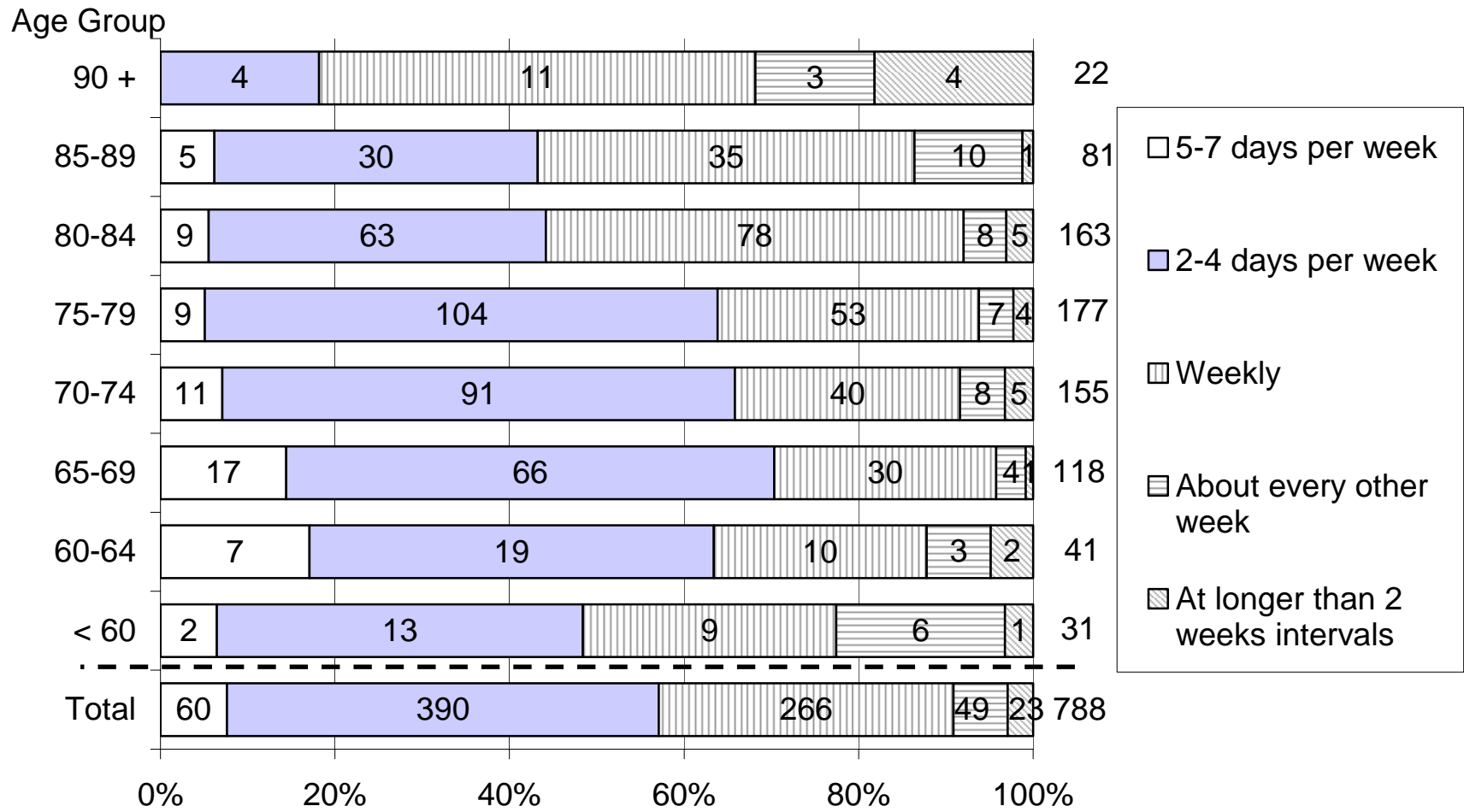


Figure 5: How often do you make shopping trips?

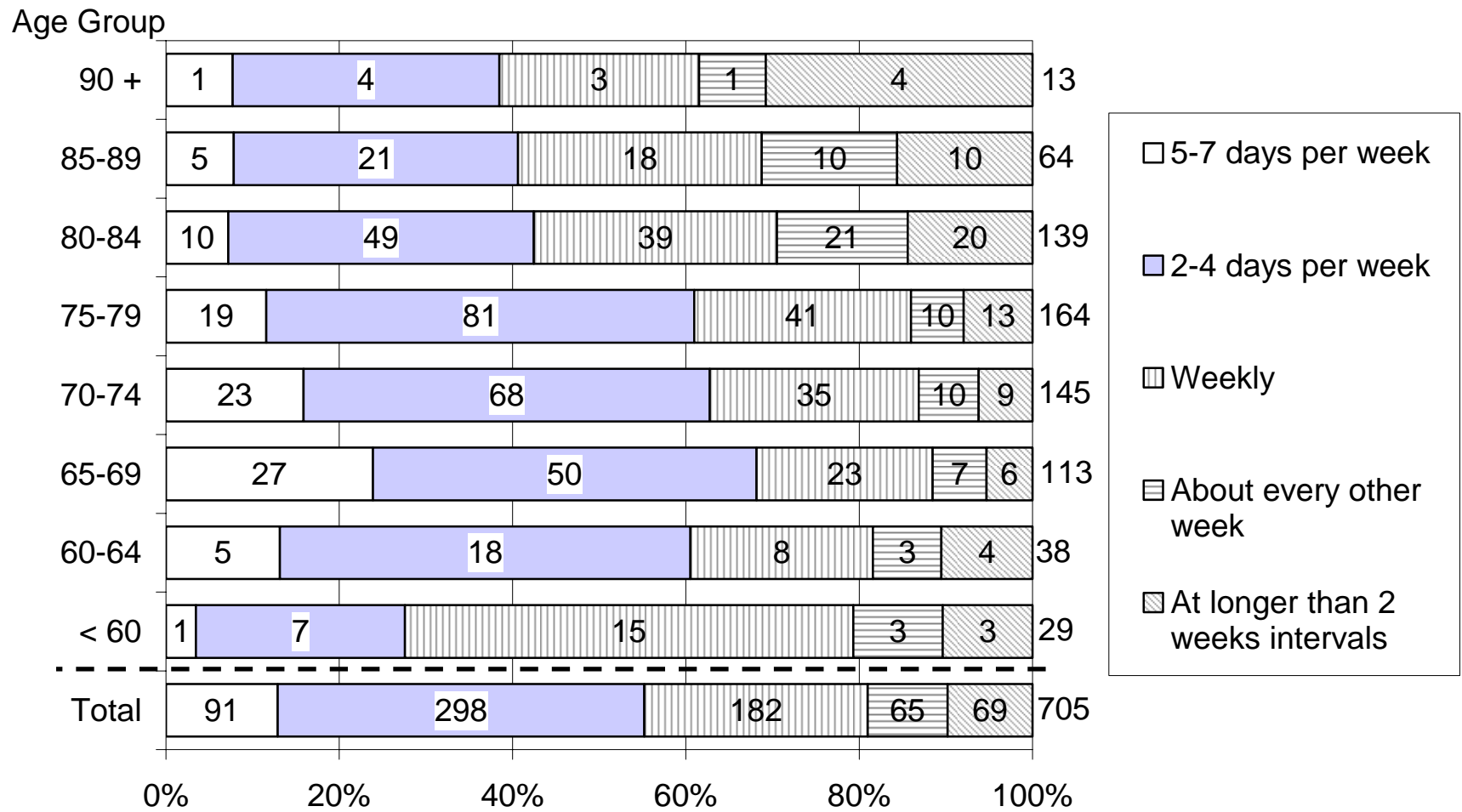


Figure 6: How often do you make recreation trips?

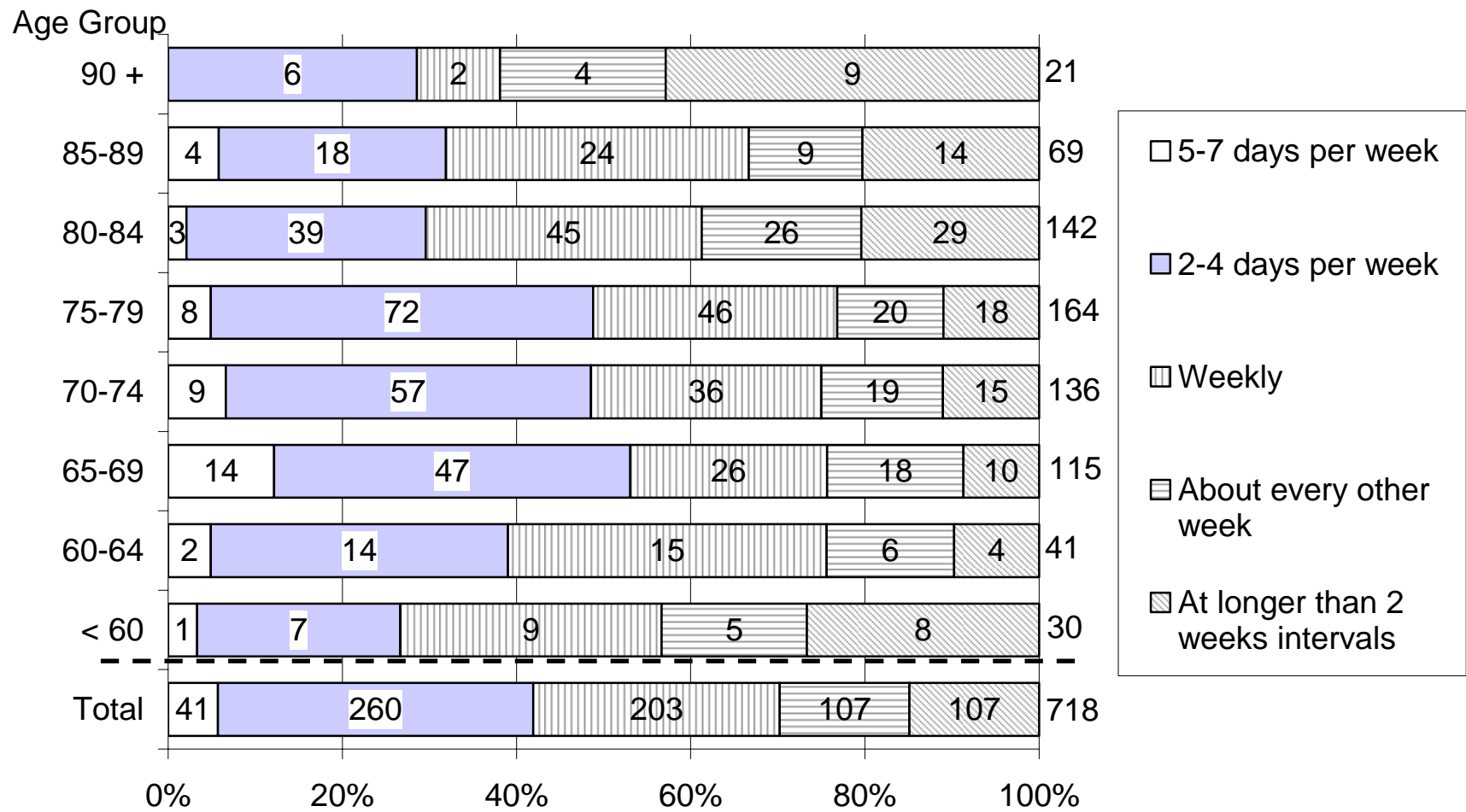


Figure 7: How often do you make social trips?

Travel Needs

Two questions can be used to measure if the transportation needs of seniors are being met. The survey asked seniors if there are times they cannot make trips they need to make and if there are times they can not make trips they want to make. Figure 8 shows the relationship between these two questions. Around 536 seniors responded “No”—they can make both the trips they want to make and the trips they need to make. This number represents 62 percent of the surveyed sample. Meanwhile, 166 seniors responded “yes” – they are facing problems with both the trips they need to make and the trips they want to make.

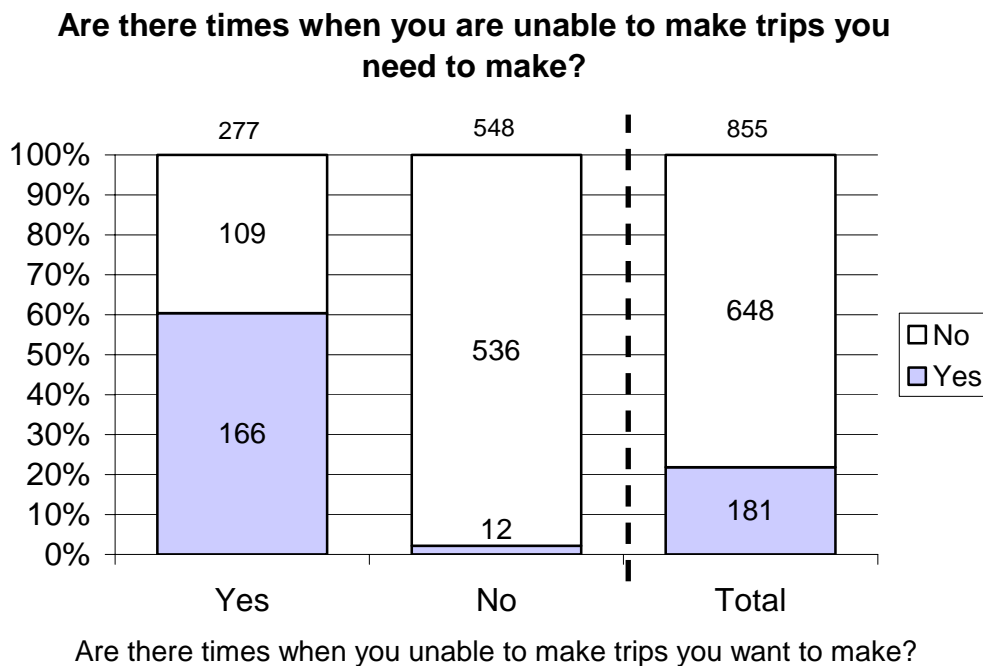


Figure 8: Trip needs

The number of people responding “No” to the question asking them about the trips they need to make and “Yes” to the question asking them about the trips they want to make was 109 seniors. Figure 9 shows the age distribution of the seniors responding of seniors to the question that asked if the senior could not make the trips he or she wanted to do. Around 50 percent of the seniors in the age group of 60 years old or less had trips they wanted to do but could not. Similarly, in the age group between 85 and 89 years old around 45 percent of the seniors responded that there are trips they want to make but they cannot. The overall trend in the entire population including all age groups was around 35 percent who had trips they wanted to make and could not. The observation of having two peaks in the two ends of the figure cannot be related directly to any other factor without exploring the ability to drive and the responses to other questions. We might hypothesize

that the younger part of the sample may be retired or served by senior centers (and thus be in our sample) because they have additional difficulties (e.g. a physical disability) that are atypical for that age cohort.

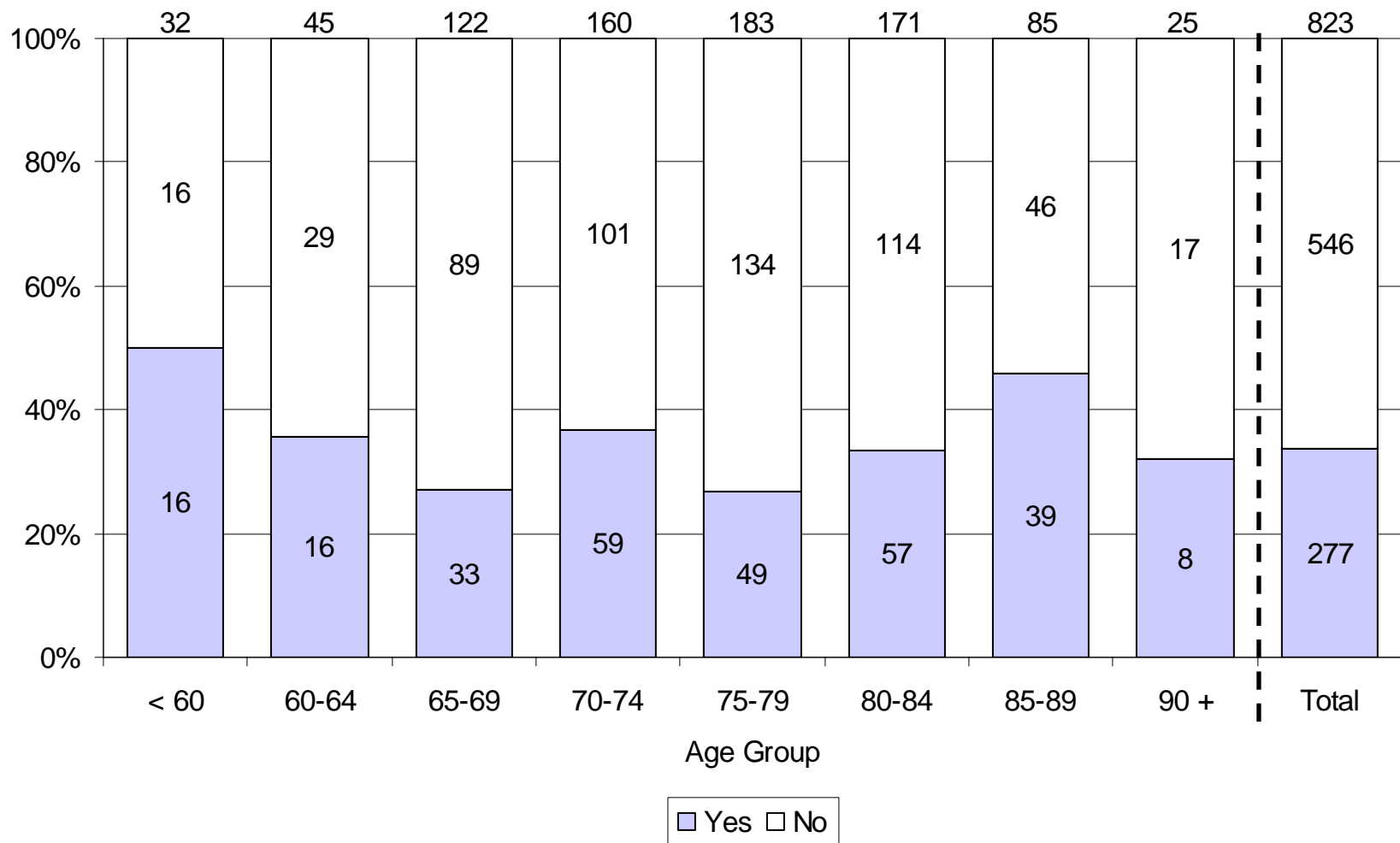


Figure 9: Are there times when you are unable to make trips you want to make?

Travel Mode and Assistance

Since shopping was one of the major trips seniors tended to be engaged in, this section concentrates on the mode of transportation seniors use for shopping and whether they need assistance in conducting these trips or not. Table 9 shows the age distribution of the seniors who responded to the mode used for shopping. Around 77 percent of the entire population uses cars as their primary mode of transportation for shopping. The number of people using transit is quite high among the younger age groups and the older ones. The middle age groups 65- 79 depend mainly on private auto, with a lower percentage than all the other groups in term of the number of people depending on public transit to conduct their desired shopping needs. On the other hand, among the other modes of transportation, walking with and without a cane dominates as a second or third mode of transportation. Figure 10 shows the need of assistance in conducting shopping trips. Around 14 percent of the surveyed sample reported a need for assistance when conducting shopping trips. Two peaks do exist at both ends of the figure, indicating the increase in the number of people needing assistance in conducting shopping trips among the oldest and the youngest groups. The age groups between 65 to 79 years have the least need for assistance among the surveyed sample. This observation leads to an important question related to the youngest group and why they tend to need more assistance than older ones. It was expected there would be a one-tailed diagram and not a two-tailed. Accordingly, understanding the difficulties being faced by seniors in the surveyed sample and dividing them by age group might help in better understanding the reasons for having this shape.

Table 9: Which mode of transportation do you use most often for shopping trips?

	Local bus service	Express bus service	Mini-bus	Private car	Social service	Taxi service	Hired driver for private car	Friend's car	Motorcycle	Bicycle	Walk(with cane/ walker)	Walk (without cane/ walker)	Lift van	Total
< 60	5	0	0	19	1	0	0	1	0	0	0	2	0	28
60-64	7	0	0	29	0	0	0	1	0	0	1	5	0	43
65-69	13	0	1	95	0	0	0	2	1	1	1	5	0	119
70-74	19	0	1	114	4	1	0	2	0	0	1	7	4	153
75-79	11	0	1	150	5	0	1	1	0	0	0	6	1	176
80-84	20	1	0	116	3	0	0	5	0	0	2	2	5	154
85-89	7	0	0	53	5	0	0		0	1	1	1	2	70
90 +	1	0	0	10	1	0	0	2	0	0	0	1	1	16
Total	83	1	3	586	19	1	1	14	1	2	6	29	13	759

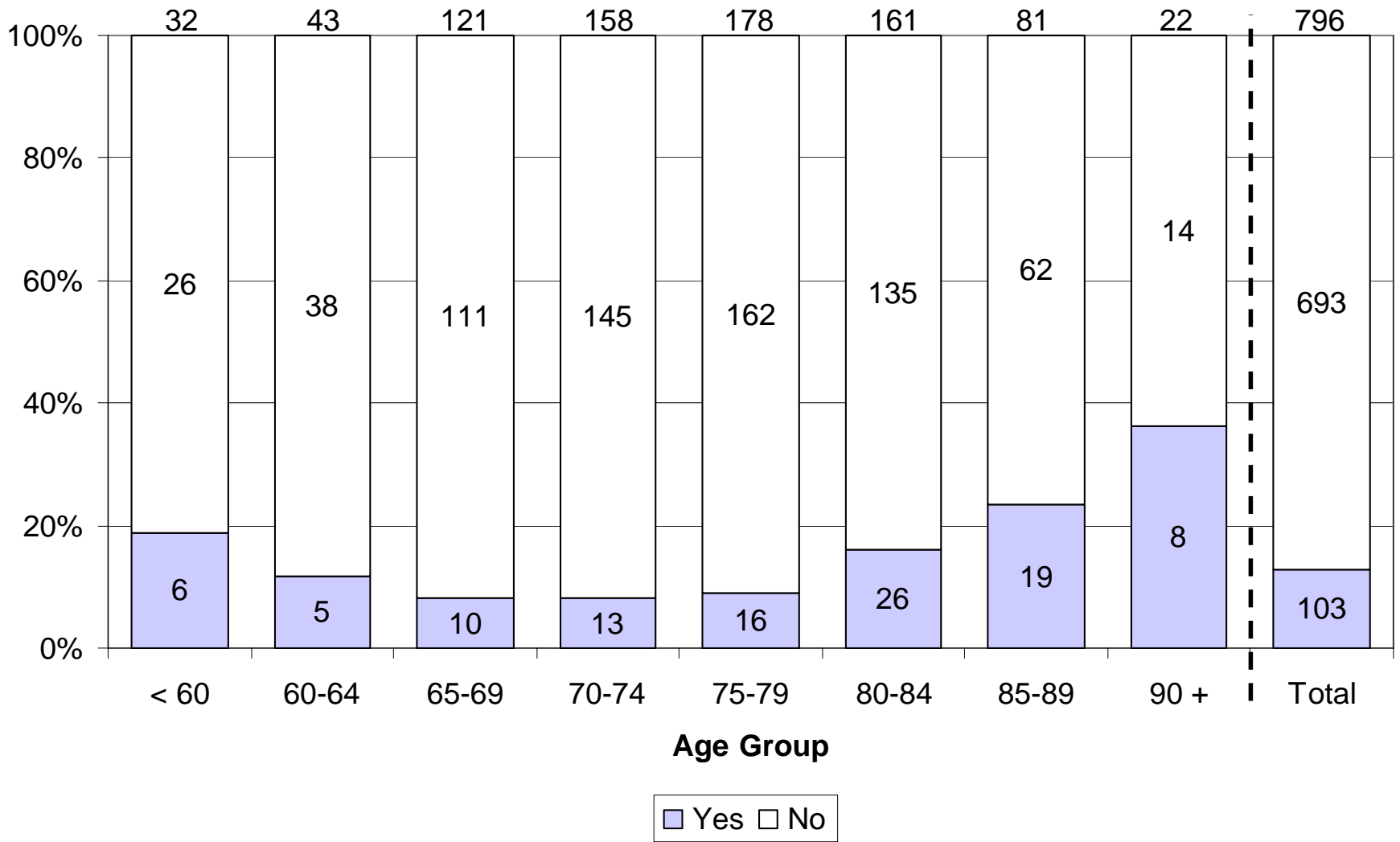


Figure 10: Do you usually need assistance to make shopping trips?

Difficulties

A question in the survey concentrated on the difficulties seniors face when using public transit. These questions concentrated mainly on the physical difficulties: moving, standing, waking to the bus stop, climbing stairs, and reading the route numbers. Figure 11 shows the distribution of people who need help to move around by age group. As expected, the older age groups tend to be the ones with more problems moving around, while the younger ones tend to have less of a problem. Figure 12 shows the distribution of the surveyed sample by age group focusing on difficulty in standing as the main point. The difficulty in standing was present among all age groups, with around 18 percent of the surveyed sample indicating they have difficulty in standing. A similar distribution to the one shown in **Figure 10 is present** with a two-tailed distribution. Around 30 percent of the surveyed sample aged 90 years old or more did show to have difficulty in standing, while 18 percent of the people younger than 60 years old also indicated the same difficulty. Figure 13 shows the difficulty of walking by age group. Around 10 percent of the surveyed sample did indicate difficulty in walking. A similar trend can be observed among the age groups. Meanwhile Figure 14 shows the difficulty of climbing stairs. Around 18% of the entire surveyed sample reported having difficulty in climbing stairs. Difficulty climbing stairs among older and young age groups is higher than all the other age groups. Having two peaks in the figures showing difficulty at the smallest age group and at the oldest can be related to several reasons. For the youngest population this can be related to a bias in the sample.

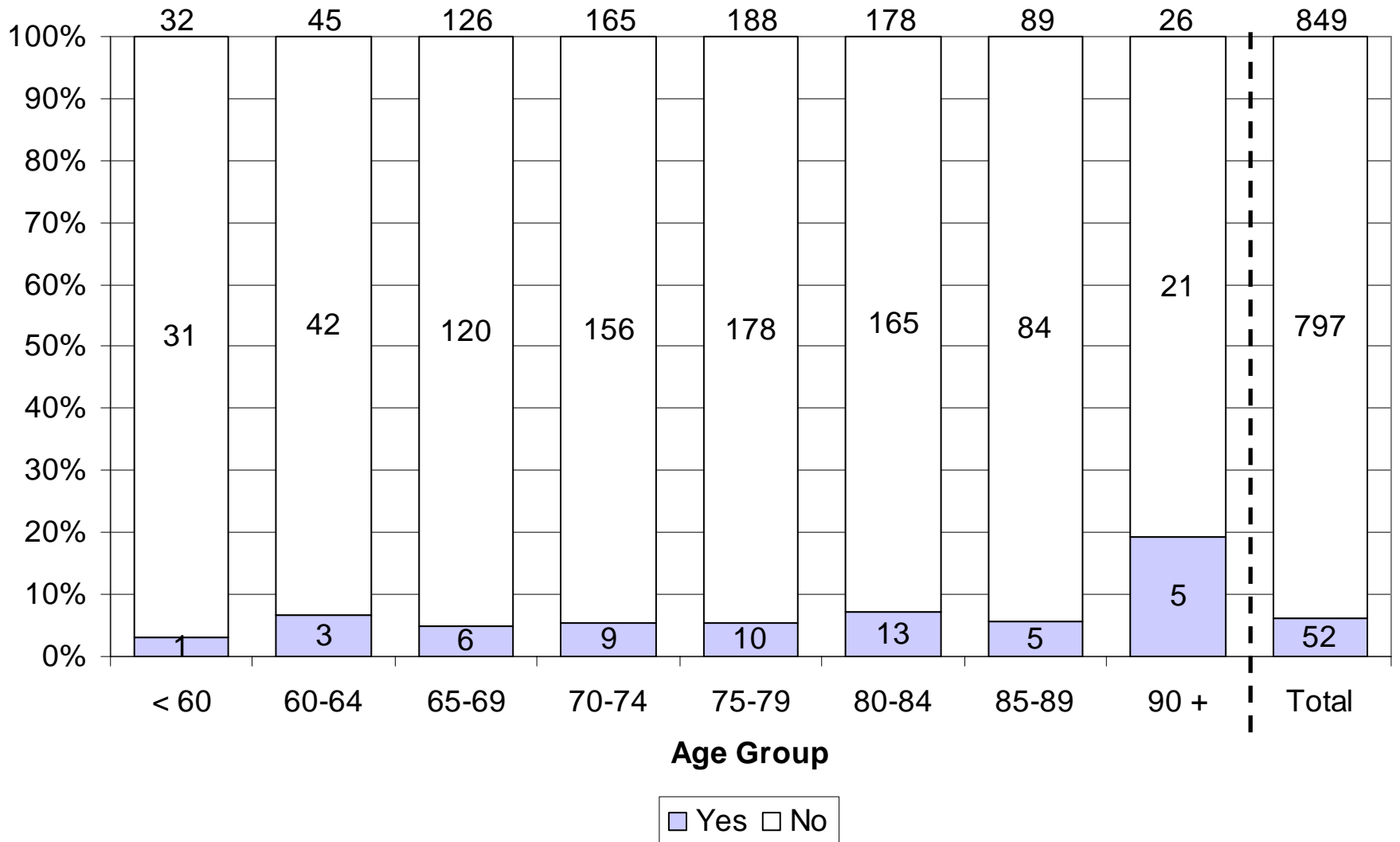


Figure 11: Do you need special aid in order to move around?

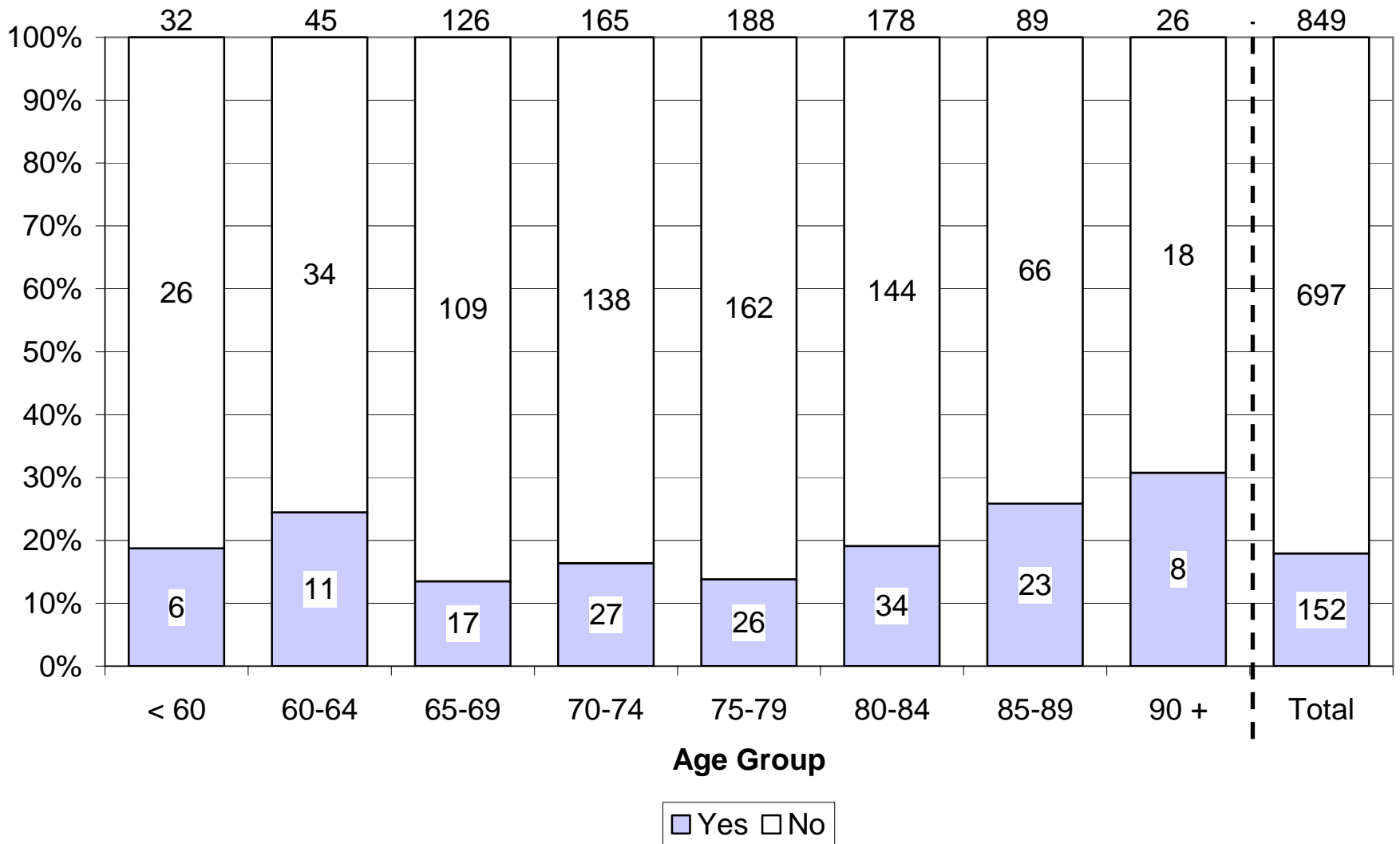


Figure 12: Do you have difficulty in standing?

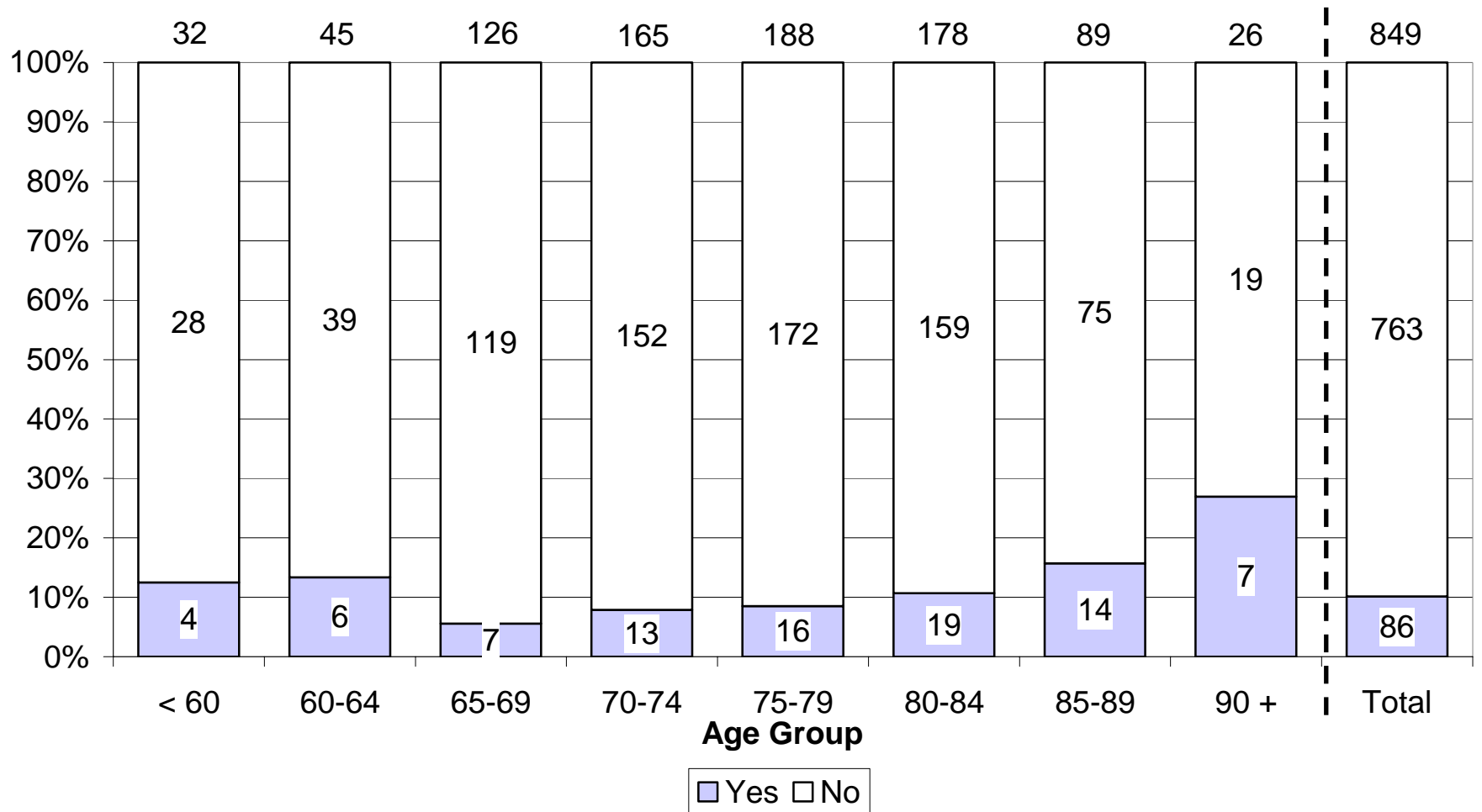


Figure 13: Do you have difficulty in walking to the curb to meet a transit vehicle?

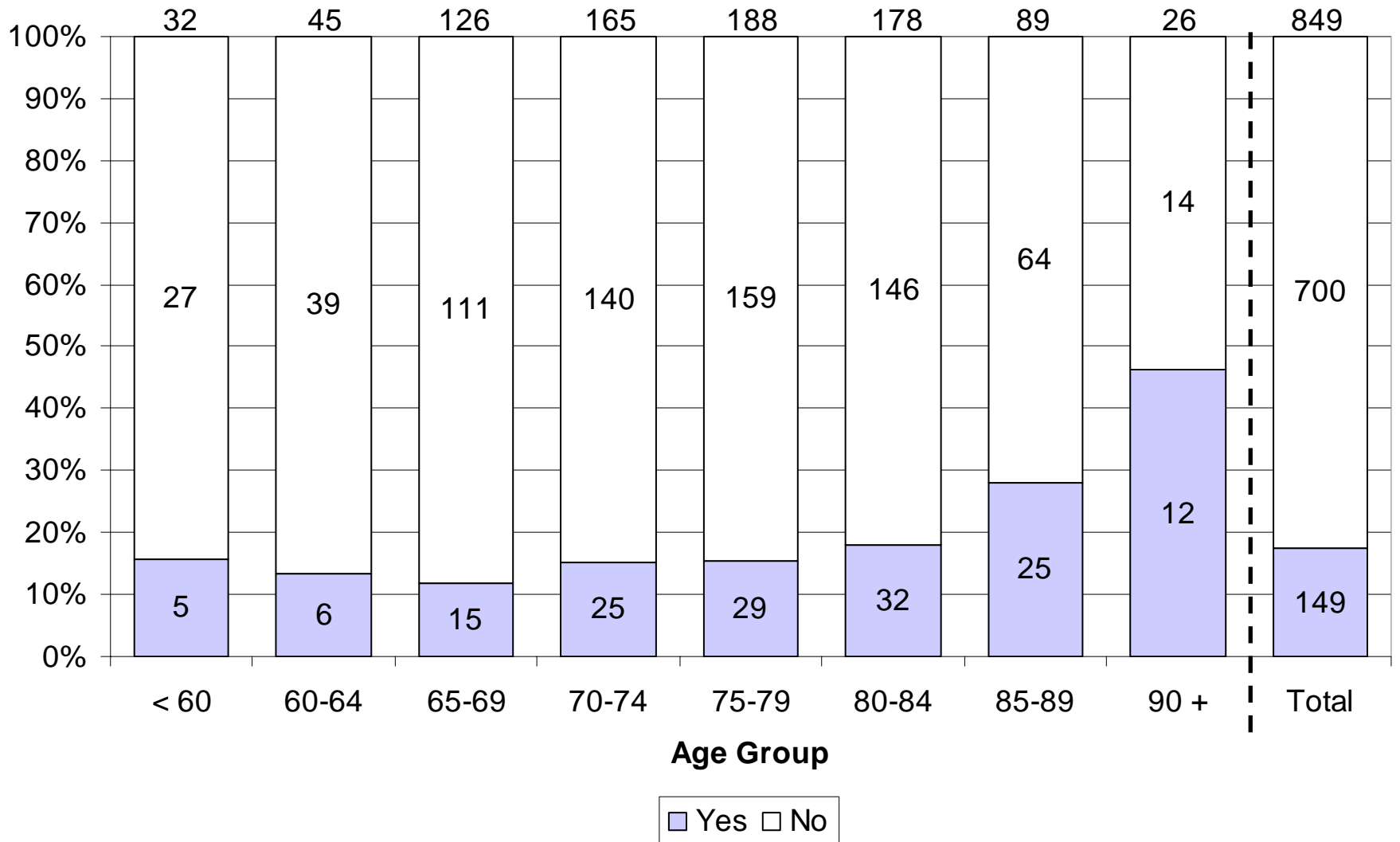


Figure 14: Do you face difficulty climbing stairs (need assistance)?

Seniors younger than 60 years tend to respond at higher rates compared to others, so we suspect that seniors in that age group who respond to the survey had an atypically high percentage of difficulties. We caution that the sample size for the under 60 group is relatively small, though similar trends appear for those 60-64 with a higher sample rate. Meanwhile, for seniors aged 90 and older such difficulties can be related mainly to aging, and they face real difficulty more as an age group compared to the other age groups.

Concerns of Auto Users

Driving an automobile was observed to be the main mode of transportation for most seniors. In this section we concentrate on the difficulties seniors confront when driving their cars. Figure 15 shows to what extent seniors are concerned with the safety of driving an automobile by age group. Observing Figure 15 we notice that more than 60 percent of the seniors indicated that they are either concerned or very concerned about the safety of driving. Finding the appropriate space for parking is shown on Figure 16. Seniors are less concerned about parking; around 55 percent of the total population indicated they are at the level of concerned or higher for finding the appropriate parking space. Only 40 percent of the surveyed seniors reported being concerned or very concerned with travel time. This relationship is shown in Figure 17.

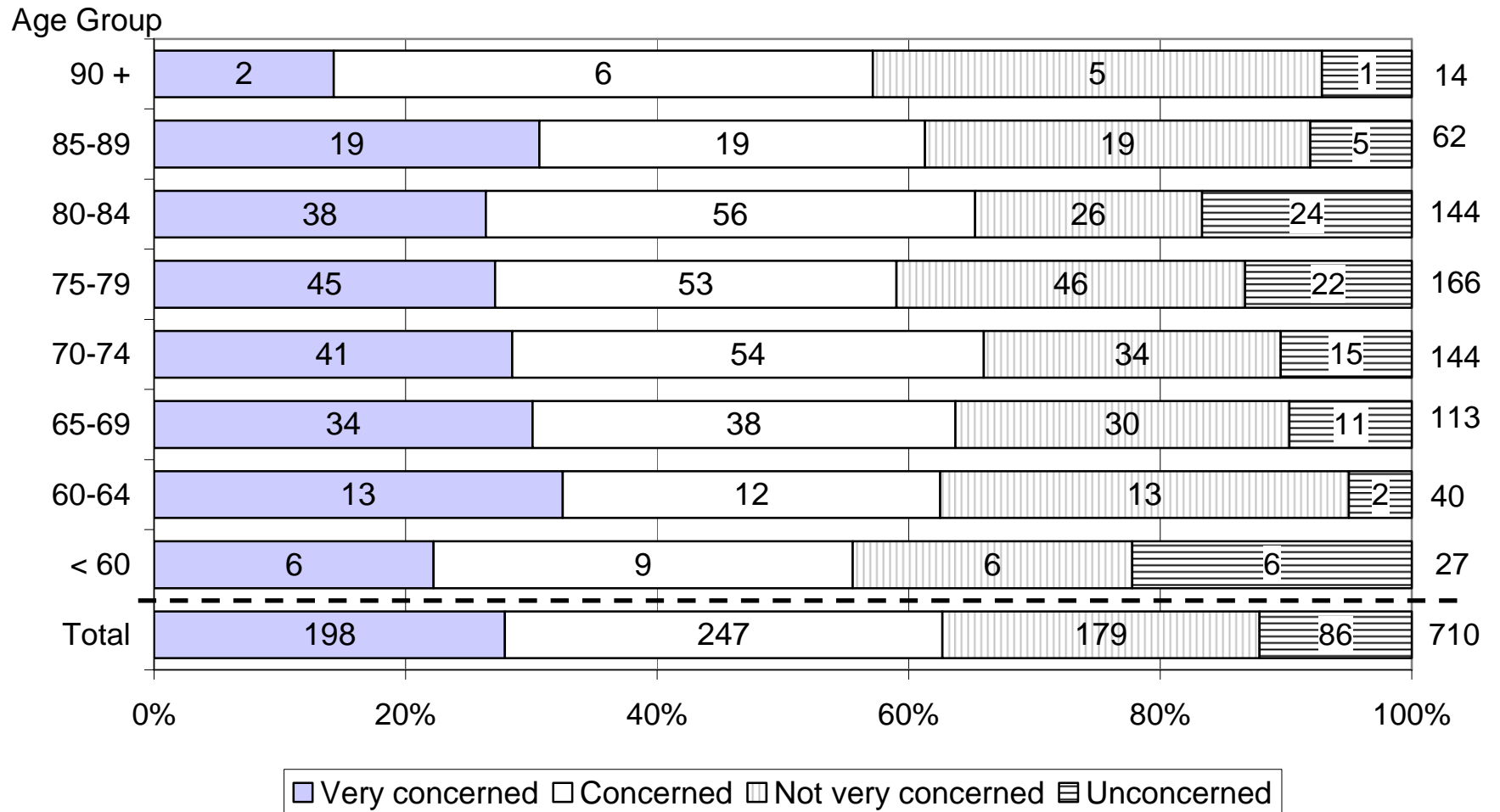


Figure 15: If you use an automobile, how concerned are you with safety while driving?

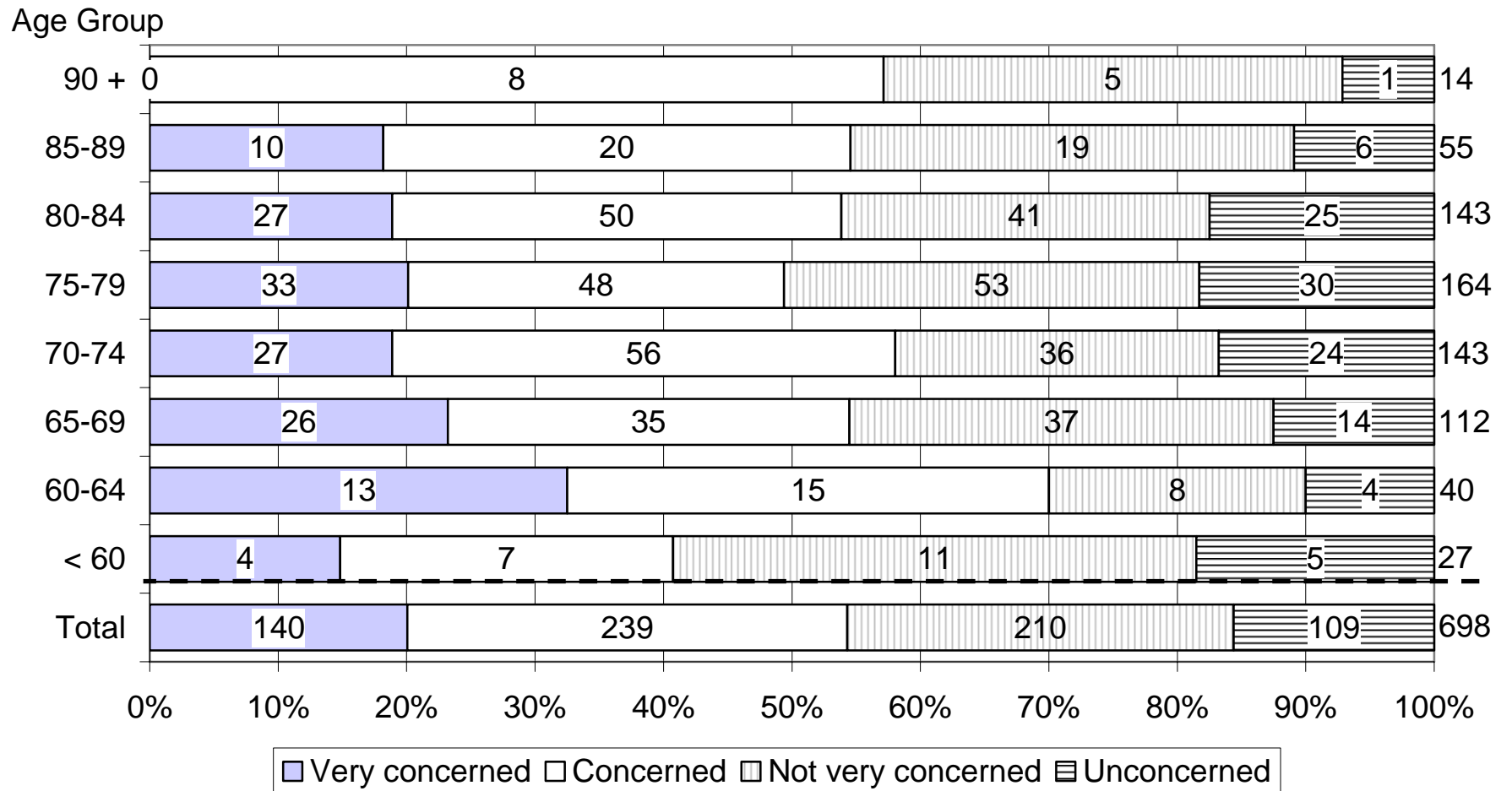


Figure 16: If you use an automobile, how concerned are you with finding designated parking lots?

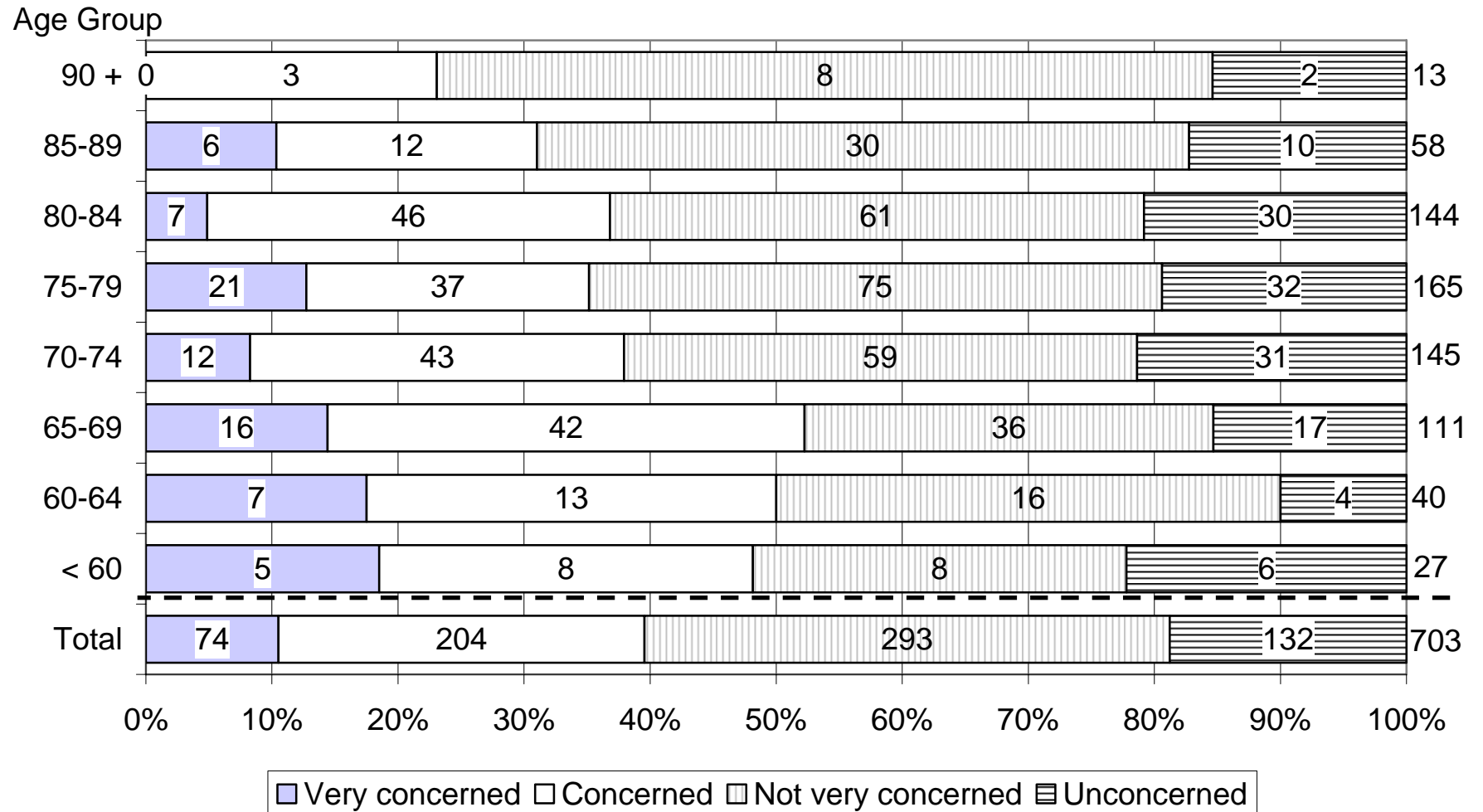


Figure 17: If you use an automobile, how concerned are you with travel time?

Concerns of Transit Users

Public transit was the second-most-used mode of transportation for seniors. In this section we concentrate on the concerns of seniors when using transit. As shown in Figure 18 around 51 percent of the surveyed sample did show that they are either concerned or very concerned about being a victim of a crime when using public transit. The percentage increases to 65 percent among the youngest group (less than 60 years old) and to 53 percent among the oldest group (more than 90 years old). Meanwhile, seniors are less concerned about waiting at a stop for a bus. This is demonstrated in Figure 19. Around 48 percent of the surveyed sample reported being concerned or highly concerned with the time being spent at the bus stop. On the other hand only around 33 percent of the surveyed seniors were concerned with travel time, as shown in Figure 20. This percentage is smaller than that for seniors who answered the auto travel-time question. This may mean that once seniors have accepted transit, travel time matters less, or it may mean that for seniors who value travel time less, transit is preferable.

Age Group

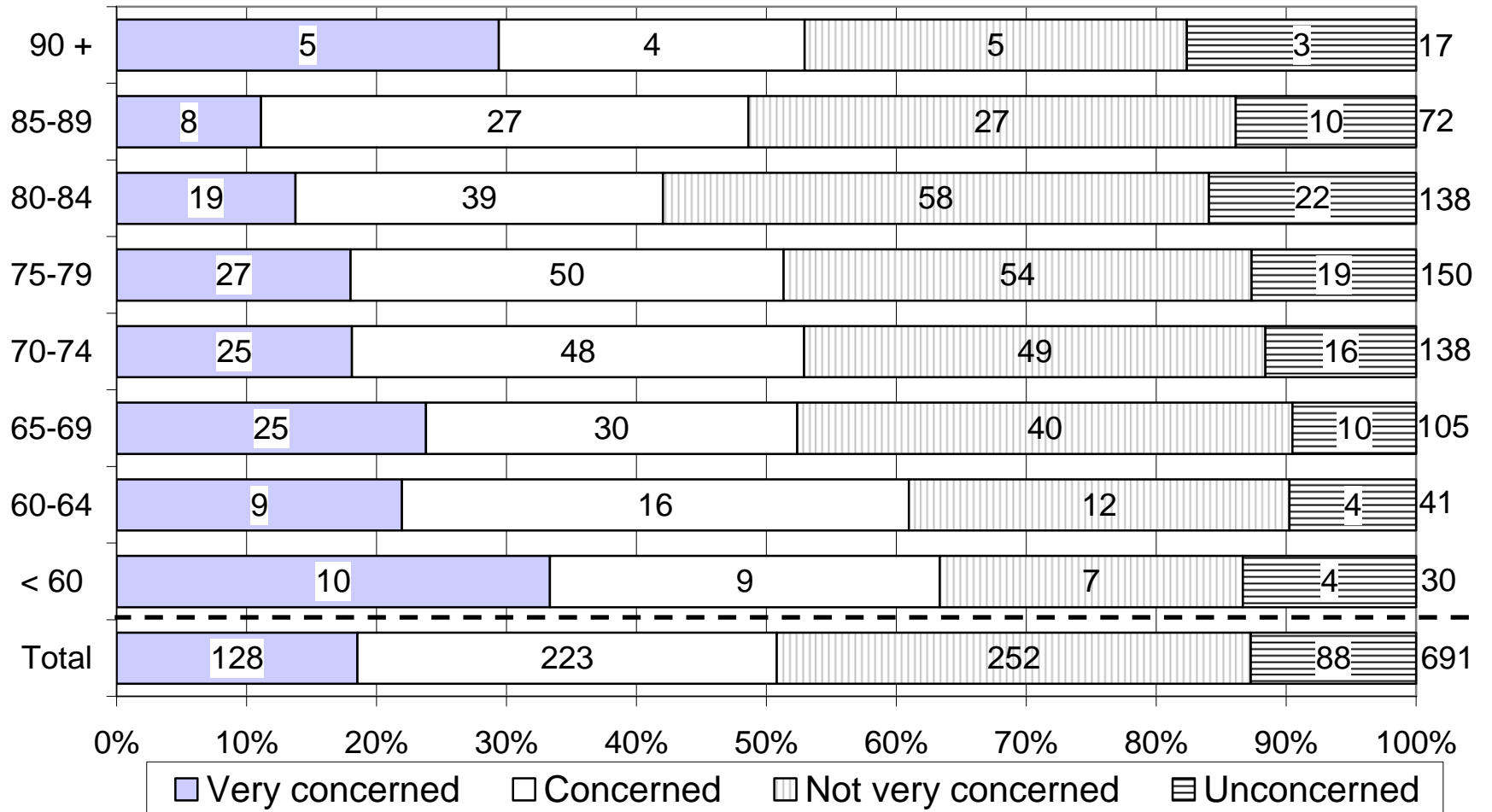


Figure 18: If you use public transit, how concerned are you with becoming a victim of crime?

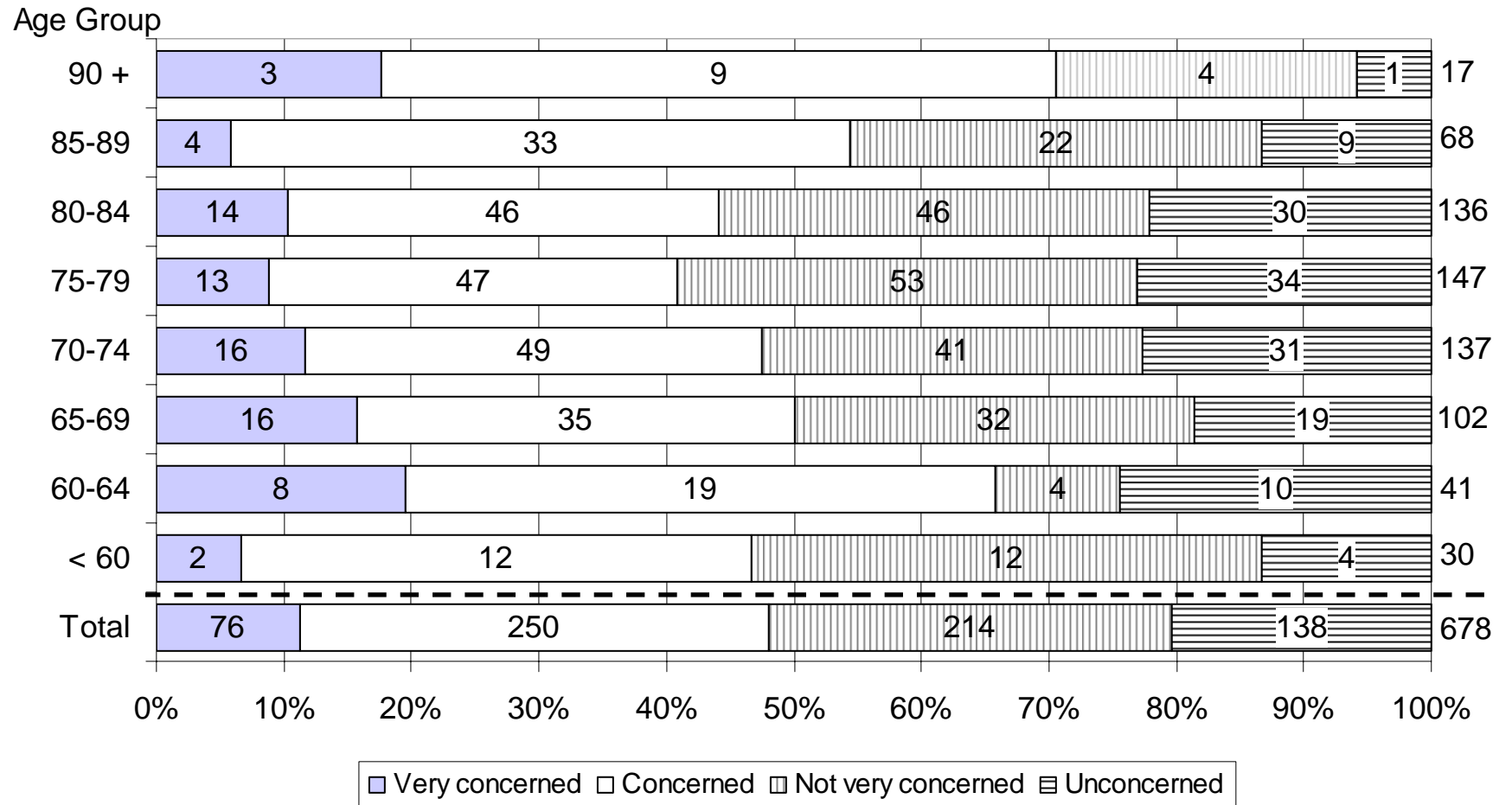


Figure 19: If you use public transit, how concerned are you with having to wait for transportation?

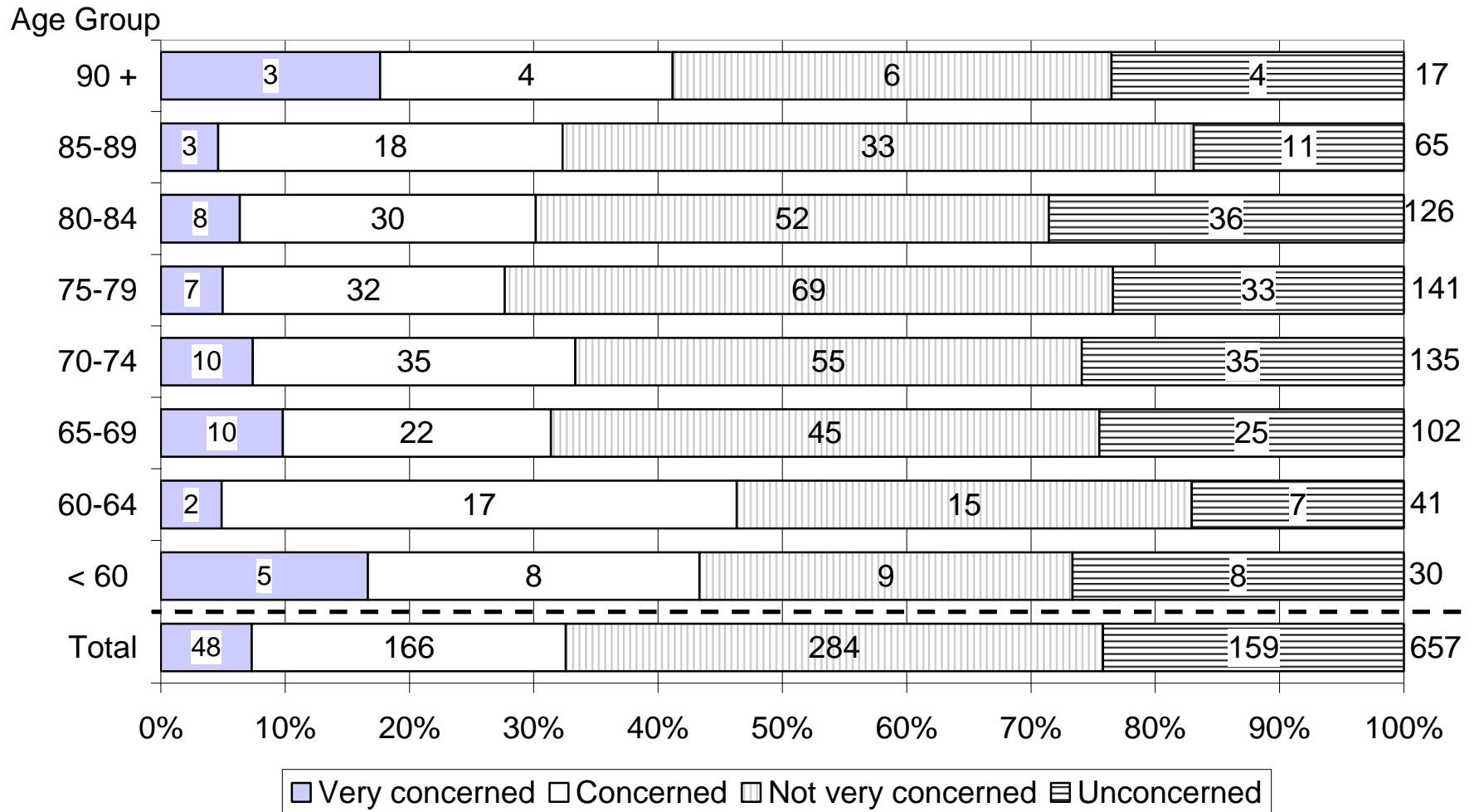


Figure 20: If you use public transit, how concerned are you with the length of travel time?

Familiarity with Services

In this section we wanted to learn to what extent the surveyed sample understands its transportation options as seniors and measure its familiarity with the various services available in the Twin Cities. Figure 21 shows the direct response of seniors to this question. Around 65 percent of the surveyed sample indicated being familiar with services offered to seniors. Meanwhile, 35 percent indicated that they are not familiar (disagree and strongly disagree) with the services being offered to seniors, which indicates that more work may be needed in promoting the services to seniors. Variation exists between the various age groups and no pattern is discernable from Figure 22. Dial-a-ride, lift vans, and Metro Mobility are among the services offered to seniors around the Twin Cities region. Figure 22 shows the relationship between using such services and the age groups. It is clear that this service is being used by only 15 percent of the surveyed sample. It is important to note that restrictions do exist when applying for dial-a-ride service and not all seniors are qualified for such service. Figure 23 shows how many seniors have used Metro Transit (the local transit provider in the Twin Cities region). More than 55% of the surveyed sample have used Metro Transit, either buses or light rail, at some point in time as a mode of transportation. Looking at the age groups 85 years old and older we notice that the percentage of people who used Metro Transit declines compared to the other age groups.

Age Group

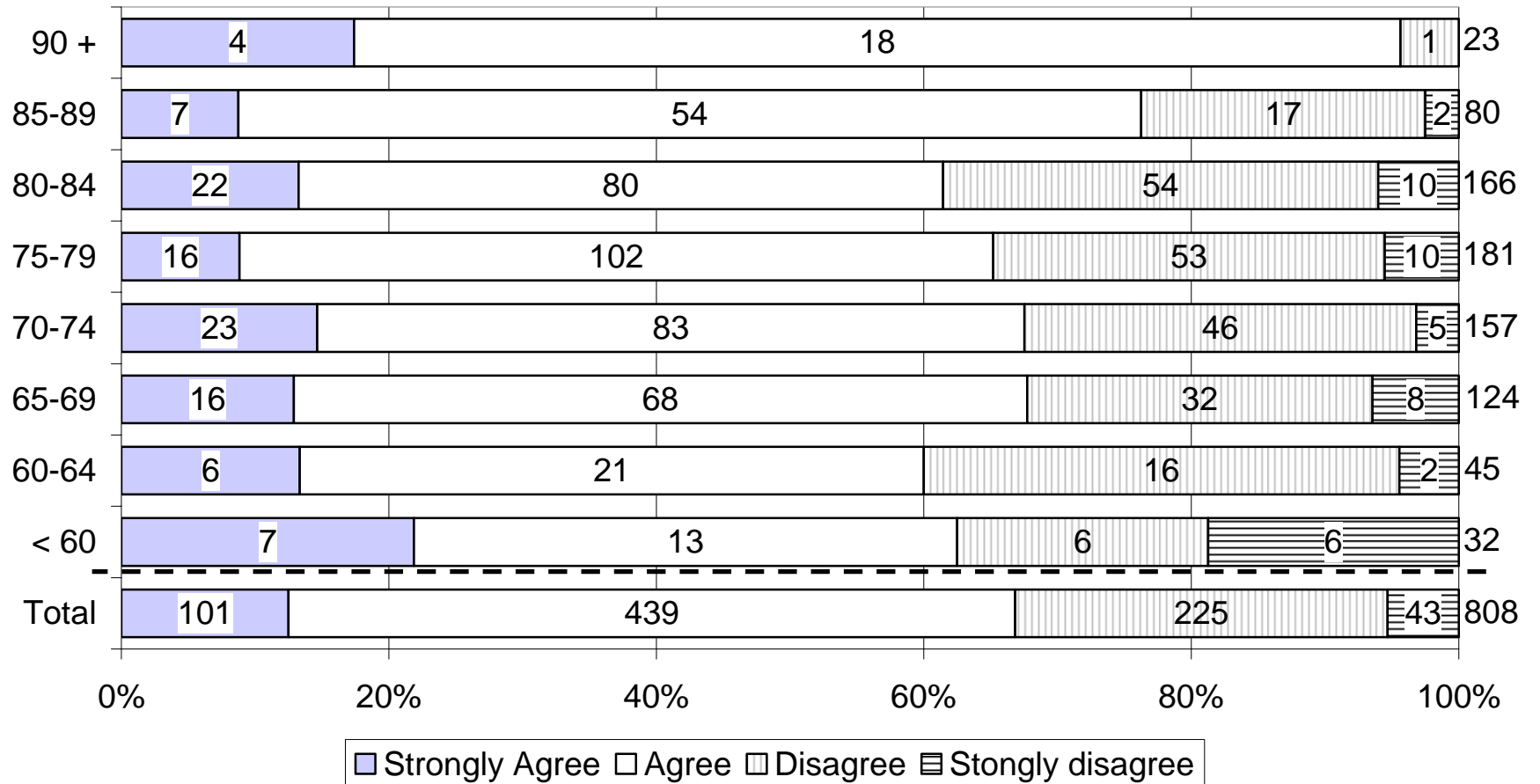


Figure 21: I am familiar with the different types of transportation services available to seniors

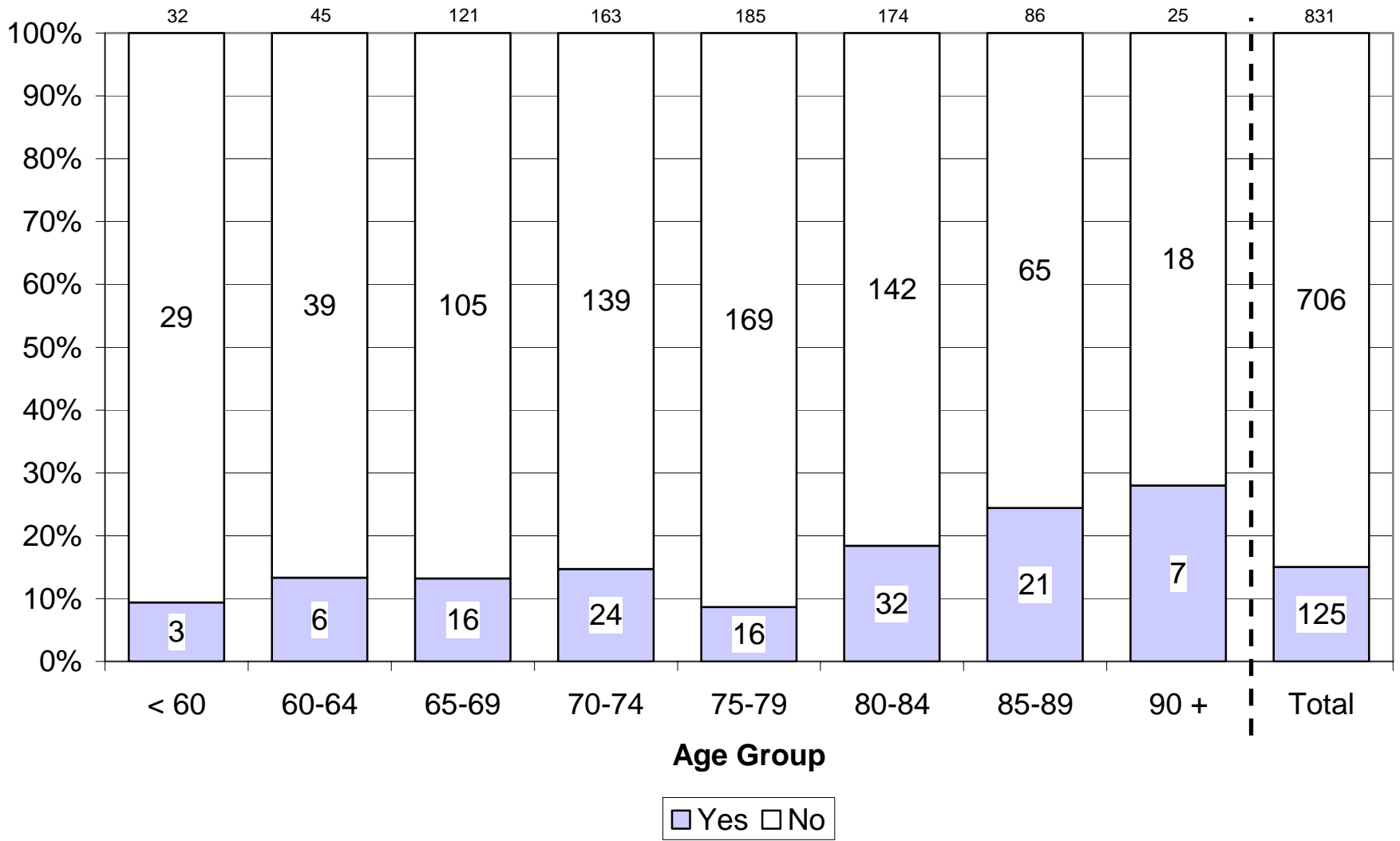


Figure 22: Do you ever use dial-a-ride, lift van, or Metro Mobility?

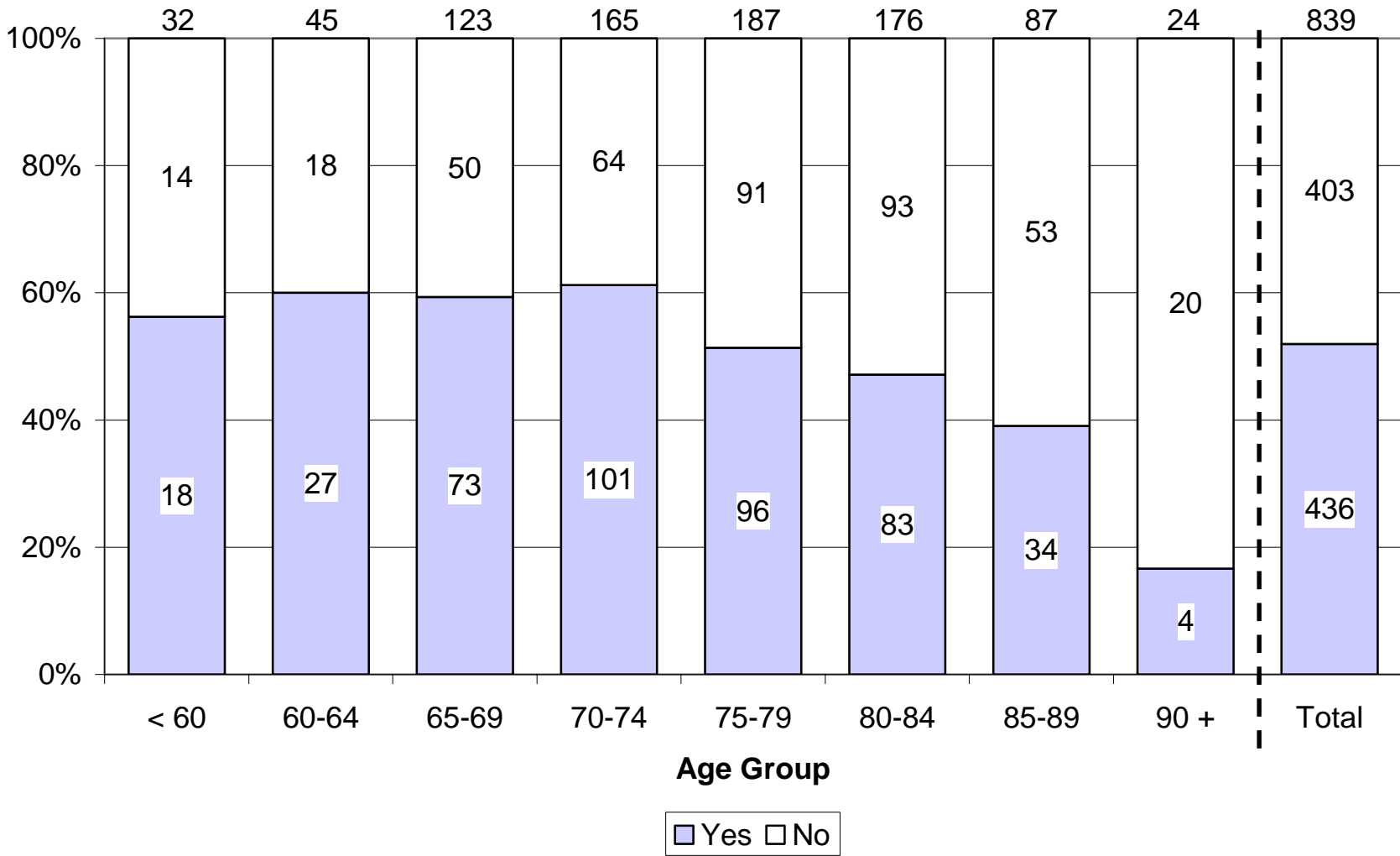


Figure 23: Do you ever use Metro Transit or other public transit buses or light rail?

Independence

In this section we try to understand to what extent the surveyed seniors consider themselves as independent citizens in term of their transportation needs. Independence is measured through asking direct questions related to what extent seniors consider themselves an independent traveler. The answer to this question is reported in Figure 24. More than 92 percent of the seniors agreed that they are independent travelers. Observing each age group, we notice that seniors age 60 years or younger consider themselves less independent compared to seniors aged 60–64 years old. The levels of independency of the other age groups tend to decline with the increase in age. The overall level of independency of the surveyed sample decreases as shown in Figure 25, where around 88 percent of the surveyed sample agreed that it was their choice which mode of transportation they use. Meanwhile only 80 percent of the surveyed sample had a valid driver's license, as shown in Figure 26. Accordingly, 12 percent of the people who considered themselves independent travelers are non-auto users. Meanwhile, 90% of the population who filled out the survey admitted that not driving would limit their independence. This relationship is shown in Figure 27. Finally, a question related to public transit and the possibility of using it as a means of increasing independence is demonstrated in Figure 28. Only 65 percent of those surveyed responded that using public transit would increase their level of independence. The younger age groups tended to disagree more with this statement, while the older age group felt that this statement is true and agreed more with it. This trend indicates that older seniors feel that if they can use public transit their level of independence will increase.

Age Group

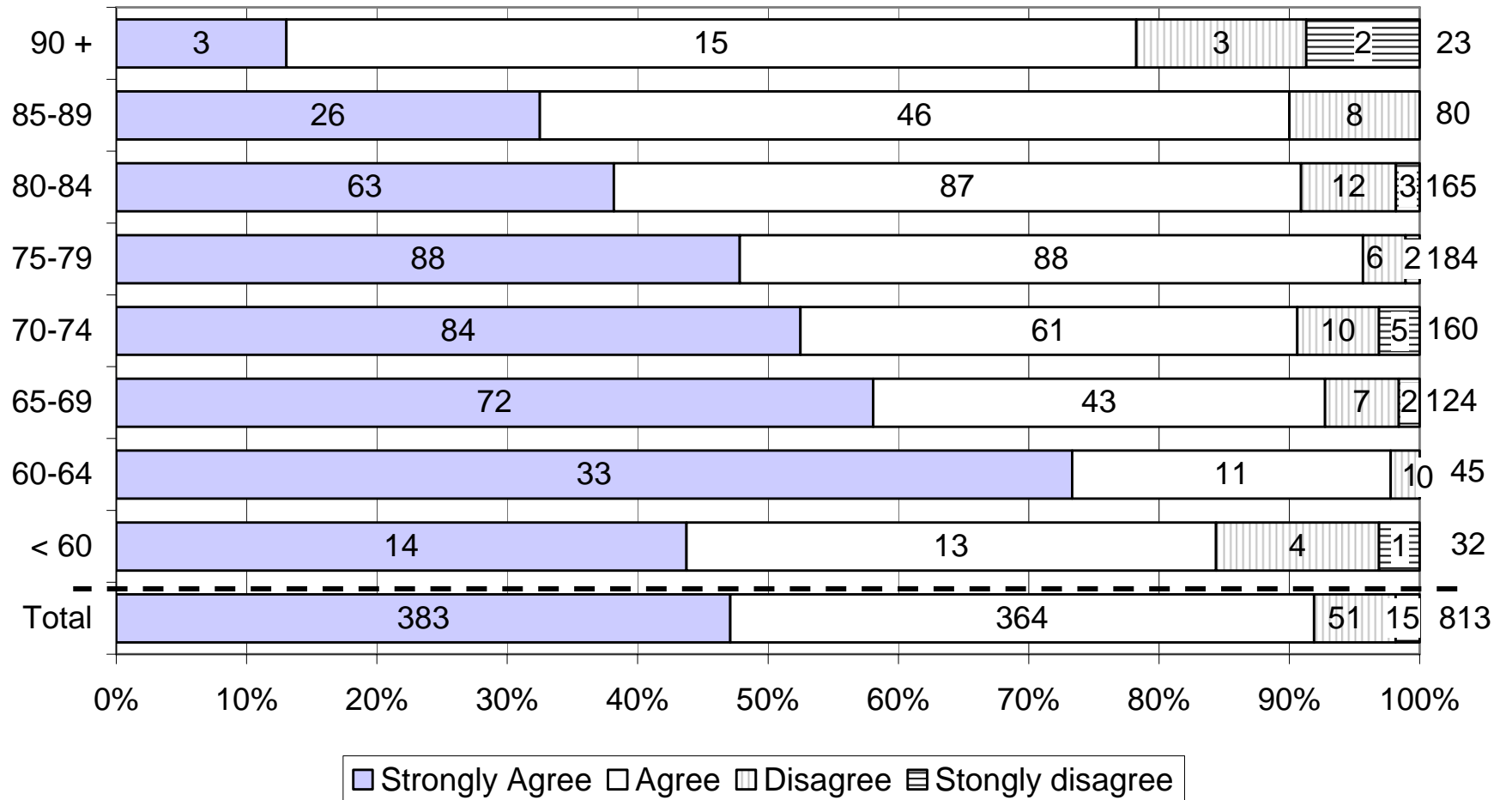


Figure 24: I consider myself to be an independent traveler

Age Group

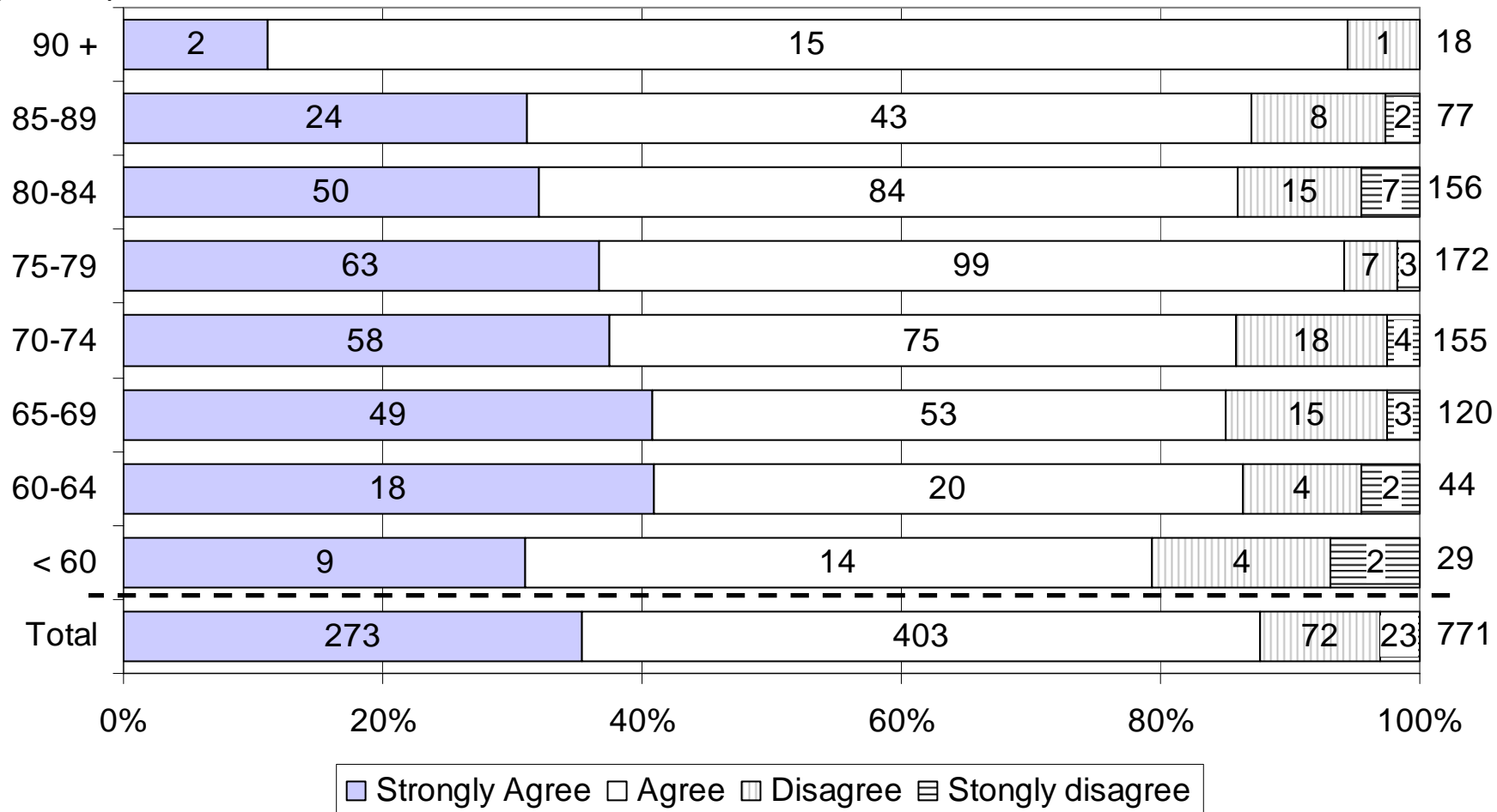


Figure 25: It is my choice what mode of transportation I use

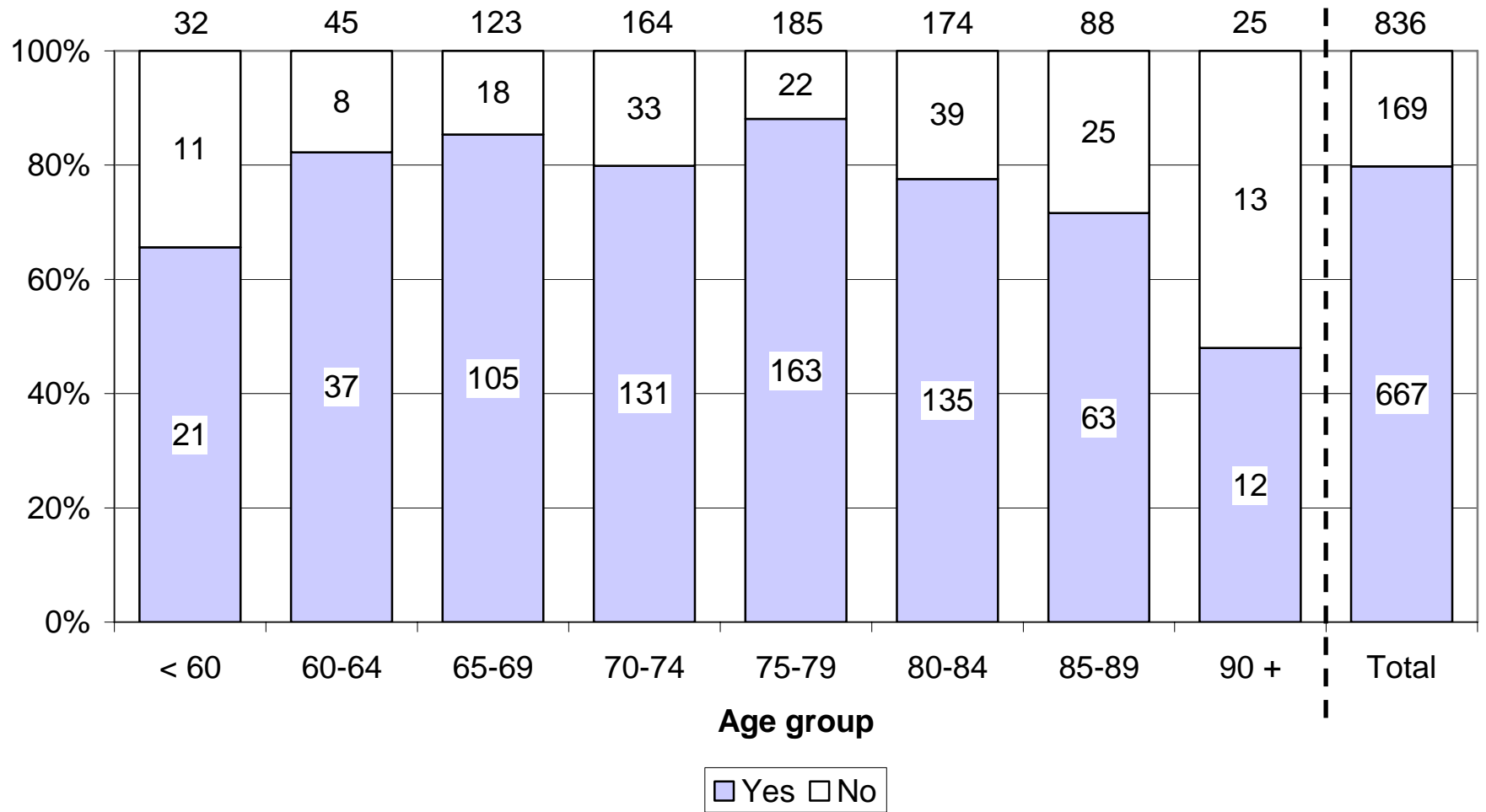


Figure 26: Do you have a valid driver's license?

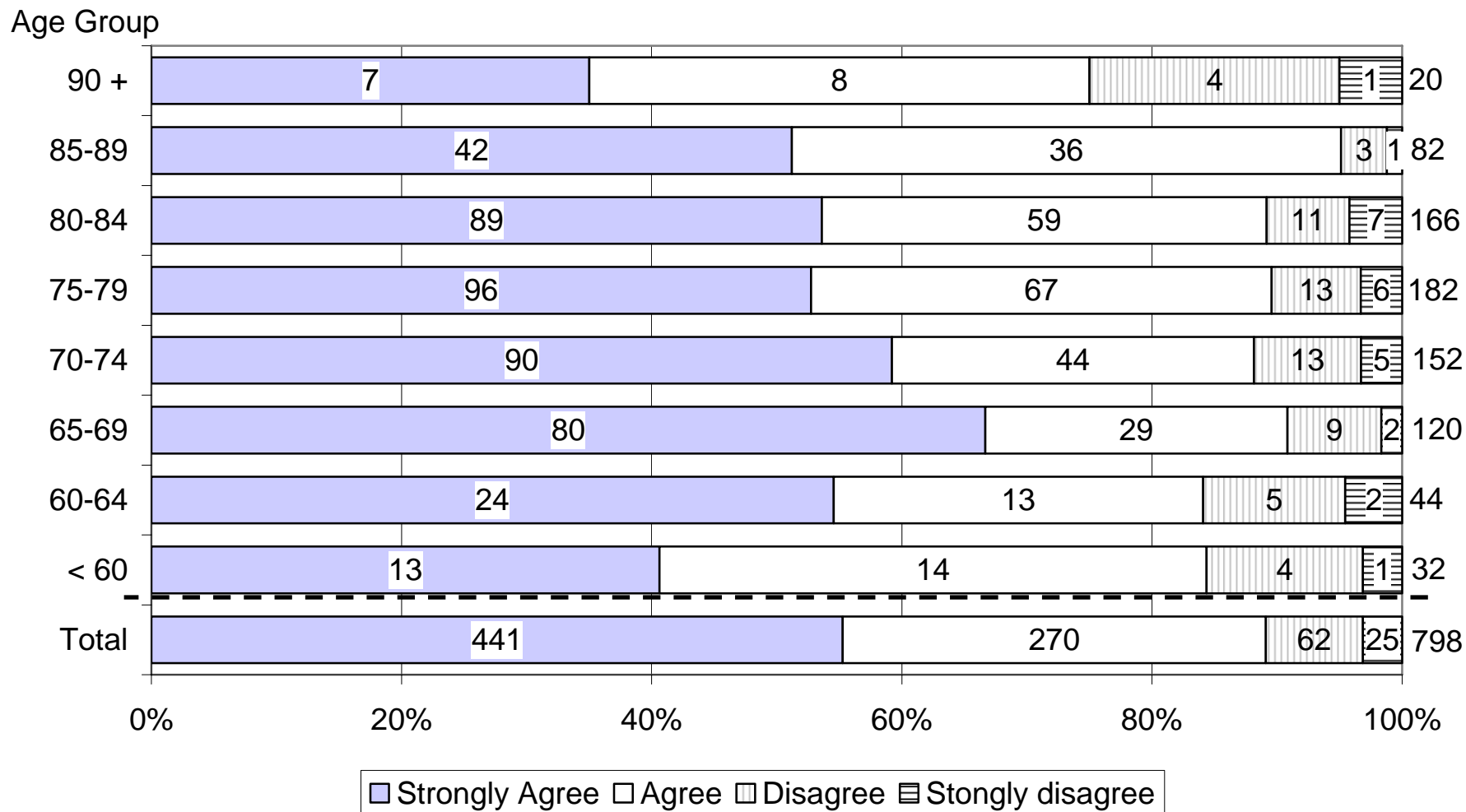


Figure 27: Not driving reduces (would reduce) my independence

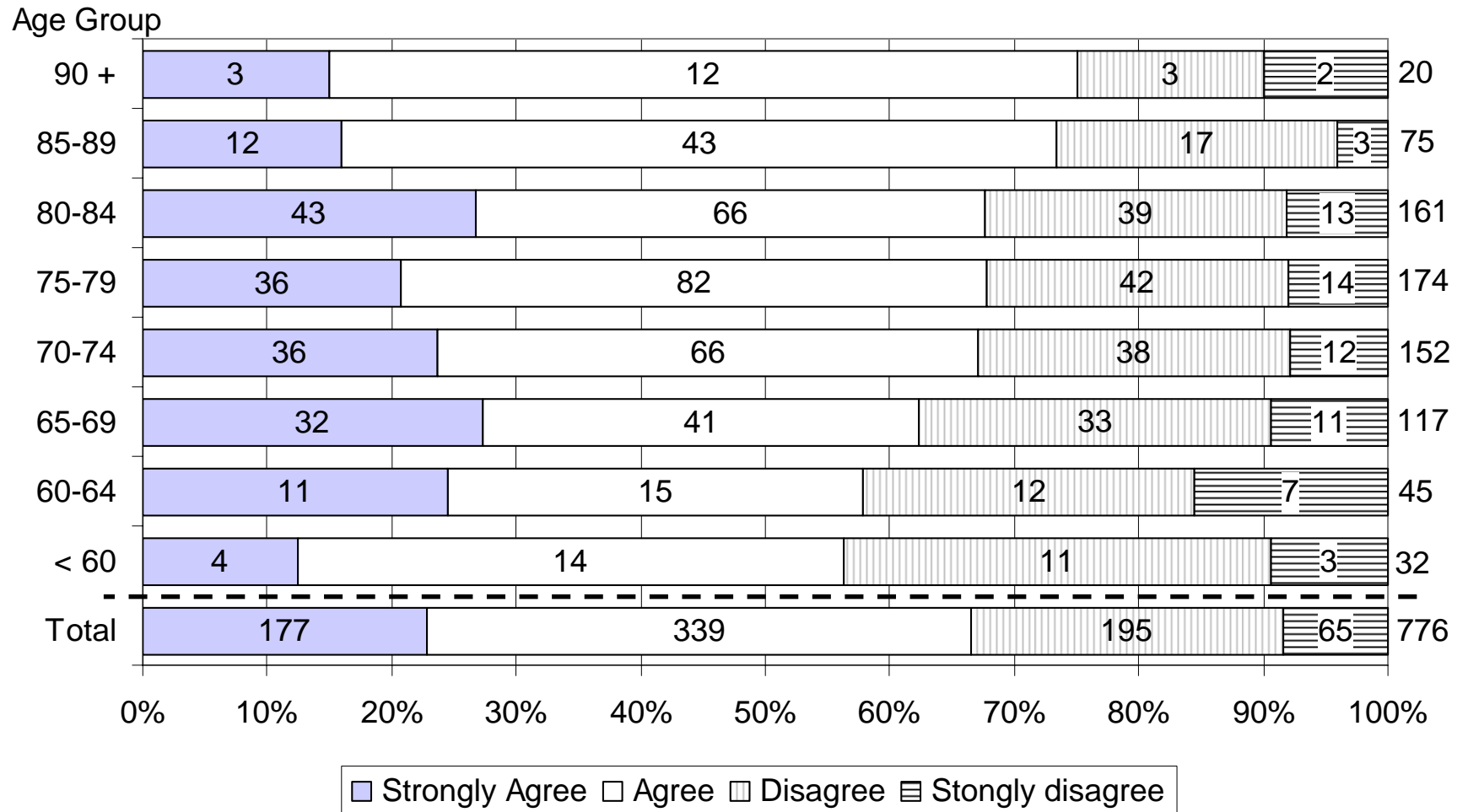


Figure 28: Using public transit increases (would increase) my independence

Travel Barriers

The travel diaries included a question asking seniors about the trips they could not make. Only 13 percent of the total 775 seniors who filled out the diaries reported at least one trip they could not make. Five percent of the seniors who filled out travel diaries had at least two trips they wanted to make but could not, while 3 percent of the seniors could not make at least three trips. Finally, only 2 percent of the seniors who filled out travel diaries had at least four trips they wanted to make but could not make.

The purposes of these trips are reported in Table 10. Medical, shopping, and social/recreational were the trips that seniors could not make most often.

Table 10: Purpose of trips could not make

	Trip 1	Trip 2	Trip 3	Trip 4	Total
Home	0	1	1	1	3
Medical	17	7	0	0	24
Work	1	0	3	1	5
Shopping	28	11	5	2	46
Social/Recreation	19	9	4	3	35
Religious	6	3	1	2	12
Personal Business	3	2	3	1	9
Other	24	7	5	2	38

Reasons why seniors could not make these trips is reported in Table 11. Most of the seniors reported other reasons, different from what was mentioned in the list as the reason they could not make the trips. The “other” category included mostly weather and inability to reach the desired service. (The survey was conducted mostly in winter, when weather is occasionally disruptive and snow lingers on the ground for the entire season.) Even though a weather category was added to the list, people tended not to choose it, but selected others where they added comments related to snow being on the ground or a combination of reasons including the weather. For example, some people reported weather and health as the reason for not being able to make the desired trips. Inability to reach service included the absence of the desired service nearby for the survey respondent to use. In addition, the “no one available to drive” was the second most widely cited reason why seniors could not make their desired trips.

Table 11: Reason for not making the trips

	Trip 1	Trip 2	Trip 3	Trip 4	Total
Change in plans	10	4	1	1	16
Could not afford	3	0	0	0	3
No vehicle available	9	2	4	2	17
No one available to drive	12	7	1	1	21
Couldn't make dial a ride reservation	3	3	2		8

Weather	11	2	1	3	17
Health	6	1	1	0	8
Other	46	20	11	5	82

Comments in Travel Diaries

Some people reported personal comments as part of the travel diaries even though a comment section was not included as part of the travel diaries. These comments were coded and added as a column at the end of the table. For example, a senior reported a specific comment about a bus route that he is using:

“Why can't bus 3 detour on 27th Ave. S.E. I have residents park on one side of the street like the detour is doing on 22nd Ave. S.E. I am 82 years old & the detour originally went on 27th Ave. S.E.”

On the other hand, some seniors reported the number of blocks they had to walk to reach a bus stop or to reach their desired destination. Also, some seniors reported more than four trips in their travel diaries. A sense of humor was noticed in some of the surveys and the travel diaries. A senior commented in the travel diary when he was asked about trips he could not make that he would like to go to Rio de Janeiro, Sydney, Florence, and Tokyo, and that the reason he could not make these trips was financial.

Comments in Survey

The comments section is one of the richest parts of this survey. Participants wrote an abundance of details regarding their transportation needs and concerns. Several seniors reported their personal experiences and frustrations when using transportation modes. The most frequent comment was similar to the following:

“I do not feel that I have transportation problems right now since I can still drive. However I feel I will face big problems in the near future when I stop driving.”

Another senior reported:

“We do not have many concerns at this time - BUT - when our lifestyle changes due to health or age - we will make the appropriate adjustments to where we live and how we get around without expecting to be "taken care of" by the government or a community agency. It will always be OUR responsibility. 3 R's for Senior - be realistic about your capabilities, be ready to make changes, and be responsible about those changes. Also be reasonable & rational. This is probably wishful thinking!! It's very nice to have agencies to help people - but maybe someone should be telling people they need to plan ahead and help themselves.”

Not having the appropriate mode of transportation available for seniors limits their ability to satisfy needs. A senior reported the following:

"I can not find work because I do not have any mode of transportation."

Weather:

"I have an electric wheelchair that I use for transportation. But if it snows I cannot get anywhere because they never clear the snow off the sidewalk, nor where I would go down to cross the streets. I almost fell over the other day because of this. I can no longer walk but I am still a human being. Please treat me and people like me and people who could become like me fairly."

Driving on freeways was considered an issue to some seniors and lighting:

"I do drive but not on freeways."

"Freeway Lighting is not good enough."

At this time I don't have any problems or concerns but am at age that's a possibility in the future - of not being safe to drive. Even now especially night driving to know where I'm going will take a dry run during day and try to drive during less busy times.

Walking and safety:

"Love walking but fearful of crossing streets - many drivers drive right at me, on purpose, refuse to slow down and I have to run for my life as they aim right for me."

Dial-a-Ride:

"I realize there is Dial-A-Ride - but it is very expensive."

"I cannot get Metro Mobility when I need it."

Using Transit:

"The transit bus steps are too steep for my knees. I had both knees replaced a few years ago & fall once in a while."

Special concerns:

“The city of Rogers does not have any plan for transportation for seniors. We are a growing community and they forget that seniors can band together and change the vote if we have a mind to change something.”

The following was a letter attached to the survey by one of the participants of the study indicating the needs of other residents with him that were not surveyed:

“You need an auto to take the bus from the nearest park & ride. Difficulties - I'm the sole driver for several persons with no other mode of transportation. Transportation problems - Champlin is in Henn. Co. across the river from Anoka. We have no way to get to Anoka without an auto. Walking is difficult but my passenger has no other choice. Her job is 4 miles away, she speaks very little English, works as a housekeeper 6-7 hours a couple times a week and has to walk home also. Other people in Champlin need an auto to go to church in Anoka because even St. Stephens Church buses don't cross the river. This is a big problem for many who need bus service for church, Dr. and Dentist appointments as well as special shopping, recreation including library browsing. I can drive and can afford the auto expense at this time but feel very concerned if and when I am not able to afford it. If I should become dependent on bus only right now there is a Senior bus to the grocery store 1 x a week for 3 dollars a trip. Some scheduling can be done for appointments if scheduled a couple of weeks ahead for 6 to 8 dollars. It would be frightening to have to depend on this Senior bus alone. My transportation concern is great. Please consider good bus service for Champlin so we can easily access Osseo, Anoka, Andover, Ramsey, Maple Grove and the surrounding shopping centers. The attached notes and signatures are enclosed because many of our residents agree with me, though I was the only one surveyed. Due to a severe vision problem I can no longer drive my car. To go anywhere I must rely on a family member, friend or neighbor. They lead busy lives so it isn't easy to fit me into their schedule. A system such as Plymouth's Dial-a-Ride would be most welcome in the city of Champlin and in many others I'm sure. A good, reliable transportation system is a dire need in many areas of Minnesota. I hope this need becomes a top priority soon.”

Appendix G includes a list of other comments reported by seniors.

Chapter 6: Conclusion

This report details an 18-month research study into the transportation behavior and needs of senior citizens living in Hennepin County, Minnesota. The report describes in detail previous research into the transportation behaviors of the elderly, the methodology pursued in this study, and the findings and results of that study. Overall, most seniors responding to the survey remain largely independent, but many recognize that independence is not permanent.

The private automobile was found to be the main mode of transportation seniors tend to use to meet their transportation needs, followed by public transit. Seniors in the surveyed sample showed a willingness to use public transit more and indicated that they feel that using it would increase their independence. Several seniors indicated their willingness to use public transit, yet since that service does not exist near their homes or near their destinations, they felt using it was not possible for the time being.

The need for assistance was observed among the higher and lower age groups. This can be related to two main reasons. Among the younger age group (60 years and younger), we suspect that the sample was biased towards seniors facing atypical problems. Seniors on the other end of the age spectrum (90 years and older) showed more difficulties and problems compared to others. This may be related to aspects of aging more than aspects of a sample bias. It is also important to note that the sample is too small among these two age groups to derive a conclusion or to build a policy upon. The following phrase was a common one among hundreds of returned surveys and phone calls we received:

“I do not feel that I have transportation problems right now since I can still drive. However I feel I will face big problems in the near future when I stop driving.”

Several seniors added some comments related to the walking distance to and from bus stops. They reported that bus stops are now far from their desired stops due to changes in routes that have been going on in the region. The sampling of the survey was determined based on the level of cooperation between the senior centers and research team. The sample is biased towards the locations where these centers serve their population.

We recommend the report be presented to Metro Transit, Metro Mobility, and Dial-a-Ride services for their information, particularly concerning specific comments and complaints. Community transportation groups should periodically conduct seminars at senior centers to introduce transportation options to seniors, who may be nearing a shift in their means of transportation.

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Appendix A: Support Letter

Dear David Levinson,

I am writing with regard to the U of M Transportation Study measuring the transportation needs for disadvantaged population: Seniors and people with developmental disabilities

Please accept this letter as a statement of our willingness to help in distributing surveys to seniors and/or their legal representatives and people with developmental disabilities and/or their legal representatives that reside in the communities that Common Bond manages. We did receive an explanation from Rania Wasfi of the research study and we are willing to help distribute the survey in our communities through:

- a) advertising it at our site and
- b) advertising it in our newsletter and
- c) distributing the surveys to the senior and people with developmental disabilities residents that live in our communities

Residents will receive a brief explanation of the study in the newsletter and then the surveys will be distributed to the apartments through the management office of the apartment complexes. Residents who are interested in the study will mail the survey and travel dairy back your team in a prepaid envelope as explained.

We are willing to work collaboratively with your team to ensure the success of your research since the transportation needs is a major concern in the Twin Cities region. We feel the results of this work will be of a great value to us and others in the region and to the senior population and people with disabilities in general.

Feel free to contact me if you have any questions or concerns. My office phone number is: or by email :

Sincerely,

Signature of Community Partner helping in the Study.

Appendix B: Cover Letter

TRANSPORTATION SURVEY

Dear Participant,

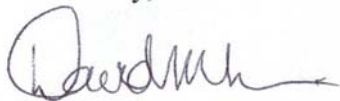
You are invited to participate in our research project at the University of Minnesota to find out about your transportation needs. We want to understand any difficulties you may face and learn of your transportation needs. We have attached a short transportation survey that we are hoping you will fill out and return. It should take you about thirty minutes to complete. If you don't have any transportation problems, we will still appreciate if you can fill out the questions that are applicable to you and return the survey. Hennepin County, our sponsor, will use what we find out through this survey to direct their decisions in transportation planning.

[Insert Centers Name] agreed to support the study by helping the University distribute this survey packet to participants. Names and addresses of the participants are kept confidential. Participants' names and addresses will not be used outside of this study.

You will see that we have many questions about transportation. If you choose to participate in the survey please fill in your answers and send the survey back to us in the prepaid envelope enclosed in the packet. We will not use your name or address except to send you back a copy of the consent form and to contact you if any clarification is needed. We will respect your privacy. We will make sure that your answers cannot be linked to you personally when we send the results to the Hennepin County.

The risks to you or your privacy if you decide to join our study are minimal. Your participation in the study is voluntary, and your decision whether or not to participate will not affect your current or future relations with *[Insert Centers Name]*. If you decide to participate, you are free to not answer any question or withdraw at any time without affecting those relationships. In order to contact you with questions or concerns, we will ask for your name; however, you do not have to put your name on the survey. This is a transportation study, so your address will help us in identifying and locating transportation problems. Please include your address or nearest street intersection to your house. Your name and address will also be used to send you a copy of the signed consent form. If you choose not to participate in the study, you may still get a copy of the survey results, if you wish. To get a copy of the survey results, or if you have any questions about the study or survey, please contact Rania Wasfi at 612-624-8282.

Sincerely
Dr. David Levinson



Professor, Principal Investigator
University of Minnesota
Department of Civil Engineering

Appendix C: Consent Form

Transportation Survey

You are invited to participate in a research study that investigates the travel demands and activities of transportation disadvantaged individuals by filling a one day travel diary and answering some survey questions relating to travel demands and needs. You were selected as a possible participant because you are senior citizen living in the Twin Cities. Dr. David Levinson is in charge of this study and Rania Wasfi is a research fellow that assists him. Dr. Levinson and Mrs. Wasfi work in the Center for Transportation Studies, Department of Civil Engineering at the University of Minnesota.

Background Information

The purpose of this study is to investigate the travel demands and activities (in terms of both actual behavior and unmet needs) of transportation disadvantaged individuals. Broadly, transportation disadvantaged populations include elderly, poor, children, persons who do not speak English, the physically disabled, and the developmentally disabled. To date there has been no comprehensive study of the transportation demands of these disadvantaged populations, who have been ignored in conventional transportation planning. The research team will analyze the data from the surveys and travel diaries to give a picture of the transportation needs of the studied population to be used in future transportation planning in the Twin Cities.

Procedures

If you agree to be in this study, we would ask you to complete a travel diary that tells us about your travel behavior for one day (the general purpose of your trip, your origin and destination, the mode of travel and when you traveled). You will also be asked to complete a short survey that asks you some transportation questions and some other demographic questions. You will be asked to send us back the survey and travel diary in the prepaid envelope provided.

The survey will take you about thirty minutes to complete.

Risks and Benefits of being in the Study

The risks in participating in this study are minimal. Responding to the survey questions poses no risk to you or filling the travel diaries. If at anytime you do not want to proceed as a subject in this study, you are free to indicate to the researcher.

There are no direct benefits to you for participating in this study.

Compensation:

There is no compensation for participating in this study.

Confidentiality:

The responses you give to the survey questions and your travel diaries will be kept confidential. In any presentation or account of this study, your name will never be used and we will not provide any information that would make it possible to identify you. Research records will be

kept in a locked file; the researchers responsible for the study will be the only people who have access to the records.

Voluntary Nature of the Study:

Participation in this study is voluntary. Your decision whether or not to participate will not affect your current or future relations with [Insert Centers Name]. If you decide to participate, you are free to not answer any question or withdraw at any time without affecting those relationships.

Contacts and Questions:

The researchers conducting this study are: Dr. David Levinson and Rania Wasfi. You may ask any questions you have now. If you have questions later, you are encouraged to contact them at Department of Civil Engineering, 500 Pillsbury Drive SE Minneapolis, MN 55455 USA . Dr Levinson’s email: levin031@umn.edu phone: 612-625-6354. Mrs. Wasfi’s email: wasfir@umn.edu phone: 612-624-8282

If you have any questions or concerns regarding this study and would like to talk to someone other than the researcher(s), you are encouraged to contact the Research Subjects’ Advocate Line, D528 Mayo, 420 Delaware St. Southeast, Minneapolis, Minnesota 55455; (612) 625-1650.

A copy of this information will be sent to you by mail to keep for your records. So please make sure to fill in your name and address on the survey sheet.

Statement of Consent:

I have read the above information. I have asked questions and have received answers. I consent to participate in the study.

Signature: _____

Date: _____

Signature of guardian (If applicable): _____

Date: _____

Appendix D: Survey

Institute name: *[Insert Centers Name]*.

Survey serial: *[Insert serial number from excel sheet]*

Date:

Name of person surveyed (Optional): _____

Who filled the survey for you: _____

Home address *OR* nearest two streets intersection: _____

City: _____ Zip code: _____

Note: Names will only be used to return a copy of the consent form to you and contacting you for any clarifications needed.

Please fill in the following questionnaire

If you have any questions or clarifications please call Rania Wasfi: 612-624-8282

How often do you make the following kinds of trips? *Please Mark one box for each purpose*

Purpose	5-7 days per week	2-4 days per week	Weekly	About every other week	At longer than 2 weeks intervals
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation/leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agency support services (e.g. visiting senior community services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business (legal, accounting, financial, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please fill in with the transportation mode from the box below

Purpose	Which mode do you use most often?	Which mode do you use next most often?
Work		
Shopping		
Recreation/leisure		
Social trip		
Religious		
School		
Medical		
Agency support services (e.g. visiting senior community services)		
Business (legal, accounting, financial, etc)		
Others		

Modes include: 1) Local bus service 2) Express bus service 3) Mini-bus 4) Private car 5) Social service 6) Taxi service 7) Hired driver for private car 8) Friend's car 9) Motorcycle 10) Bicycle/tricycle 11) Walk (with cane/walker) 12) Walk (without cane/ walker) 13) Lift Van 14) Volunteer driver 15) Other Please specify _____

Please mark your answer in the table below if your answer is yes; please specify who assists you from the box below

Purpose	Do you usually need assistance to make these trips?		If yes, who assists you?
	Yes	No	
Work	<input type="checkbox"/>	<input type="checkbox"/>	
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	
Recreation/leisure	<input type="checkbox"/>	<input type="checkbox"/>	
Social trip	<input type="checkbox"/>	<input type="checkbox"/>	
Religious	<input type="checkbox"/>	<input type="checkbox"/>	
School/educational	<input type="checkbox"/>	<input type="checkbox"/>	
Medical	<input type="checkbox"/>	<input type="checkbox"/>	
Agency support services (e.g. visiting senior community services)	<input type="checkbox"/>	<input type="checkbox"/>	
Business (legal, accounting, financial, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
Others	<input type="checkbox"/>	<input type="checkbox"/>	

Assistants include: 1) Spouse/significant other 2) Mother or Father, 3) Child) 4) Other relative 5) Roommate/neighbor 6) Friend 7) Hired assistant 8) Volunteer assistant 9) Co-worker 10) Other please specify_____

Please mark your answer to the questions in the table below

Purpose	Can you almost always make this trip when you want?		If no, how often are you delayed?				
	Yes	No	More than once a week	Once a week	Twice a month	Once a month	Less than once a month
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation/leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School/educational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agency support services (e.g. visiting senior community services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business (legal, accounting, financial, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there times when you are unable to make trips you need to make?

- Yes
- No

Are there times when you are unable to make trips you want to make?

- Yes
- No

Do you have a valid driver's license?

- Yes
- No

If no, did you ever have a driver's license?

- Yes
- No

Do you own a motor vehicle?

- Yes
- No

Do you ever use dial-a-ride, lift van, or Metro Mobility?

- Yes
- No

Do you ever use MetroTransit or other public transit buses or light rail?

- Yes
- No

If no, would you like to be able to use public transit?

- Yes
- No

Do any of the following difficulties with using public transit apply to you? *You can check more than one answer if needed.*

- Need special aid in order to move around
- Difficulty in standing
- Difficulty in walking to curb to meet transit vehicle
- Some difficulty in climbing stairs (need assistance)
- Cannot read newsprint or transit schedules
- Have difficulty in reading signs or vehicle route numbers
- Cannot hear announcements over the public address system
- Having difficulty understanding the announcements
- Other (What?) _____

We would like to find more out about your concerns with respect to your travel. Use the categories “Very concerned, Concerned, Not very concerned, Unconcerned” to indicate your concerns. Please check one box for each question in the Table below

Considering public transit, how concerned are you with:

Statement	Very concerned	Concerned	Not very concerned	Unconcerned
a. Becoming a victim of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Having to wait for transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The length of the travel time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Crowding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Lack of Kindness by others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Not being sure of arrival time at destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Lack of connecting to other transportation systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Lack of bus service to places you need to visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Having to cross streets or get to distant points for destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statement	Very concerned	Concerned	Not very concerned	Unconcerned
j Difficulty finding the bus stop or entrance for transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Having to negotiate narrow doors to enter a bus or train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l Having to negotiate steps to enter a bus or train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m Having non-seniors occupy seats in locations reserved for seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Considering using an automobile, how concerned are you with:

Statement	Very concerned	Concerned	Not very concerned	Unconcerned
a Travel time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Finding parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you “Strongly agree, Agree, Disagree or Strongly disagree” with each of the following statements

Please check one box for each question in the table below

Statement	Strongly Agree	Agree	Disagree	Strongly disagree
a I am familiar with the different types of transportation services available to seniors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I believe that public transportation information is easy to obtain.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c I believe that public transit information is easy to understand and use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d I consider myself to be an independent traveler.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e There is no disadvantage to being a non-driver.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Not-driving limits (would limit) my freedom to choose where I live.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Not-driving reduces (would reduce) my independence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Using public transit increases (would increase) my independence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i It is my choice what mode of transportation I use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Demographics:

Please check one box for each of the following questions

What is the highest level of education you have obtained?

- | | | |
|--|--|--|
| <input type="checkbox"/> Less than high school | <input type="checkbox"/> Junior college | <input type="checkbox"/> Post graduate |
| <input type="checkbox"/> High school | <input type="checkbox"/> 4-year college/university | |

What is your age?

- | | | |
|---------------------------------------|--------------------------------|----------------------------------|
| <input type="checkbox"/> Less than 55 | <input type="checkbox"/> 70-74 | <input type="checkbox"/> 90-94 |
| <input type="checkbox"/> 55- 59 | <input type="checkbox"/> 75-79 | <input type="checkbox"/> 95 plus |
| <input type="checkbox"/> 60-64 | <input type="checkbox"/> 80-84 | |
| <input type="checkbox"/> 65-69 | <input type="checkbox"/> 85-89 | |

Are you male or female?

- Male
- Female

What is your yearly household income level from all sources?

- | | | |
|--|---|---|
| <input type="checkbox"/> Less than \$25,000 | <input type="checkbox"/> From \$ 45,000 to \$74,999 | <input type="checkbox"/> From \$99,000 to \$199,999 |
| <input type="checkbox"/> From \$25,000 to \$44,999 | <input type="checkbox"/> From \$75,000 to \$99,000 | <input type="checkbox"/> \$200,000 or more |

Do you live in a:

- Private home, Condo Group facility
 Rental apartment Other (Please specify) _____

If you live in a Group facility what kind? (e.g group home, assisted living facility, nursing home.)

Do you live by:

- Yourself With relatives With non-relatives
 Both with relatives and non-relatives Others please specify _____

How many people live in your household? _____

Do you consider yourself?

- White/Caucasian Asian Native Hawaiian
 American Indian or Alaska Native Black or African American Other Pacific Islander
 Multi-racial

Do you have any other comments or concerns you would like to add about transportation?

Appendix E: Travel Diary

Travel Diary for (name of surveyed person) _____ Completed by: _____

Date: _____ Day of week: _____

Institute name: Medica Skyway Senior Center

If you made any trips today, please record each and every trip longer than two (2) blocks.

Please fill in the information below and check the boxes for the correct answer as appropriate

TRIP 1 –

1. Where did you start your first trip today?

- Made no trips today
- Home
- Somewhere else
Where? _____

2. Then where did you go? (be as exact as possible)

Place name: _____
Address/City: _____
County/Zip code: _____
Cross street/landmark: _____

3. What time did you leave? (record exact time)

[_____ : _____] am/pm

4. What time did you arrive? (record exact time)

[_____ : _____] am/pm

5. Why did you go there?

- Home
- Medical
- Work
- School
- Shopping
- Social/Recreation
- Religious
- Personal Business
- Other (What?) _____

6. How did you get there?

- Auto (passenger)
a. If you were an auto passenger:

Who was the driver? _____
Were there other passengers? _____
If yes, how many? _____
- Auto (driver)
b. If you were an auto driver:

Were there any passengers? _____
If yes, how many _____
- Scheduled service bus or light rail
- Dial-a-ride service
- Taxi
- Wheelchair
- Walking
- Bicycle
- Other (What?) _____

TRIP 2

1. Then where did you go? (be as exact as possible)

Place name: _____
Address/City: _____
County/Zip code: _____
Cross street/landmark: _____

2. What time did you leave? (record exact time)

[____:____] am/pm

3. What time did you arrive? (record exact time)

[____:____] am/pm

4. Why did you go there?

- Home
- Medical
- Work
- School
- Shopping
- Social/Recreation
- Religious
- Personal Business
- Other (What?) _____

5. How did you get there?

- Auto (passenger)
 - a. If you were an auto passenger:

Who was the driver? _____
Were there other passengers? _____
If yes, how many? _____
- Auto (driver)
 - b. If you were an auto driver:

Were there any passengers? _____
If yes, how many _____
- Scheduled service bus or light rail
- Dial-a-ride service
- Taxi
- Wheelchair
- Walking
- Bicycle
- Other (What?) _____

TRIP 3

1. Then where did you go? (be as exact as possible)

Place name: _____
Address/City: _____
County/Zip code: _____
Cross street/landmark: _____

2. What time did you leave? (record exact time)

[____:____] am/pm

3. What time did you arrive? (record exact time)

[____:____] am/pm

4. Why did you go there?

- Home
- Medical
- Work
- School
- Shopping
- Social/Recreation
- Religious
- Personal Business
- Other (What?) _____

5. How did you get there?

- Auto (passenger)
 - a. If you were an auto passenger:

Who was the driver? _____
Were there other passengers? _____
If yes, how many? _____
- Auto (driver)
 - b. If you were an auto driver:

Were there any passengers? _____
If yes, how many _____
- Scheduled service bus or light rail
- Dial-a-ride service
- Taxi
- Wheelchair
- Walking
- Bicycle
- Other (What?) _____

TRIP 4

1. Then where did you go? (be as exact as possible)

Place name: _____
Address/City: _____
County/Zip code: _____
Cross street/landmark: _____

2. What time did you leave? (record exact time)

[____ : ____] am/pm

3. What time did you arrive? (record exact time)

[____ : ____] am/pm

4. Why did you go there?

- Home
- Medical
- Work
- School
- Shopping
- Social/Recreation
- Religious
- Personal Business
- Other (What?) _____

5. How did you get there?

- Auto (passenger)
 - a. If you were an auto passenger:

Who was the driver? _____
Were there other passengers? _____
If yes, how many? _____
- Auto (driver)
 - b. If you were an auto driver:

Were there any passengers? _____
If yes, how many _____
- Scheduled service bus or light rail
- Dial-a-ride service
- Taxi
- Wheelchair
- Walking
- Bicycle
- Other (What?) _____

Travel Diary for (name of surveyed person) _____ Completed by: _____

Date: _____ Day of week: _____

Institute name: Medica Skyway Senior Center

Trips today you couldn't make, please fill the following.

Please fill in the information below and check the boxes for the correct answer as appropriate

TRIPS YOU COULDN'T MAKE (TRIP1)

1. Were there trips you wanted to make today (survey day?) but couldn't make?

- Yes
- No

2. Where did you want to go? (be as exact as possible)

Place name: _____
Address/City: _____
County/Zip code: _____
Cross street/landmark: _____

3. What time did you want to leave? (record exact time)

[_____:_____] am/pm

4. What time did you want to arrive? (record exact time)

[_____:_____] am/pm

5. Why did you want to go there?

- Home
- Medical
- Work
- School
- Shopping
- Social/Recreation
- Religious
- Personal Business
- Other (What?) _____

6. How were you going to get there?

- Auto (passenger)
- Auto (driver)
- Scheduled service bus or light rail
- Dial-a-ride service
- Taxi
- Wheelchair
- Walking
- Bicycle
- Other (What?) _____

7. Why didn't you make the trip?

- Change in plans
- Could not afford
- No vehicle available
- No attendant available
- No one available to drive
- Couldn't make dial-a-ride reservation
- Weather
- Health
- Other (What?) _____

TRIPS YOU COULDN'T MAKE (TRIP2)

1. Were there other trips you wanted to make today (survey day?) but couldn't make?

- Yes
- No

2. Where did you want to go? (be as exact as possible)

Place name: _____
Address/City: _____
County/Zip code: _____
Cross street/landmark: _____

3. What time did you want to leave? (record exact time)

[_____:_____] am/pm

4. What time did you want to arrive? (record exact time)

[_____:_____] am/pm

5. Why did you want to go there?

- Home
- Medical
- Work
- School
- Shopping
- Social/Recreation
- Religious
- Personal Business
- Other (What?) _____

6. How were you going to get there?

- Auto (passenger)
- Auto (driver)
- Scheduled service bus or light rail
- Dial-a-ride service
- Taxi
- Wheelchair
- Walking
- Bicycle
- Other (What?) _____

7. Why didn't you make the trip?

- Change in plans
- Could not afford
- No vehicle available
- No attendant available
- No one available to drive
- Couldn't make dial-a-ride reservation
- Weather
- Health
- Other (What?) _____

TRIPS YOU COULDN'T MAKE (TRIP 3)

1. Were there other trips you wanted to make today (survey day?) but couldn't make?

- Yes
- No

2. Where did you want to go? (be as exact as possible)

Place name: _____

Address/City: _____

County/Zip code: _____

Cross street/landmark: _____

3. What time did you want to leave? (record exact time)

[____:____] am/pm

4. What time did you want to arrive? (record exact time)

[____:____] am/pm

5. Why did you want to go there?

- Home
- Medical
- Work
- School
- Shopping
- Social/Recreation
- Religious
- Personal Business
- Other (What?) _____

6. How were you going to get there?

- Auto (passenger)
- Auto (driver)
- Scheduled service bus or light rail
- Dial-a-ride service
- Taxi
- Wheelchair
- Walking
- Bicycle
- Other (What?) _____

7. Why didn't you make the trip?

- Change in plans
- Could not afford
- No vehicle available
- No attendant available
- No one available to drive
- Couldn't make dial-a-ride reservation
- Weather
- Health
- Other (What?) _____

TRIPS YOU COULDN'T MAKE (TRIP 4)

1. Were there other trips you wanted to make today (survey day?) but couldn't make?

- Yes
- No

2. Where did you want to go? (be as exact as possible)

Place name: _____
Address/City: _____
County/Zip code: _____
Cross street/landmark: _____

3. What time did you want to leave? (record exact time)

[____: ____] am/pm

4. What time did you want to arrive? (record exact time)

[____: ____] am/pm

5. Why did you want to go there?

- Home
- Medical
- Work
- School
- Shopping
- Social/Recreation
- Religious
- Personal Business
- Other (What?) _____

6. How were you going to get there?

- Auto (passenger)
- Auto (driver)
- Scheduled service bus or light rail
- Dial-a-ride service
- Taxi
- Wheelchair
- Walking
- Bicycle
- Other (What?) _____

7. Why didn't you make the trip?

- Change in plans
- Could not afford
- No vehicle available
- No attendant available
- No one available to drive
- Couldn't make dial-a-ride reservation
- Weather
- Health
- Other (What?) _____

Appendix F: Survey Questions by Age

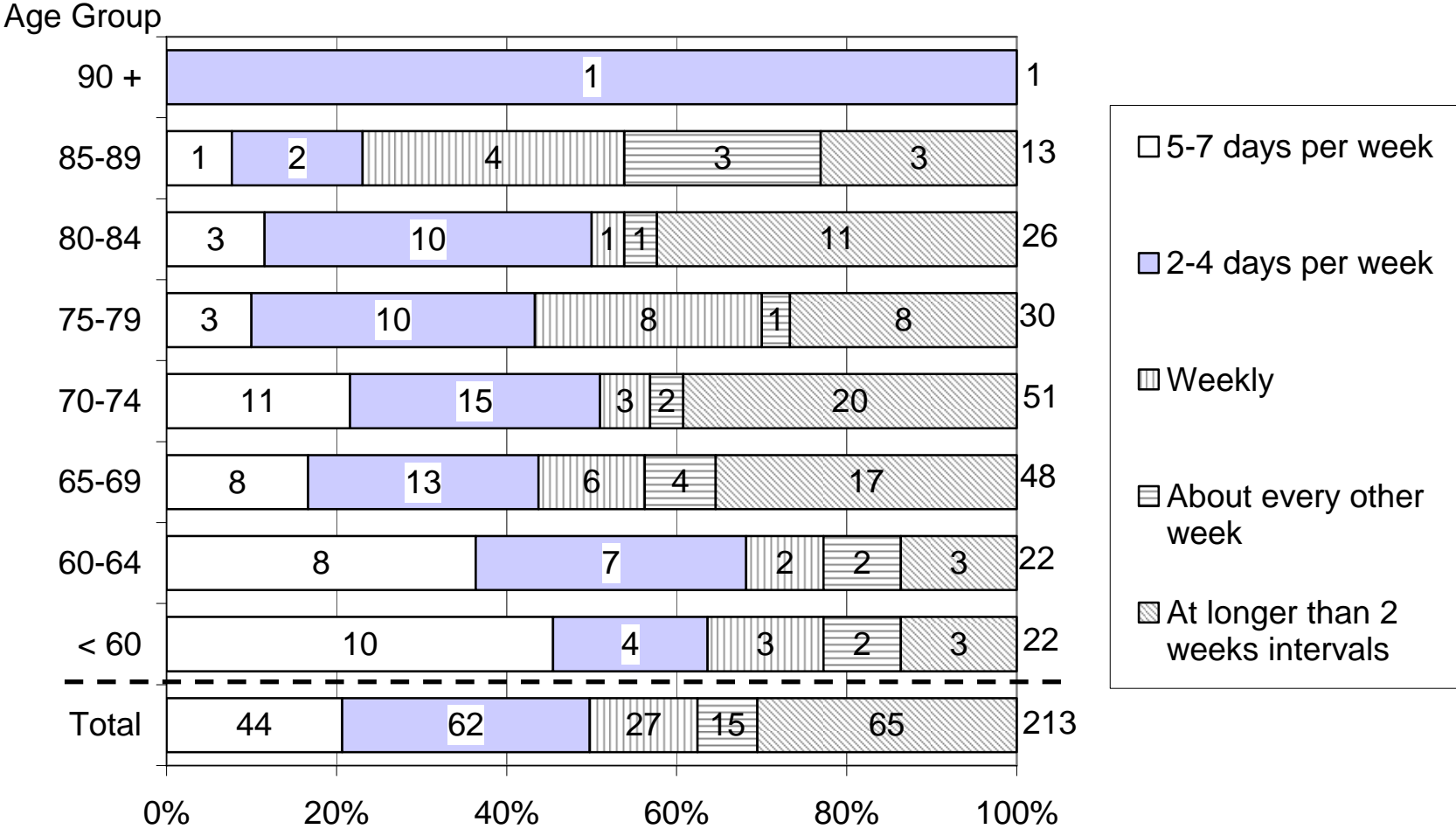


Figure 29: How often do you make work trips?

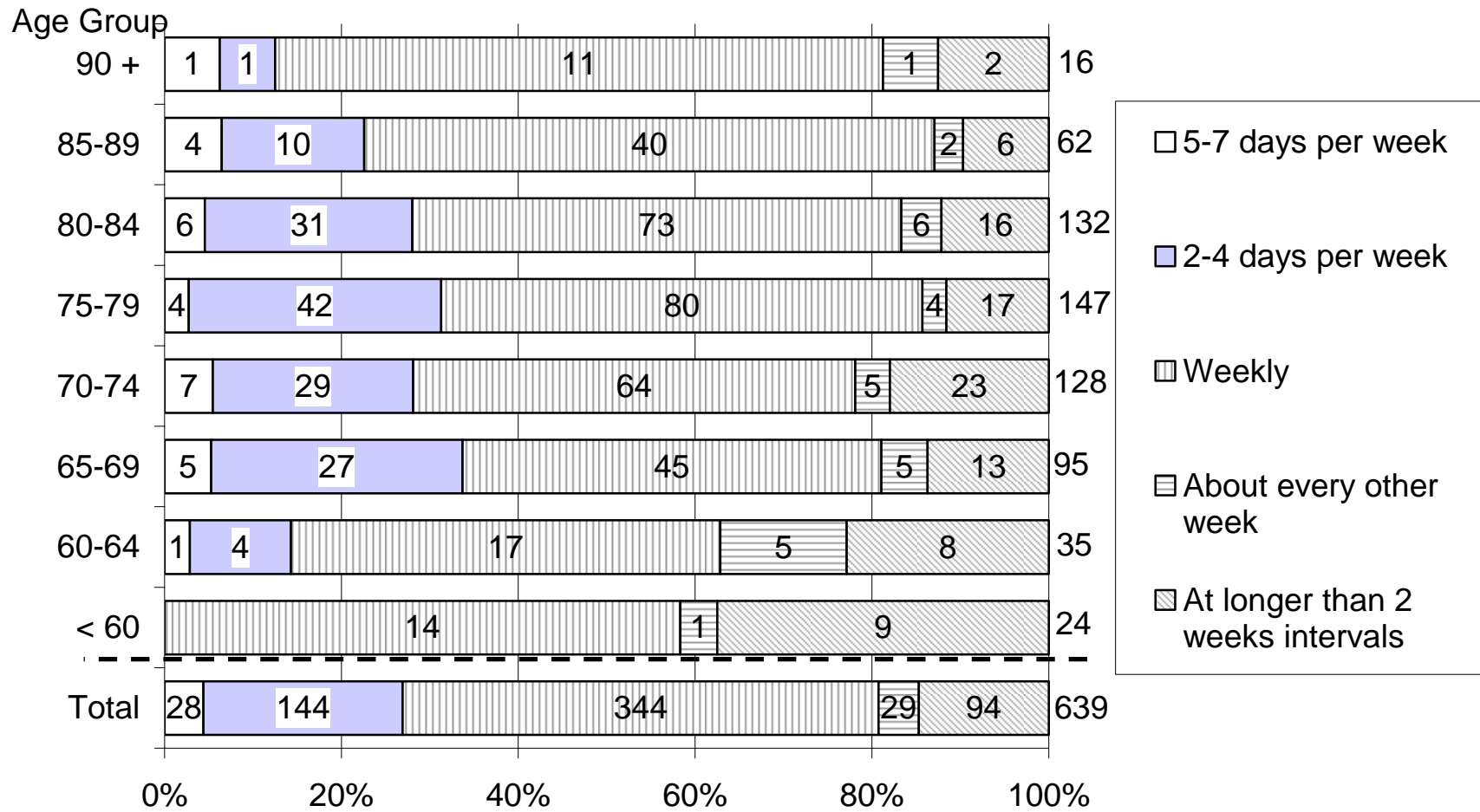


Figure 30: How often do you make religious trips?

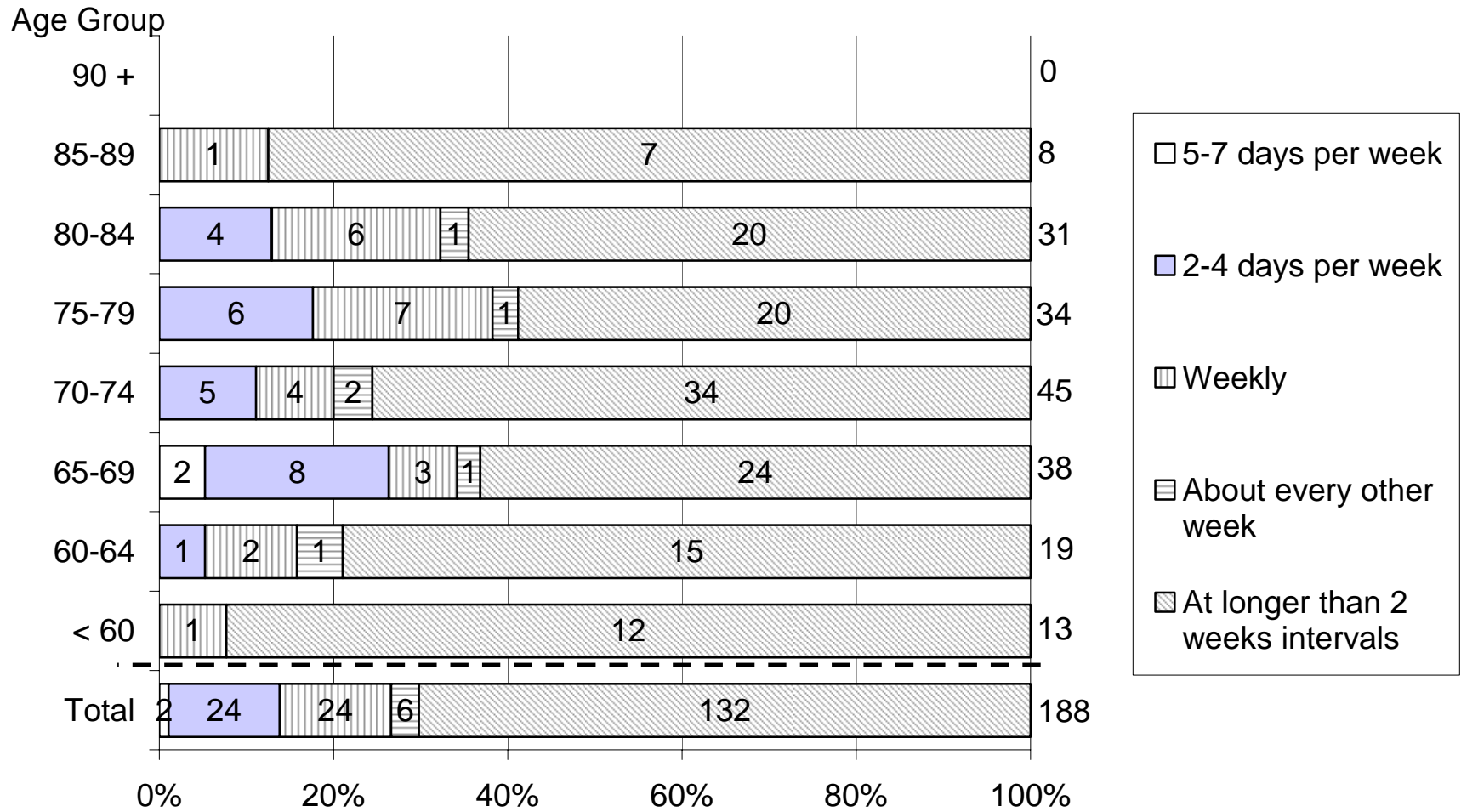


Figure 31: How often do you make school trips?

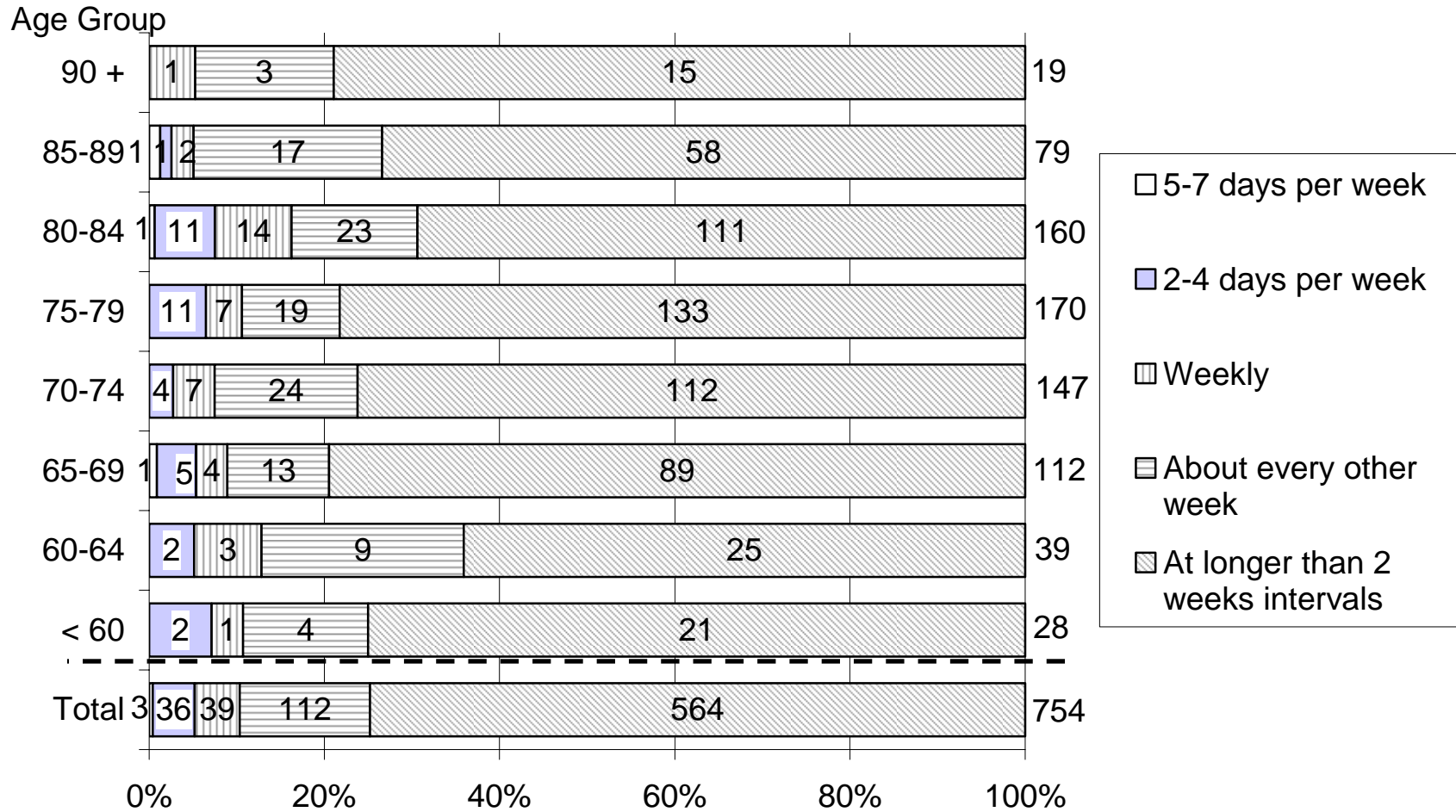


Figure 32: How often do you make medical trips?

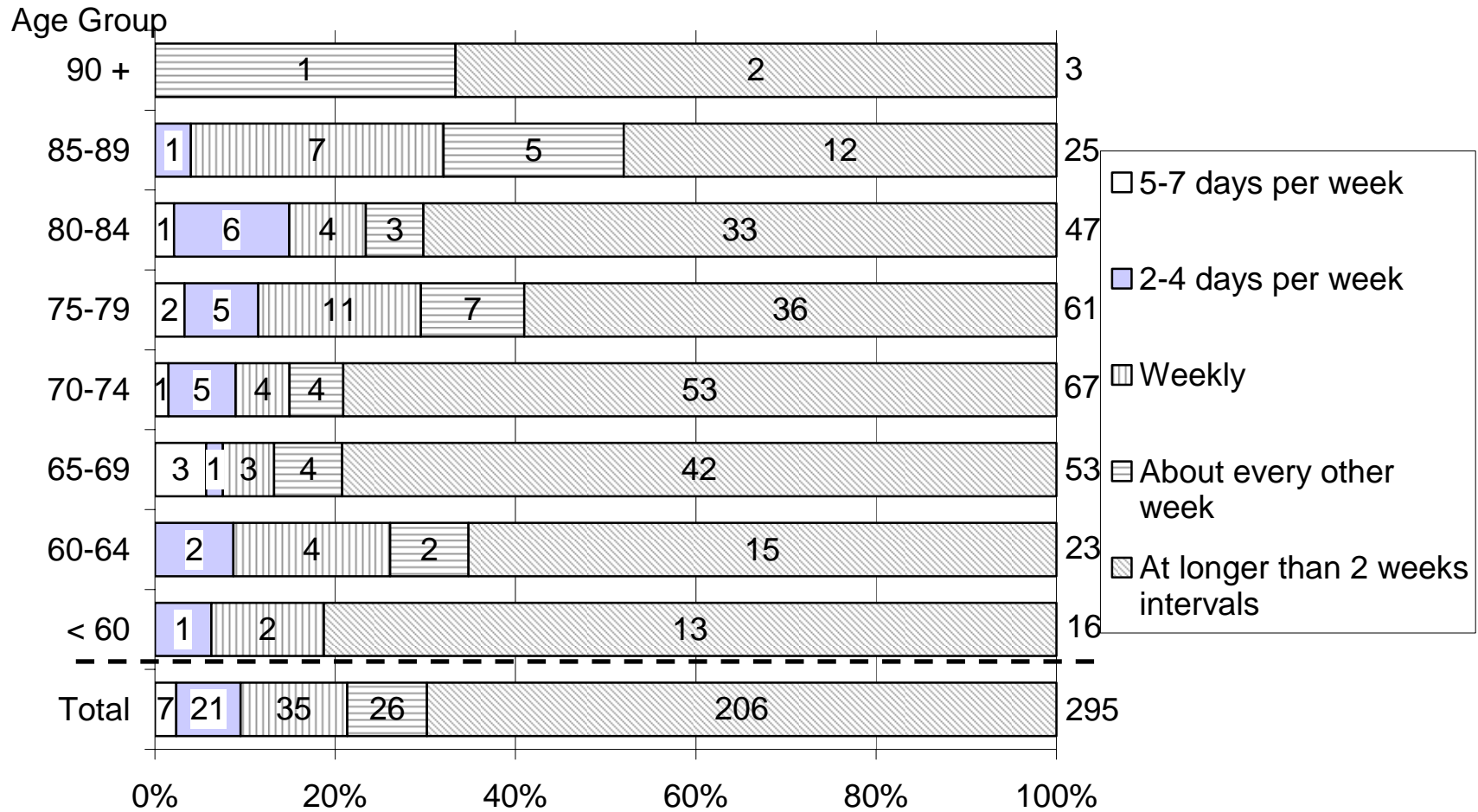


Figure 33: How often do you make agency support trips?

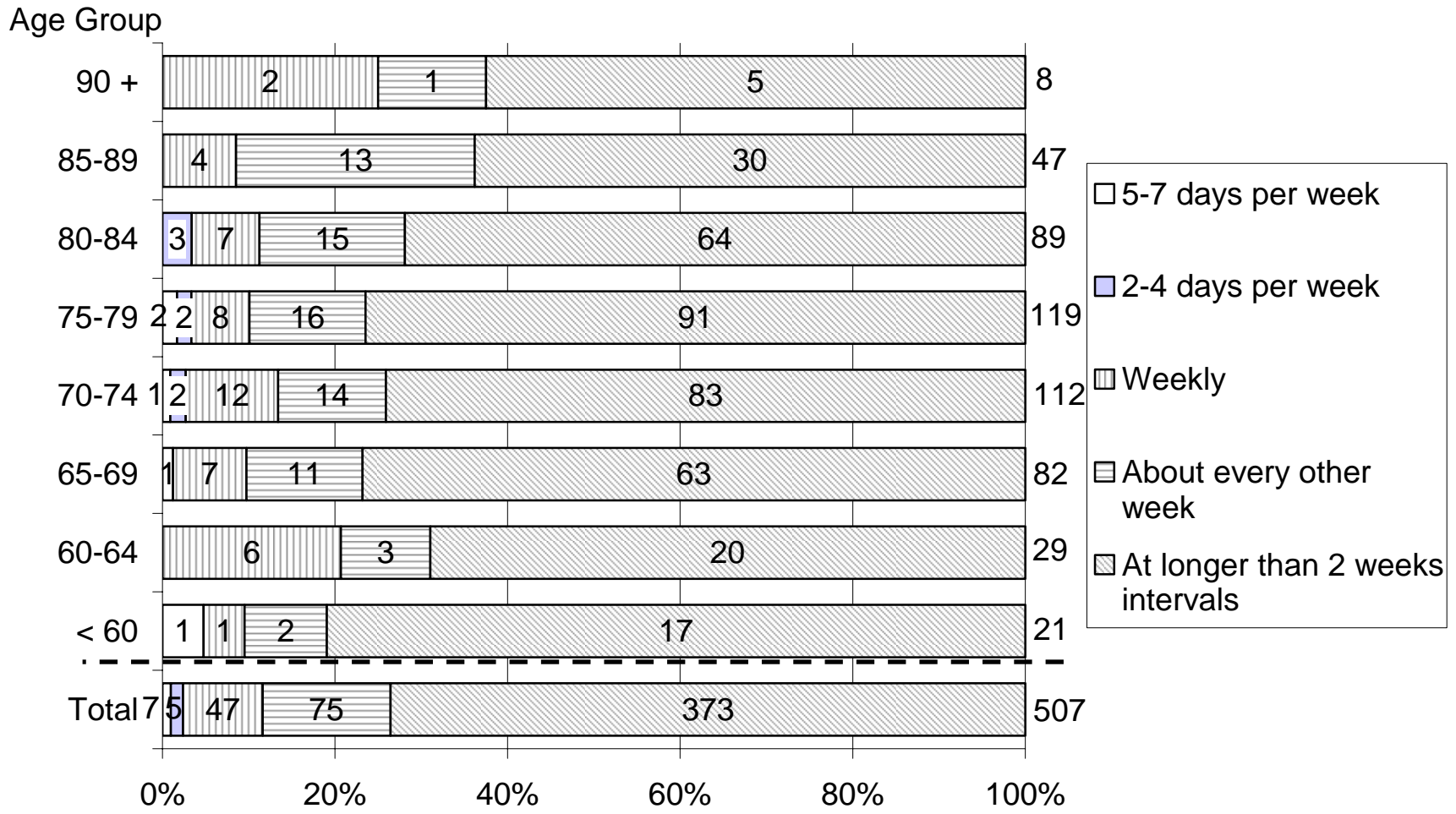


Figure 34: How often do you make business trips?

Table 12: Which mode of transportation do you use most often for work trips?

Age group	local bus service	Express bus service	Private car	Social service	Hired driver for private car	Friend's car	Walk(with cane/ walker)	Walk (without cane/ walker)	Lift van	Others	Total
< 60	2	0	13	0	0	3	0	0	0	0	18
60-64	3	2	14	0	0	0	0	2	1	0	22
65-69	6	0	33	0	1	0	0	1	0	1	42
70-74	6	0	33	1	0	0	1	4	0	2	47
75-79	1	0	32	0	0	0	0	1	0	0	34
80-84	3	0	19	2	0	0	0	0	3	1	28
85-89	4	0	9	0	0	0	0	0	0	1	14
90 +	0	1	1	0	0	0	0	0	0	0	2
Total	25	3	154	3	1	3	1	8	4	5	207

Table 13: Which mode of transportation do you use most often for recreation trips?

Age group	local bus service	Express bus service	Mini-bus	Private car	Social service	Hired driver for private car	Friend's car	Motorcycle	Bicycle	Walk (with cane/ walker)	Walk (without cane/ walker)	Lift van	Volunteer driver	Total
< 60	5	0	0	15	0	0	1	0	3	0	3	0	0	27
60-64	4	0	0	26	0	0	2	0	0	0	5	0	0	37
65-69	13	0	1	87	1	0	2	1	3	0	10	1	0	119
70-74	15	0	1	112	3	0	5	0	0	0	9	2	0	147
75-79	8	1	0	138	4	1	5	1	0	0	11	2	0	171
80-84	18	0	0	105	2	1	4	0	0	3	3	2	3	141
85-89	6	0	0	51	1	0	3	0	1	1	2	1	1	67
90 +	3	0	0	7	1	0	2	0	0	0	0	1	0	14
Total	72	1	2	541	12	2	24	2	7	4	43	9	4	723

Table 14: Which mode of transportation do you use most often for social trips?

Age group	local bus service	Mini-bus	Private car	Social service	Friend's car	Motorcycle	Walk (without cane/ walker)	Lift van	Volunteer driver	Others	Total
< 60	5	0	18	0	1	0	2	0	0	2	28
60-64	6	0	30	0	1	0	3	0	0	1	41
65-69	12	1	94	1	4	1	1	0	0	1	115
70-74	14	1	107	3	10	0	2	0	1	5	143
75-79	8	0	145	5	5	0	2	0	0	2	167
80-84	10	1	102	2	10	0	0	2	1	6	134
85-89	4	0	48	2	8	0	1	0	1	2	66
90 +	1	0	10	1	3	0	0	1	1	3	20
Total	60	3	554	14	42	1	11	3	4	22	714

Table 15: Which mode of transportation do you use most often for religious trips?

Age group	local bus service	Express bus service	Mini-bus	Private car	Social service	Taxi service	Hired driver for private car	Friend's car	Motorcycle	Walk (with cane/ walker)	Walk (without cane/ walker)	Lift van	Volunteer driver	Total
< 60	5	0	0	15	0	0	0	1	0	1	0	1	0	23
60-64	5	0	1	24	0	0	0	1	0	0	3	0	0	34
65-69	5	0	1	78	1	0	1	4	1	0	4	2	0	97
70-74	8	0	0	98	1	1	0	3	0	1	10	0	0	122
75-79	3	1	0	125	3	0	1	1	0	0	7	0	2	143
80-84	6	0	0	94	3	0	1	7	0	4	7	0	1	123
85-89	1	0	0	43	3	1	0	6	0	0	3	0	1	58
90 +	0	0	0	4	1	0	0	5	0	0	2	3	4	19
Total	33	1	2	481	12	2	3	28	1	6	36	0	0	605

Table 16: Which mode of transportation do you use most often for medical trips?

Age group	local bus service	Express bus service	Mini-bus	Private car	Social service	Taxi service	Hired driver private car	Friend's car	Bicycle	Walk (without cane/walker)	Lift van	Volunteer driver	Others	Total
< 60	5	1	1	15	0	0	0	1	2	0	2	1	1	29
60-64	7	0	0	29	0	1	0	1	0	3	2	0	1	44
65-69	13	0	2	91	1	1	0	2	0	3	1	0	1	115
70-74	21	0	1	109	4	0	0	0	0	4	6	1	7	153
75-79	18	0	0	140	4	1	1	1	0	5	3	0	2	175
80-84	13	1	1	110	5	1	2	5	0	2	7	2	9	158
85-89	6	0	0	52	2	1	0	3	1	1	4	4	7	81
90 +	0	0	0	8	0	1	0	2	0	1	3	1	4	20
Total	83	2	5	554	16	6	3	15	3	19	28	9	32	775

Table 17: Which mode of transportation do you use most often for agency support services trips?

Age group	local bus service	Express bus service	Private car	Social service	Friend's car	Bicycle	Walk(with cane/walker)	Walk (without cane/walker)	Lift van	Volunteer driver	Others	Total
< 60	2	0	6	0	0	0	1	1	0	0	1	11
60-64	3	0	9	0	0	0	0	3	0	0	1	16
65-69	7	1	26	0	1	0	0	3	0	1	1	40
70-74	13	0	43	1	0	0	0	6	2	0	0	65
75-79	8	0	43	1	1	0	0	6	0	0	0	59
80-84	4	0	29	0	1	0	2	0	0	2	2	40
85-89	3	0	15	1	1	1	0	1	1	0	2	25
90 +	1	0	0	0	1	0	0	1	1	0	0	4
Total	41	1	171	3	5	1	3	21	4	3	7	260

Figure 35: Which mode of transportation do you use most often for business trips?

Age group	local bus service	Mini-bus	Private car	Social service	Taxi service	Hired driver for private car	Friend's car	Bicycle	Walk (with cane/walker)	Walk (without cane/walker)	Lift van	Volunteer driver	Others	Total
< 60	2	0	15	1	0	0	0	0	1	1	0	0	1	21
60-64	7	0	21	0	0	0	0	0	0	4	0	0	1	33
65-69	6	1	62	0	0	0	2	1	0	4	0	0	1	77
70-74	13	1	81	2	0	0	1	0	0	8	0	0	2	108
75-79	8	0	105	3	0	1	0	0	0	5	0	0	0	122
80-84	8	1	59	0	0	0	0	0	0	4	0	1	7	80
85-89	2	0	32	1	0	0	1	1	1	1	4	2	1	46
90 +	2	0	4	0	1	0	1	0	0	1	0	0	1	10
Total	48	3	379	7	1	1	5	2	2	28	4	3	14	497

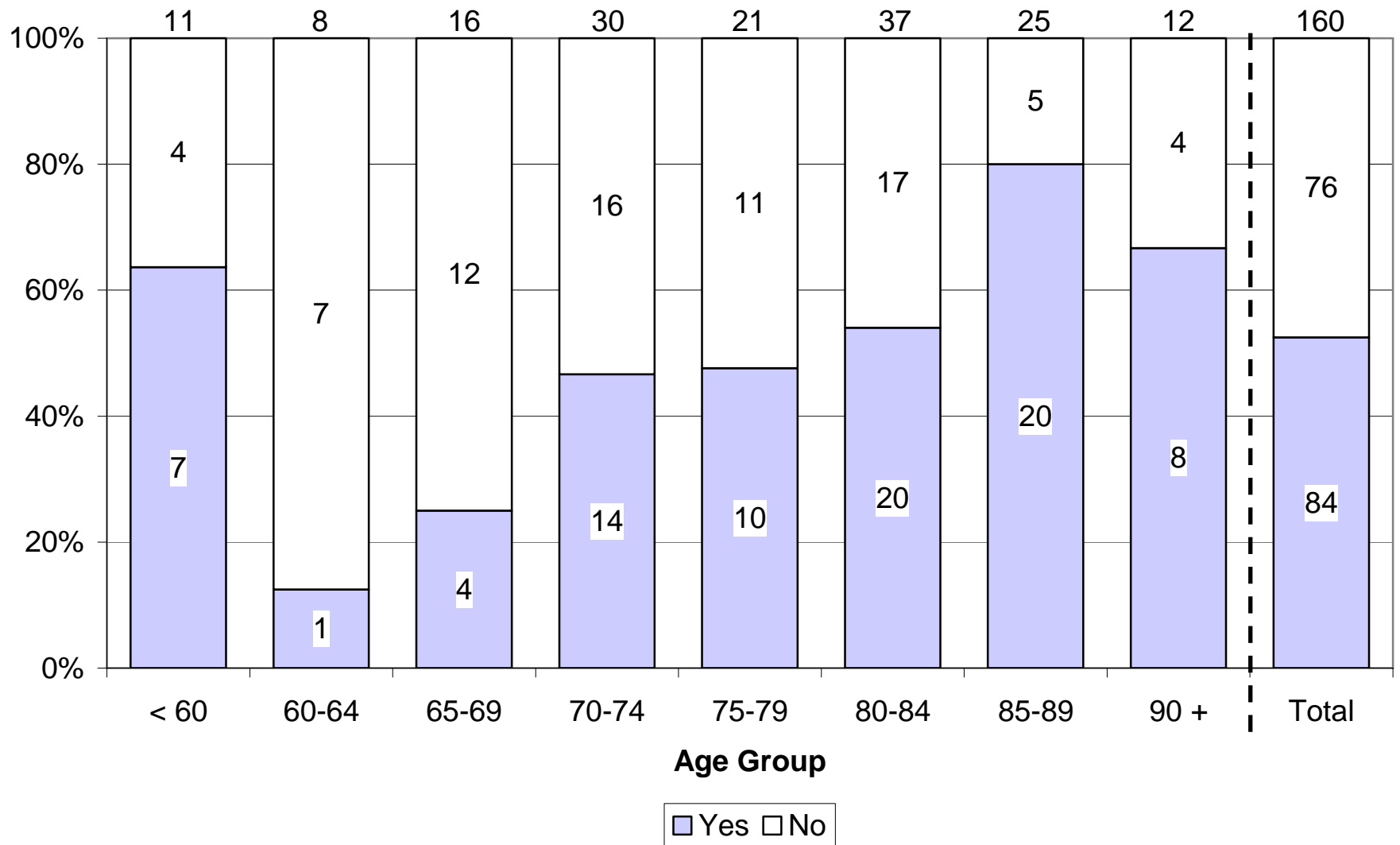


Figure 36: If you do not have a valid driver's license, did you ever have one?

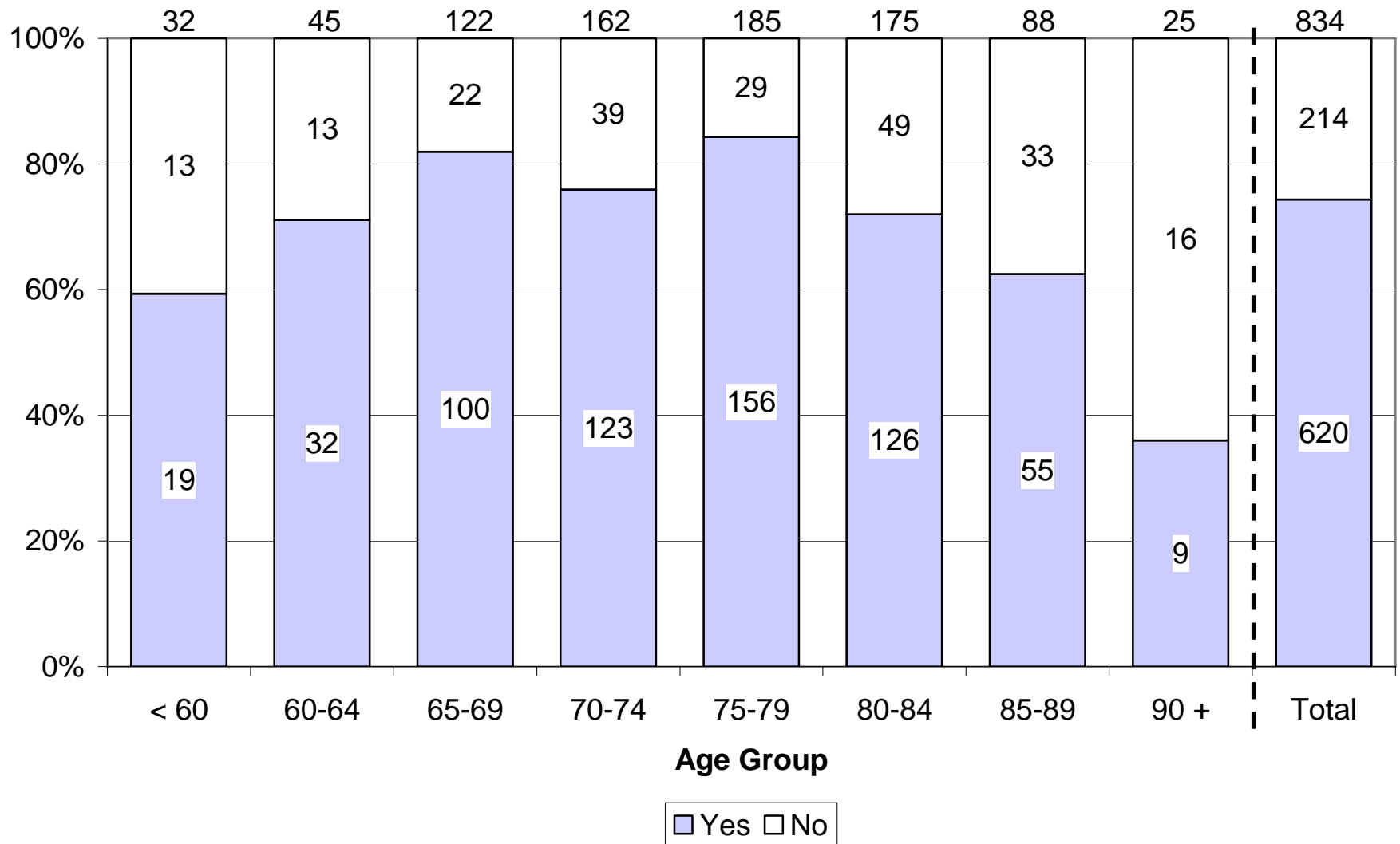


Figure 37: Do you own a motor vehicle?

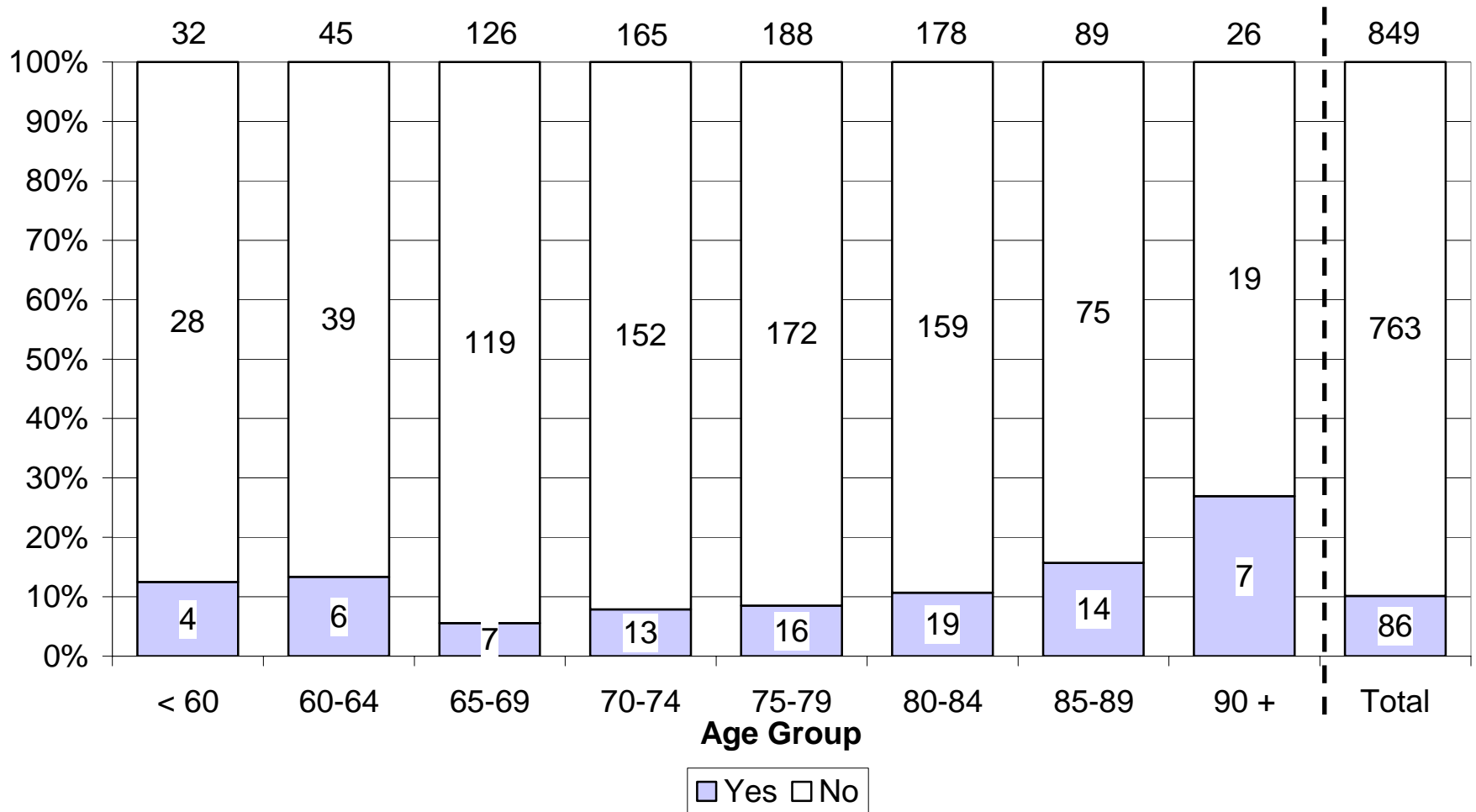


Figure 38: Do you have difficulty in walking to curb to meet transit vehicle?

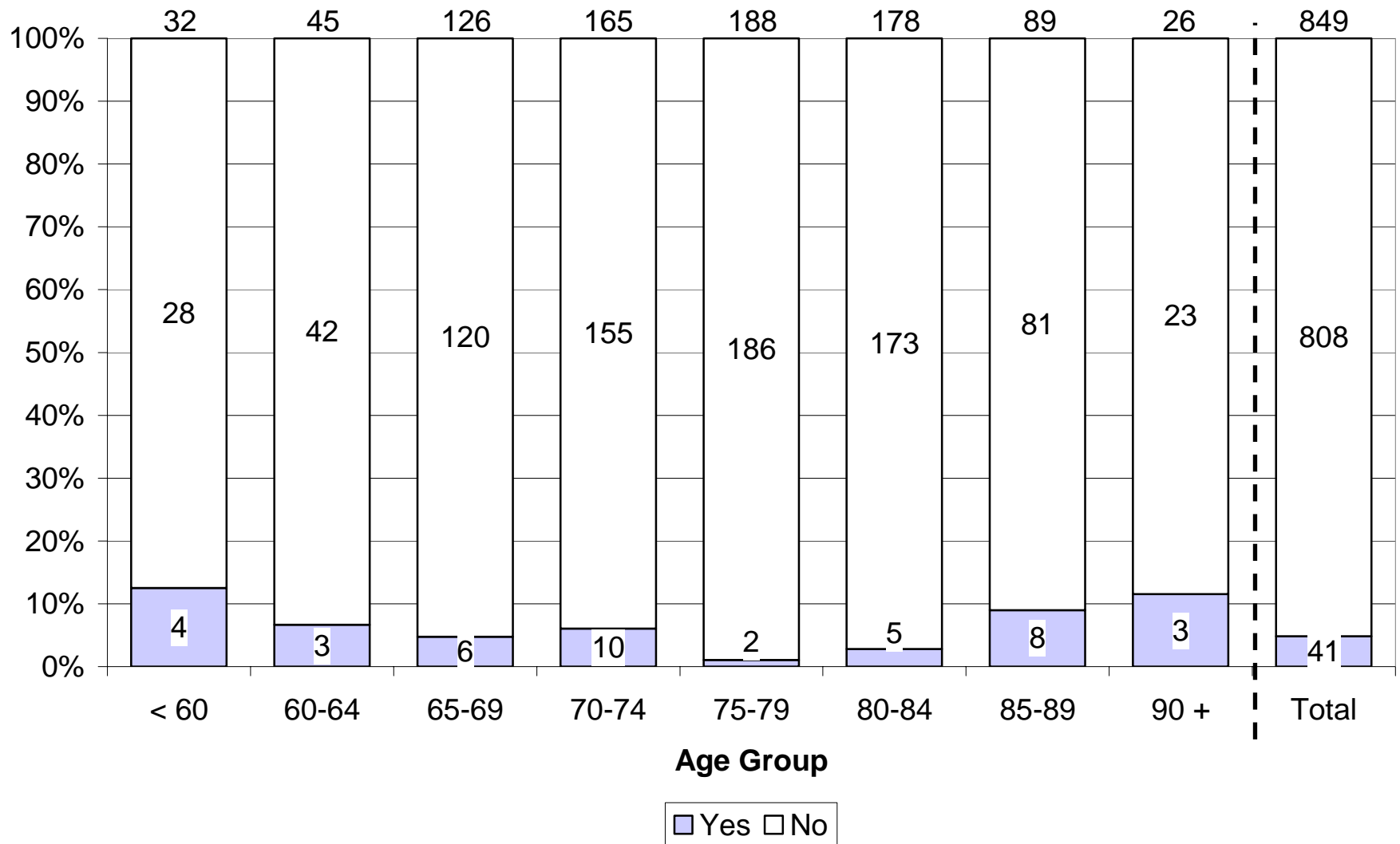


Figure 39: Cannot you read newsprint or transit schedules?

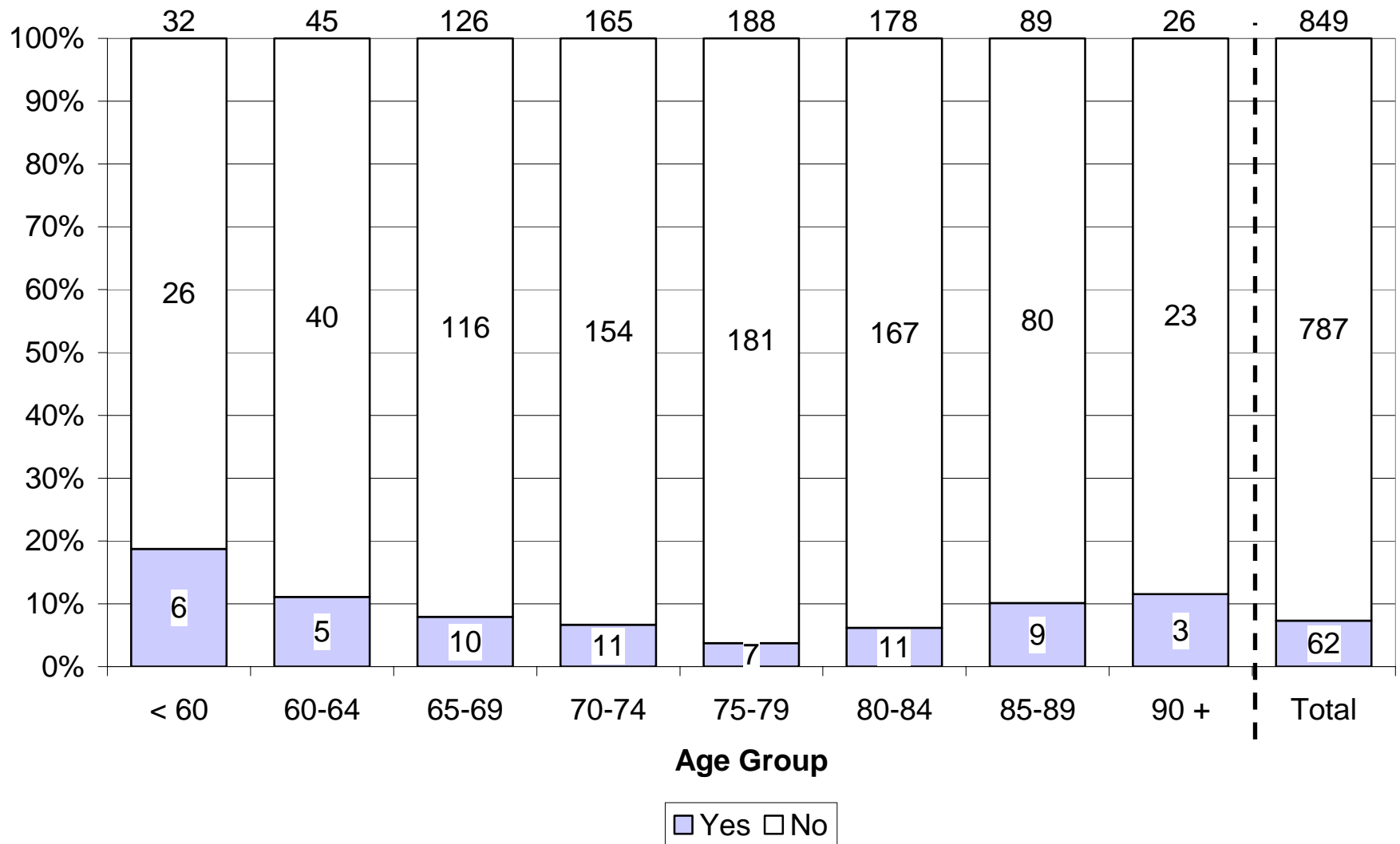


Figure 40: Do you have difficulty in reading signs or vehicle numbers?

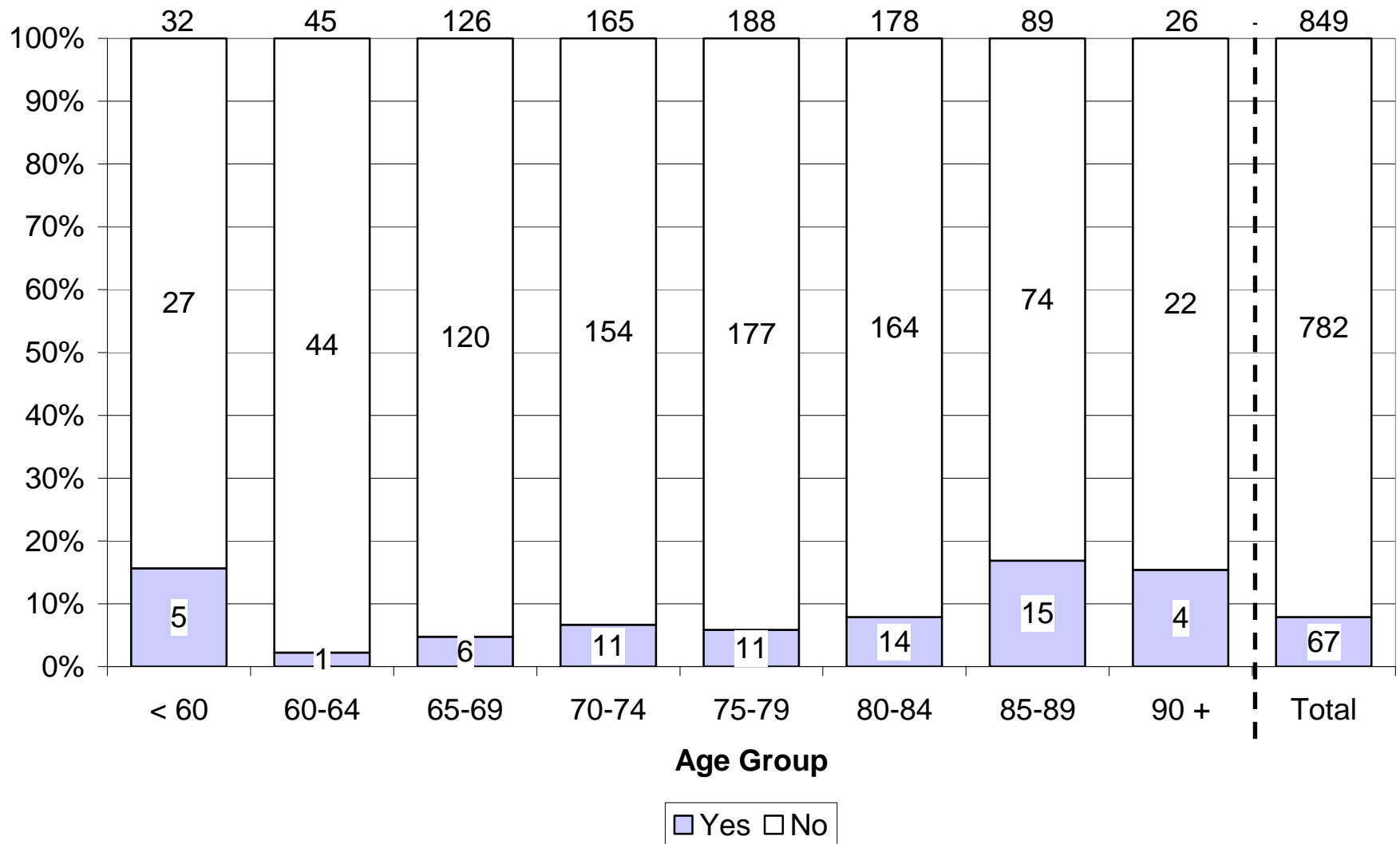


Figure 41: Cannot hear announcements over public address system?

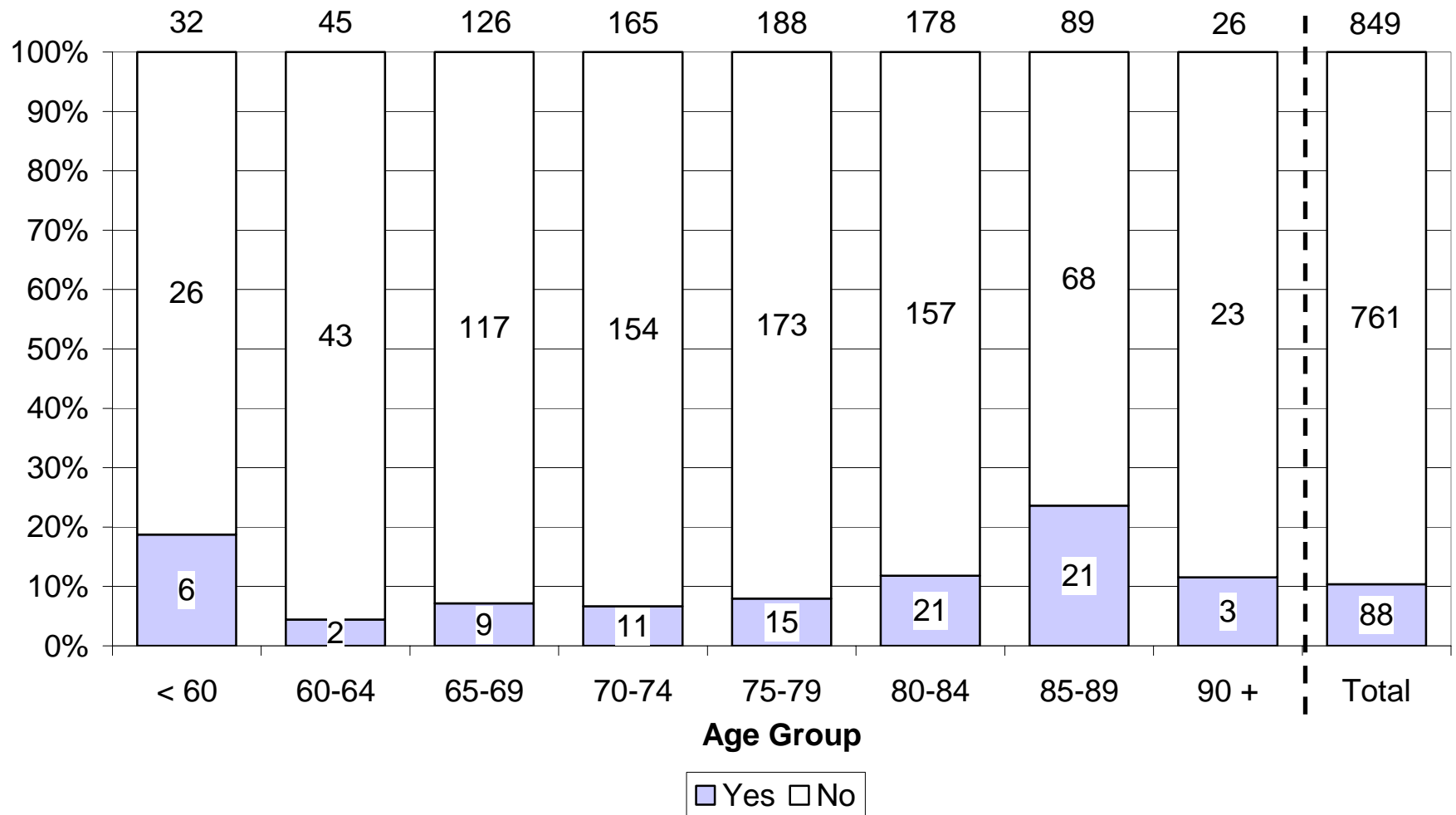


Figure 42: Having difficulty understanding announcements

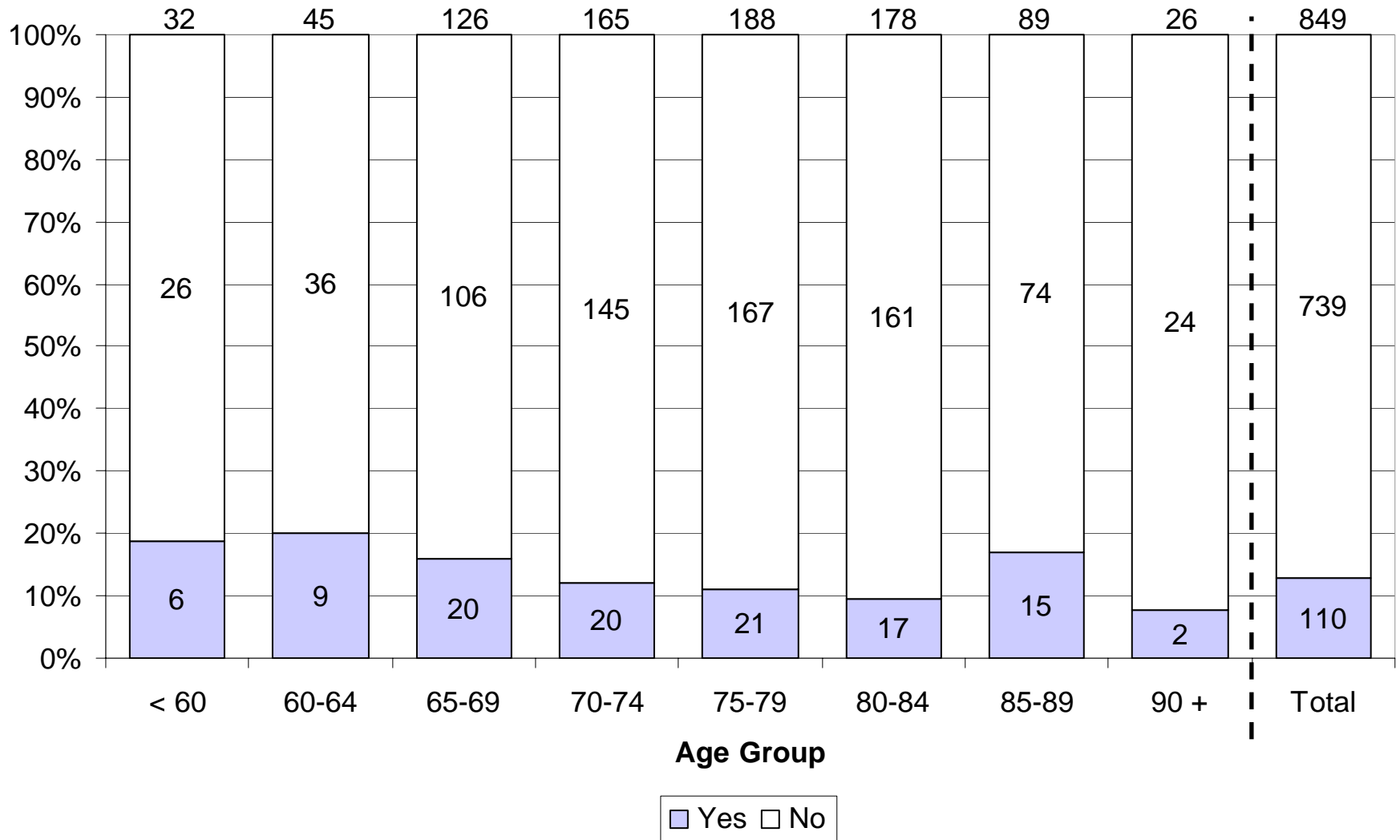


Figure 43: Do you have any other difficulties when using transit?

Age Group

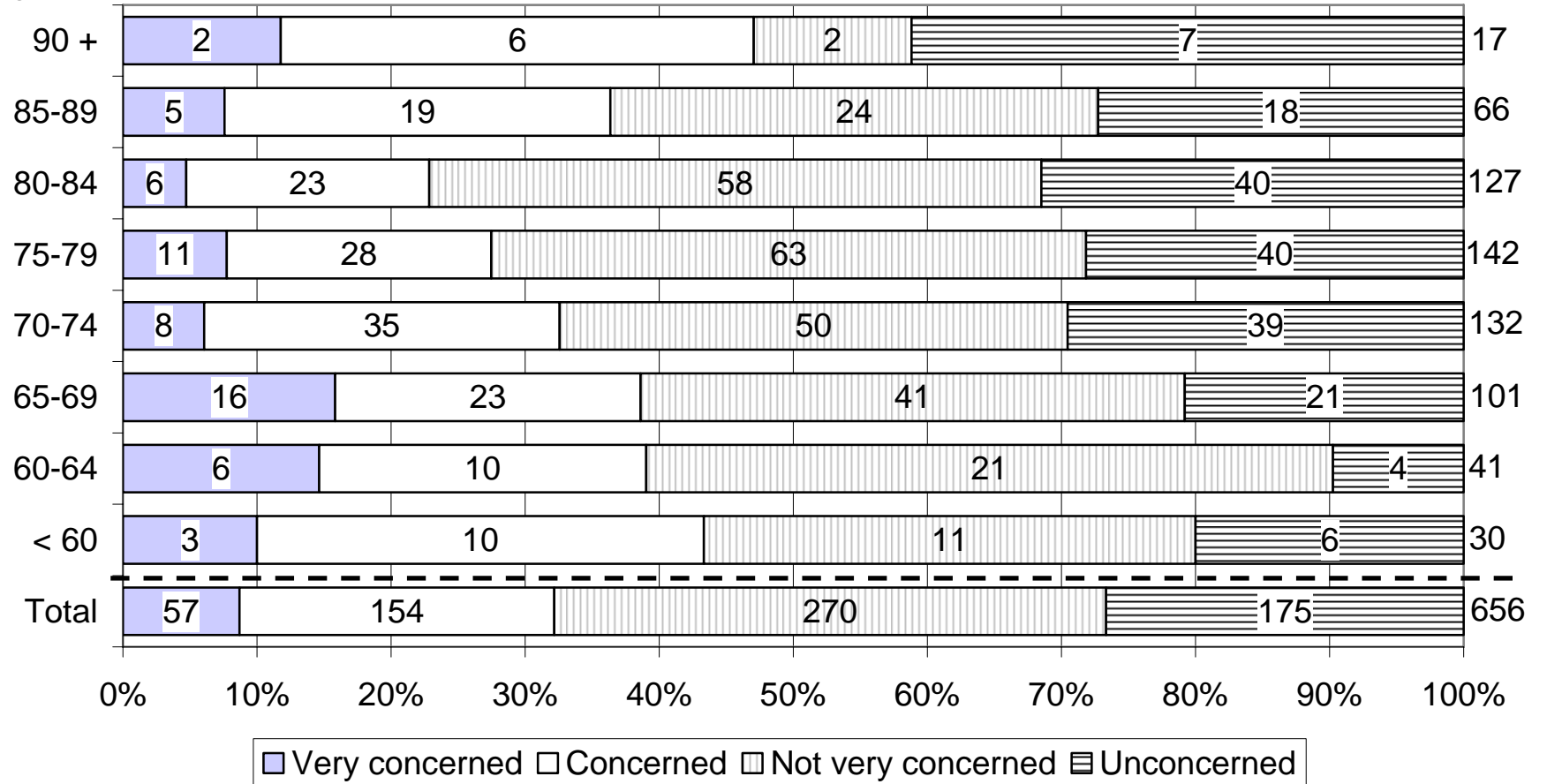


Figure 44: If you use public transit, how concerned are you with lack of kindness by others?

Age Group

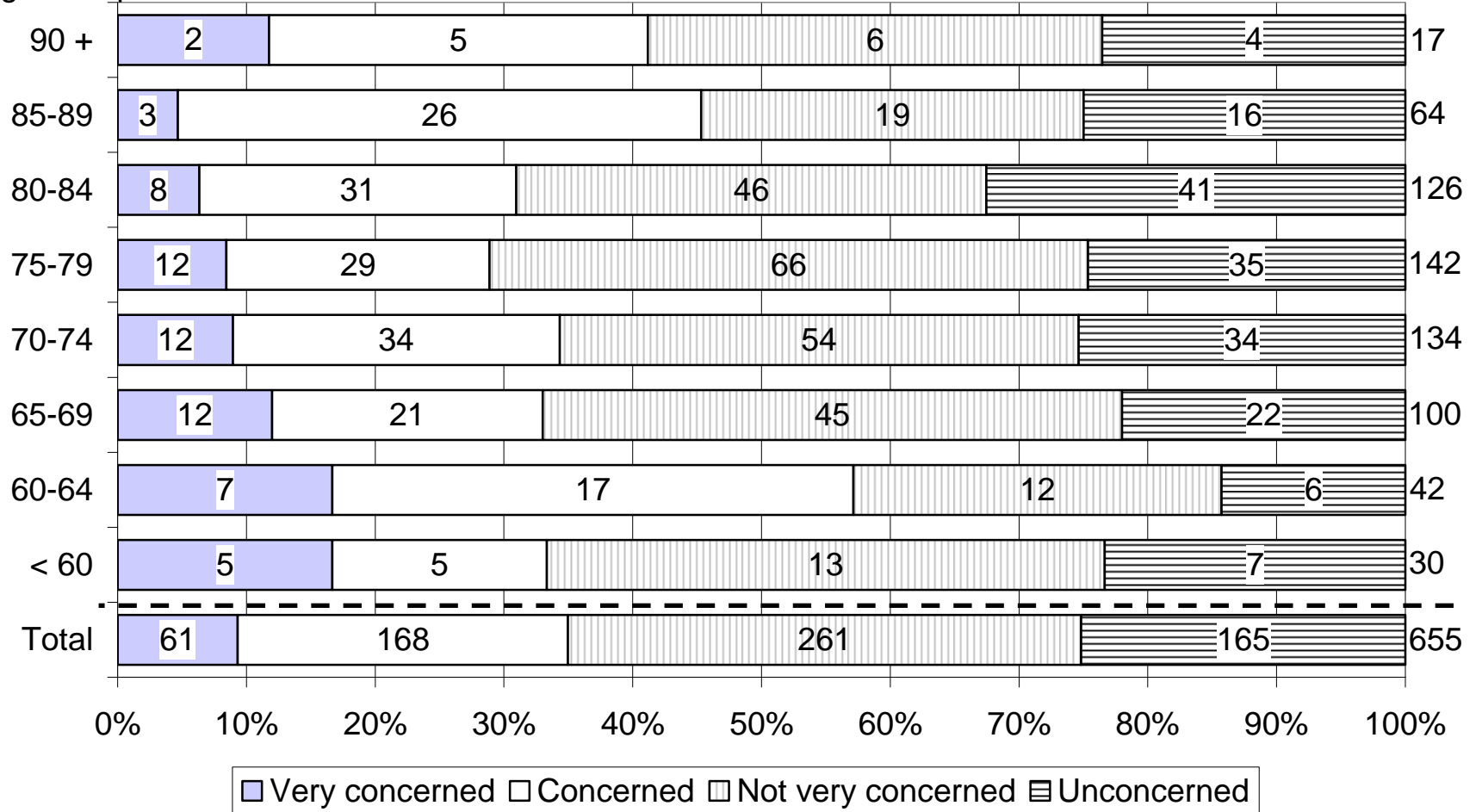


Figure 45: If you use public transit, how concerned are you with crowding?

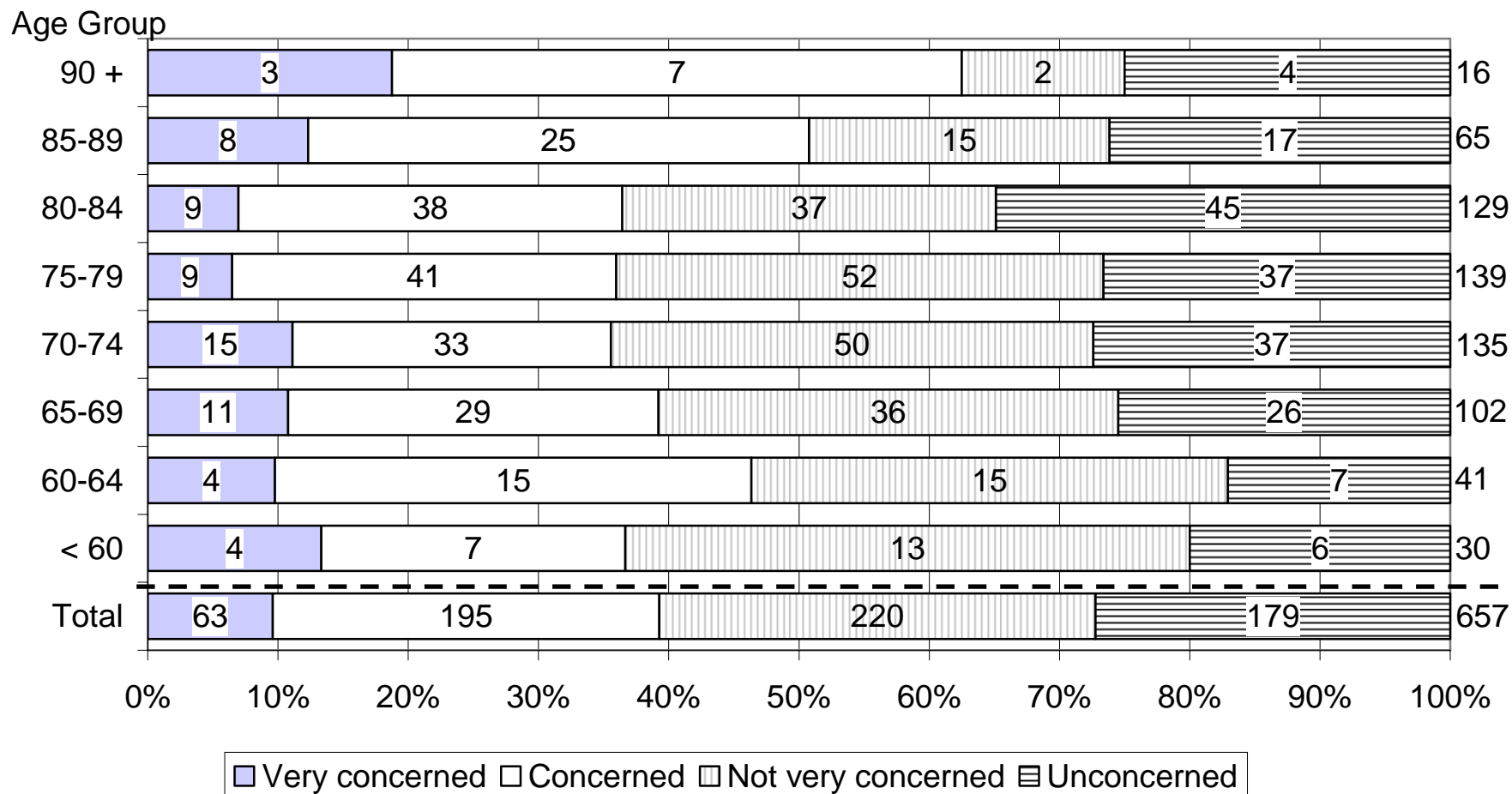


Figure 46: If you use public transit, how concerned are you with not being sure of arrival time at destinations?

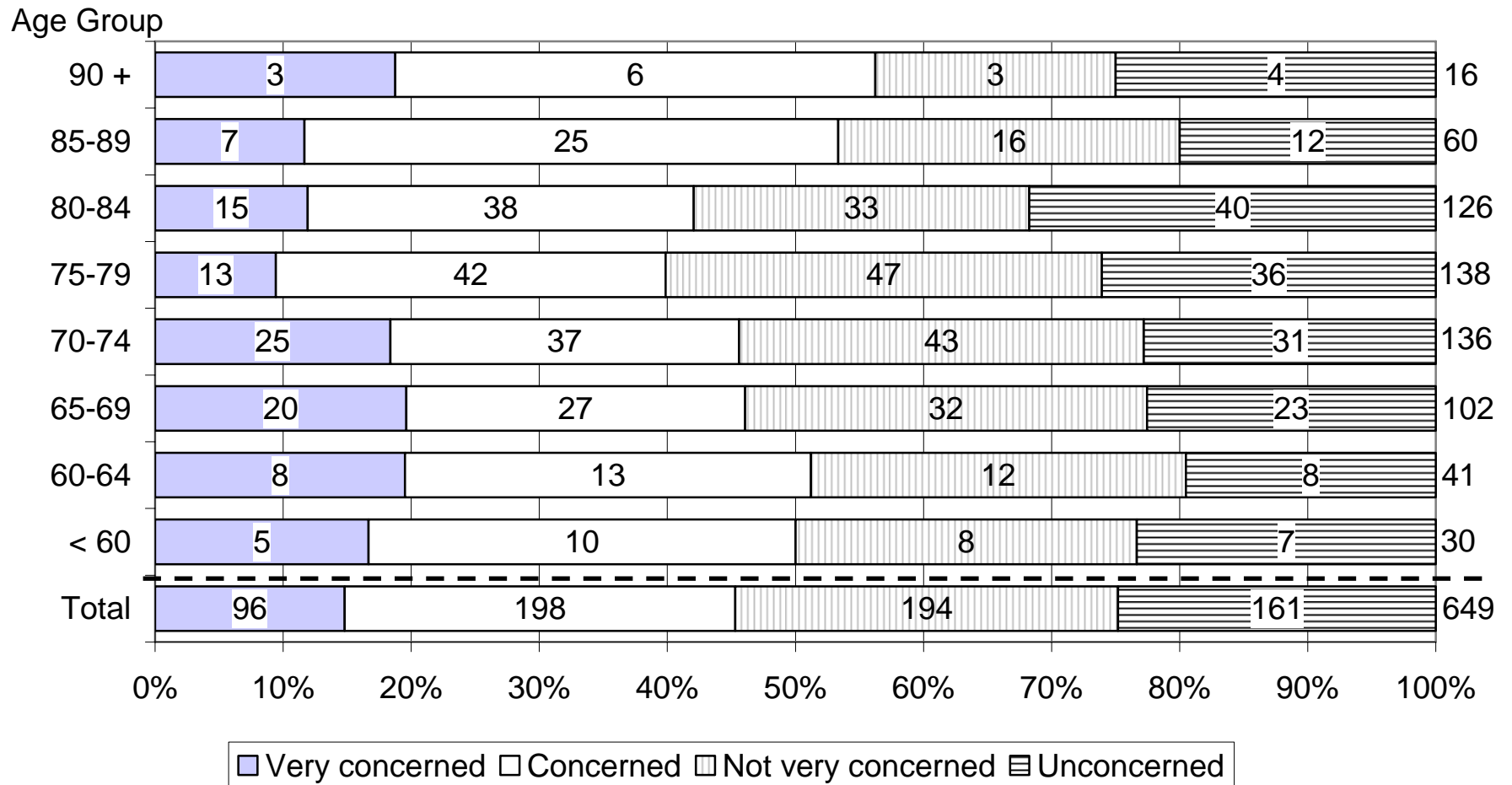


Figure 47: If you use public transit, how concerned are you with lack of connecting to other transportation systems?

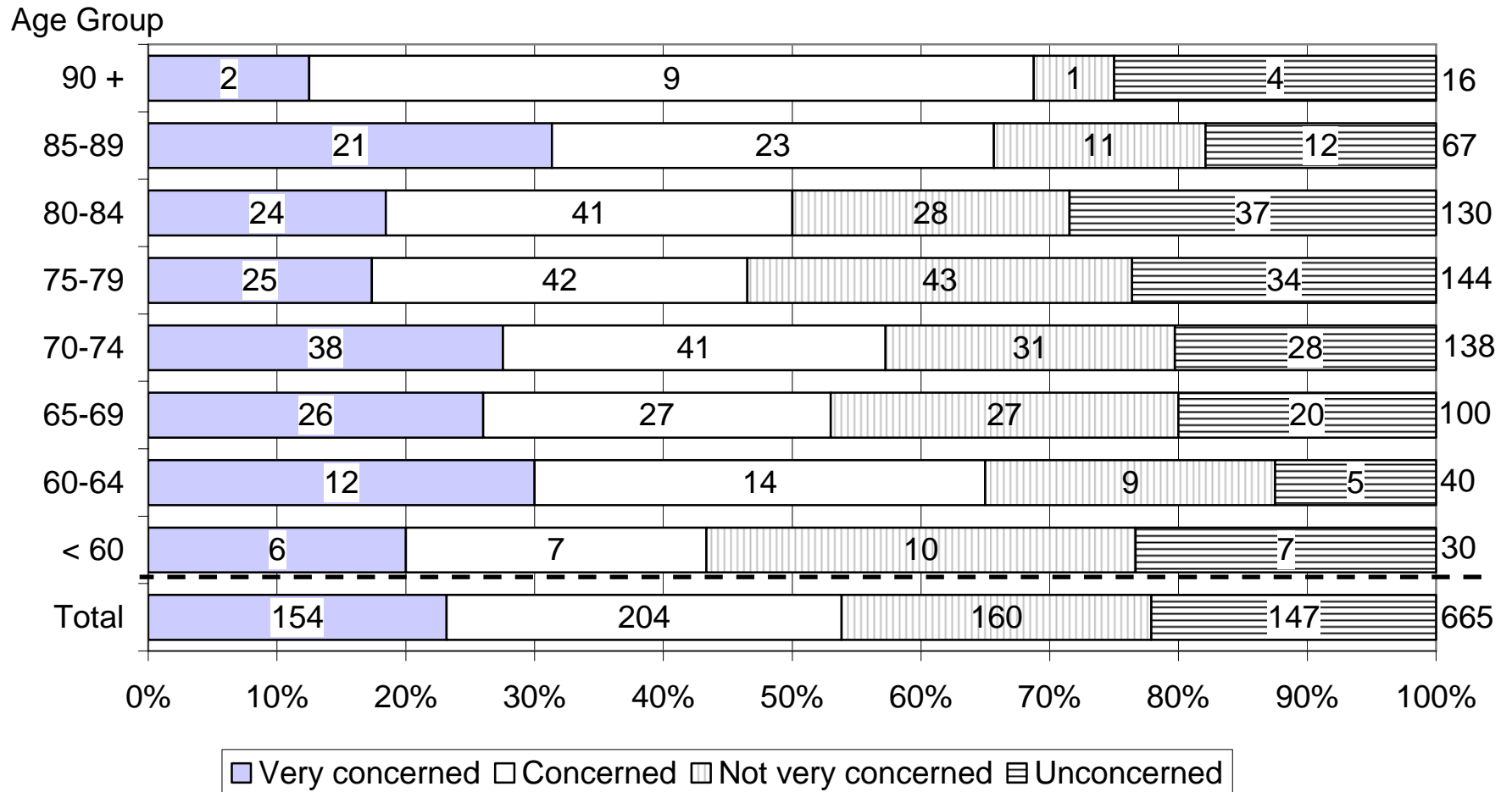


Figure 48: If you use public transit, how concerned are you with lack of bus service to places you need to visit?

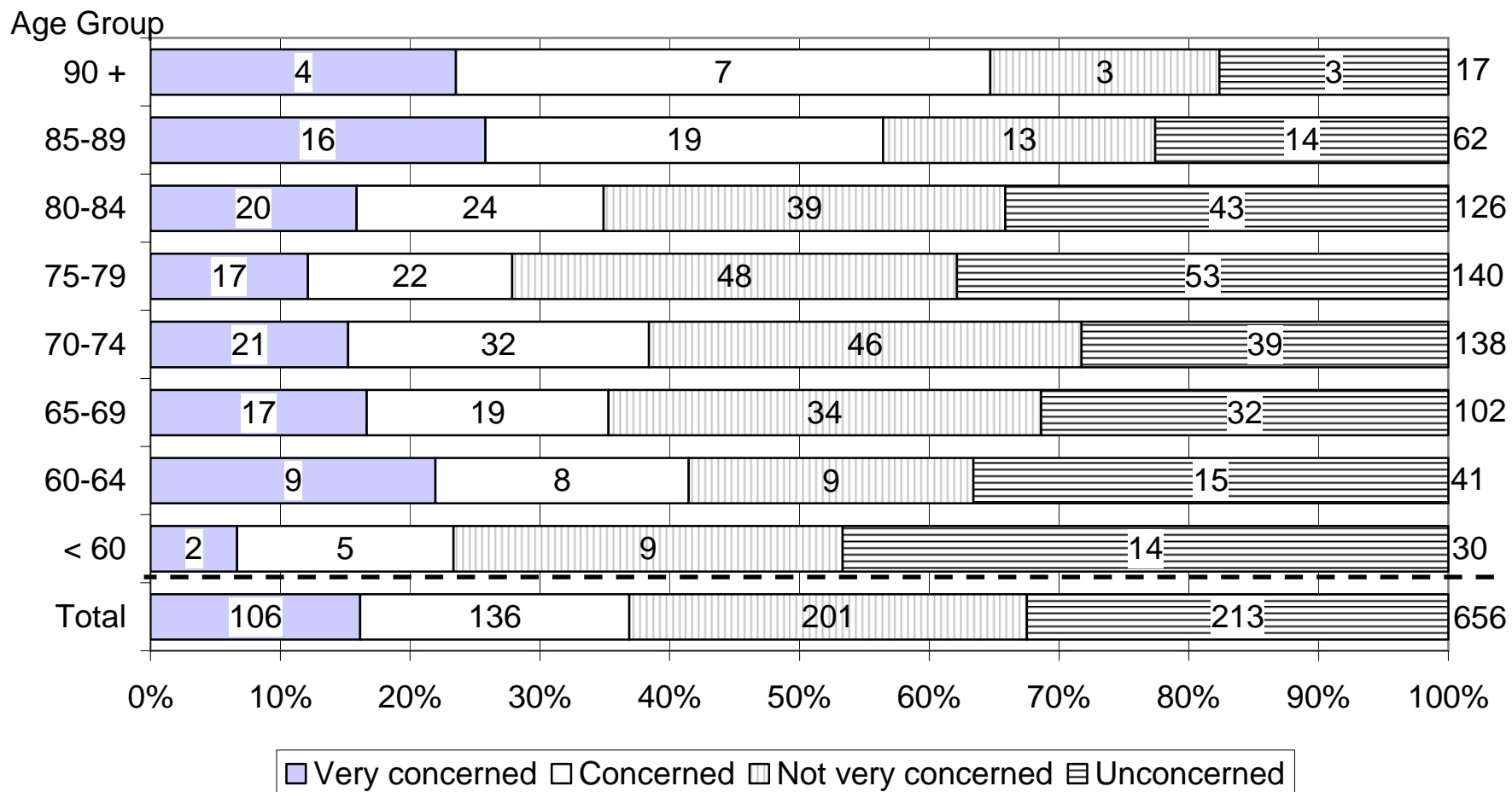


Figure 49: If you use public transit, how concerned are you with having to cross streets or get to distant points for destinations?

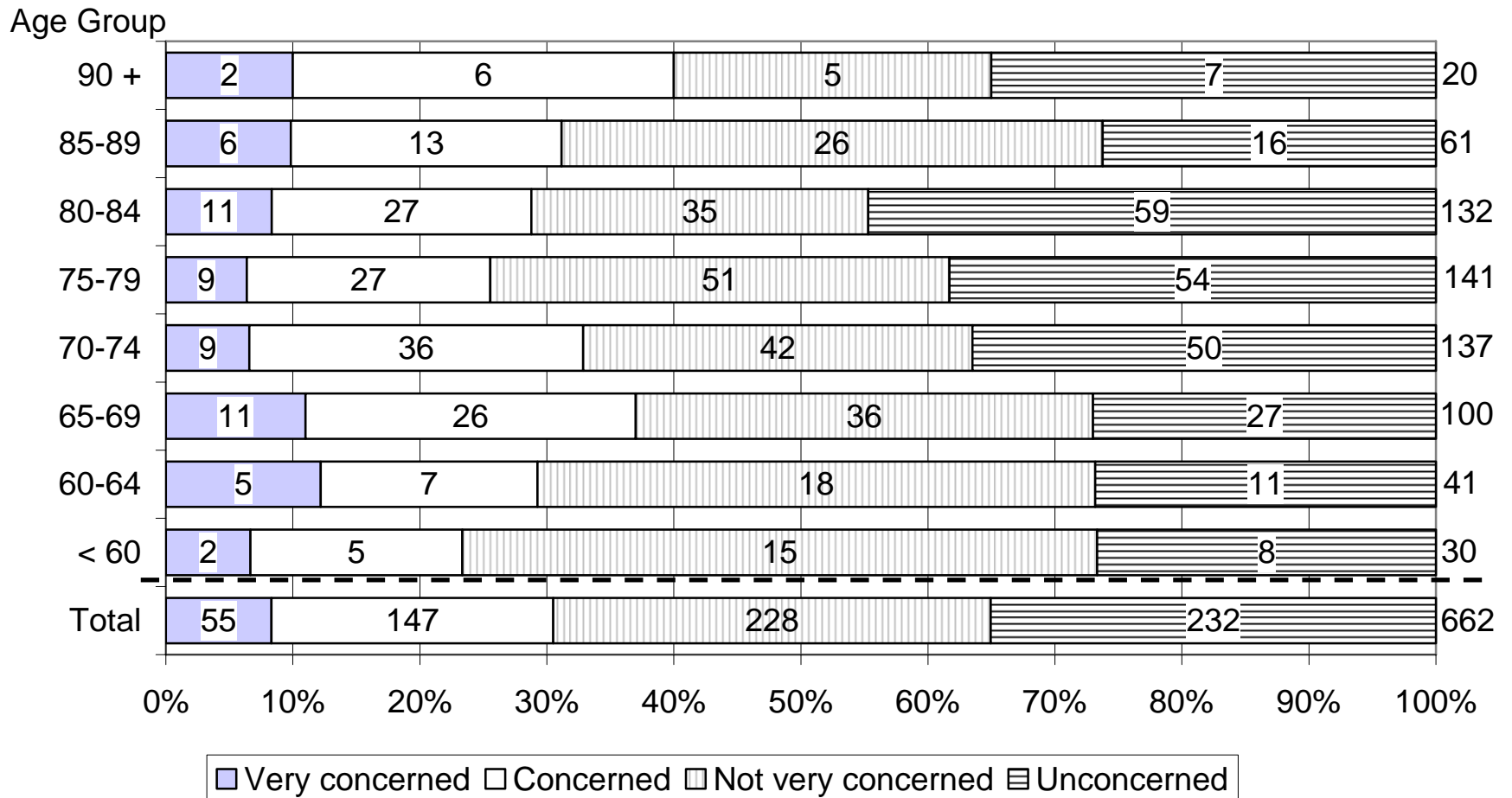


Figure 50: If you use public transit, how concerned are you with difficulty finding the bus stop or entrance for transit

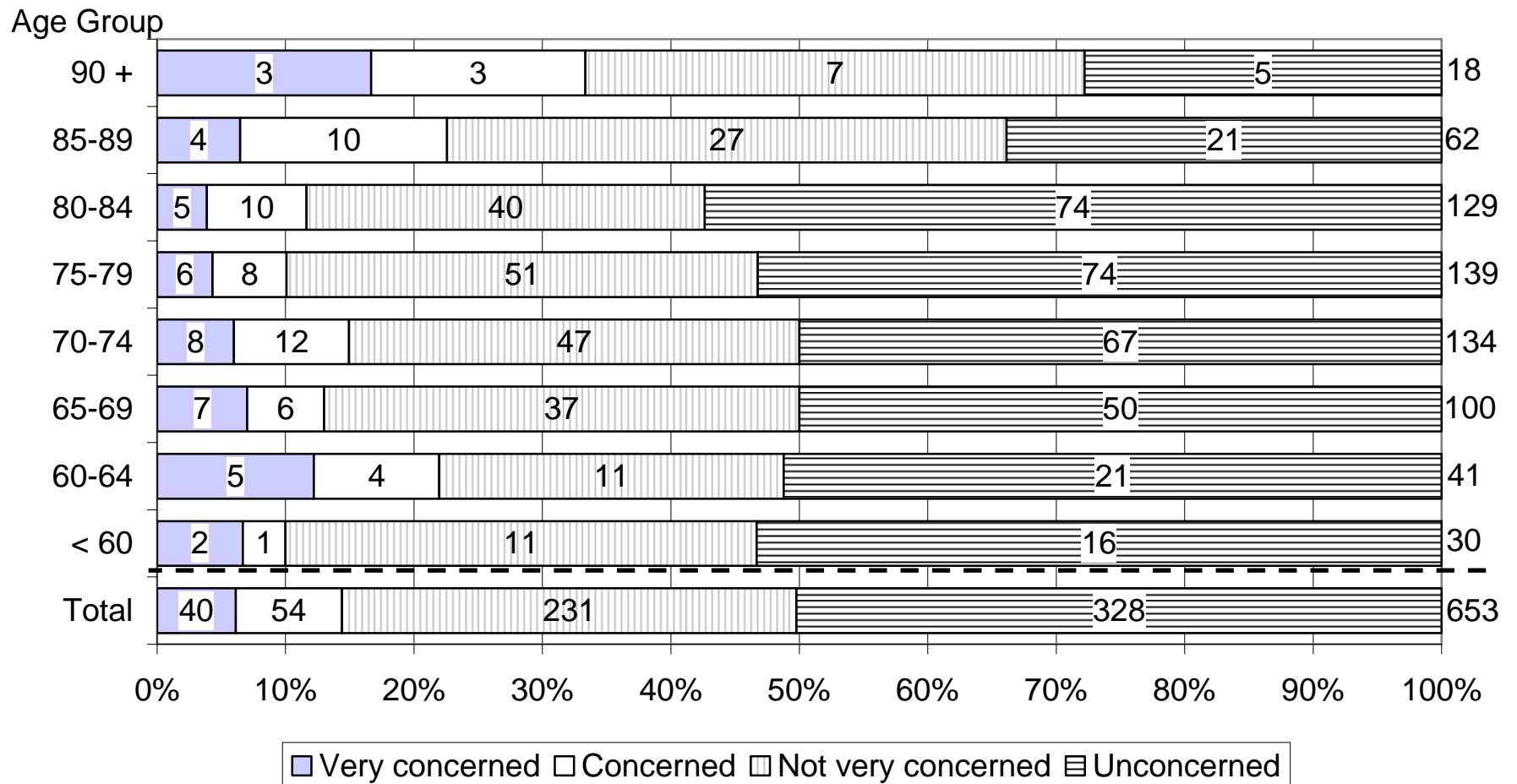


Figure 51: If you use public transit, how concerned are you with having to negotiate narrow doors to enter a bus or train?

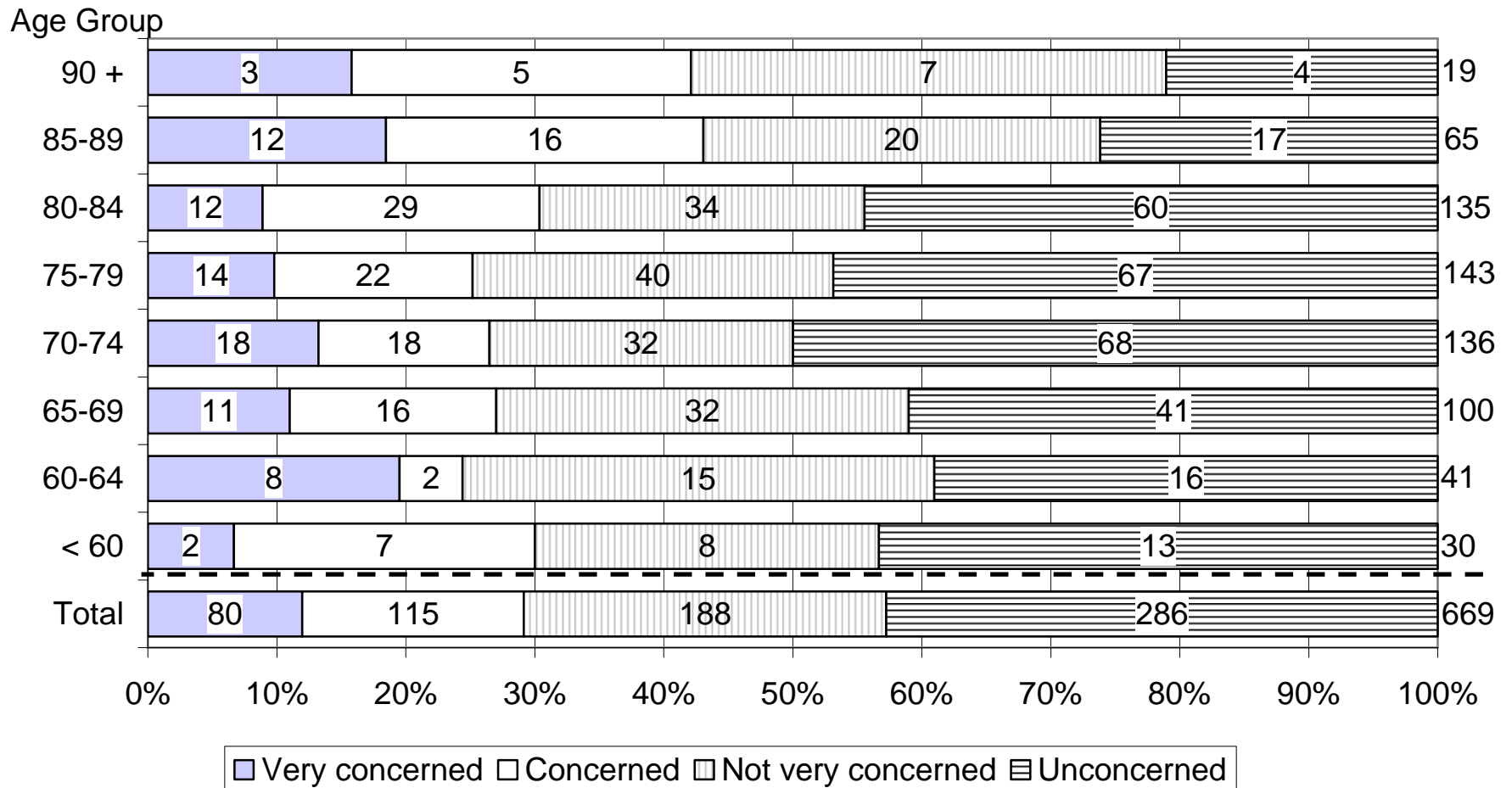


Figure 52: If you use public transit, how concerned are you with having to negotiate steps to enter a bus or train?

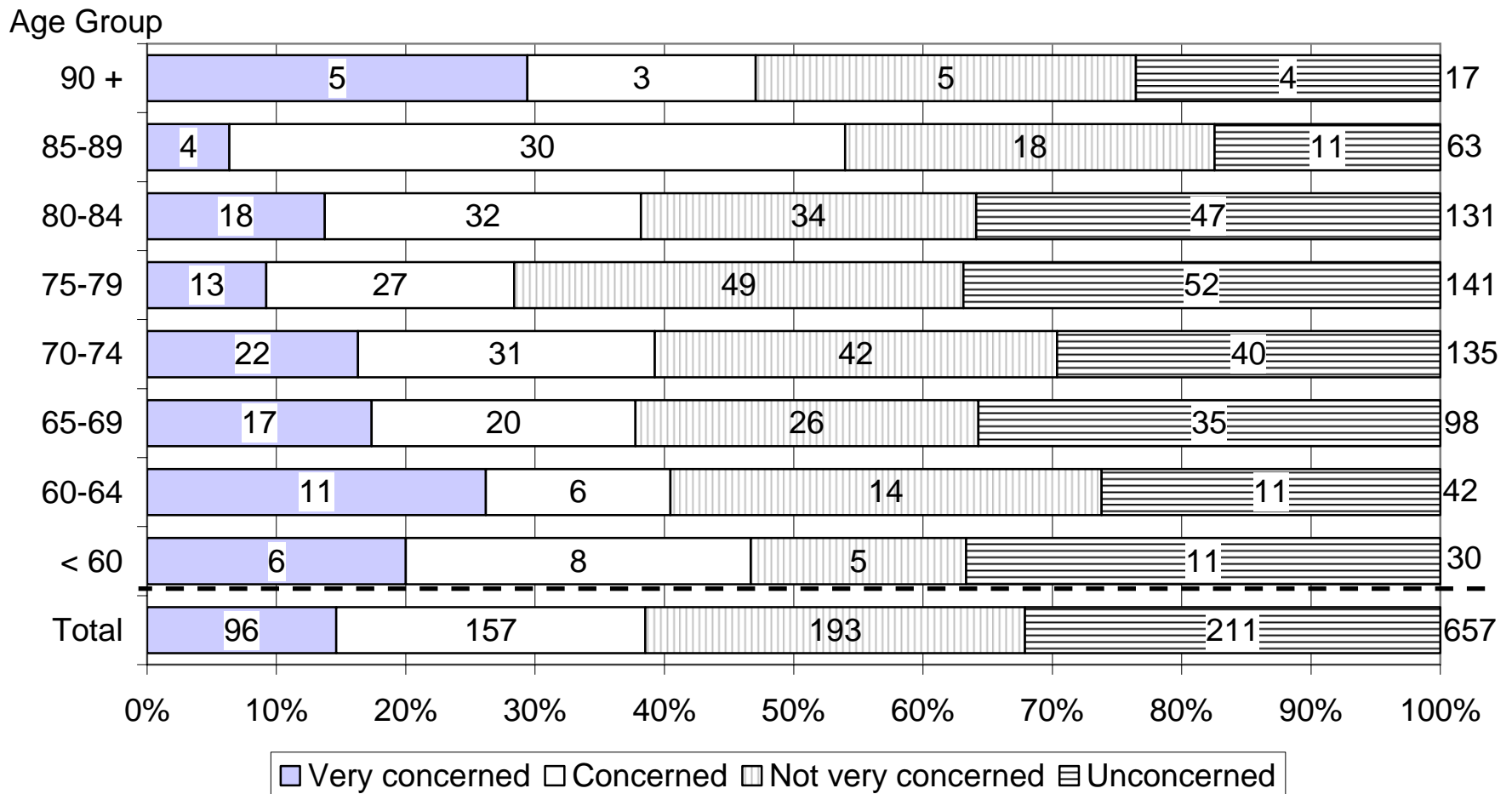


Figure 53: If you use public transit, how concerned are you with having to negotiate steps to enter a bus or train?

Age Group

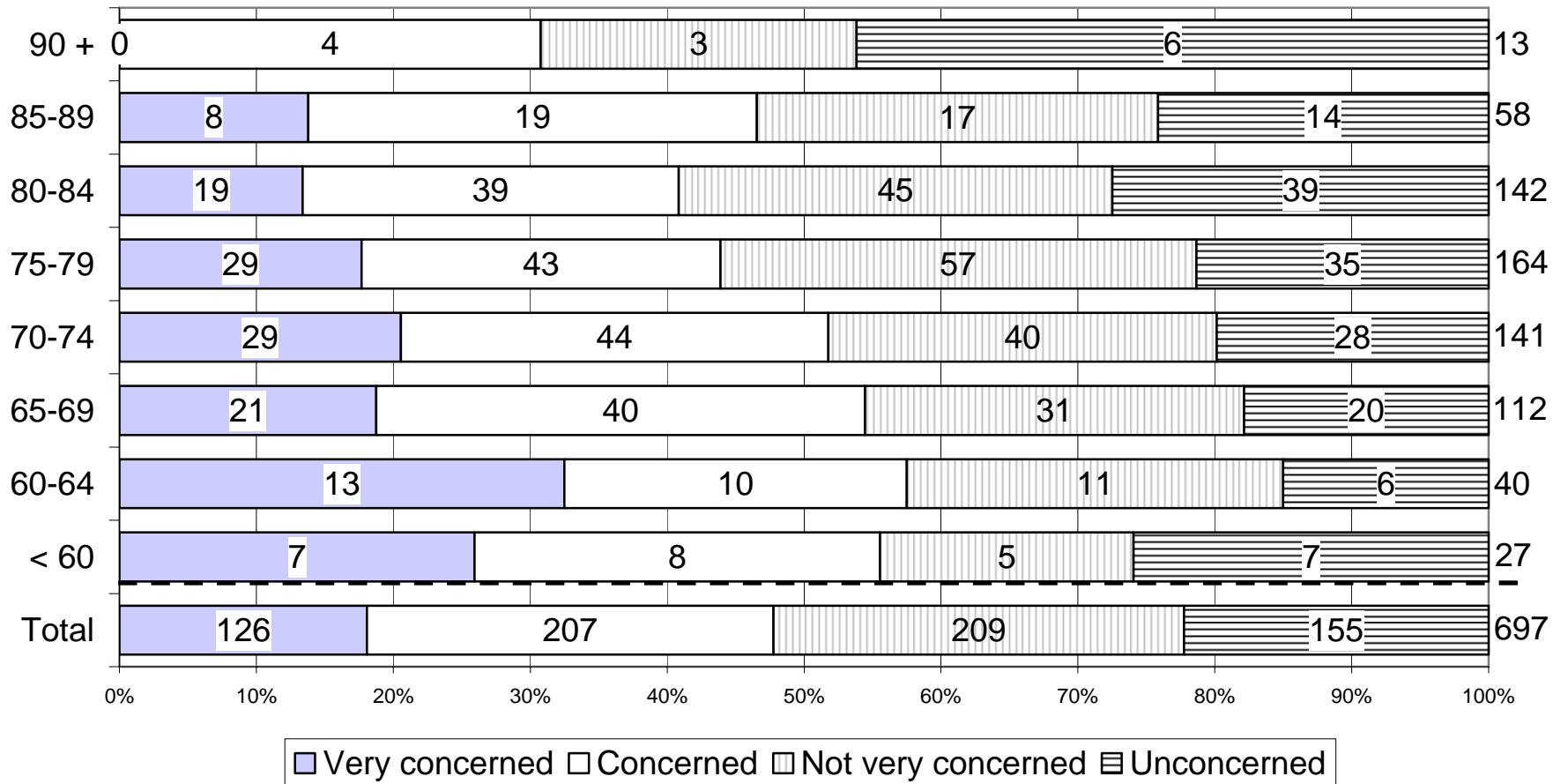


Figure 54: If you use automobile, how concerned are you with affordability to drive your car?

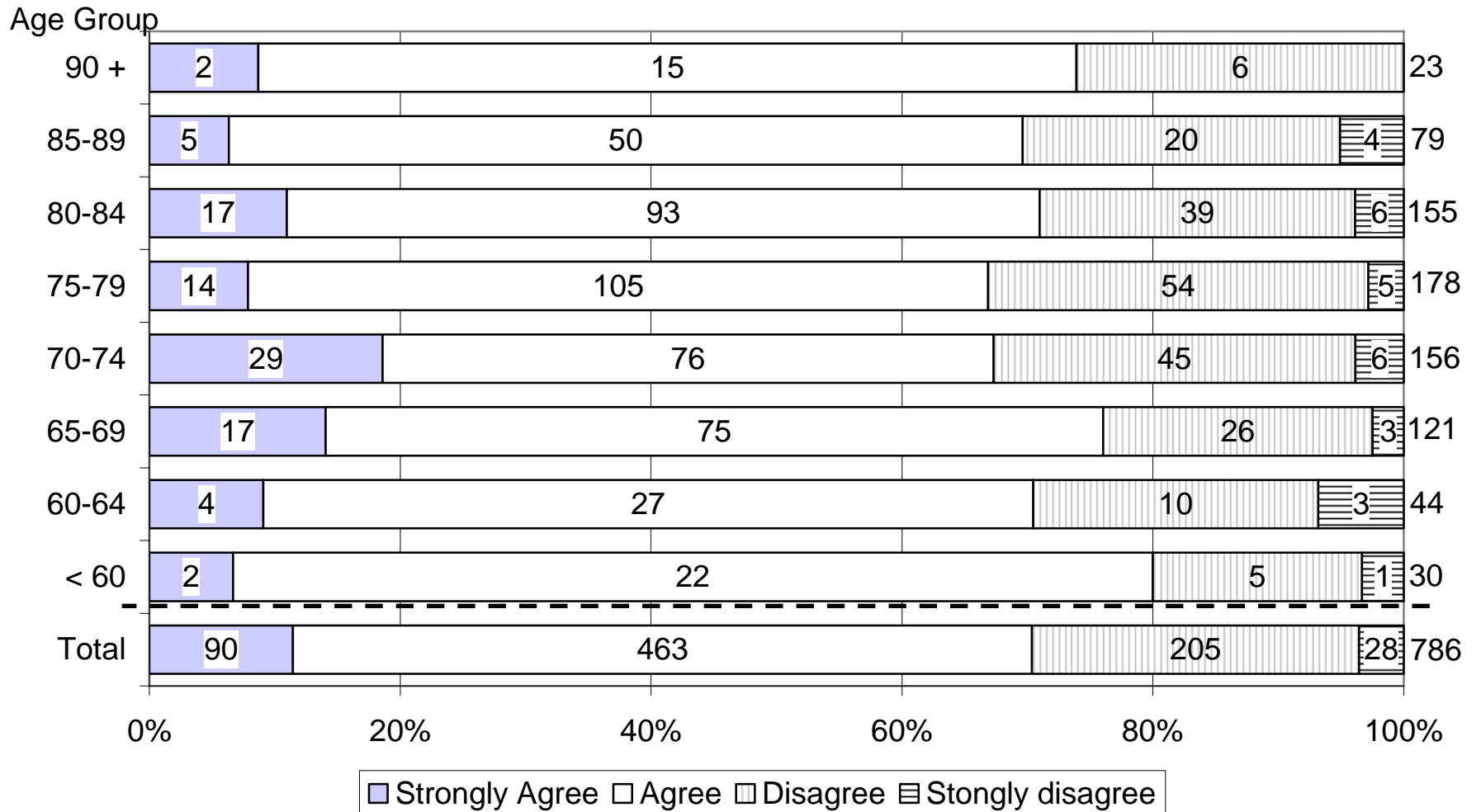


Figure 55: Public transportation information is easy to obtain

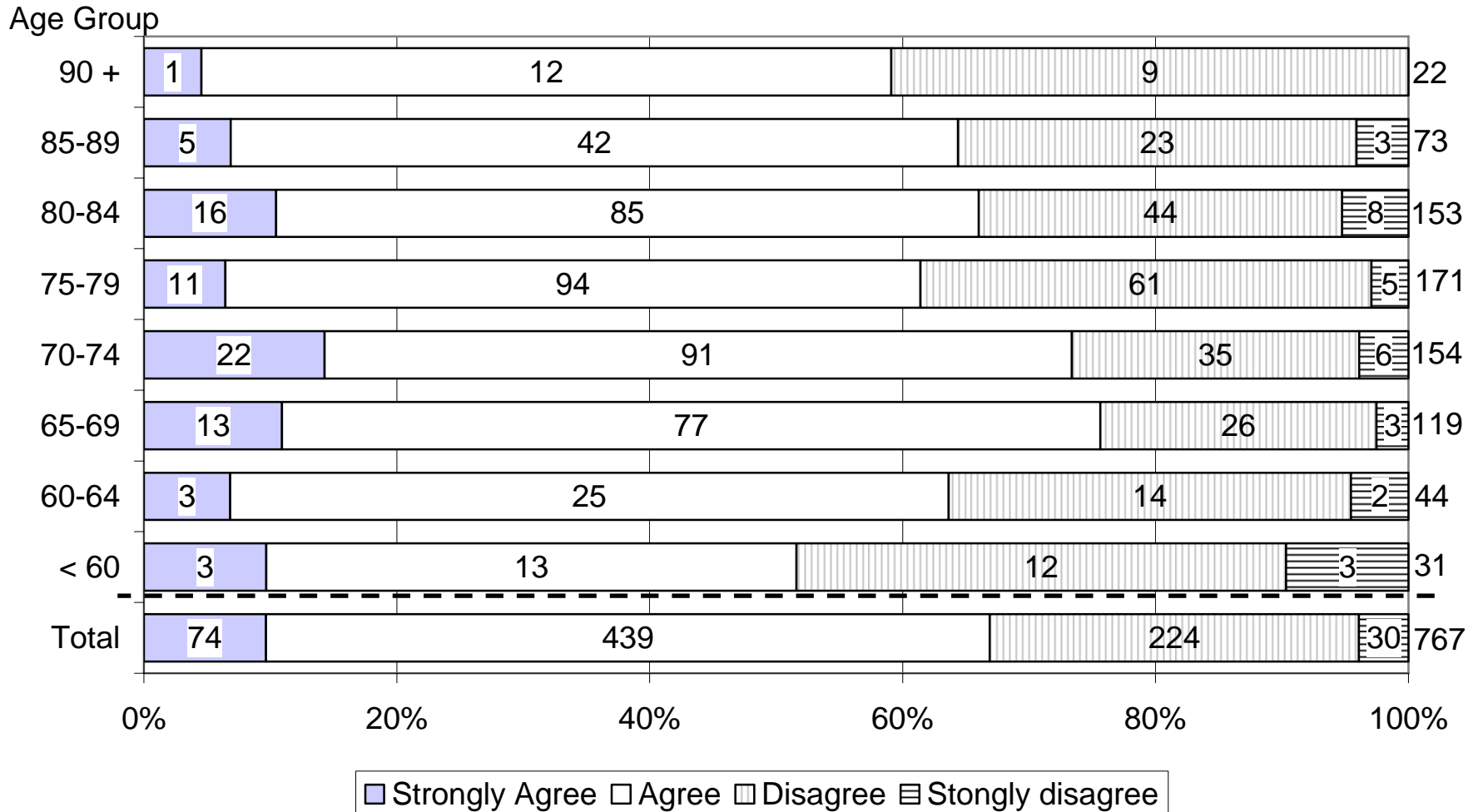


Figure 56: Public transportation information is easy to understand and use

Age Group

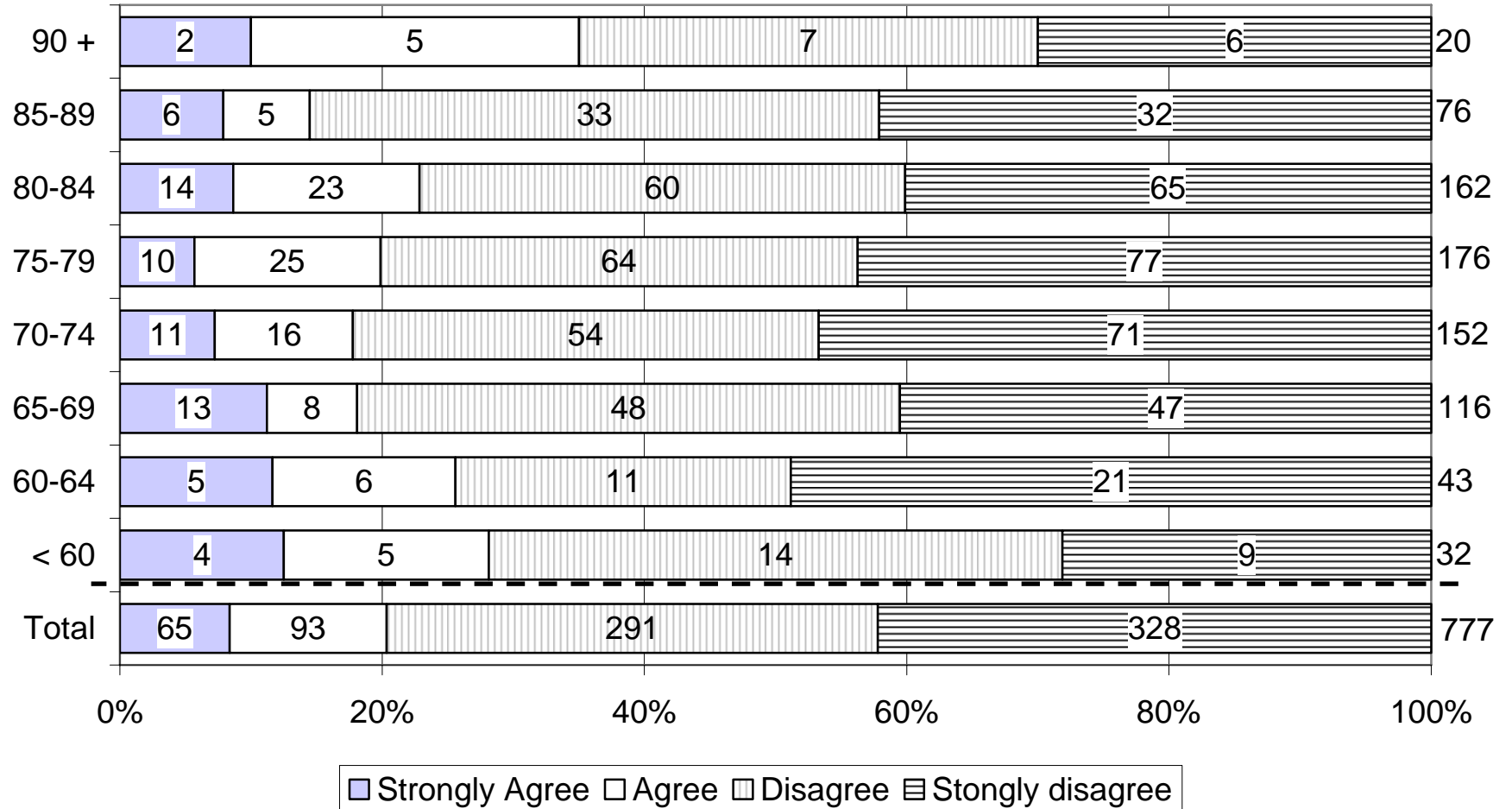


Figure 57: There is no disadvantage to being a non-driver

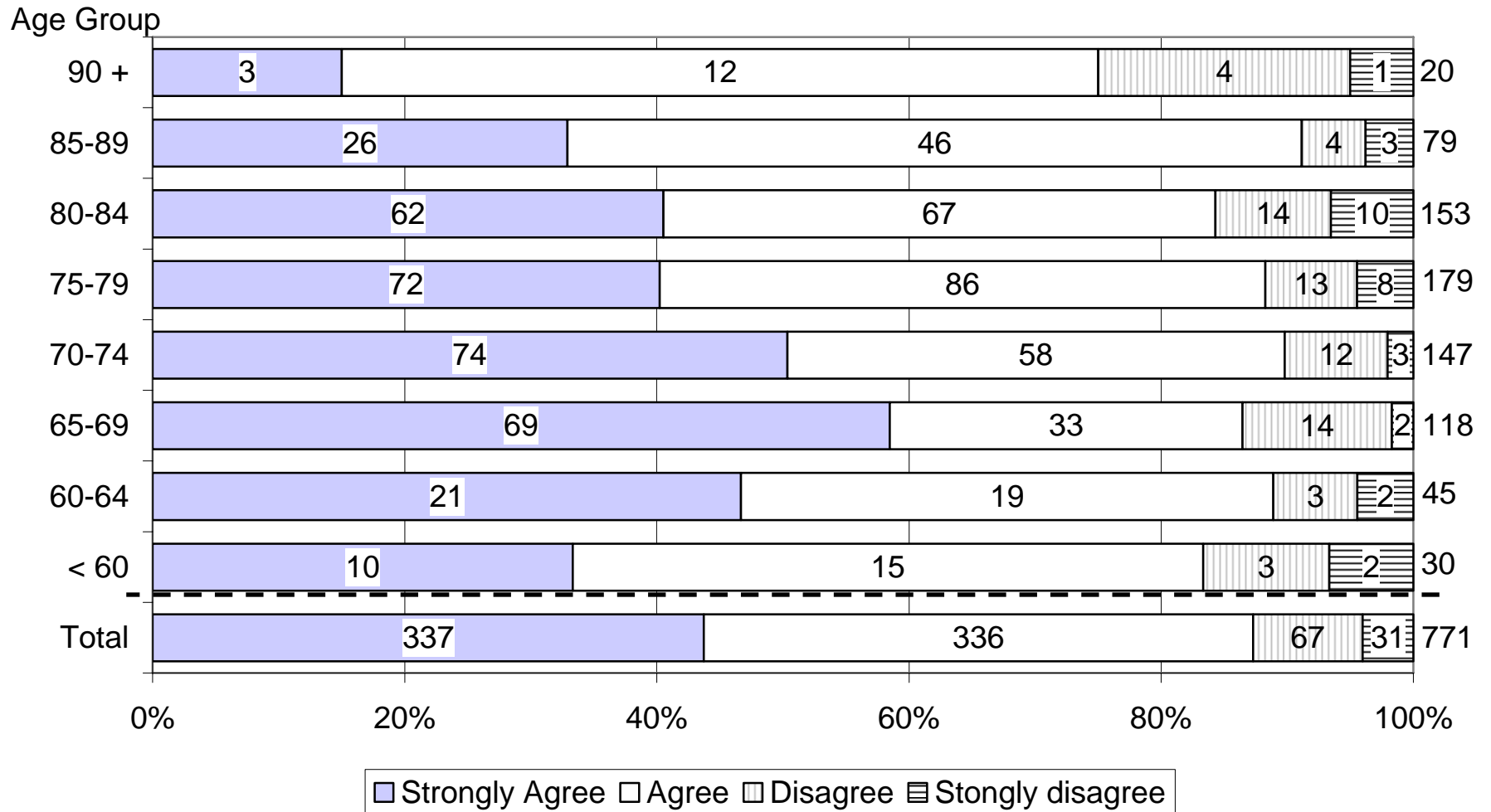


Figure 58: Not-driving limits (would limit) my freedom to choose where to live

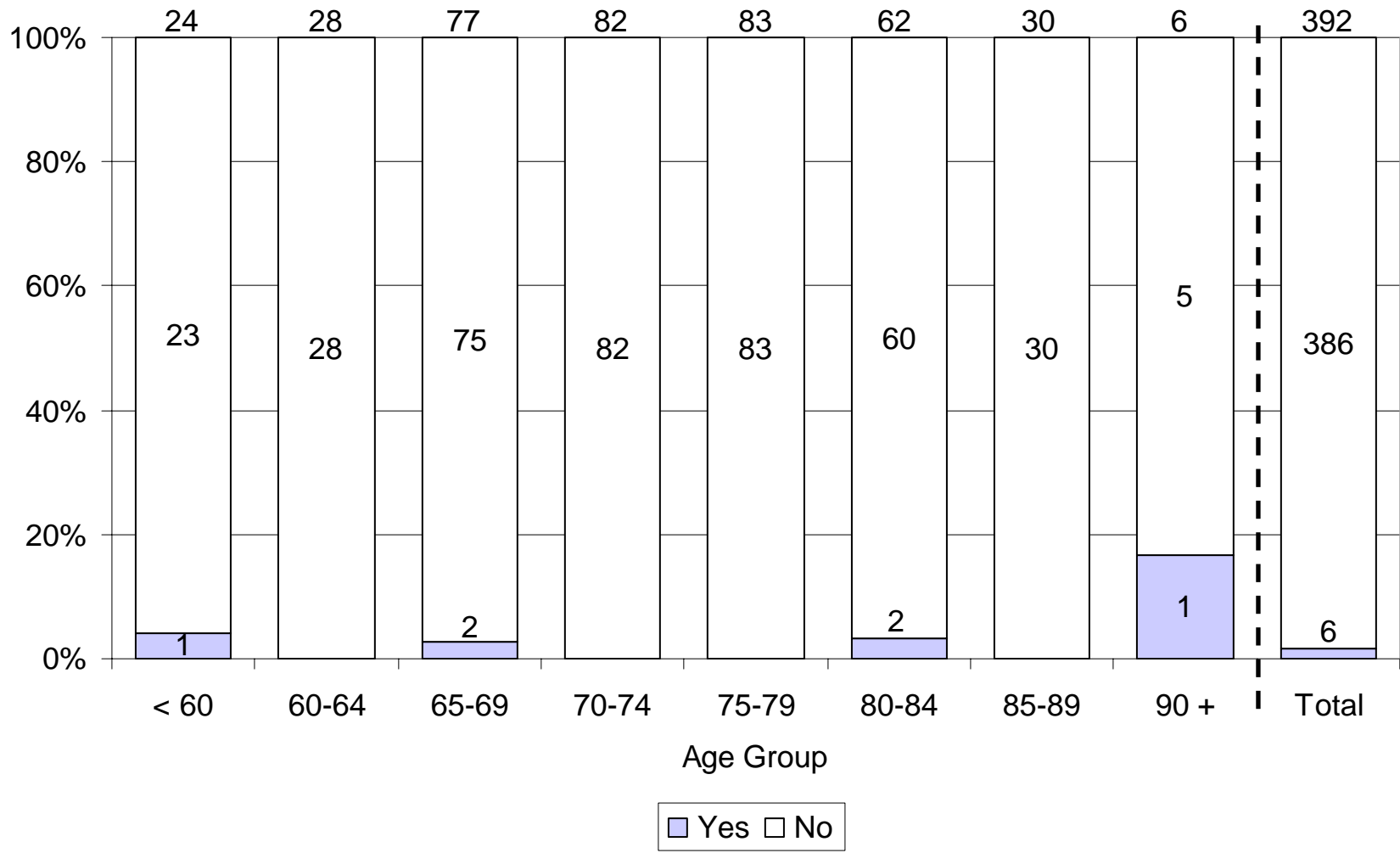


Figure 59: Do you usually need assistance to make work trips?

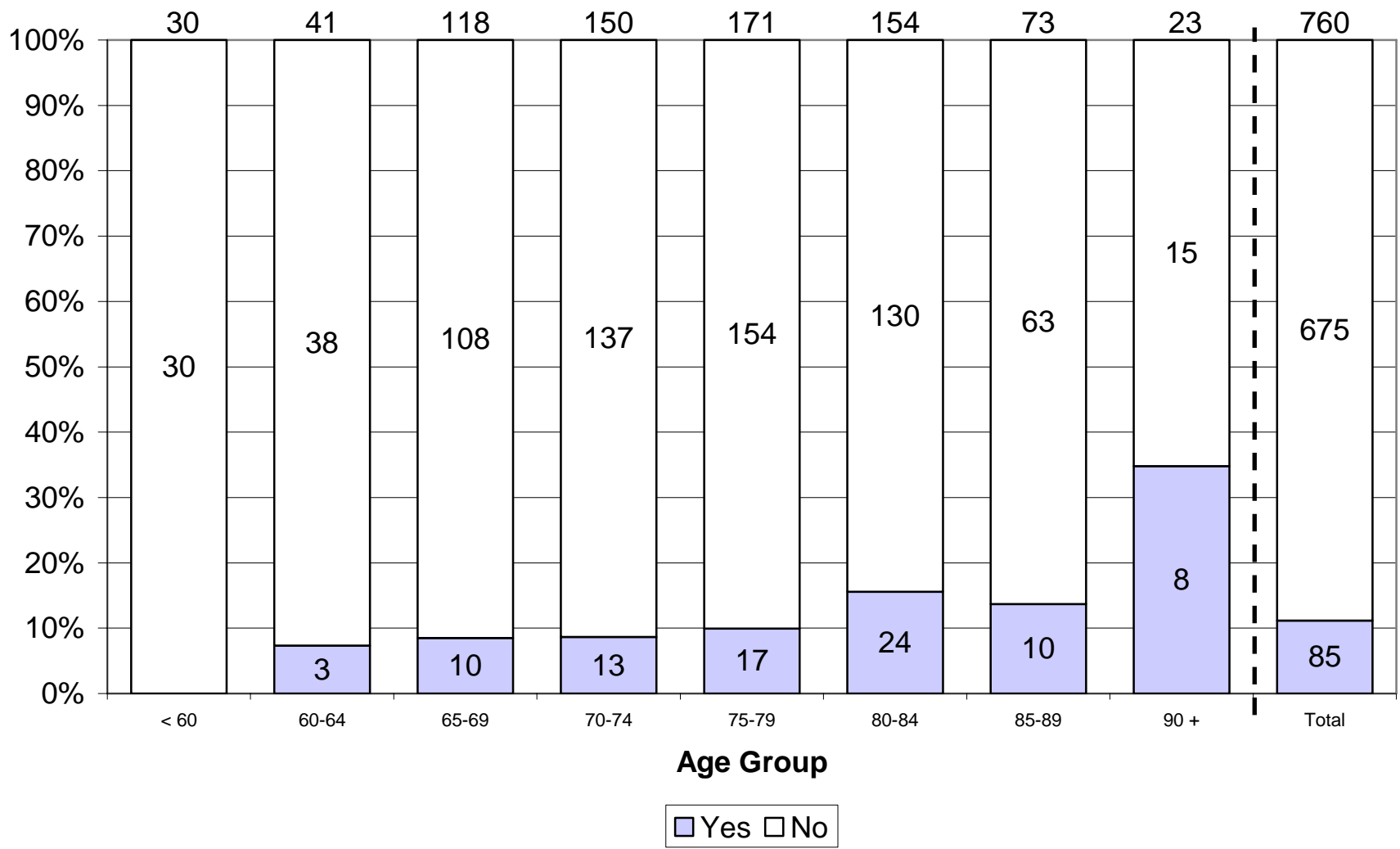


Figure 60: Do you usually need assistance to make social trips?

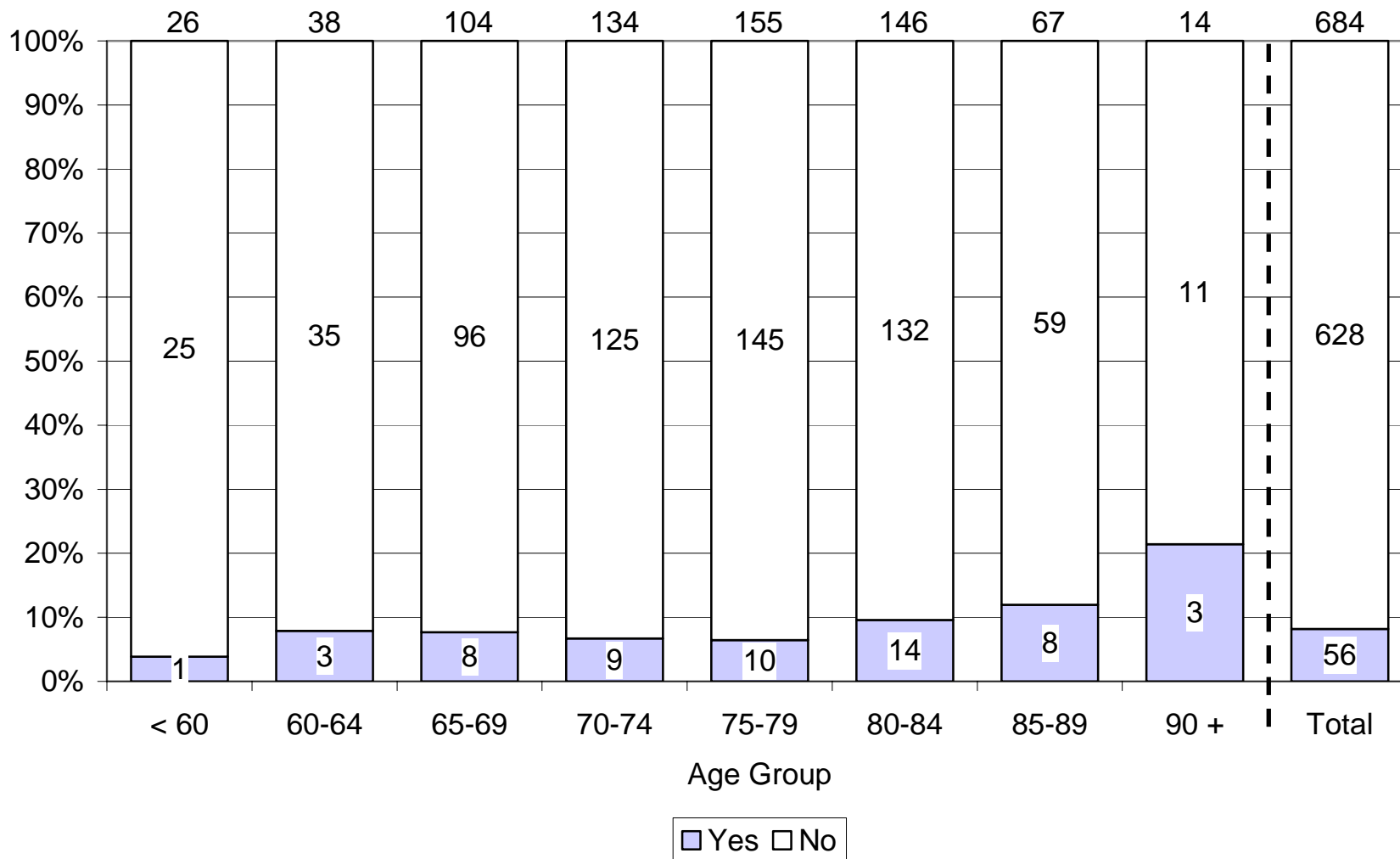


Figure 61: Do you usually need assistance to make religious trips?

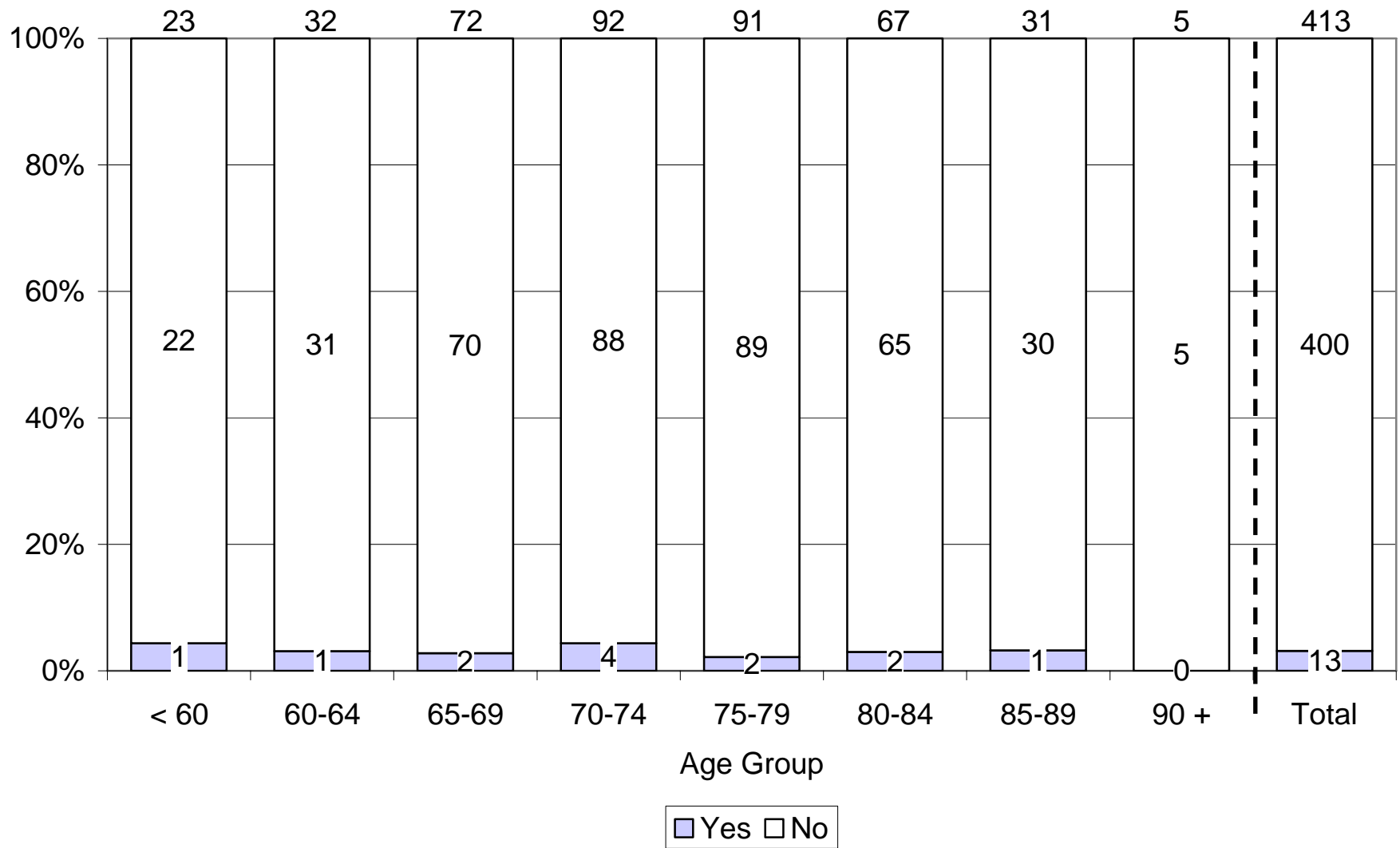


Figure 62: Do you usually need assistance to make school trips?

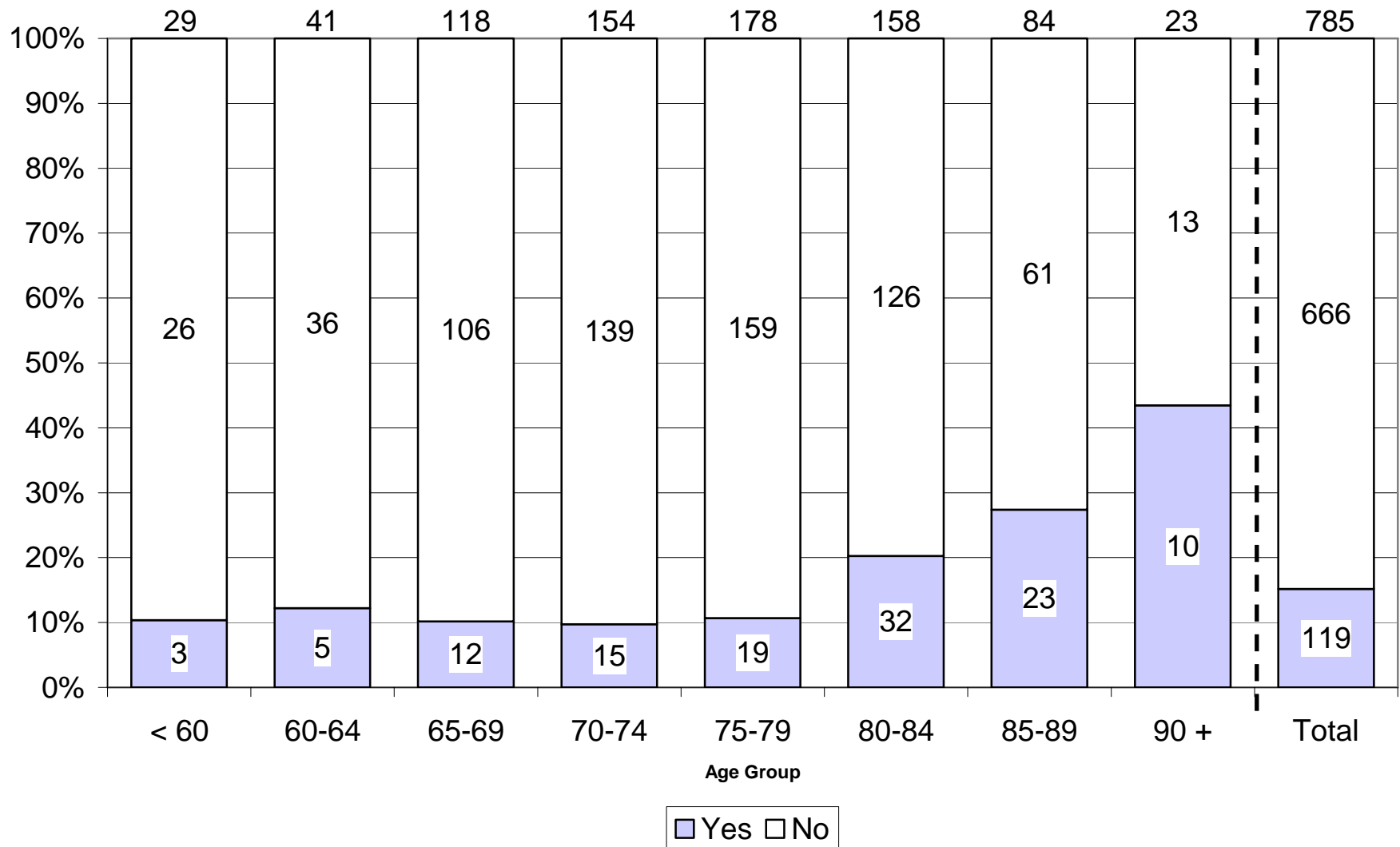


Figure 63: Do you usually need assistance to make medical trips?

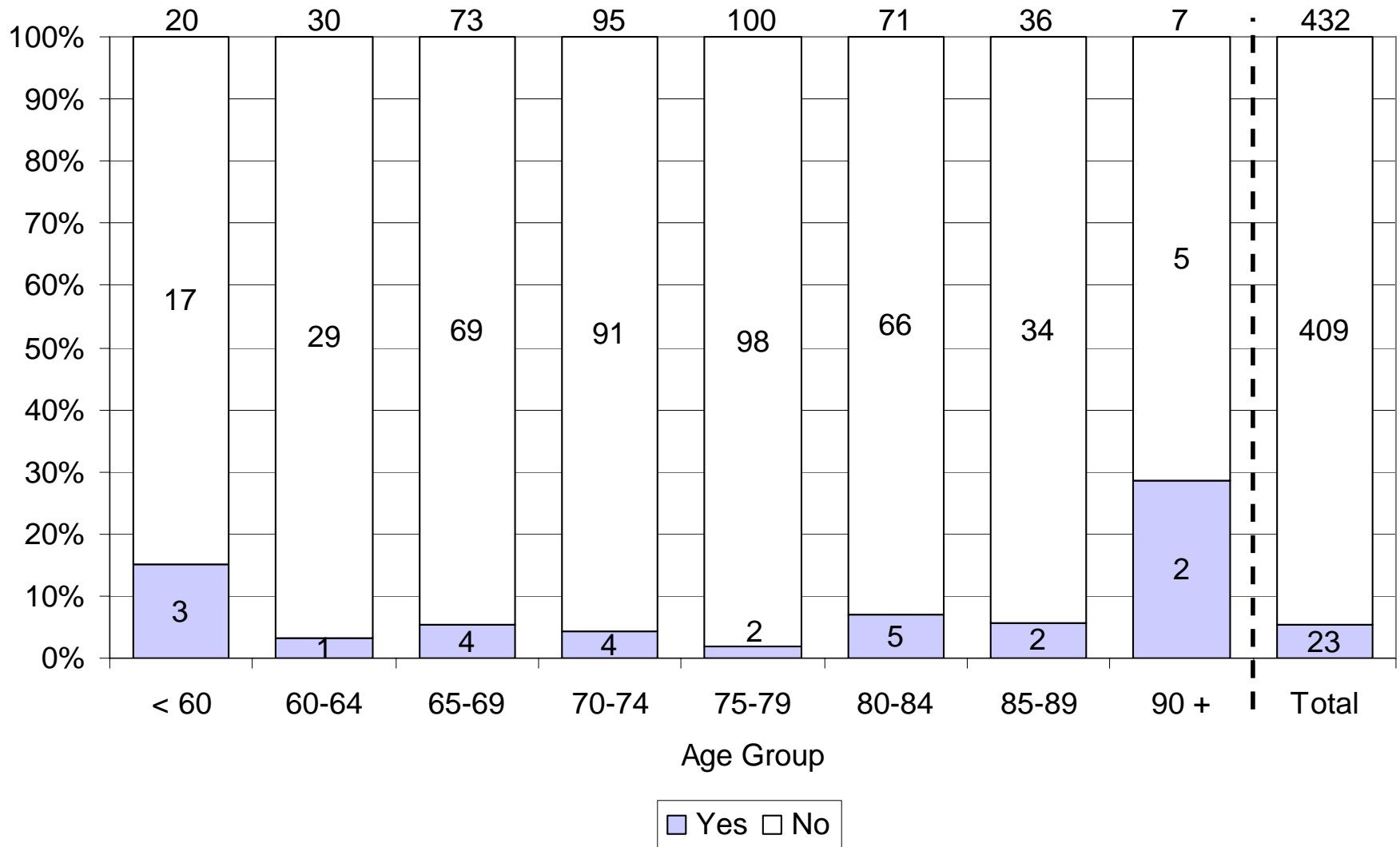


Figure 64: Do you usually need assistance to make agency support services trips?

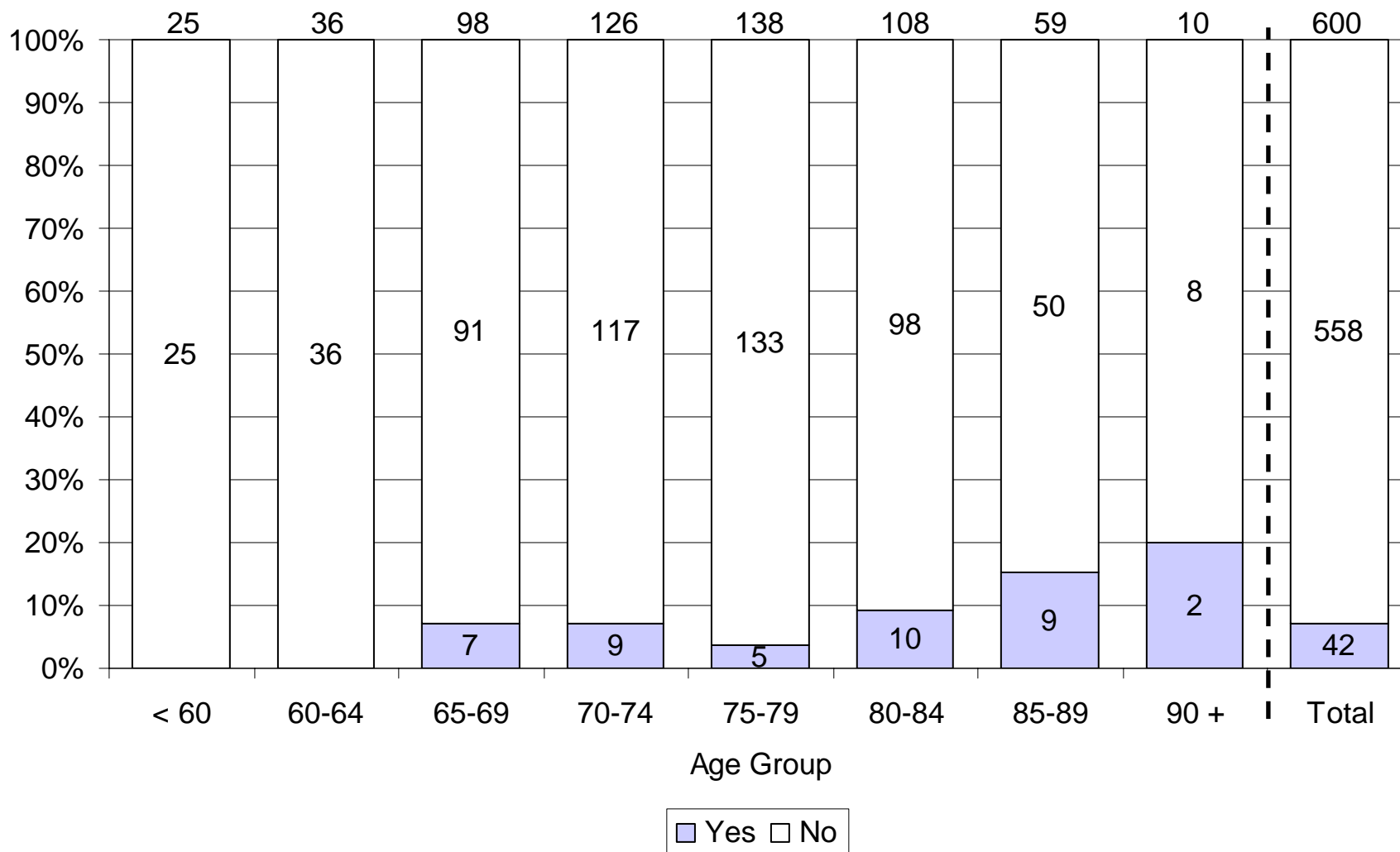


Figure 65: Do you usually need assistance to make business trips?

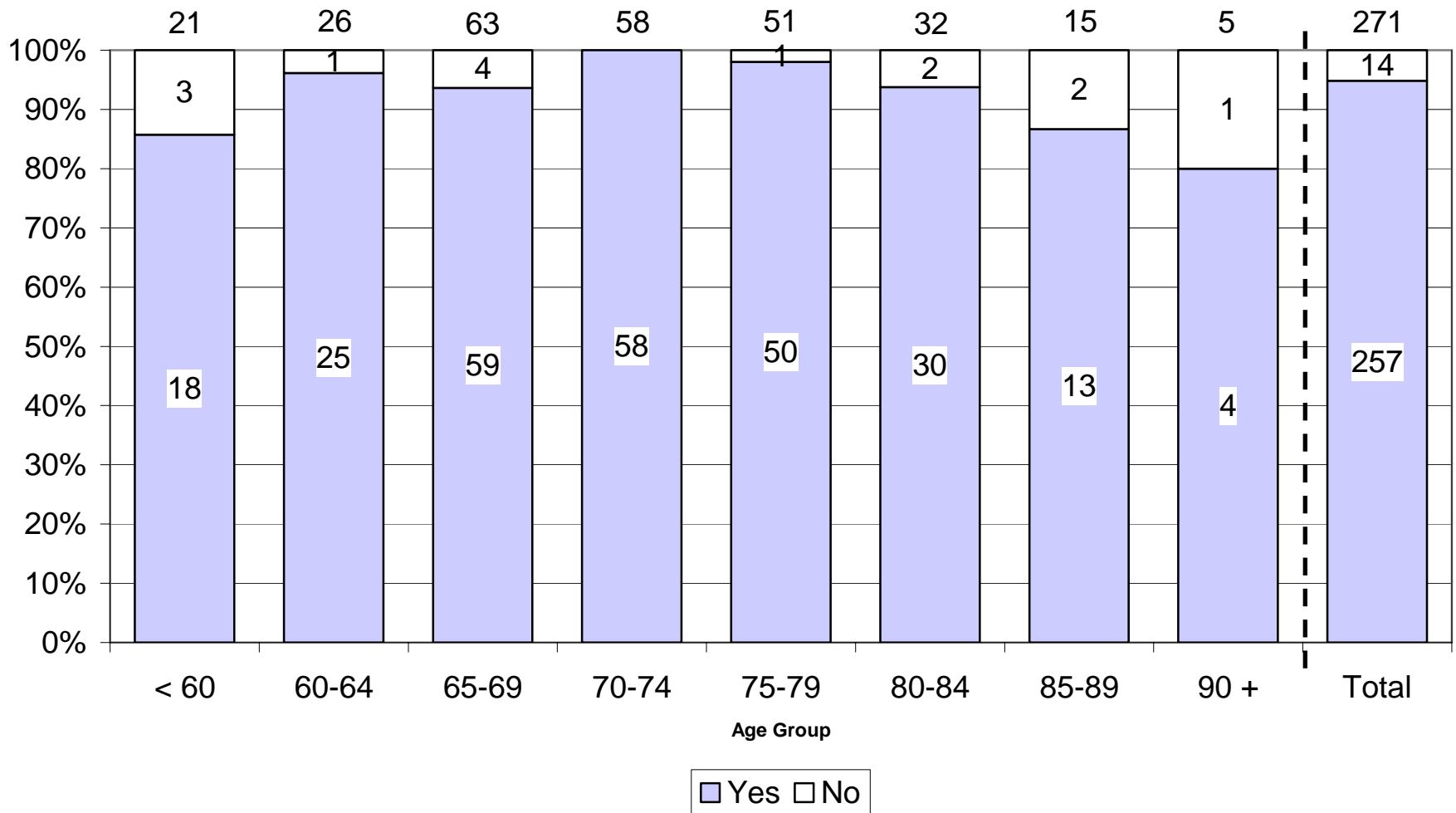


Figure 66: Can you almost always make work trips when you want?

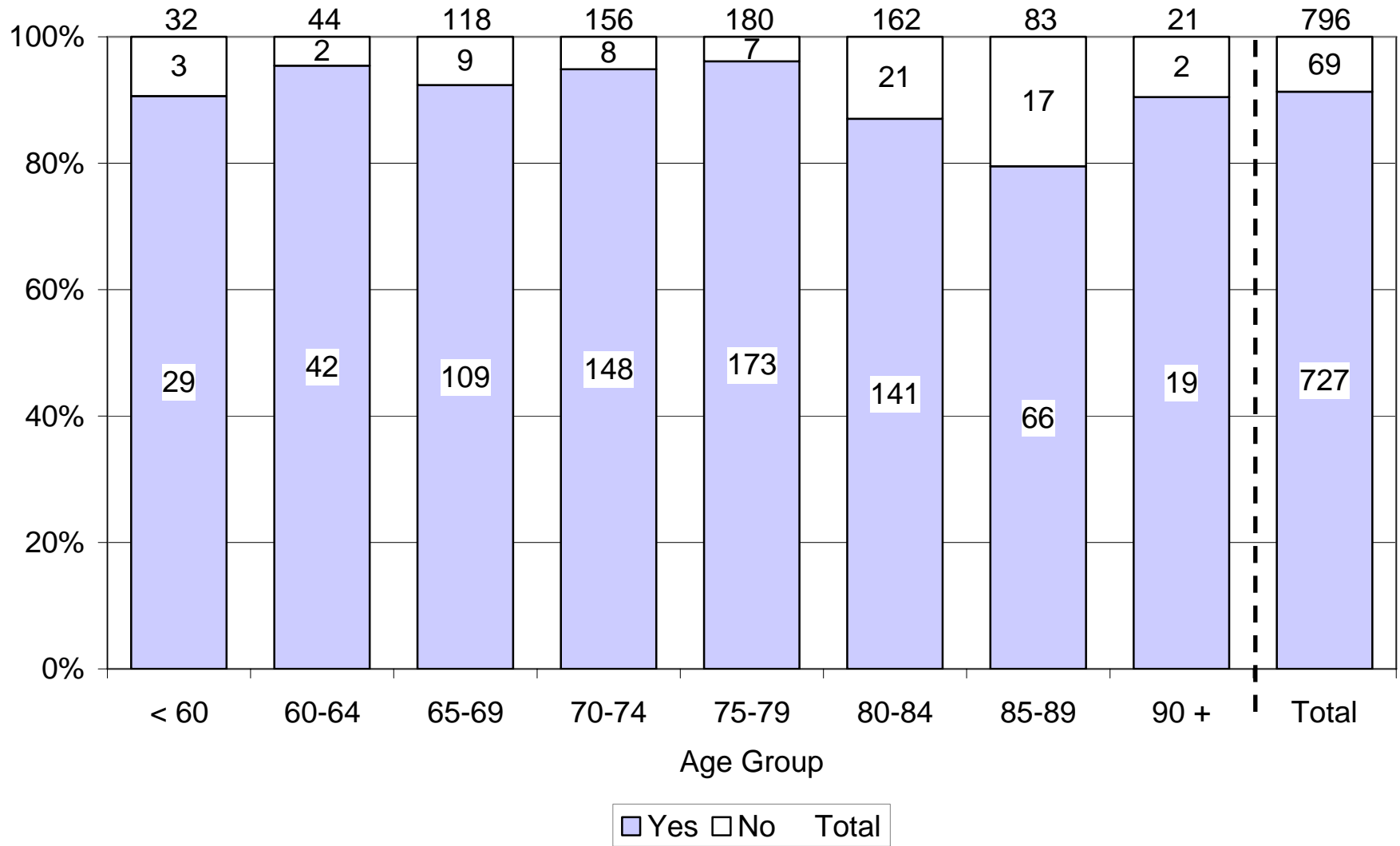


Figure 67: Can you almost always make shopping trips when you want?

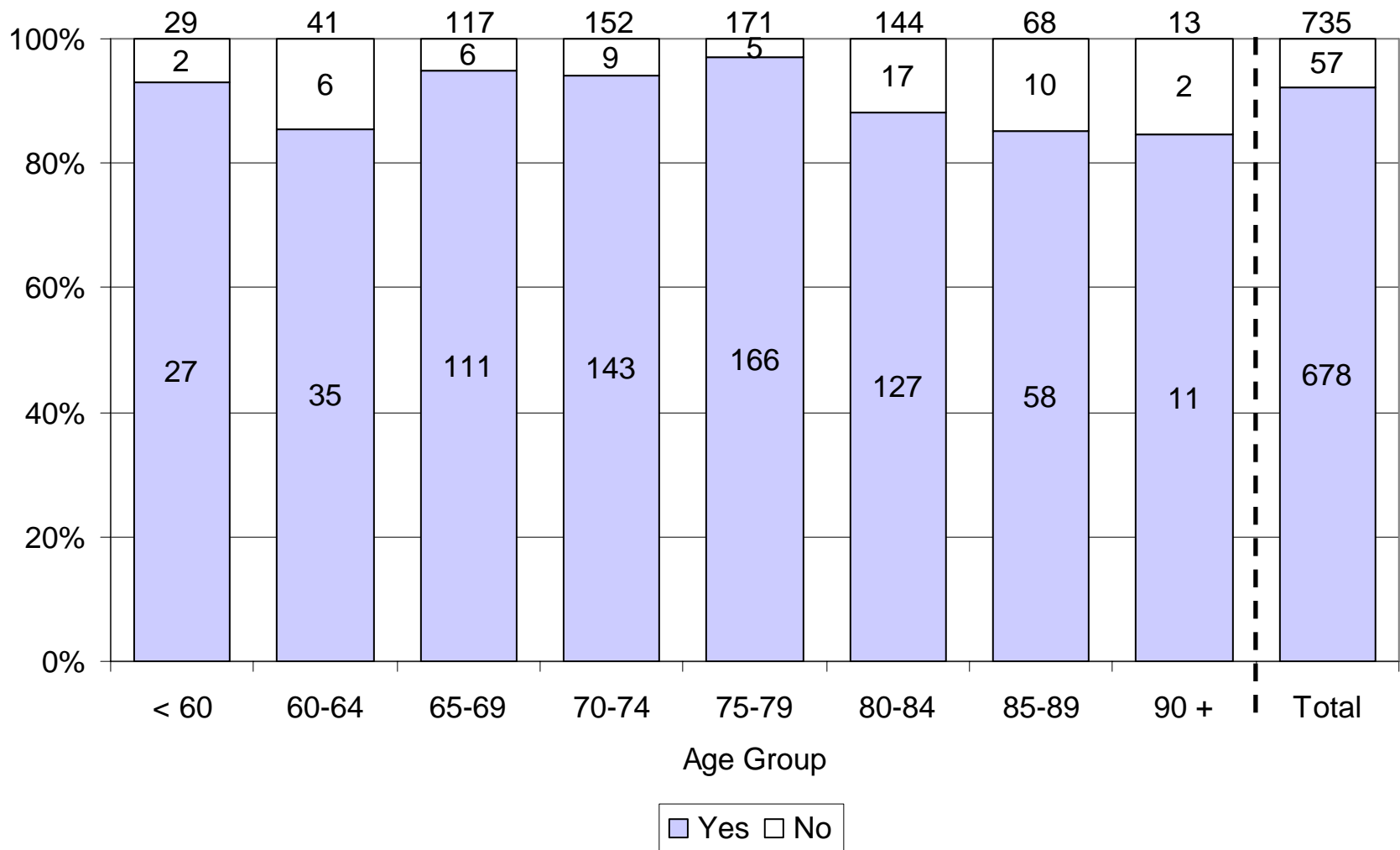


Figure 68: Can you almost always make recreation trips when you want?

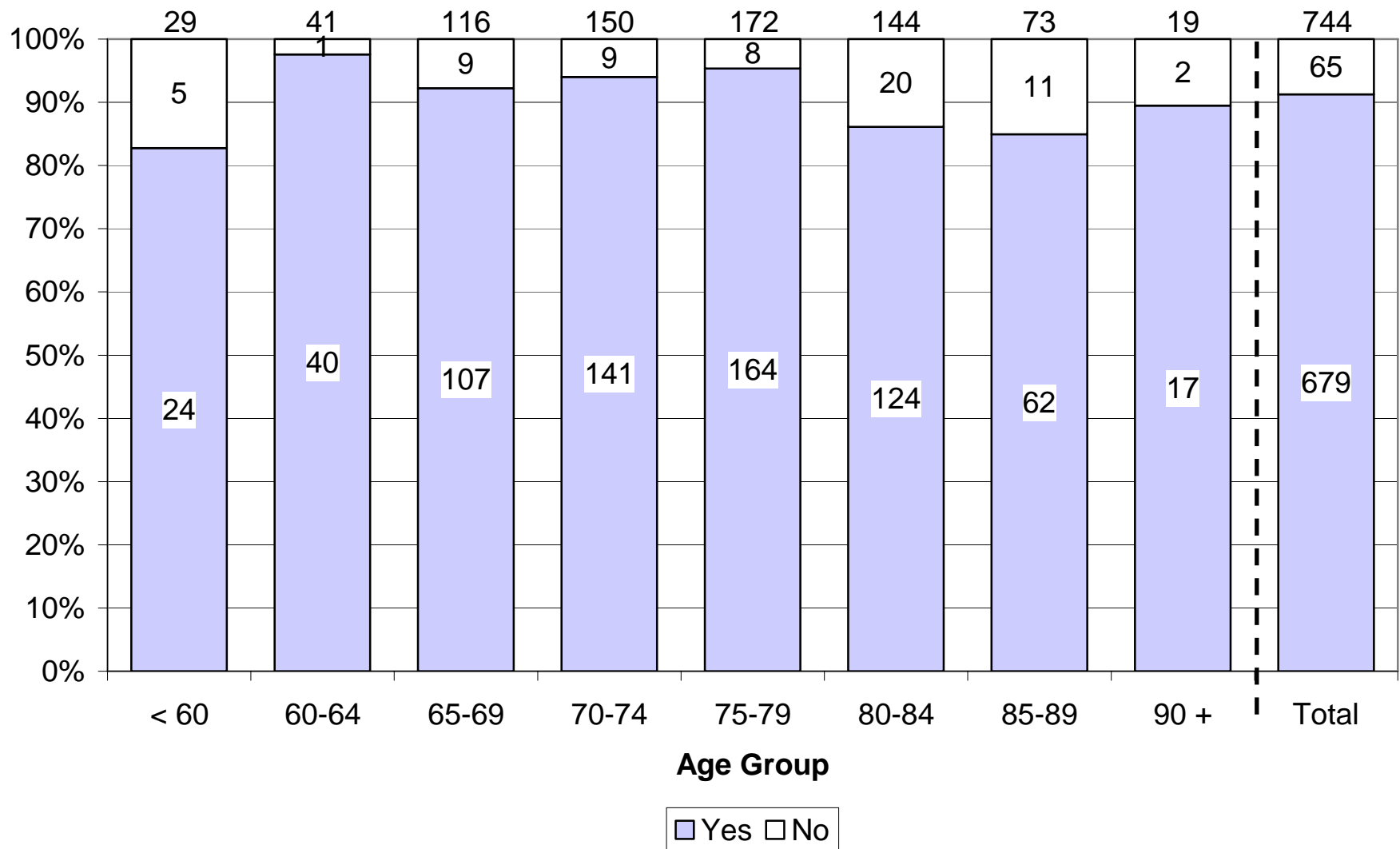


Figure 69: Can you almost always make social trips when you want?

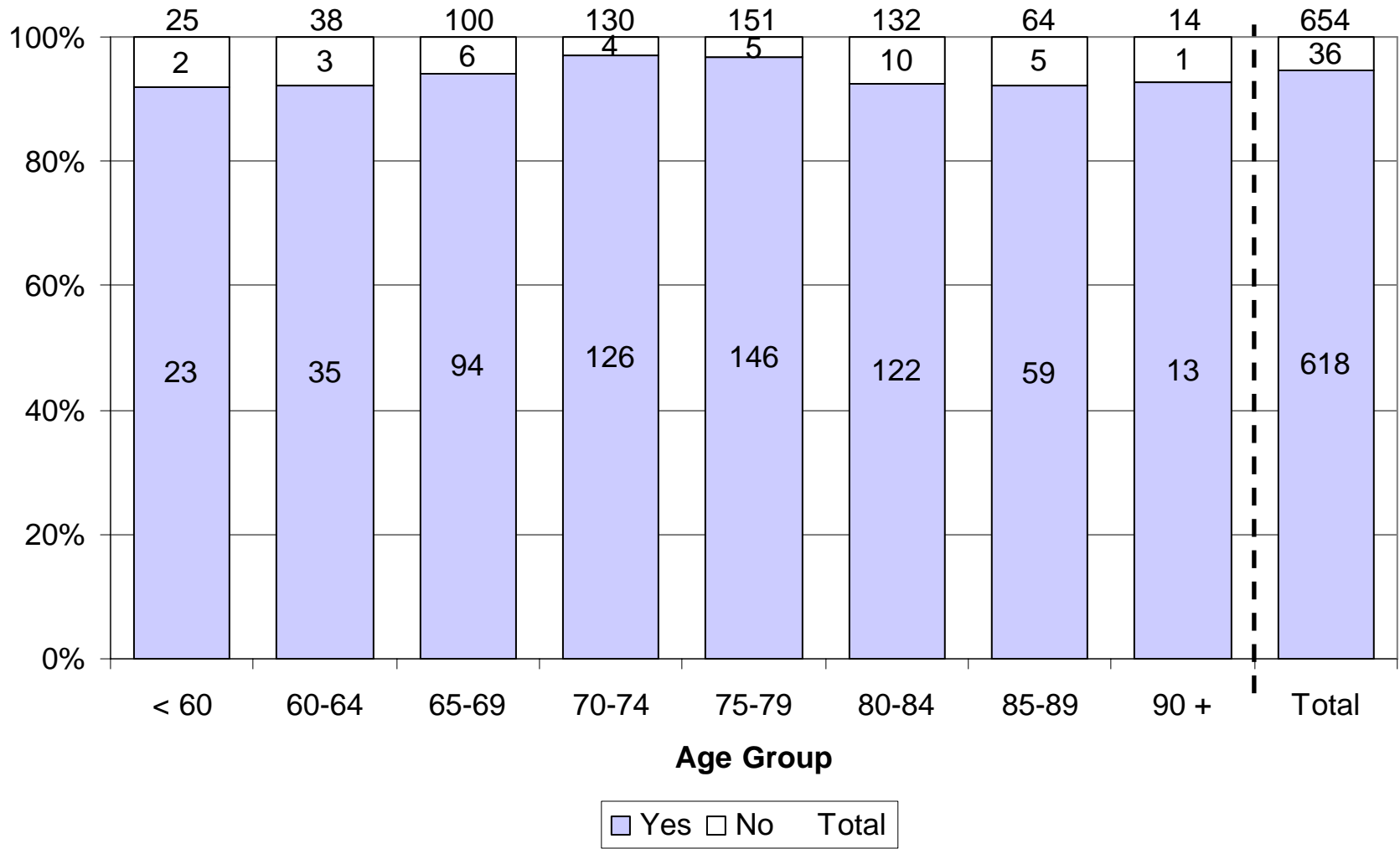


Figure 70: Can you almost always make religious trips when you want?

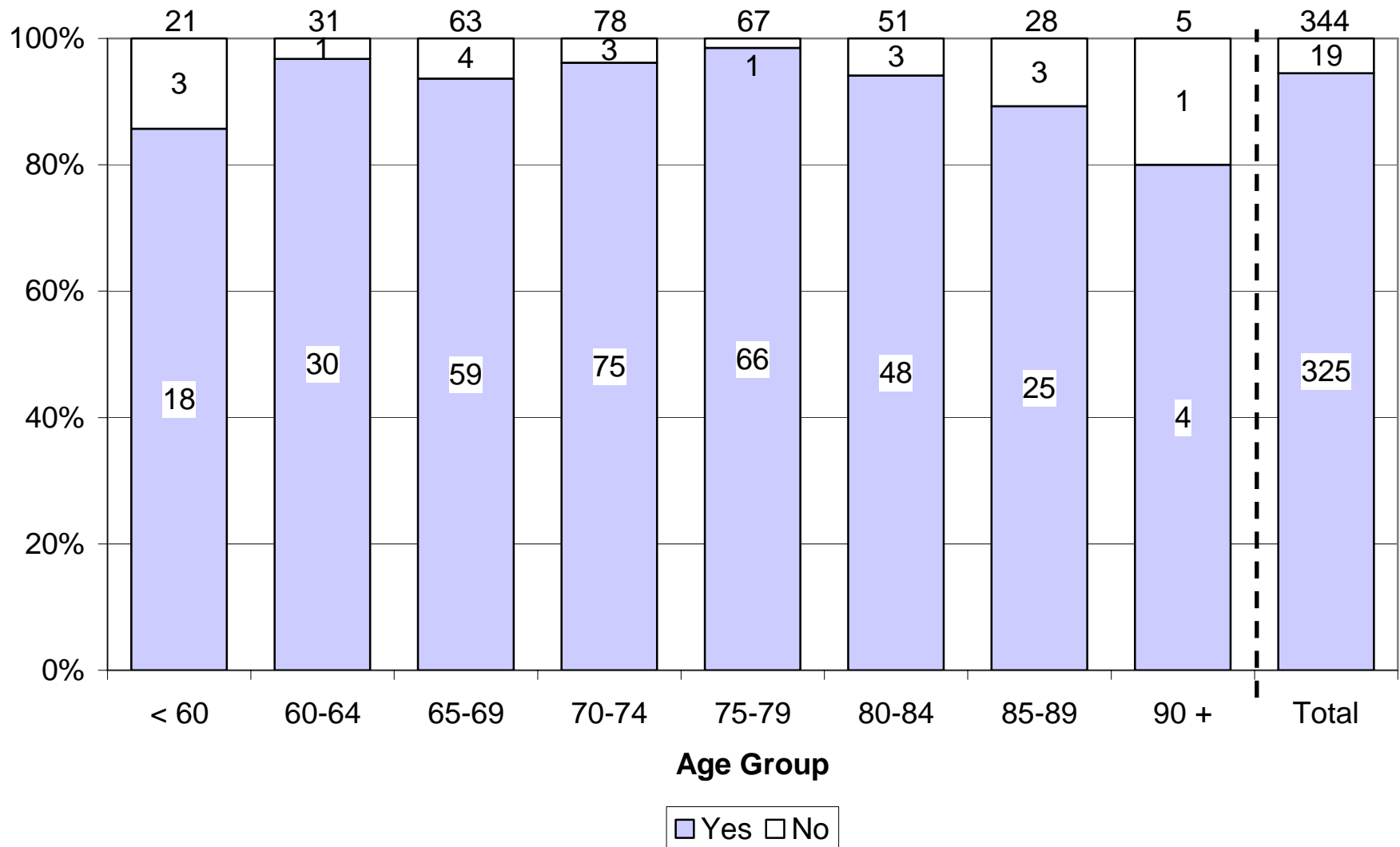


Figure 71: Can you almost always make school trips when you want?

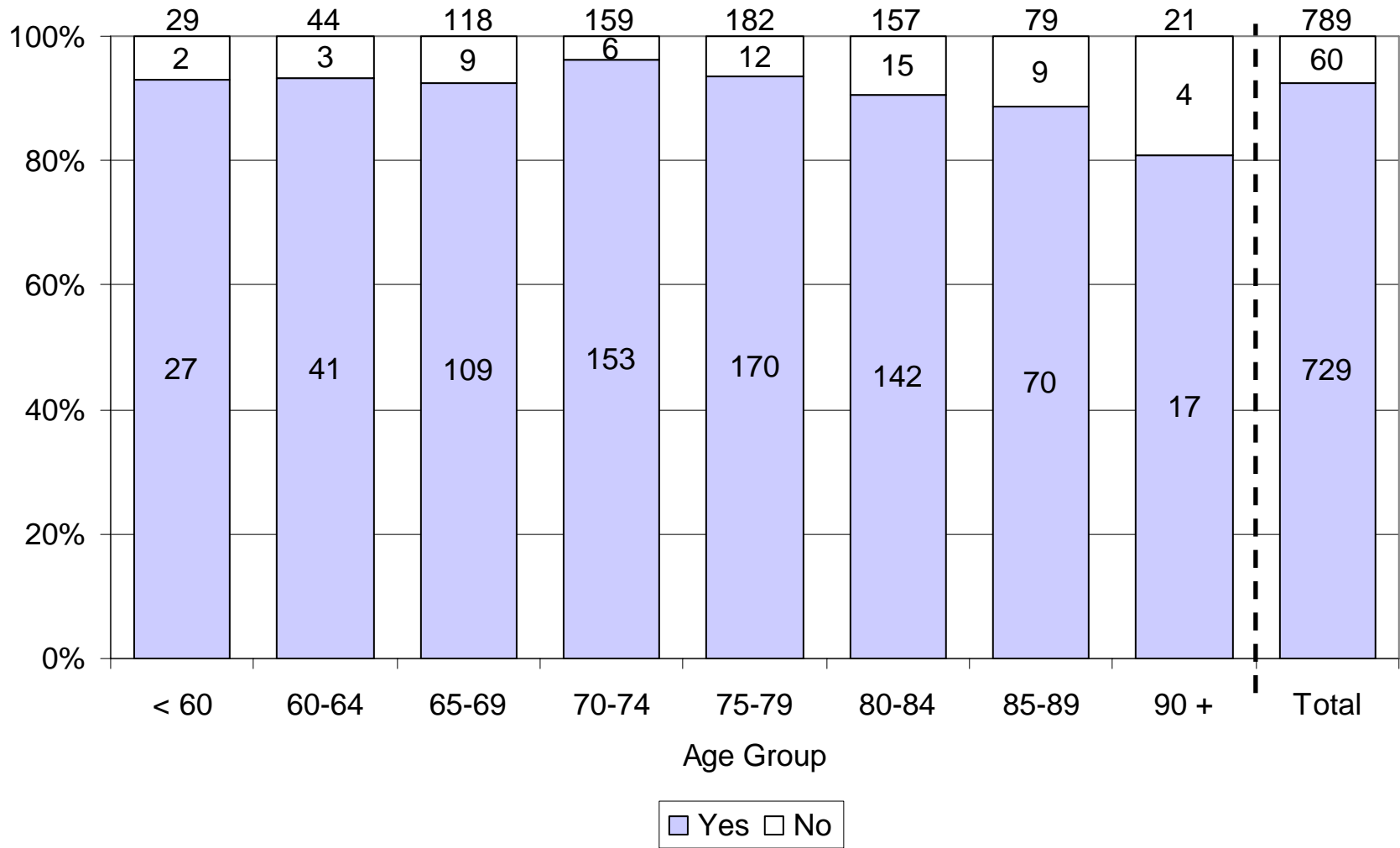


Figure 72: Can you almost always make medical trips when you want?

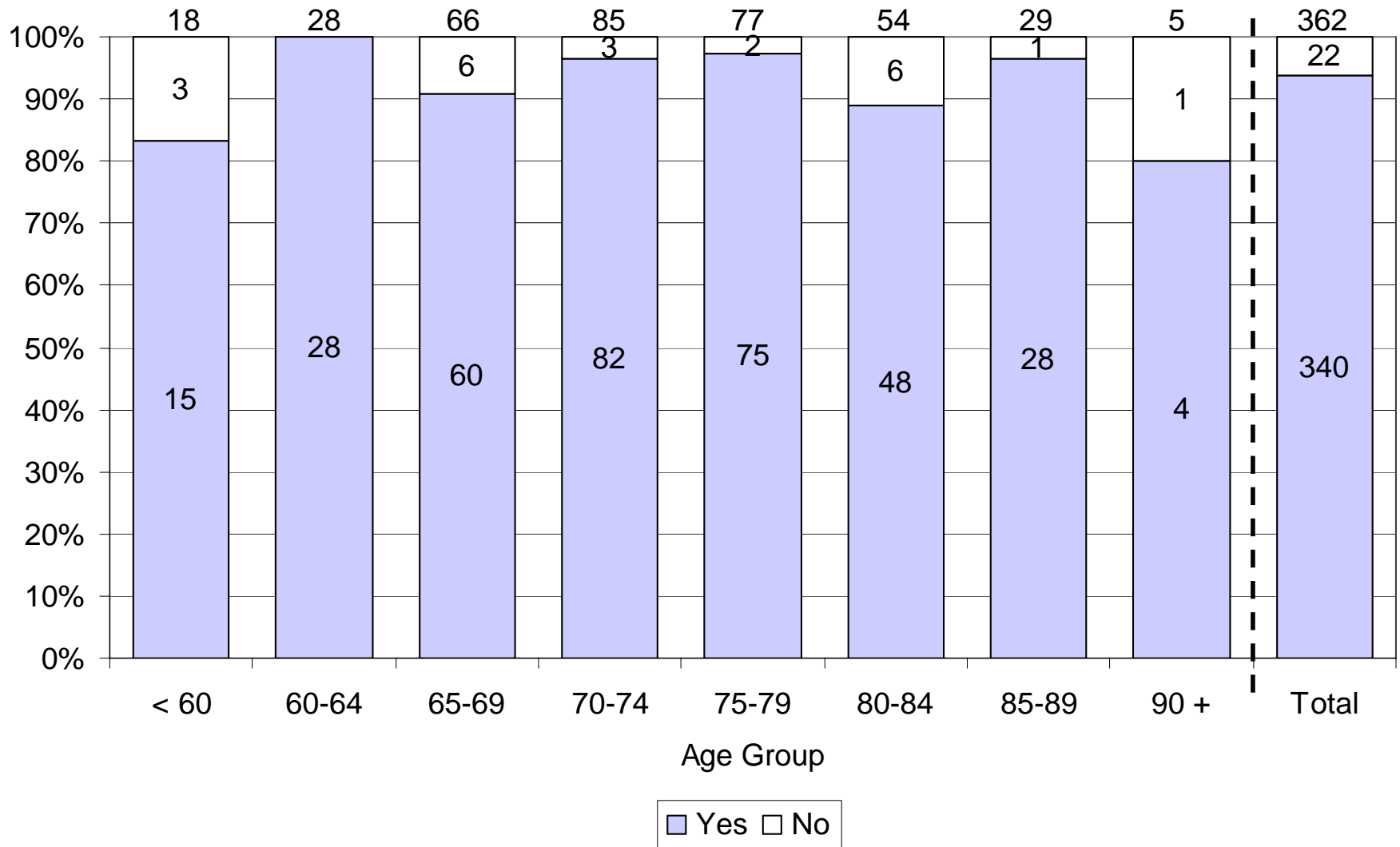


Figure 73: Can you almost always make agency support services trips when you want?

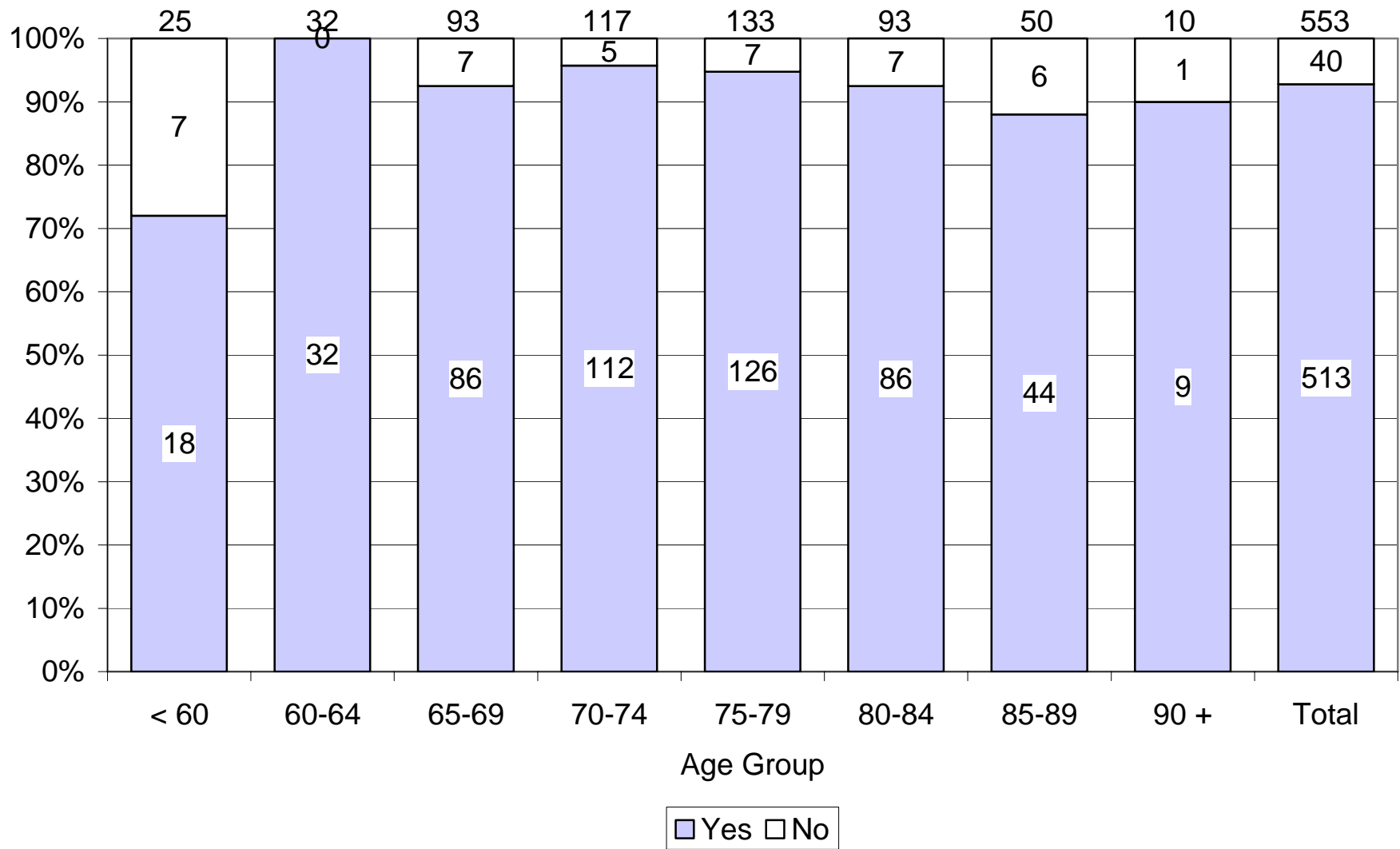


Figure 74: Can you almost always make business trips when you want?

Appendix G: Comments

Are there times when you are unable to make trips you need to make? *Not due to transportation probs. I can't make the trips I need. This may not be applicable to us at this point but we can see this being an issue "down the road." We use Metro Transit to special events.*

I have no limitations at present. If, however, the time comes when I must look for alternative modes of transportation, I would not hesitate to use public transportation to get around.

I am not faced with any transportation limits at the present time. I will certainly take advantage of what's out there when I do need to use it.

Do not drive freeways or in bad weather conditions (ice, snow, etc.).

Use transit to meet a friend for something special like an afternoon goofoff or shopping where parking is a problem. Night driving. If the time comes when I am unable to drive any more I will have a definite problem. Don't know much about the bus service in this area - way to get groceries - to doctors, etc. Plymouth Seniors are helpful but cannot come by each day. I do not live in apartment that has a bus service. At the present time I do help give others a ride - usually afternoons - to doctor appointments, etc.

Do you ever use dialaride, lift van or Metro Mobility? *Seems expensive 1.50 per person one way = 6.00 per trip. Additional person (conductor?) on bus to explain routing and help with getting off at proper destination, etc.*

I don't presently face limitations. The thought of drivers using meth frightens me, however, and increasing congestion on roads during times of day considered off peak may be a concern in the future. I went to Crystal Senior Center and Plymouth 2 times.

I don't feel I have any transportation limitations at this time, other than weather related.

I would use Prism if it were available to go to my clinic in St. Louis Park. Prism only operates in Golden Valley & northern suburbs. I don't like Metro Mobility type transportation. Too unpredictable, I hear.

Can you almost always make this trip when you want? Currently these are all yes - not long ago help was necessary due to medical reasons - at that time many things were not done due to lack of transportation. For physical therapy, etc. relatives & friends took me. Do you ever use dial-a-ride, lift van or Metro Mobility? I tried but didn't have sufficient knowledge of or availability of Metro Mobility. Not currently. In the past I needed assistant.

Not sure why I got this as we have no problems with transportation. Able to drive anywhere I want to go.

He wishes the bus was more accessible to him - the bus stops require considerable walking in sometimes unfamiliar territory (he is blind). He used to live in San Francisco & enjoyed using BART (Bay Area Rapid Transit).

Would like to take bus to St. Paul. Not able to figure a way without private car. Many things to do and see in St. Paul (museums, History Center, gov't. bldgs., sports & conventions). State Fair bus service from shopping malls has been a success. Especially for seniors. This idea could be expanded for other activities like music concerts, festivals, and etc.

How concerned are you with safety driving? I'm not concerned that I'm not a safe driver but have concerns about other drivers - for example, speeders, cell phone users, drunks, etc.

I am still very independent. My life would change drastically if I lost the ability to drive. Having the bus on 15 West gives me the ability to use it should it be necessary. My life is still similar to an employed, independent traveler. I really have no idea what people with transportation needs need. I feel that this survey of mine does not meet your criteria.

Public transportation is primarily provided radially to and from the city centers of Mpls. & St. Paul. Circumferential public transportation is and has always been negligible in the Twin Cities region.

At the present time we are both able to own and drive a car but wonder about the future when driving might be impossible. How we might get groceries and carry them and get meds, etc.

We have been told we are too far out - 8 miles to use River Rider transportation.

Why must law enforcement be so damned antagonistic? Speed limits are too conservative. I drive an average of 25,000 miles per year, and I haven't had even a fender-bender in over fifteen years!

On their bus trips - the bus had a ramp to take me into the bus and out of the bus - steps to vehicle are too high for me to step up. Steps are difficult to go up or walk down - arthritis in both knees. Husband can drive - eyesight good - alert - so we depend on ourselves for metro driving.

Some day I won't be able to drive and will need assistance - public transportation or a Med-Van if it were to be necessary. I go to Robbinsdale Senior Center to take day trips.

No problems since I still drive.

I'm retired. I take care of myself 100%. Rare emergency I rely on friends. Only bad weather keeps me in. Don't use dial-a-ride. I'm glad it's there if I ever need it! So far I'm fortunate to manage an independent life style. My personal car is vital to me for this. I think the poor, disabled, etc. get short changed even more so as they age. I liked Prism when I did volunteer driving to help get people to medical appt's.

Use Metro Mobility very rare.

Husband does drive but he's limited. Use dial-a-ride as often as possible with their schedule. I have to rely on the transportation offered by others for all of my trips out of the house. I do not live near a bus stop. Furthermore, in order to use any public transportation, I must get transportation to the point of pick-up.

Metro transit service in this area is almost non-existent. Would ride on it to go downtown to appointments if it ran with some frequency. This transferring in Robbinsdale one never connects with the bus you need. How safe is it to be on a bus with gun fire ringing out all over the north side and rowdy people on the bus.

Does not use public transportation. Does not drive or use bus service. I am 87, live in my own home. My son and me make up the household. I am alert and able to maintain the household duties. I am no longer able to drive because of poor vision and cannot use public transportation. Because of this, for the past 50 years Hopkins has been our shopping center for grocery, banking and hardware, post office, theater, etc. Dial-a-ride does not go to Hopkins. For the past 50+ years we have attended church in St. Louis Park. Dial-a-ride does not go there. I can no longer belong to or attend the following: the monthly meetings of the senior club, the church library circle, library work day, or quilting. I cannot attend the weekly Bible study group. My son and I do get to church. I cannot attend funerals or help with food preparation or set up for those lunches. Dial-a-ride is available in Minnetonka Monday thru Friday from 8:30 - 3:30 or 4:00. I have been given both schedules. Usually using dial-a-ride is a pleasant experience. Once they did not keep the appointment, though. I believe social isolation is detrimental to physical and emotional health.

I have 2 new hips & my knees are bad. My eyesight is deteriorating with macular degeneration. Achy back.

Since I enjoy good health now, my concerns are minimal. The future may bring changes.

I work at home. I want to do research on genealogy at the MN History Center in St. Paul but I am afraid to drive I-94 to get there - & no good alternative is available. Many other places I want to go to but freeway driving is too scary. As driving gets more difficult for me, I realize I am facing more & more limited options. Even new communities being built still require a car to get to shopping, etc. (Maple Grove developments, etc.) and are not really "walkable." I am happy that someone is looking into the terrible problems regarding transit. This metropolitan area is one of the worst in the nation. Good luck with your study. P.S.

Night driving is very difficult for me.

Bus & light rail are not accessible where I live.

Delano is in Wright County. Its eastern boundary butts up to Hennepin County. Many participants in the center activities live in Hennepin County also.

Although I am still driving and expect to for many years, I would use public transit if it was available & convenient to where I live. I am excited by the success of light rail and hope it can be expanded. If I am unable to drive at some point in time, I would probably have to move unless my husband was still driving.

I never hear anything good about Metro Mobility. I have the impression that the program is intended to provide jobs for marginally qualified people as much as to provide senior transport. Example: my friend waited at the front door (drive loop) of his building. The cab waited on the street out of sight of the door. Then my friend got a black mark on his record with them. Another person tried to cancel three hours before the appointed time and was told it couldn't be done.

*None yet. Could change. I go to St. Thomas senior programs.
I have never visited Minnetonks Senior Center, but do go on their trips occasionally.*

*I look to the future when I may not drive. There is bus transportation out here - but it goes in in the morning & back late afternoon. Who wants to stay all day? Also, I'd like to see buses going just to neighborhood shopping centers (like a shuttle).
Retired. We appreciate public transportation, and will probably use it more as we get older, and if we have to give up driving.*

Retired. Need to have services for people to get back and forth to doctor, etc. Very important for independence. Also bus - dial-a-ride, handicap necessary. Also church, visit relatives, shopping, etc. People need help.

We do not have many concerns at this time - BUT - when our lifestyle changes due to health or age - we will make the appropriate adjustments to where we live and how we get around without expecting to be "taken care of" by the government or a community agency. It will always be OUR responsibility. 3 R's for Senior - be realistic about your capabilities, be ready to make changes, and be responsible about those changes. Also be resonable & rational. This is probably wishful thinking!! It's very nice to have agencies to help people - but maybe someone should be telling people they need to plan ahead and help themselves. End of lecture!

Shopping for groceries. I have lost my independence. Right now my son-in-law and daughter and a neighbor take me to wherever I have to go. Thank you for your concerns.

I would like better bus service so that I would not have to maintain a car. I have used Dial-A-Ride once which was fine but it is mostly in Minnetonka and my doctor is in Golden Valley and dentist in Plymouth.

Not facing limitations at this time. However, we do not live on a bus line and if private car driving had to stop, we would need a taxi or metro mobility to reach the bus stop(s) in downtown area of Hopkins as the stop is too far for us to walk.

*It is my choice what mode of transportation I use only when I am well.
At my age (86) I realize I will soon need to change from driving my private car to public transportation. At present, I am within 3 blocks of T.C. bus line - and - at this time - able to walk to it. No immediate concerns - but many in near future.*

I wish more public transportation were available and more scheduled times from Hopkins to downtown Mpls., Ordway, Orchestra Hall, etc. Since I don't drive at night and many of my friends don't, I would like door-to-door transportation. We would be glad to share the cost.

Would ride a bus when on a tour. I don't drive out the neighborhood at night. I don't drive freeways. I haven't used public transportation for so many years I really don't know how to answer those questions so I'm not exactly sure about them.

We live in a condo and are about 1-2 blocks from the grocery store, banks, drug stores, post office, restaurants & other businesses so am able to walk to many places. I use the car to go to Knollwood & other centers. I avoid driving during heavy traffic times. When I go with my husband, he drives. We have five children all living in area that are no more than 40 miles from us & when we go to their homes my husband drives.

Would like better bus service to outstate cities.

None now but am concerned about when we are unable to drive.

Concerned about possibility of NWA shutting down.

I am not facing any transportation concerns at this time but, it's nice knowing in the future I might need it.

I use cane. Would like to have a handicapped card for car (I do have this) and purse (I do not have this).

Public transportation is almost unavailable in small towns outside of the civic center areas. You must walk 1/2 to 1 mile to reach the bus stop areas.

I don't believe I am a transportation disadvantaged person. Therefore, many of these questions appear to be relevant. I am interested, however, in how these results will influence or reflect Hennepin County's transportation direction.

Obviously, hereby recorded, am still independently driving - am delighted to see mass transit re-evolving! (Fond street car memories...if I could only use my antique tokens - were they 6 per \$1?) In the next year or two, I'll be leaving this small 3-level house & garden for some pet-allowing condo - perhaps in Hopkins - near public transportation. Wish me well. Of course, as a former Hennepin County highway dept. employee (on a "if you can't fight it, join it" philosophical basis) I consider people-transporting becoming more rationally considered.

At this time - none, but am at age that's a possibility in the future - of not being safe to drive. Even now especially night driving to know where I'm going will take a dry run during day and try to drive during less busy times. If I wasn't able to drive would be very concerned about being able to get places and availability of info.

No limitations now. When I drive my son from the airport to Golden Valley on the freeways I have asked the son to tell me if I shouldn't drive. If that happens I'll make new arrangements. The condition of the highways in Minnesota is a disgrace. The design of freeways are an example of try any way and poor design. I've been driving in 8 states in the past year and MN gets the lowest grades.

I just hope that Fairview Senior Companion Program continue. I wish it could be more than once a week.

Greatest - getting lost - needing facilities on public trans. - where to go? or what to do? depending on children who work - & have own family issues.

I have worked with Srs. for years. Transportation is big draw back for social - church - medical - for location & times is a big issue - even with my driving because I don't drive freeways. It has limited my activities - I would take transportation if I could get it to places I won't drive to.

I don't know how long I will be driving my car. It is 10 years old & when it begins to cost too much for repairs I will have to give it up & will not be able to replace it. I will then have to use public transportation. We are fortunate at South Haven because the Be Line bus comes right to our door. But I know I will be limited as to where I could go without my car. And if I would use Metro Mobility I would have to be alert & make arrangements far enough ahead of time. The time spent waiting when a transfer is needed to another bus is not something I look forward to. Also, there is the question of safety while I would wait.

Yes, the "Bee Line" bus that we use here most of the time has changed their routes, so many of the places, restaurants we used to be able to go to are no longer stops. Seniors have a very hard time walking across parking lots or 2 or 3 blocks (especially in winter) to get to the places we need or want to go. They don't realize seniors have a lot of trouble walking on ice covered parking lots, sidewalks, or streets, let alone walking 2 or 3 blocks to get to a restaurant, etc. Bee Line has made it very inconvenient for seniors & they are not always courteous. The drivers are also very inconsistent in their schedules & do not always come into the bldgs. if they are late or don't feel like it, which means we have to wait another hour if he doesn't come when he is scheduled to do so. Everyone here knows the schedules & we know about peak hrs. in which they don't come in. Many times we have been left waiting with groceries over at Cub Foods on York & the driver never shows up when he is scheduled to do so. I cannot afford to take a cab & it is terrible when they don't show up. We are told to call the co. when this happens & they do nothing about it. And they don't seem to care! It is still happening.

I am 82 yrs. old & will probably give up my car next year. I do not have a clue about how to get around - but there are people in apt. that can show me. I stick pretty close to home. I am concerned about how to get to my clinic (Park-Nicollet in St. Louis Park).

I have trouble getting to 78th & Xerxes to my Dr. after 3:00 because the bus turns on 76th St.

More transportation for special needs esp. people who can't walk long distances, can't read signs, buttons. Need asst. to & from ride. Times not good for Dr. appts. Long waits - not sure when will get there or when you will get home.

I use Dial-A-Ride for most everything. Would like more service on weeks-ends.

I don't drive, volunteer driver drives.

It would be good if I could use some form of assisted transportation to go from Excelsior to Wayzata and from Excelsior to Mound - there does not seem to be such transportation at this time.

I cannot get Metro Mobility when I need it.

As I age, I find it more difficult to drive at night - the lights are starting to bother me, & if I am in unfamiliar territory, I sometimes have trouble finding my way at night. Also - sometimes it's hard to find parking near to where I'm going - & I worry about walking alone in some areas of town. We need some daily transportation for shopping and medical service in Maple Grove.

I can not walk. I must have wheelchair or walker.

The transit bus steps are too steep for my knees. I had both knees replaced a few years ago & fall once in a while.

I believe it is inconceivable that there is no regular local bus service during the day to downtown Mpls. from & within Maple Grove. Simply having bus service to & from park & rides to downtown destination (Mpls.) during mornings &/or afternoons would be a substantial help! (2x during the day)

The city of Rogers does not have any plan for transportation for seniors. We are a growing community and they forget that seniors can band together and change the vote if we have a mind to change something.

My advancing age is becoming a concern for driving myself. So far I have done really well. I want to keep my good record! I very much desire a means of public transportation here in Rogers, MN. Thank you for providing this survey which hopefully will result in public transportation in Rogers for us at Pleasant Place. We would appreciate the service very much.

The girl who answers the phones for Dial-A-Ride always disputes the time I request. She also has the driver pick up passengers at the end of Minnetrista when I have a doctors appointment at the Mound Clinic making me miss my appointment. It's only 2 minutes away so I resent traveling so far. I have a degenerated disc and srthritis all through me so I'm in great pain when I finally reach my destination. She also says they are very busy but when I mentioned this one day to the driver I was told this was not so and it was a slow day. She needs to be replaced. Nobody else who answers the phone lies to me.

Metro Mobility waivers for free fare should be issued for low income clients.

We have no city bus service to Wayzata or Ridgedale or Minneapolis on Saturday or Sunday - Dial-A-Ride 5 days a week only around Mound area. I live in Mound, MN.

I have an electric wheelchair that I use for transportation but if it snows I cannot get anywhere because they never seem to clean the snow off of the sidewalk, nor off of where I would go down to cross the street. I almost fell over the other day because of this. I can no longer walk any more but I am still a human being. Please treat me and people like me and people who could become like me fairly. Thank you. Cannot find work because I have no mode of transportation.

I do not like to drive at night.

Need cross walk by VFW and Gillespie Center (2590 Commerce Blvd.) Mound, MN. Have to cross street twice a day to get to Gillespie Center for work and back home. Cross walk would be

used by other people also. As a rule most drivers will slow down or stop to let you cross street. Thank good Lord.

I use public transit buses if I can get to them, but very seldom. Have discussed for years need of a city transit bus to serve Long Lake, Maple Plain, Delano. Mound has excellent service, problem is getting there - although we live in a senior apartment (HUD controlled) many of us would use a p. t. vehicle - as would many other residents of Maple Plain & Delano. Also, after finding travel diary, it is apparent that lack of p. t. means not going many places. The Delano Senior Van offers our best service!

No limitations.

No. I am very satisfied with VEAP transportation.

A very limited social life. Can't get groceries when needed. Can't always get to appointments that aren't scheduled in appropriate time for a ride.

Having lived in city a short time unfamiliar with the neighborhoods. Driving have hard time reading street signs.

Just the outrageous cost of gasoline!

Banking - I do with ILS worker. Fear getting mugged leaving the bank. Trips unable to make. Safety issues. Central Ave. is not always safe. Young people tend to hang out from about 22nd to 27th on Central. Some get real disorderly. Try to bum change, cigarettes, drug deals around Barber School and in alleys.

I do not drive at all - I ride the metro buses every day. Many jobs I want to apply for do not have bus service at all, or not on Sat./Sun. in the suburb cities. I very much appreciate the metro/county/cities bus systems. I do not know what I would do without it. It's a good system, that can be made better. This kind of survey is helpful. Some more crosstown buses like routes #61, 3, 32, 801, etc., with smaller buses and only once per hour runs, in order to minimize costs. Connect shopping/employment/residential area. Put very bright amber lights at the very top/front of the bus, so that people with bad eyes can see the color indicating the bus is coming, from a longer distance. Put signs inside the bus, especially in the back, reminding riders to keep the volume and the cursing to a minimum. Perhaps some cartoon illustrations showing a mother and children together or some catchy slogans like: Respect yourself - and others, too! Bike riders can be very aggressive and rude when riding on the sidewalk, mixing with walking pedestrians. Put handout flyers on the bus, explaining to walkers what the rules governing bike riders are, so we can stick up for ourselves. Also, indicate the rules on how to walk on a street or road with no curbs - against the traffic - so that we can see the cars/drivers and they can see us, seeing them - to keep them honest.

If we call early no problem, otherwise we have to wait more than once a week. Financial. DO depend on Creekside Bus Service & wish two buses ran 5 days a week.

When time doesn't fit their schedule I need a daughter to take me. Difficulty - the need to transfer & no MT bus that runs down Old Shakopee Rd. east & west to France Ave.

USA is going down, have so many uneducated people. Send gang members to war. Drivers unconcerned about me on streets. Concerned from drivers who use cell phones, eat, drink, smoke, put makeup on while driving. Teenagers driving, please raise driving age for teens. Trains across America like Europe after wars (waste of \$). We build other countries' transportation & our trains are crap. Henry Ford is responsible for lobbying and getting more cars than needed. I have 18 years of non-payment of Senior Services.

I-1/2 years ago I was quite ill. My children decided I couldn't live alone. I had a nice apartment in a Sr. Citizen bldg. I gave away all my furniture - dishes, everything except a bookcase & TV. I am well enough to live independently. I am not happy here.

Would like availability of service on weekends - where I live no week-end buses (MTC). NOTHING on Sundays - like specials downtown Mpls. - or Saturday happenings.

Traffic congestion. Length of time needed due to traffic. Fear reckless drivers. Fear "high" intoxicated drivers. Need to schedule time of day & plan trips around traffic. Leave early. Come home early.

None at this time. I think this is a great study. I believe better transportation is needed for those who do not drive.

I am not experiencing transportation limitations at this time, because I still drive - and because I have four adult children living in Maple Grove. I am aware that van services exist in the community. A study to determine the feasibility of increasing these services in the future seems like a good idea to me.

Except when weather is bad for driving I can not make trips. Public transit - none available now in my area. At some point I will probably have to give up driving because of poor vision. Currently I don't drive much at night. I do have 2 daughters that live quite close to me and I may have to depend on them for transportation to church and shopping. Eventually I may move to an assisted living place and my life style would change.

If I could not drive I would move to an area with extensive public transportation, Chicago, Illinois, where I grew up is an example.

At this time I am fortunate to be independent, however my husband is needing more care. I suppose in the near future I may have to call on some form of public transportation to help us.

No bus or trains in Maple Grove. Only driving in our auto to get to my Dr., dentist, church, shopping, everything. When I can't drive any more I will have to move into Mpls. or someplace close to Dr. & dentist. This town (Mpls.) is as big as Chicago, New York - why can't we have buses or trains all over town. They could be built underground or use the rail lines from the west (St. Cloud, etc.) to downtown Mpls where you could transfer & go all over the main city of Mpls. Mpls. & suburbs are not little towns anymore - we need public transportation. More people would use public transportation if we had it. Now with the price of gas more people are riding the bus & it would pay. Why are we so behind. Get with it. If we had it, it would be used.

Schedules are constantly changing because of demographics. If I don't call dial-a-ride in time, I am unable to do trips.

Would be nice to have better transportation to downtown Minneapolis.

Have vision loss.

We need some public transportation seven days a week in Maple Grove. Some with a regular schedule so it's not necessary to call two & three days in advance for a reservation. Also some shuttle service in the shopping areas.

A well planned, effectively managed public transportation system is essential to everyone. Unfortunately, some cities provide public transportation during weekday rush hours only, thus limiting a person's (non-driver especially) ability to travel during non-rush hours.

No problems as long as I can drive.

My husband and I would gladly use public transportation if it was available. We would love to have train service nearby. Bus transportation is three blocks away but doesn't run often enough during the day or at night. By the time we drive to where the bus service is more prevalent, park & get on the bus, we can get to where we want to go with our own car. I also made 2 other trips on 2/22/06. One to a class I'm taking & one to dinner.

I own a car and at the present time I am fairly independent still in my driving. Living in the suburbs where the shopping centers provide ample parking makes shopping easy. I am cautious in driving in bad weather and have limited my night driving in most cases. I do use the Metro Transit bus a few times a year to go downtown because of the parking & traffic. But even then, I drive to the Ridgedale Shopping Center, park the car there and catch the express bus, rather than walking several blocks & waiting on a corner. I do participate in most of the senior social activities at the Maple Grove Sr. Center because of the bus transportation provided with the outings, plays, etc. Here again I do have to drive to the sr. center where the bus picks us up. Without the bus service, my social activities would be limited. I am concerned, that with aging, when I will not be able to drive any longer that I will be isolated in my home. From the conversations that have taken place at the sr. center, it does not sound like the transportation systems available are too reliable or convenient to use and taking a taxi is way too expensive for most seniors.

Many public transportation services are not very reliable in suburbs. We need access to go places other than grocery stores or drug stores. There isn't access to different communities like Maple Grove Church & various places - doctors, dentist. Not enough drivers in community. It's fine if capable to get yourself there, but when illness strikes is difficult. Many seniors never get out because can't afford payment - fixed income.

This does not apply to me at this time.

If I didn't or couldn't have a car I would worry about getting groceries. I could always take a cab to the Dr. if I didn't have a husband.

I prefer not to drive my car at night - just finished 55 Alive. When I am unable to drive my car, I feel I will need to make other living arrangements. i.e. senior housing where travel arrangements are available.

Yes - gas prices limit my freedom. We try to consolidate trips. The U.S. govt. should do more to reduce prices of gas. They have been talking about it for at least 25 years - both parties. It is possible to regulate or control or fix the problem. Doesn't large petrol companies profit too much? When they make \$1,100.00 per second. That seems excessive. So, what is the U of M doing about it? Who is asking for this survey results? Keep up the good work.

The buses & vehicles available to seniors do not go out of Maple Grove. I have medical & dental appts. that are in Plymouth, Osseo, Brooklyn Park, Robbinsdale - the only way is to drive myself. In Plymouth & other suburbs they have buses that will go past Plymouth boundaries & not only for medical reasons. You have to reserve your trips too far in advance - sometimes things happen that day - & no previous notice available. There are events that go on downtown Mpls. - at symphony, art centers, other cultural events (plays, concerts). No way to get out of Maple Grove unless you drive. To go on the buses the schedule is run for office workers, not the general public.

We need more buses going downtown Minneapolis during the day and back to Maple Grove before rush hour.

After a traffic accident two years ago caused by a semi driver, I have a fear of what other drivers can do to cause an accident. I allow myself extra time because I avoid freeways whenever possible. The speeders cause me to be nervous on the road. I now take tours through the community centers, etc. to let them do the driving.

I believe the dial-a-ride system is great for seniors who do not drive an automobile. If there is a dial-a-ride in a city, it gives seniors the ability to live in their homes even though they do not live near a bus line.

I am concerned about all the questions in this survey if and when I am no longer able to drive my private auto. The survey is a good idea - I commend you for undertaking it.

At this point I do not have many concerns about travel. But my wife does not drive and should I not be able to do so would make a big difference in the way this was answered.

Would have to drive someplace to get transportation service to go outside Maple Grove. For a lark took folks from out-of-town on the railroad - mini-rail from Ft. Snelling to downtown Mpls. and loved the experience - would like to see more rail! Amtrak came through several years ago - Brooklyn Center - and showed off their commuter cars - very impressive - why can't we use current railroad tracks for this? Need parking near railroad stops so we do not have the trouble Minneapolis had with neighborhood parking by transit folks. Also there is no bus service even along main routes during the day. Retired people would like to go after the rush hour! Driving during rush hour and even beyond is getting to be very frustrating! In the last few years I travel little outside of Maple Grove or the northern suburbs because of this - often I would like to go

south or east to events but it is such a hassle getting there & finding a place to park. I'm sure as I age I will go out less & less because I don't want to fight traffic and parking.

I do not use public transit. However, if I did use it I would be concerned about all questions. If my husband were deceased and I a widow I would be interested in public transportation. Please continue to develop it and to make it safe for and available to seniors. It must be affordable, also. I am a senior citizen. I am not a transportation disadvantaged person at this time.

I realize there is Dial-A-Ride - but it is very expensive.

Not concerned with driving except for rising gas prices. I am not facing any problems right now but if my health or the health of my husband becomes an obstacle to driving our cars - then I would need to know what kinds of alternate transportation is available. I am already somewhat concerned about driving the freeways - especially with so many accidents happening in Maple Grove (Weaver Lake Rd. and 95th or Cty. Rd. 30 exits) - off 94 & also the 494/94 section of freeway.

I would appreciate better lighting on highways and interstates.

Don't like to drive at night. Don't like to drive into Minneapolis, but I do once in a while.

Freeway needs to be expanded to three lanes. Congestion at Arbour Lakes City area around downtown Maple Grove needs to be monitored & watched close. Too much congestion especially weekends! I don't use public transit.

At this time I have no limitations, but could in the future.

I called dial-a-ride once but they were not available to pick me up.

Would oike to go downtown (Mpls.) via bus from the transit station, but the buses only travel early am! Also, should the time come when I can't drive, I would probably have to move to somewhere where there is better public transportation.

I drive bus for Senior Transportation located in Champlin so I am well aware of senior, disabled needs.

I hope Maple Grove gets a reverse commuter for potential workers in Mpls. - to come to our city for employment. Our transit station is excellent! Public transportation is a civic good. I favor using my tax dollar to support it - & to help those who rely upon it for transportation - not just seniors.

At present no.

Too many idiots on the road. Most metro drivers do not use turn signals properly. Most metro drivers do not understand that to merge into moving traffic, it is necessary to be at the same or higher speed than the traffic into which one is merging! (2 physical entities can not occupy the same space simultaneously!) Metro ramps (most cloverleafs) have inadequate merge lanes.

(Example - older parts of Hwy 100!!) Talking on the phone, putting on make-up, brushing hair (or teeth), eating, reading, shaving - while driving should be illegal! Do not drive slower than the traffic, regardless of which lane you're in. Do not impede traffic. Turn on headlights, no matter the time of day. It's not a matter of what YOU can see - it's to help other drivers see YOU. I actually observed a woman driving east on I-694, in the center lane, steering with her leg while she was talking on the phone & holding a hamburger in her other hand!!

We are both retired (in our eighties) and use our car solely for our transportation needs. I am living ten miles from the nearest bus route.

At this time I haven't needed any other type of transportation except my car. Perhaps in the future as I age I may have to use transportation to get around. I normally don't travel a lot. Most everything is in the Maple Grove - B/P - B/C - New Hope - Robbinsdale area.

I have not driven since 9-13-04 because of a severe stroke. I filled out forms for Metro Mobility - I do not know how to use this service. I am unable to walk to bus. It would be nice to be able to use transportation. Many times I am not able to go where I would like to go.

We are getting older. I (as wife) can only drive in our own suburb - and not on a freeway. I am happy about new bus station at Brookdale. We want the Elk River metro train. We want the train to run between Mpls. & St. Paul. We want better bus service here near Brooklyn Park.

Able to drive. Weather is a concern.

I would like to see the Northstar commuter rail become a reality.

I cannot consider public transportation. I use a walker for extended distances and I am unsteady without it and I have macular degeneration which also threatens my safety. I applied to Metro Mobility.

Have to schedule a ride 4 days in advance - you don't know when you will get sick. I drive but not if it is snowing or slippery. Also some won't take you after 3:00 p.m. & some don't even go where you need to go. I have a car but don't know my way around to get to appts.

I need to use a 4 wheel walker (with brakes). Don't know how it could be put on a bus - would need help getting it on and a place to store it.

I very much appreciate the new light rail to the airport & for its connection to my nearby bus line (14, 12).

We have no public transportation in St. Michael! My husband and I are both from areas that have public transportation - especially trains - I lived 50 miles north of Chicago - I so do wish MN had the train transportation available that we had - train service to the city - could travel any day to see shows - museums, etc. I didn't realize how fortunate we were until I move to St. Michael where no service is available. We are now 76 years of age - it is so difficult to go to the "cities" - airports - very costly to hire limos. MN needs to improve their train systems. We really miss the trains available to us in northern Illinois. So many times we'd love to hop on a train to

Minn.-St. Paul or to Rochester. We use Mayo Clinic. Please look to Chicago - N-E-W&S. People use their train systems - especially business people. Takes a lot of cars off the roads.

Although I drive often at night for social, recreational, educational, religious purposes and for volunteering, I have noticed a decline in night vision. One of the best aids to senior drivers is clear road markings. The difference between being on roads with clear line markings, curb or edge of road markings is significant. I heard and read that Governor Pawlenty planned to cut funds for road marking. I don't know if that happened but if so that decision put seniors in danger.

Two years ago I had to use Dial-A-Ride for six months. I was unable to drive for 6 months due to a period of unconsciousness (state law!). My experience with Dial-A-Ride was not very good. They would arrive 20 to 30 minutes early at times, wait 2-3 minutes and then leave!! I would miss my doctor/speech therapist appointments. They were rarely late! However my being ready 15-20 minutes early many times was considered late by them. They never informed me when they were coming very, very early. Several times they just didn't arrive - I would phone and they had their schedule all confused. Drivers were helpful. The experience was very unsettling. I am going to drive to the new car park and go into downtown Mpls. I need to get the schedule and read it. I need to be exactly sure of what/how they function. I realize in the future I will not drive as much. I have my doctor's permission to drive to the CHicago area. Since I had encephalitis three years ago I have only driven as far as Buffalo or St. Cloud. I have problems in bad weather conditions.

Situation: We had to drive 45 miles (each way) to pick up a grandchild from downtown Mpls. (Uptown area). There was transportation (no stop) from St. Cloud to Mpls. but no way of getting off at Maple Grove where we had to pick up the child.s dad. Then go to downtown Mpls. & back to Maple grove - then returning to Howard Lake #12 (west). This was frustrating. Maple Grove to Mpls. - no bus on Sat. If my husband would fill out this form - the needs would be very different. He can't drive due to heart attacks & diabetes. I drive him for all purposes.

Sometimes I would go to a specialist Dr., but don't want to drive on freeway so don't see the specialist - this is infrequent. Social events - I go only on trips sponsored by Senior Center which takes us by bus. As I'm now over 80 I do not feel comfortable driving on fast freeways especially if the route is not familiar. Lanes dropping off or entrance lanes merging in are especially scary. I am in need of transportation other than my car for certain medical appointments. Those in a location new to me and on occasions when I have tests where I'm not to drive afterward. I avoid most night driving unless it is a route I know very well and don't have to try to read street signs - or do a lot of switching lanes. Those I have to skip. I do not have children or spouse now to help with driving.

Unable to attend church services. Have had to curtail activities.

I don't know of any public transportation close to where I live. At this time I don't have any concerns.

Having Maple Grove bus runs during the day, as to only early morning rush hour.

At present I have my health, my sight, my car and my driver's license. Should this change, I would likely need to move elsewhere, depending on public transit/special services availability.

Not presently limited - however, at our age, it could become a problem.

At the present time I own my car & can drive wherever I want to go - but I do know other seniors who have difficulty due to lack of much public transportation.

So far so good - both able to drive private car. But, if unable to do so in the future, would certainly like public handicap accessible transportation available!

The travel down 494-94-694 at certain times of the day is heavy both early in the a.m. & after 2:30 p.m.

I'm not feeling any limitations now that warmer weather couldn't take care of. Snow and icy areas as well as low temperatures slow me down somewhat. I have a balance problem. Concerned of safety driving in winter.

My largest concern is what happens when I feel the need to curtail my driving. I do not find public transit options easy to understand and have not used them very much.

1) Total lack of public transportation to shopping areas. 2) Convenient transportation to destinations outside of immediate area (golf courses).

A smart lawyer bought 5 feet of land along Nibleck Lane so I have to sell to him at a reduced price. 1972 road was built and I didn't find out until 1988 when I retired. There are a lot more problems getting closer to the end of life. I am taking my wife home tomorrow after 2 months in nursing home. My wife got very good care & food was extra special. I feel that elderly people are being (picked on) younger generation & government, real estate organizations, etc. Anyone especially from neighborhood can stop in & talk over a cup of coffee and kitchen table. Elderly people will not admit missing a meal during their life. Respectfully.

Still active but have applied for Metro Mobility but not used in past for health needs.

I can't walk without cane(s). I haven't used Metro Mobility because it is not available in my suburb except for limited times during the day, e.g. not available to and from airport during evening and night-time hours.

My mother is 101 years old, so all transport is now done by private car of friends, family. When she used Metro Mobility, however, it was only half reliable. Worst experience was being forgotten at the bank, which closed as she waited, in terrible rain storm. She waited, standing for 1 hour until the last people out of the bank took pity on her. SHE never called Metro Mobility again, though she then waited weeks for friend to be able to take her for medical appts. Sometimes at medical appointments, she had an hour + wait for pickup. Please, please improve the transportation and the dispatching to increase reliability & decrease waiting time.

I use light rail but only twice a year.

Not at present. Family near by. Very convenient and we can go shopping, to grocery, bank, Walmart, Target 2 days a week. If other days family is always helpful to go.

I do not have any travel limitations. I can drive both day and night with no difficulty.

In 10 years, my concerns will probably be quite different...costs of owning, insuring, and maintaining a vehicle will become "out of reach" - and, at that point, I will be dependent upon public transportation. I dread that day.

I am satisfied with the transportation service here as there is a bus once a week to certain places. If there are enough riders we can go other places on a bus which lets us have more hours to shop.

I own Corvette, SUV, pick-up truck, RV, ATV, snowmobile, airplane. Live in rural setting. Difficult to walk 1/4 mile due to leg circulation problem from old injury. Stores one mile motor transportation essential. Public transportation is not locally available. I drive to Hennepin County Medical Center 3x week where I serve (volunteer) as teacher in the outpatient clinic. I drive one mile to buy groceries, 15 miles to church. My recreational cabin is 210 miles north. I do not have transportation limitations at this time but I would like to see light rail be a priority in the future.

I (we) have no limits. We avoid rush hour traffic, if possible. We try to avoid driving during inclement conditions, i.e., ice/heavy snow. Some day, we may be dependent on public transportation - bus, taxi, volunteer driver, etc. I would like to see more use of public transportation to reduce vehicle traffic, general. We have a transit (bus) depot in Eden Prairie with parking for commuters, and downtown service that could use more customers.

Too much congestion on roads - wasting gasoline.

Cost of automobiles, repairs, taxes, fuel, insurance.

At the present time, both my husband and self are fortunate enough to have our own automobile and both able to drive. In the event one of us became incapacitated, transport limitations could then be a major concern.

I don't drive.

I know I will be limited in "getting out" when I can no longer drive - but having seen how the Summit Place bus is used and the service to various sites, I think everything will work out! The senior buildings are a godsend to us - this one is so well organized - all kinds of activities, entertainments, etc.

I use cane or walker. If vehicle stops at the end of my driveway, if it is icy, I would have great difficulties to get to it. My husband used Metro Mobility to go to the VA for day care & for some of his appointments so I would have some time to myself. Nice drivers but he was always first to be picked up & last to get home. So I ended up driving him to & back to the VA for day care & to all his appointments which would sometimes take many hours & there were many weeks when I had to take him to the hospital 6 times a week particularly if he was having heart pains or other major problems. I have had a bad injury to my leg this past summer, starting in June when I cut my leg on my car door again. This car of mine is trying to "kill me" as I have cut my leg 5 times on it now since I bought it in 2002. They become infected ulcers. Ford Motor Co. says buy a new car or sue us! I cannot afford to do either. As a result this past year since June I have been in the hospital 4 times, have had surgery twice & been in rehab homes for weeks. I was in a wheel chair a good deal of the time - I had to depend on my children, my sister & others to take me to the doctors, etc. After I was discharged each time I was still quite ill & need help to take me to

the store, etc. or buy my groceries. Only one of my 5 children lives fairly close - several miles. I am back to driving but my leg still has 2 open ulcers on it.

At age 87 I am still driving but only on familiar roads and not at night. I will soon turn in my car keys and then depend on public transportation. It is our desire to live in our home as long as we can. In Eden Prairie a Senior Van will pick you up at your home and take you shopping on a Monday of each week. We also have Southwest Metro Bus service in and around Eden Prairie but the stops are located several blocks from residence. Our problem will be transportation to Park Nicollet Clinic and Methodist Hospital in St. Louis Park. It seems our only solution now is by taxi.

Yes, sometimes want to use public transit sometimes. I am 83 so do not go out a lot. We have many activities in our Co-op. It is like a big neighborhood (we all own our place). I don't like to drive anymore, so my husband does the driving. A time may come when he can no longer drive & then we will need the public transportation. There is a bus stop near Realife apts. I suppose that is what we will have to use tho it will take longer & be more uncomfortable. Our knees & back often give us trouble.

I use Metro Mobility occasionally.

I have concerns especially during rehabilitation. I need help.

Really concerned about transportation to the U of M Landscape Arboretum where I have volunteered since 1988. I am concerned after I stop driving so much.

To make an appt. with Metro I get up at 6 a.m.. Sometimes I get a ride, sometimes I'm put on call back if they have a ride. Sometimes I'm late for appt., as they have to drop someone off or pick two people or more up. People are to be ready & waiting 20 minutes before pick up. A lot of times not so. Excuse writing - hand in brace.

I have no car, and don't drive. (My driver's license expired in 1946.) Public transportation for medical care not available (timewise, especially). I rely on family for that. I have to live where shopping (& library) is within walking distance (1-1/2 miles). I rely on others (car rides) for grocery shopping (heavy stuff!) and church attendance. Family members transport me to family functions. (I'd like to get rides to a golf course!) Cold weather (& ice) restricts my walking. I can't afford taxis. (Can't afford golfing, either - any more!) No practical public transportation from Eden Prairie to Bloomington for medical appts.

Poor connections to other bus companies. No Southwest-Northwest commuter line straight up the corridor. No weekend/late nights local bus service. Corner bus pick-up needed on Valleyview & Smetana.

I am really concerned that I will have to give up my car due to the expense. If I did I would probably have to move, change my church, among other things.

Could use shorter reservation time on Metro Mobility. Special cab rates for emergencies.

Only one of us is able to drive at the present time. When that is no longer possible we would like to be able to use public transportation. We would like to have bus transportation provided to the

Senior Center in Eden Prairie and to the Arboretum from Eden Prairie at particular times - when we have scheduled activities.

If I was unable to drive, public transportation such as bus, light rail, street car, etc. would be very difficult for me. Using the services of taxis or such as Metro Mobility would be my choice. Since I have osteoarthritis & bad legs & shoulders - walking for a great distance or standing for long periods are very difficult as well as painful. Please note: This pkg. was addressed to "Del & Val Larson." My husband - Del - passed away 8-30-2005.

It is so hard to judge how long it is going to take to make it to appointments. It all depends on how busy the roadways are - there is no such thing as rush-hour traffic - it's rush hour all day long now. Our highway and road systems have not kept up with the numbers of people living in the area!

I feel my comments are not helpful because I, at the moment, am in excellent health and independent. I know my needs would be far greater if my health failed or finances reversed. The needs are great for so many.

Maybe I would want to use public transit. Right now I am fine because I have my own car and can drive where I want/need to. I feel the Minneapolis area is lacking in safe public transportation. I might move away when I am older or if I were to become disabled.

I'm not a very good candidate for this survey because, so far, I have no difficulty getting around. However, I am almost 82 and expect things to just go downhill from now on. My health is also very good yet. I also live only 1/2 mile from my daughter and could call on her or my son if necessary. It is expensive having a car, but I won't give it up unless health reasons would prohibit my driving. I also live near drug stores (2) and a grocery store so am situated in an ideal place.

I take the 55 Alive class. I probably won't drive too much longer. A booklet for Seniors about all aspects of transportation would be helpful. A shuttle bus to the big bus station would be helpful. A shuttle bus to the Senior Center would be helpful. Bus service to Edina would be helpful - a lot of medical services are in Edina. Fairview Hospital, Centennial Lakes medical buildings. I go to Edina on side streets - Valley View, Drew, around Braemer, a side street to 494 service road to 76th St. Dental or Dr. appointments or shopping, lunch with friends and back to E.P. before dark. I don't drive after dark which in winter is difficult.

We would like to have transportation available when needed for shopping and medical that we can depend upon.

More questions could be added for seniors.

I use light rail because it is fun, not because I need public transportation. I am a healthy adult with a car that I enjoy driving (even through rush-hour traffic) to get to any destination that I choose to go to. I do not drive to work, since I am enjoying my retirement.

We would like transportation that we can depend on when needed. For medical & etc. Very hard when you give up driving.

Just because a person has a driver's license doesn't mean it has been used for years - like me. Help carrying things into the house - condo - apt. is very helpful. Disabilities are not always with legs, hearing or vision. People with COPD have similar but different needs.

Just as long as they offer shuttle service - we can get along fine picking the days we can go.

More should be encouraged to ride to work using public transportation.

It is harder for me to drive a 3 hour highway trip because I get sleepy. So when I can't go with other drivers I fly or use the Greyhound Bus. I have no trouble in the metropolitan city area. For the sake of the environment, etc. I'd like to use public transportation. But in the suburbs that's not easy like it is within the city limits of wither Mpls. or St. Paul. It would be very hard for me to live in Eden Prairie & do all the things I do if I didn't have a car.

At this point I can drive, but transportation in the future concerns me because I do have MS. I am concerned about elevators and when going to the airport - how long I will have to wait for riding cart to gate. I do have trouble walking long distances and weather has a lot to do with it.

I used Dial-A-Ride from 1987 until retirement/2002. "Dial a Ride" services for seniors a couple days (am or pm) per week would be helpful for those who are "ineligible" for Metro Mobility. I am so pleased with our Senior Center's shopping bus Monday mornings.

I already use transit.

None tho prefer daytime driving - I avoid night time driving except for special occasion such as concert at Ted Mann bldg. at U of M West Bank.

In using SW Metro Transit - the trip to Chanhassen is fine, but coming home, one has to walk at least 6-7 blocks to reach the Park & Ride location; this is difficult in some weather & always inconvenient as far as carrying groceries that far - why not bring that in to where the stores are. That after all is why I'm going there - to shop. Bus transportation is the only one we can depend on to pick us up & drop us off - this is to E.P. Shopping Center. We can go to Ridgedale occasionally by bus but this is mostly for shopping other than groceries. Have to go & return according to schedule only not when we want to.

Since I drive my own automobile, most of these questions don't apply; however, I am concerned and interested in not only the future needs but needs of others.

Would appreciate transportation to Sunday Church services.

Right now I can drive my own car and venture everywhere (I was on a 3 week road trip to New England with two other people. I did all the driving. [I don't wish to drive in Vancouver or Montreal again!!]) I know, however, that in the future I will not be in my own home nor will I be driving all over!! I am pleased to see that most communities have provisions for older people to shop, recreate and get to necessary appointments. I hope this survey does identify needs of people right now so I will benefit in the future!!

I will be more concerned when I feel I have to give up driving.

I have complete freedom with no limitations in traveling. I do, however, live in a low income senior/disabled housing facility and can observe the limitations on my fellow residents. The "shopping bus" gives us weekly access to shopping for very minimal cost. This service is provided by SW Metro Bus as well as the City of Eden Prairie and Senior Center and numerous volunteers. The Senior Center also provides some transportation. The greatest need I see for our residents is more availability for rides to medical appointments and social events.

I must park fairly close to my destination as I can not walk too far even with a cane. Navigating through ice and snow is particularly hazardous - if I fall, it is difficult to get back up. I plan to use Metro Mobility in the future when driving/parking/walking becomes difficult.

My wife is the 1st choice to drive me when I want to go. That covers 95% of my needs. Next are friends who pick me up and return me to my home. So far so good.

Eden Prairie seriously needs more bus service, especially on Spring Road near Prospect.

I use Metro Mobility about once a year.

Not aware of bus service to this part of Eden Prairie.

Do you use transit? Not yet. But would like to!

Poor lighting on some freeways reduce safety for night driving.

When I can no longer drive I will use transit. I do not use public transit.

I am not sure if Metro Mobility is 'other' as this is a paid by ticket cost - but certainly funded as is other bus services. Spouse drives the car for all social/medical, etc. needs. In Selwy's case it is the spouse that makes things work. Metro Mobility transportation cost at \$6.00 day are tolerable but would be out of reach for some families. I am assuming there is funding for this program, and I cannot say enough about how great this program is. Drivers are well trained - efficient and mostly patient. On a personal level all other trips are spouse driven or on occasion (to buy spouse Xmas & B.day gift) daughter driven.

I don't drive anymore. When my husband can no longer drive (he's 82), we will have to depend on our son or daughter-in-law or whatever E.P. has to offer seniors.

Note: I presently drive my own car. In the future I will need to travel via bus or public transportation. This survey doesn't pertain to me.

Crosswalk time is insufficient at most crosswalk signs. Most Seniors cannot "run" across the street in the time allotted for crossing at most intersections.

The auto concern question - does not drive - rides only.

I don't drive after dark.

I would like the sign "Please leave these seats for elderly or handicapped" on all buses.

Use very seldom. Train only.

My viggest concern is getting to the airport and back when I fly which is not frequent. It would be nice to have a direct route to Southdale from my residence or close by pick up where I could walk to the bus stop.

MNDOT is starting its 3rd rebuilding of the 494-169 interchange - very costly! Proper prior planning prevents piss poor performance.

I am not near a bus line so have to depend on others.

I hope they put a light rail on the walking path that used to be a railroad track when we moved to Eden Prairie 16 yrs. ago from downtown to Chaska. All they need is the tracks.

I sold my car during December 2005. I have been using HourCar for 2 months and am pleased by that service. It would be great to go wherever I want whenever I want but that does not fit with the real world.

I belong to Osher Lifelong Learning Institute. I have had to discontinue classes because transportation is too difficult. I believe carpooling is the answer and have tried to promote it but with no success so far.

Old car - safety of it: rust, no air bags - rudeness on the road.

It is difficult to take mass transit as your eyesight diminishes and balance becomes compromised. The high bus steps are daunting.

Metro Mobility could use a few more cars for last minute trips. If you don't keep cash on hand a taxi receipt or voucher is of no use. I resent being called Transportation Disadvantaged as it is my "choice" not to drive.

As I get older, it becomes increasingly more difficult to get around. I use the bus service, but the bus company has increasingly cut the routes and also cut the number of trips that are made on a particular route. So this adds to the dilemma. I am slowing down & can't see as well, so everything takes longer and is harder to accomplish.

No one should have to walk 7 blocks to bus.

I think and feel that the front of the buses should be used only for Senior Citizens.

I live in the Town Condominiums in downtown Mpls. (8th floor) and have an office in the Tower (7th floor). I use my car for business appointments, meetings, etc. I like the Hiawatha Transit when going to the airport - only about 4 blocks from the Tower and goes right to the airport - convenient - fast - and inexpensive. I would like to see more "cross transit"! Freeways are getting more crowded - just during "rush hour"!

At present I still drive. When I can no longer drive I hope there is an affordable means of transportation - with easy access.

With public transportation - getting to appointments on time.

I do not have any health problems at 81 nor do I need any assistance to do anything. I maintain a home with a large yard & a 2000 square foot house and a 120 foot driveway. I run 1/2 mile 3 times a week & do weight lifting, etc. at YMCA. My wife is 76 & has emphysema but does well driving to & from her functions - bowling, hair & nail care, etc.

My age - 80. Responses not as quick as once were. More cars on streets. Public transportation is very important for seniors who do not drive their own car. The public should adequately assist in funding this vital service for seniors, disabled & low income.

Not yet. If I didn't have a driver's license, there would be as I give rides to several people who can't drive. My daughter feels I shouldn't drive to visit relatives 90 miles away and I submit to her advice. So she takes me and 2 other older relatives every 5-8 weeks. For my friends who don't drive I know cost is a problem for them - cost of the ride plus cost of a meal or program.

Transportation is the most serious problem of the elderly. When I am no longer able to drive, my life will change!!

None at this time. I am 75 and still in good health.

Work = volunteering.

If the buses are not running on the weekend I have to get my lady friend from church or a friend or my daughter if she is not busy.

Fortunately, I do not have any limitations. I think we are lucky to live in a city that has many facilities for handicapped individuals. The one time I used the metro bus - I called them & they gave me very clear good directions. I only used the light rail when they were offering free rides - but feel it is a real asset to our city.

When the day comes when I can no longer drive - I will have to sell the house and find housing that provides transportation.

More light rail.

I do not drive. Husband does. When - if at the time of having no husband - I will probably be limited in volunteer duties - due to schedule of transportation - plus cost.

During non-rush hours, I need to be picked up by Dial-a-Ride in order to get to Ridgedale Center where MTC buses have a better non-rush hour schedule.

I use public transit once a year.

I drive - I hope carefully - for long trips or vacations I go on senior bus trips. So far I do my own driving & I walk a lot. My home is near to most places I go to - I still drive at night. I have no fear of visiting relatives in LaCrosse or northern Minnesota. I think the freeways are great - I can choose to drive at times there is less traffic. If one of my children choose to invite me to go somewhere I welcome the chance. I'm sure when I can't drive I will learn to use the bus. I intend to stay in my own home unless I become incapacitated. Good luck - not many people can stay as independent as I am. God willing I can go another 10 or 20 years.

I am not facing any transportation limitations at present. However, I am concerned about the availability of public transportation when I can no longer drive my car, which, hopefully, will not occur for some time. Even though your survey encompasses Hennepin County, where I presently reside, I plan to move to New Brighton (Ramsey County) in 2007. I have not researched the availability or convenience of public transportation in Ramsey County and hopefully it is, or will be, accessible when I can no longer drive. Having spent my early years growing up in Chicago, Illinois, and using its excellent public transit system exclusively, I see a great need for immediate expansion and improvement of public transit in the entire Twin Cities metro area. Unless this becomes a reality soon, auto traffic, congestion and pollution will only become worse, diminishing the quality of life for everyone.

I am unable to walk without my walker. I live by myself. My son comes every week to get me groceries. I never get to go any place as I can't walk alone. I used to go to the Senior Center all the time when I had a car of which I sold as I needed the money. I have only my Social Security to live on which is \$752.00 a month. I have to pay all my expenses with that. I own my house, which helps, but I have used all my savings since my husband died. He was in a rest home for over a year. My son doesn't live in this city. He drives 40 miles to my house. I just came back from the hospital of which I was for 31 days. I had operation on my leg. It is better now. Please excuse my writing. I can't remember how to spell some words. I am 88 years old, and I'm very lonesome. I don't have any way to set around. Tell me if you can where I can get a ride?

I totaled my car about 6 months ago. I decided right then and there I would not drive any more. I had been thinking about it for some time. I hate not being able to drive - I didn't realize how dependent I was on a car.

I don't have a car any more, so everywhere I go I have to take a bus, so places bus doesn't go.

Do not like to take public trans. Too many strange people & gangs. Haven't been downtown in years or on Central Ave. NE since the changes on the ave. Hate to go out at night for fear of gangs & people looking for people to rob for their drug problems.

I drive myself & I volunteer.

I did not fill this out completely because I don't think what I would say has much to do with the project. I have my own car and am able and confident to drive anywhere. I have a job 8 mi. - one way - would take the bus if I didn't need to transfer 2 times (when it's cold!). Time is important. Whenever I go downtown I take the bus - which comes often & is near - and I walk to many things. As of now I'm able. In a few years things may be different. Then I could answer your questions. I have heard people say that they must schedule a ride 24 hrs. ahead. That's OK for scheduled things but not "today" events. Everyone I know who rides the train on Hiawatha really likes it. We need more.

I have always lived on a bus line for my transportation to go to work and now at retirement I live in a most convenient building where bus service is right outside the front door.

We now live in a complex w/o bus service - otherwise, we would use. I do not have to have assistance though I am legally disabled. However, my husband drives me about 90% of the time.

When I 1st came to the cities (1946) to attend college (Hamline & U of M) we had the streetcar system & it was convenient, quite dependable, inexpensive & fun! Many of us consider it a real transportation tragedy that high powered pressure groups, lobbyists & politicians were successful in destroying the system, the tracks & the conveniences. Now, we feel the need to "return to Square One," and I hope it works. You might check with Pittsburgh, PA where we watched traffic flow back and forth into the downtown on double-stacked "highways." There was no more ground space available for increasing number of traffic lanes & the only way to go was up!

Questions often an explanation: e.g., I often need to pick up rx's at the outpatient pharmacy when they are ready. In the Wagensteen Bldg. which only takes a few minutes, so I should not have to pay and park in the garage. I'm low incom! There rarely is a place to park (only 2 for handicaps). Also have trouble breathing, so don't take the bus during very cold, windy weather, so don't go out & cancel my med. appointment.

Very concerned by lack of on-street parking on streets near the uptown area; it appears there are so many apartments and condos in area that residents can't find parking near their buildings if arriving home after 8-9 p.m. There is an increasing amount of criminal damage to cars parked on streets east of Uptown area. Last week I counted seven driver side door windows smashed in one four block walk. It appeared windows were randomly smashed. Many, many residents of homes and apartments are concerned about being robbed while on streets, waiting at bus stops or about to enter homes. One friend of ours, elderly lady, had her shoulder broken when two black robbers ran by her and yanked her shoulder-strap purse from her shoulder while she waited for a bus at a bus stop. Note: Normally, I would not note the race of the criminal, but all the crimes I've heard of in the Uptown area (crimes that people have spoken to me about) have been committed by black men. Ages appear to be 16-30 years old.

About five years ago I had an accident & gave up my car. I was going to get another car after my muscles healed up (from seat belt), but a car promised me fell through. Then I decided to take a bus one day and was delighted at how easy it was to get around, so I continued using the transit system. I have friends who pick me up for church, and perhaps a planned event. But mostly I can go anywhere I want by bus and so much cheaper. (Sometimes I prefer the bus to my friends' driving.) I can truly say I love taking the bus. I take an earlier bus if I'm concerned about the bus being on time & getting to my transfer bus. Being I have a good Kowalski store in the next block, I can walk for my groceries. Being on the best bus line, the Chicago bus, I can hop the bus & go out to Mall of America anytime in minutes, or if I want to go downtown, I hop the "5" bus that runs often. I can't answer the questions on how often I go downtown or Mall of America or visiting friends, because I have no schedule. Today I went to the Loop P.O., & also took in Marshall Field's Flower Show. Then after 6:30 p.m. I took the bus to Walgreens on 43rd & Chicago. I perhaps will go to Wal-Mart tomorrow and then it will be awhile before I go anywhere. I will be 85 on April 22nd.

I don't ride bus like I used to. After the strike bus #9 went off 4th Ave. to Portland to 48th back to 4th Ave. Now I have to walk to 45th & 4th. If I come from downtown have to get off 4th & 45th walk all way up to 46th & Portland. I now catch Nicollet on Mall get off 46th & Nicollet, cross ave. & catch 46th St., ride to 46th & Portland, walk to houses I own or catch 46th St. at Portland, ride to 46th & Chicago, get off, catch Chicago to doctor or town. Pharmacy is at

Target on Nicollet Mall. Call, place my order & they send it out by Fed Ex because I don't like all of that changing bus. I used to just hop on the bus 2 to 5 times & just go. I stand on the corner too long on Nicollet & 46th waiting for the 46th St. bus. It's too cold & bus too slow. Most of my neighbors I haven't seen. They're in 45 & 46 & 47 of Portland and 47th & 5th and 46th & 5th. Said they don't ride any more after bus turns on 46th toward Nicollet instead of Portland. Some are older. One has to get off on 46th & 4th and walk all the way to 46th & Portland. I try to ride with friends. One of my legs is bad from hip replacement.

I truly wish people would shovel their sidewalk & driveways (at street) and I would like to see the sidewalk cuts (enter & exit points) to be cleared after plowing & all plowed snow not just left piled at the enter & exit points making the sidewalks unusable and force me to use the streets and to cope with angry traffic (my top speed is 5 mph!). Shovel - Example of problem: I gain access to block "A" at north end of block, but cannot exit block "A" at south end of block due to snow plow bank left after street plowing. This bank makes the exit cut unusable, so I am forced to turn around and go back to the north end of the block (where I got onto the sidewalk) and exit the sidewalk there. And then I am forced to join vehicle traffic on the street where I am not wanted, nor where I want to be. This is a big problem - if I can't get through on a scooter, feet & walker users also have this problem.

Occasionally have a different style of bus to ride - these buses do not have steps. No steps to get into the bus, but then as no steps to enter to very high pay box, they line seats like benches along side windows. Windows too high or else these side seats too low. Then how ridiculous to have steps in the rear of the bus - 2 steps to reach a few higher seats in rear - as bus is moving or having groceries to carry or women with toddlers, crowds space and difficult to climb when bus pulling to side for stops or moving away from curb. Even the stop & go makes getting on rear steps a bad hazard to get in and out of rear seating. The huge boxes covering front wheels takes up passenger space and is very crowded during busy and rush hours. Do not & have not heard anyone say this type of bus is suitable for rush hour or heavy service times.

Very difficult to get to OLLI classes/ They are in places not reachable by bus.

I am fortunate to live on 2 bus lines, #5 and #21. Express 724 also runs during rush hours. The experience of riding the bus is usually "OK." It depends on behavior of persons riding, and the driver's ability to drive and to interact with riders. Many drivers do seem to care about helping the riders have a good experience. Others seem very unhappy. If riding the bus is efficient and a pleasant trip more people will take advantage of the service. My main negative experience in using the MTC has been times when I've asked a driver a question and their reply is sarcastic, or demeaning - insinuating that I ought to know the answer. I do wish the usage of MTC would increase so buses would run more often on weekends. I know it is not financially logical now.

I really like Metro Transit. It is easy to board the train and it runs so often. Buses stop much less often than they used to. Walking is something I like to do unless it's cold and slippery.

I use light rail & bus often and I appreciate that I live where I have access to this transportation.

I appreciate the MTC lifts that the driver operates. They cover the steps & I just stand on it. The drivers are usually kind & courteous. Also, Metro Mobility is a great help to me, for all those trips that are far away, i.e., Fairway Southdale. The drivers are usually pleasant and helpful.

My husband and I enjoy having the availability of metro buses. It is our hope that you will continue to keep buses running on Nicollet Avenue. We love the Skyway Senior Center, the book store and many of our medical services are located in the Medical Arts Building. We walk a short two blocks from our home to the bus stop and with stops on Nicollet Avenue, we are right there. We are 83 and 77. Thank you for providing inexpensive convenient transportation services for us.

If I have a medical appt. or problem a child takes me.

We need LRT to St. Paul, Mtns., Anoka/St. Cloud now!!

Seldom use transportation information.

The MTC (local) bus is vital to the citizens of Minneapolis. It is dependable & affordable for seniors & students. It is costly to families with 2 or more children especially during rush hour. The MTC bus has given disabled people freedom to move about. The MTC bus drivers are great to use the lift to help people with wheel chairs, walkers, even heavy shopping carts. We have an excellent bus system in Minneapolis.

I am moving to a smaller community soon and am worried that I will be "stuck" there. Wal Mart controls all shopping except groceries; there is one large grocery store & grocery prices are high. The price of gas & car insurance make car replacement in a year or 2 impossible. I will have to drive myself for medical treatments, church, social activities, which will decline. I can no longer afford Mpls. taxes. Since I have to drive to the new "train ride." I might as well drive to MOA or the airport. Parking at the train stations is difficult. Planning for this rail line leaves a lot to be desired. If it were extended to St. Cloud it might be helpful - keep some traffic off 94.

Public transportation is one of the must items for our middle class and student population. It should be safe and frequent.

It is most inconvenient having no buses on Nicollet Ave. during the spring and summer. I and other seniors have to walk extra blocks out of our way to get to our Nicollet Mall destinations. I and other seniors are "supposed" to tolerate those Nicollet Ave. sidewalk cafes and people. They can at least reciprocate by tolerating the MTC buses that take seniors and others to their destinations on Nicollet Ave. No MTC buses on Nicollet between 7th or 12th during the spring and summer is discrimination toward us. If we can't have the Nicollet Ave. buses then the restaurants and people shouldn't have the sidewalk cafes.

This (23rd) was a poor, untypical day for this survey - most of our days involve at least one errand or other activity involving - at least - local travel.

When I book Metro Mobility to go to my dr. in Edina they tell me they will take me but not bring me home. How am I supposed to get home? I do not drive out there because of so much traffic.

I have used the local bus system for years. I love the Light Rail. Am happy I can go anywhere in the city for fifty cents. I avoid peak hours especially when making medical appointments. I like the fact you can come & go back for fifty cents (2-1/2 hr. limit). I am very satisfied with my mode of transportation. I live between the #11 & #17 bus lines - so, I have my choice. Coming home from downtown, I take whichever comes first.

My travel is restricted by having a blind wife whom I do not feel comfortable leaving by herself for very long periods.

Thanks for doing this survey. I would like to use public transportation but it's just too difficult to get to where I work. I also have to travel to meetings on some days and just can't spend the time on public transportation. I think that driving is a privilege and if one cannot drive safely, one should not be driving whether the disability is due to aging eyesight & reflexes, indiscretion of youth or using drugs/alcohol.

Difficulty because of driver's mumbling. I dislike surveys!

Using revolving doors - the person behind me always wants to move faster than myself. I would like to see mini bus services for grocery shopping. Most people have cell phones and can communicate fast to report errors - I've missed Metro Mobility several times by the driver's inability to make a correct turn to parking space - mistakes are part of any driving experiences, however, missing a dr. appointment can make reappointments 3-6 months away. I've managed by calling for a cab to make my appointments on time. My cell phone was worthless in my case - they have many on the list for pick-ups and need to move on.

Need many more light rail destinations.

I would not stay in my own home if I could not drive. That would change most of my answers.

I wanted to mention that when you transfer from bus to bus and sometimes have to cross the street or have a longer walk to the transfer the bus drives away and seldom waits. Also why did they take the benches out of some of the shelters. Sometimes a person is tired after standing at a job or shopping with groceries to carry & we have no bench inside especially in bad weather.

Public transit a better solution, cars = waste. We need better ways to fund more, better public transit options. Within the last 5-10 yrs. streets in Mpls. - St. Paul have become less pedestrian (i.e., public transit) friendly. Many intersections are hostile to pedestrian traffic & far too friendly to motor traffic use (non-bus). We need multi-model public transit policy in this state that encourages public transit use & penalizes non-public transit motor use (cars, etc.). Pedestrian safety should be a first consideration in public transit planning followed by accessibility via public transit. Public transit vehicles should rate a higher priority than cars & trucks!

Do we need smaller buses on off peak hours?

We have an auto that my wife drives. I also live on a Minneapolis bus line. More light rail is needed.

I am pleased to see interest in this as several friends have real needs in this area. I may also have in the future.

I wish people would be more careful when a pedestrian is crossing the street on a green light. Sometimes they go right in front of the person crossing .

We need more affordable, reliable, flexible senior transportation for well, ill or disabled persons.

Metro transit - 50th St. & Hiawatha Station. Needs ample off street parking. Transferring from bus #27 at Hiawatha & 50th Street must walk a block to train. Too far in case of poor weather, ice or snow. Need #27 bus to run directly to downtown or put #22 bus back on for transportation to downtown Mpls. A cooperative at 50th St. & 35th Ave. houses 200 plus people.

I enjoy using light rail (Hiawatha Line) and wish the system would be expanded throughout the metro area soon! It's fast, comfortable, connects to bus lines. The system needs parking at/near stations in the city. The freeways in and around the cities are increasingly clogged, even during "off peak" hours. I appreciate bike racks on buses & light rail, and also the lifts (though I don't use them myself) on buses for wheelchairs, seques & 3-wheel electric carts, etc.

*1) We have very rude, impatient, non-law abiding car, truck & motorcycle drivers on the roads, esp. freeways today. They are very busy doing anything & everything other than drive! Need to d/c cell phones * keep radios' volume down and all other distractions dialed down to a minimum. Also need to reinstruct drivers that turn signals are to be used each & every time they change a line or a corner! 2) Bikers also must follow rules of the road - stopping at stop lights & intersections! 3) I live between the several freeways, so I use the "side streets" which have so much more parking on them that you have to drive down the middle of the street now. 4) I hope the light rail gets started for the North Star Route & the one to St. Paul. I think that would help with street congestion. I need assistance in long trips. It's been so long since I used public transportation.*

Toxic fumes.

Directions of mass transit are very limited and if available take many transfers and too much time.

In the past - childhood, school years, & university and post-graduation used streetcars, buses, occasionally cabs. In past found service very good. Can't critique as haven't used in over 50 years.

I use light rail to go to airport. I use light rail to go to some restaurants. I use bus on occasion downtown when I am with my wife because she can't walk long distances.

I like the "Transit Store" on Marquette Ave. The staff is very helpful. It is rare that a bus driver asks me for documentation proving that I'm a senior (it happens 1-2 times a year). It's so rare, I don't carry proof of being a senior so when I'm asked, I'm in trouble.

My daughter who lives next door is on disability and has to take buses as she does not have a car. SHe has to walk four blocks to the bus and does not feel safe after dark going to the bus. The neighborhood on each side of the river downtown is mostly older adults who attend

performances and restaurants in the neighborhood - needed a bus that is door to door running continuously from housing to businesses, recreation, shopping, restaurants, i.e., Guthrie, Walker downtown, East Hennepin, medical, train - especially after 5 p.m. There is not enough parking at places for all the living spaces downtown.

I occasionally use services to "bring the goods to me!" Simon Delivers for groceries once a month (heavy groceries), Quicksilver courier service to pick up heavy bags, prescription cat food at U of M Small Animal Hospital & bring to me, once every 2-4 months. Difficulties only when lots of snowpiles, ice! I have difficulty to walk to curbs. The new bus route plan does not go anywhere useful - one must transfer. I have not been to Rosedale or HarMar because transfers involve walking across several lanes of traffic to get the other bus. Very poorly planned & very inconvenient & very scary! Very limited shopping in downtown Mpls. Panhandlers active on Sat./Sun., especially in bus shelters or at bus stops. I never go downtown on Sat. or Sun. Senior transportation arrangements are ridiculous - can only get 2 bags groceries per trip & must call in advance to ride! Have never used these services. Need new street directly connecting Prospect Park area & Como area: bike lanes, sidewalks, street lights, etc. Presently takes 3 bus rides with 2 transfers! The "hour cars" are a good idea, but I prefer not to drive at all anymore. TO meet U of M President Bruininks' goal of a top-notch research university, Minneapolis needs much improved public transportation!

Am very supportive of light rail - extremely important for Twin Cities.

Until recently I have used public transportation (bus) and enjoyed it. But the distances walking to and from the bus are making my travels more difficult. I am now dependent on the assistance of friends or having to use a taxi for any special trips, mainly trips to the clinic, dentist, etc. I am trying to get on Metro Mobility for these special trips.

I believe Mpls. has a very efficient public transportation system.

I consider myself fortunate - in that I am able to walk, drive or take public transportation to all the destinations I need to get to - freeways & highways are useful.

My main concern is trying to get to medical appointments. My doctor is in Hopkins - I live in St. Louis Park. I have a friend who is good enough to take me to regular office visits (about once every three months). I do not get to other medical visits at this clinic - which I need. Some of my medical - such as eye exams - are downtown. I have a little problem with these. For dental I have been going to University of Minn. frequently lately - sometimes good transportation - sometimes bad.

I do not like public transportation. In the years when I used the transit system I experienced numerous negative encounters. I think the only way for someone like myself to travel is by private means. I have been blessed to be able to afford to drive my own vehicle. The feeling of independence, being able to feel safe and convenience are all variables I can not get with public transportation. I feel sad for people who have to use the transit system.

The new light rail very limited space to park, when driving from my house to the LRT station.

It would be wonderful to have LRT between Mpls. and St. Paul.

Concerned about safety. It is worth noting there are some difficulties in understanding the directions and survey questions. Some directions and survey questions read as if English was not the survey writer's primary language. This may cause would-be participants to become discouraged in completing the survey. Given the importance and vast implications of this study, this is a factor that should be considered in future survey questionnaires.

Use Metro Transit often. Buses warm in winter and cooled in summer. Drivers polite usually and helpful. There are places I must go where there is no bus transportation - like clinics and hospitals. Then I have to find some way to get there. Why do they move out so far?

Where I live bus service has been stopped. Where there was a bus stop right out front of the building you now have to walk either 6 blocks or 4 blocks or 3 blocks. Need to rethink cost for seniors to ride the bus. Should be \$.50 no matter what the hour. Because of the light rail many people no longer have regular bus service within a block of their home.

1) More people should use public transportation. 2) There should be limo/taxi service for seniors.

Bus service on many routes is less frequent and routes have become less accessible. I have not completed the diary because I am a stay-at-home at present: surgery, volunteer at Central Mpls. library, election judge, etc.

The bus stops are not well lighted. The bus stops are cold. The people that have to come in a.m. and out p.m. have bus service. I live downtown and if I want to go to a suburb - Maple Grove, etc., there is no service during the day. There isn't enough services for people who want to go to shop outside of downtown, i.e., Stillwater, Wayzata, Excelsior, other small towns out of city. The buses come in in the a.m. and back in the p.m. If I want to go to these places I would have to stay overnite. All the transportation is aimed at people to get to work downtown and no care is given to people who would use the bus for leisure activities. The bus used to go to Excelsior, Mound, White Bear, Wayzata, Stillwater. I want to get to suburban shopping centers where the good buys are. The transit stops are not at places where people don't have to take their life in their hands to cross the streets. We need transportation for people, not big businesses. Make transportation more convenient and people would use it.

I would like a good public transportation system all week from B'ville to Mpls./St. Paul. I would use it very often.

Grocery shopping (very risky). Have been robbed by cab driver many times. Stay in my own home. Remember to lock all doors. Carry tazer gun & small pistol for my safety now! I'm depressed - every day I sleep. Force all cab drivers to place packages of their information & picture in visible sight in back seat all for riders to help themselves without cabby lying.

The bus service is great on the occasions I use it - to downtown or U of M.

The bus I rode on the other day was dirty. I think if you want good steady riders, cleanliness should be a priority. Also announcement system like you have on lite rail, loud and clear, on the bus also. Some of the drivers have not been pulling up to curb for pick-up, they were stopping in

middle of street, no snow either, why? The drivers shouldn't be braking so hard either, it seems to becoming a regular occurrence. Thank you.

Busing is handy.

We are elderly but not comatose. We drive to wherever we want with no difficulty & walk when we don't drive. We have no transportation problems.

As I age - my driving ability is reduced...and I'll become more dependent on public transportation. this makes me realize I need to find out what transportation is available to seniors. Now - I use bus & light rail - when that's the area I am going.

I enjoy riding the train downtown, because of the convenience of the trains running every 10 mins. I wish the trains ran other places, especially to St. Paul and other suburbs. I was happy to do this survey, and hope the information helps you!

I am 85 & retired therefore I only do short trips in South Mpls.

I am a bus rider - of choice - not the least bit interested in driving. I can get anywhere in Mpls. and St. Paul I want to go. Love light rail - I'm also a walker so I get along just fine. I also live a couple houses off Minnetonka Blvd. and bus service is super. Buses I take all the time - 667 Express, 17, 16, 50, light rail, 94 for St. Paul.

When crossing the desert I prefer two-hump camels for ease of something to hang on.

My only concern is the horrendous rise in the price of gas - which makes driving my car or the cost of public transportation go up while the rich get richer.

Taking a bus from La Transit is impossible because the early parkers take up the spaces all day. Traveling east & west by bus is possible in SLPk, but north & south is not. More parking needed at bus stops, e.g. La Transit, Mtka. Blvd. at La. #17 bus on Mtka. takes too long, especially coming back. It makes many, many stops in Mpls., very frustrating if you're going to SLPk. We need some small inter-city buses for the non-working population. Mtk. has them. There are too many places one can't get to by bus, & some that would require going downtown & transferring, very time consuming. We need more trains!

I have lived in many major cities and traveled heavily to others. I think our bus system, at least in the core cities is good, but I am disappointed in the lack of subways & rapid transit. Traffic has grown amazingly in the 32 years we've lived in the Metro. Thanks for the survey and good luck in your planning - any other questions I'll be happy to work with you.

More accessible/efficient/attractive/comfortable public transportation is needed not only for metro but for outstate also. Metro freeways are over-crowded, rural highways - Mn are falling apart. Public transportation to most rural Mn towns has little or no appeal even if it does exist & mostly it doesn't exist. If we are going to continue to depend (even in part) on the auto we must upgrade the system. To do that, dollars are a must. We need to increase fuel taxes, these are the "user fees" and we should expect to pay for what we use. Fuel taxes should also be used to support public transportation so that pressure can be taken off highways. This state (Mn) and its major metros are falling behind and becoming less desirable because of our poor public

transportation systems and deteriorating highways. More important: "Urban sprawl" must be controlled. We cannot continue to have limitless development which requires greater transportation needs. Higher density living conditions must be developed/promoted and accepted.

This survey is too complicated! If a person is going to an unfamiliar place, it takes courage to ride public transportation. A senior citizen (with disabilities) can easily get lost.

I support your interest in Sr. transportation.

I travel daily to MN Veterans to see my husband.

Feel Seniors shouldn't have to pay \$2.00 during rush hour. Stops me from doing things if I get a late start or need to go someplace before 9:00! Miss the #180 bus to the Mall of America. Light rail takes much longer than the bus and if you build another stop - as I read in the paper - it will even take longer. I don't need help, but it would be nice if the bus driver would always get up to the curb. I do have trouble when the driver stops mid-way to the curb. (When it snows I can understand why they can't get closer.)

Hope Senior Center goes to the Arboretum as that is my favorite place especially in May or June or September when the leaves turn (early October). I cannot go to several places especially reaction because I don't drive. I use taxi sometimes but cannot afford it all the time.

I consider the Twin Cities one of the best places for transportation if you don't have a car. The trouble is that most people in our situation don't bother to learn how to transfer from one route to another (just call the transit office). We ride at non-rush hours and can get where we want via transfers for only 50 cents. We're near the light rail and it's a good service.

I am taking a class in OLLI at U of M, "A car: Can you live without one?" to prepare myself for the eventuality that I may be unable to drive a car. Thanks for doing this survey. I find it worthwhile.

More light rail needed to St. Paul & suburbs. Need less cars & pollution.

There is an infrequent bus schedule - 9 - through to Golden Valley, Mn. Buses stop at 8:30 a.m. & start at about 5 p.m.

We're happy that the transportation is kind to the Seniors and hoping it continues. Thank you!

I can still drive, but my driving is limited. I anticipate relying on public transportation more & more. I have eye problems & get frustrated trying to read a bus schedule.

Extend Metro Rail Transit between Mpls. & St. Paul downtown & from Mpls. to St. Cloud.

I use the #17 & 10 bus often & have no complaints.

Generally very happy with my transportation situation. Occasionally I have a class in an outlying suburb and I have to rely on Metro Mobility. This can be very frustrating. Usually the service is pretty good.

I have been retired for many years and do not go out much. The little that I use the bus I have no complaints. If my destination is within a couple of miles I prefer to walk for the exercise. And I keep a schedule with me and plan accordingly.

I use the city bus, because there isn't any other mode of transportation. I have twice been almost killed on a bus. Once - a few years ago, we had a lot of snow, the bus driver let me out in rear of bus, where there was a wall of snow and ice. I had about one foot of space between me and that wall of snow & ice. I tried to climb over, but my foot slipped and I went under the bus. I broke every finger nail on both hands trying to claw myself out from under the bus, before the driver stepped on the gas. I could have had my head that was right under rear wheel smashed. Another time - 2 years ago - I had been almost blind from cataracts - and I couldn't see the bus. I walked up to what I thought was the bus and the driver shut the doors on me, catching the lapels of my jacket between the doors. I was hanging on the outside of the door when the driver took off dragging me about a block until he saw me. He opened the gates "fast" and I slammed back on a pole. I heard the bus driver call the bus co. and he was screaming "cut the film." When I reported this, the bus co. said they couldn't find the driver. I have two friends who have been terribly hurt with falls on the bus, but they always say that they can't find the driver. They lie, and there is nothing anyone can do about it. You can't reason with people who lie & lie. Have had surgery - 20/20 eyesight.

I consider myself lucky, due to location, in having bus lines accessible. Also I walk a lot. Have to keep my wits about me due to the many drivers who find pedestrians almost invisible. A major problem, for a walker, is icy sidewalks on city property. The plow goes through the street, piling snow onto the sidewalks. May take a few days to get the sidewalks cleared.

I am hearing impaired & wear 2 hearing aids - so crossing the street is not easy. I am thankful for the transportation I have - Metro Mobility, Prism and 5 cities bus. I cannot walk far and these pick me up in front of my apt. building. So far I have been able to pay for my rides - but that may change.

Need a light rail line to U of M and St. Paul.

Have place to put stroller to keep them out of the aisles on bus or light rail.

Thank you - I'm (presently) lucky - I can drive to fill in gaps in transportation. My neighbor (who had the stroke) used Metro Mobility & it usually worked well but when it didn't it was not a good situation. Once he was not picked up from Abbott NW & he ended up walking home. Another time he was left at the VA. He finally got home when the bars were closing. We have solved the problem. I have taught him how to use light rail & he can get home from the VA. The ticket machine is a bit confusing but is getting better.

High curbs - snow at intersections & at exit stops on street like at Medical Arts Bldg. & restaurants. I need help (the arm of a friend) to exit a car or taxi. I use a cane on my good days & a walker when I need more support.

More light rail please!

We should be strongly increasing the options and use of public transportation and thus reducing traffic congestion and parking.

The reason I have someone else to take me is there are not enough handicap spots. I am short of breath & when I walk it is difficult breathing. Cub Food doesn't have enough handicap. Park Nicollet & Methodist Hospital & most of the shopping centers don't have enough handicap spaces.

I have lived in cities all my life - have always used public transit when my when a car was available. I don't have much patience with people who are fearful of public transit (and there seem to be enough in Mpls.). It's cheap - reliable and the service is good. However, having to pay 4\$ a day to travel before nine and after three is a rip-off.

My house was bought in my area because I had bus service. I rode the bus to & from work for 30 yrs. The bus line was always predictable per the schedule. Transportation is #1 on my list for reasons I live in the city. When I go to downtown Mpls. I usually take a bus. Don't ever ever get rid of the bus service. I would like to see the light rail go to Elk River or St. Cloud. The light rail is great for an excellent way to the airport & MOA.

I go Metro Mobility for medical needs. Sometimes a very long wait. I go Eldercare for grocery shopping.

It frightens me if the buses do not get adequate funding from the government or they go on strike. I am literally a prisoner in my house. There needs to be adequate funding so public transportation will always be available. Metro Mobility is probably too costly & the problem to arrange transportation days in advance can be a hardship in case you have an urgent need of medical care - the buses only allow 2 wheelchairs. Also I don't like the policy where parents have to fold up the stroller. It is hard enough just to lift the stroller on the bus not considering all of the baby stuff you need & the wait of the child & also your own belongings. It is good to call out streets especially when dark. Young people & people in area for handicapped should be made to give up their seats to people with disabilities. The match up a ride program never helped me. would schedule perhaps dail a ride/volunteers/retired/part of gas when needed. Another problem - when I call & the bus can only get me to about 5 blocks from address. Too far to walk.

I used to be concerned about the bus striking, which they did once when I was working, but my daughter was able to drive me. Now that is not a worry. My daughter would take me for groceries or whatever.

Some of the bus lines are dangerous. #5 for one. Some of the people are noisy, swearing, fighting, etc. It is very frightening on some buses. I have had some very scary times on some buses.

Lack of service on Sundays & holidays. Lack of service beyond city limits. There are too many drivers that are rude & curt. Many drivers look like they just rolled out of bed. Many drivers lack control of their bus.

I rent a car from Enterprise to drive to Duluth each summer. Am now contemplating signing up for Hour Car.

Buses will not work with my schedule and needs.

I don't think this is a particularly good survey. Rather dumb actually.

I had to change my Health Clinic due to the clinic relocating to an area that I could not get to because the bus transportation did not go that far. I'm talking about the Brooklyn Park Clinic that moved to the Zane Avenue area which is near the boundary line of Brooklyn Park. I had been going to that clinic for many years. Now I have to bus to Fridley which means I have to go from Brooklyn Park to downtown Mpls. & then out to Fridley to the Columbia Park Medical Group. No fun!

No, thank you. Other than I hope seniors who need transportation can easily and readily access it.

Almost all the metro bus routes are on the spokes of the hub with very little local service on the concentric routes around the Twin Cities. Living on the north side it would be nice to get to Northtown, Coon Rapids or Maple Grove to the west or Maplewood to the east without having to make a 45 minute trip into center city.

I recently returned from Augustana Health Care where I was undergoing therapy & treatment for a broken ankle & anemia. I am alone without assistance & it is 3-5 blocks to an MTC bus stop. I am using a walker at the present time & I have applied for Metro Mobility.

When I'm no longer able to drive I would consider a central city location to be preferable. If I would require assisted living then I would move to be near one of my sons.

Overall the Twin Cities have excellent service.

In one month I will not renew my lease on my car and I will depend entirely on several choices: walk, bus, Hour Car, taxi. I am thinking this will make me a role model for how this can work after 45 years of driving a car. I am hoping I will not choose to stay home sometimes because figuring out a bus schedule will be too tedious.

Congested highways.

It's easier for us to get to the U.K. than it is to the MOA and we live just a block off Nicollet Mall. We miss the MOA bus and the 18S (Southdale) buses. It's very hard to get to Chaska during the week to see our daughter.

It would be very helpful if there would be more handicap spots available and they were placed in closest spaces to buildings.

It's five miles to the nearest bus stop from my home unless it's rush hr. I have trouble getting information from Anoka Traveler about their services. None is carried on their vehicles and

none of their buses stop near my house. I traveled on one of their buses and had to walk 2 miles to get home. To go from one suburb to another you have to go to Minneapolis and then out again. Nothing goes (especially east to west) directly to one suburb from another. For instance Coon Rapids to New Hope.

I use public transportation when it is convenient or less expensive.

Bus & lite rail service generally good to excellent, except early in the morning, late at nite & on weekends & holidays. It is often unsafe to wait alone for transportation at these times, especially in downtown & mid-town areas.

My dream: Light rail going past my house to all parts of the state connecting to other light rail.

Mass transit must be improved, not only for seniors, but for general population.

I cannot imagine how difficult it will be for me to give up my car and since it depends on my health, I have no idea what sort of transportation I will have to use, not where I will be living. This is not assisted living so it won't probably be here. I can only assume it will be public transportation most of the time.

#27 should go down Riverside for those going to Fairview University Hospital to volunteer or visit patients. Do not use public transportation except once in a while downtown because parking is so expensive. Drive to malls instead.

We are in the dark ages of public transit. We only have 1 LRT line. We need more public transit like Northstar, Mpls. St. Paul LRT & many other LRT lines!

Good survey - some questions were not worded carefully. Survey is too long - took me 30 minutes to complete. You would get better response if it was shorter.

I am visually impaired and for me to use public transit would be very difficult.

Most of the MTC bus drivers are very kind and helpful. However, some will make a right on a red light to avoid picking you up. Others let children with adults sit in the handicap section when seniors need a place to sit. Some drivers don't stop their bus close enough to the curb. Having short legs it's hard to get on the bus.

As I get older I will perhaps use public transportation more. This would entail taking a metro transit bus and transfer to get on the metro transit light rail.

We (residents of MN) need to vastly increase mass public transit. Nearly all large cities provide much more public transit. I have used good public transit in Seattle, Chicago, Boston, Wash. D.C., Los Angeles, San Francisco, Dallas, London, Cologne, Vienna - all superior to Twin Cities. I have lobbied (representing AARP, Sen. Fed.) for 20 yrs., as a retiree, for improving public transit. I represent Mpls. Sen. Cit. Adv. Comm. on city council - appointed committee to improve our transit system.

No concern at the moment since I can drive to most places. Downtown you need to take the bus since parking is a problem. The last time I was on a #5 some black teenagers were smoking something that smells so bad I was glad to get off at my stop. I'm filling this out because for now I drive most places except downtown. I would like to know more about light rail, like where it

goes & return, where do you catch it, especially if it goes to the Mega Mall, since I've gotten turned around trying to come home.

There is no parking (or little of it) on the LRT line, also there is not enough handicapped parking at Fort Snelling parking lot.

Would like public transportation to further out communities.

Metro Transit ROute 20H discontinued. Access to High land Park area now requires twice the time and an added transfer wait. Lost: Quick access to bank, buffet, Lunds & entertainment. A car is now required.

In our area you need to have transportation to get from place to place. We have a public transit system (countywide). One local taxi service. Transportation in our area is a big problem

We have none at this time, but one never knows when we will need to use public transportation. We do take the city bus to the Mn. St. Fair every year & have found it very enjoyable. Light Rail for the northern sections. Better connecting bus systems from north to south. Bottleneck for Hwy. 100 from France connecting 694-252 at night. Highway 100 north & south from Glenwood to 36. Going north on 100 whose bright idea having 5 lanes going into 2.

We use the Southwest Bus to go into Orchestra Hall. We like the light rail transit to go to Minneapolis because it runs more frequently but we have to drive for half an hour on I-494 to get to transit station. My wife and I will have problems when neither of us can drive.

I currently live w/ my spouse, who does all the driving. Should he become incapacitated, I would be in a bind where my transportation needs are concerned. I know my neighbors in our cooperative condo building would offer help, but I don't want to have to ask for help and be a pest. I would probably choose to move to a more urban setting where I could walk or step on a bus nearby.

I would like to use public transit when I am not able to drive anymore.

No transportation (public) available without finding way to depot. I have not explored senior trans. possibilities yet.

Difficulty in walking to curb to meet transit vehicule at Rainbow Market on 29th & Emerson S, the fence is an obstruction. What other transport systems? I do not know of any. The phone # 373-3333 has been very helpful. At the Senior Center, I see the vans bring people to the day elders program, so I sent for an application blank, wanting to be able to go visit old friends who now live outside our good city transit system. The application was returned with no explanation or advice. In the Gilbert & Sullivan play "The Mikado" the aging not-very-attractive woman who might marry a certain character has a song about her looks: "Do you think I am sufficiently decayed?" When I had answered the questions on the Metro Mobility application, I concluded that I was not sufficiently decayed (handicapped in some way) to be considered! I'm 86 years old.

Some bus drivers start bus immediately & then it's harder putting money/card in slot when bus is moving. They cut bus on Grand Ave. so need to walk to Bryant (#4) or use Nicollet buses. If they cut more buses in the future will have to depend on others. Corners filled with snow or bus stops are hard to negotiate. Sometimes just stand in streets. Some bus drivers, not all, show distain for seniors.

I don't have limitations at this time but the lady at the Center said we could fill out the survey anyway. We moved to be near a small shopping center I can walk to. I'm a half a block from the city bus. When I no longer drive I plan to use Metro Mobility.

Having to go to meetings to keep bus routes open to suburbs and to fight for the only bus routes that are open to the handicapped (to keep them open) is pure stupidity. First the state takes away most of the income that the poor & handicapped need to survive. Then the next thing they try to do is close the only bus line they have for their work locations and other locations. Then they will really have to stay home & stop working. Most of the time the Metro Mobility has been a real mess. Doesn't seem like the transportation system has been too kind to the needy.

I would not drive as much if I had public transportation within walking distance.

If or when I become unable to drive, I am concerned about whether public or senior transportation would be available at my street.

I'm glad that transportation is there if and when I need it! Please continue what help there is available, for senior citizens.

I have already sent one of these. I own my own home & car - I am quite independent. My children & friends transported me during Dec., Jan. & Feb. - fractured right kneecap. I am now OK & driving.

Although I currently use public transportation once in a while, I am fortunate to live less than one block away from bus route (#19) - and now with its connections with LRT downtown and to the airport and MOA, it provides these choices when I choose not to drive there now. The future must hold many added connections to St. Paul, northern & western suburbs, especially with LRT/other for its speed and lack of interference with highway traffic, etc. As I age and decrease auto driving desires, I know I will rely on public transportation. And where I live (when/if I move from my residence) will be dependent on transportation availability whether I'd need Metro Mobility/other or not. My son is disabled and is able to take the bus & LRT. He cannot drive due to seizures. He does not live at my residence/home. I know his choices of employment are dependent on public transportation & use of Metro Mobility probably at some time in the future. Thank you.

Difficulties - getting off bus, drivers pull in at an angle, making it impossible to use rear door when snow is piled up & they resume driving before I can reach the front. Drivers give misinformation or refuse to give any information at all in regard to when a particular bus will come or where to get off. I've had to get off & then call for a relative to get me to my destination. People in wheelchairs get to use the lift, people on crutches or able to walk only with difficulty are not helped at all. Showing an ID is very, very difficult when balancing on a moving bus & holding parcels. I'm 67 & pretty mobile but I've seen drivers demand IDs from men in their 80's

supporting themselves with a cane. I believe the present bus service & ID checking causes seniors to feel unwelcome on the bus.

Public transportation in Mpls./St. Paul is the pits compared to experiences in other cities - e.g. Milwaukee. Major problems: 1) In order to use the bus, you need to be able to get on it. Solution: a lower step. 2) In winter getting to the bus is hopeless. Once the big plow dumps all the snow on the corner, you are a prisoner on your own block unless you have qualified for the Olympic hurdles. Solution: little plow plows out corner after big plow plows it in. 3) Bus is too slow. Solution: people enter by back door, exit front & pay fare on exit or create "A" route & "B" route - each stops every other block. 4) Light rail ticket system is stupid. Solution: offices at the Mall, airport & downtown where you buy tickets - a la Paris. The idiots who planned the system have obviously never been to Europe or Asia. Also - need security (police, not private security firms) on buses & light rail to inhibit the trash talkers & people who threaten passengers. I think if you do some focus groups you might get real complaints and ideas on fixing the system.

The smokers in the bus shelters are a nuisance still, especially when the weather is bas. The bus shelters along Lake Street (with or without shelters) are pretty trashy, almost always littered with trash. How about having the "Restorative Justice" (?) perps clean them up on a regular basis.

Put route no-name of bus on the corner. I don't see many buses when I'm out.

It is very unfortunate that our streetcar system was derailed a number of years ago. It was a great transportation system that served Mpls. & St. Paul well. I hope I live long enough to see an expanded light-rail system in place. Short-term, I understand the negative impact construction of the system will have on businesses & neighborhoods but long-term, transportation will be greatly improved.

Seems like metro transit to outlying areas is becoming more restricted & scarce. As I was retiring it appeared that the focus of Twin Cities' metro transit was becoming rush hour commute to the detriment of local service throughout the day. Looked to me loke routes & bus runs were being reduced making it harder for those who were depending on the bus for primary daily, non-rush hour, transportation.

My husband and I live in Eagan and are able to drive our automobile where we want to go in Minneapolis/St. Paul. At the present time our health is such that we are not dependent on public transportation. This may likely change. It might be well for us to make a trial run on the public transportation system before we need it.

Metro bus block from my home only is scheduled early a.m. and late afternoon - used to use it, but no more. The other bus available is 6 blocks from home and at times it feels unsafe to be on it. Sometimes loud & rowdy behavior. The bottom step on bus is hard to navigate upon entering & leaving.

Very, very difficult getting to hospital for tests. Trip to Mall of America is too long since the express bus was taken off - 17 mins. on Express Bus - 35 mins. on Light Rail.

I am fortunate to have family or friends to assist me when necessary.

Why can't Darts Metro Mobility or others have car service to pick up at home at reasonable cost.

Sometimes I can not make trips. No public transport to Fort Snelling, our most important historic site. Also, all over the city bus stops have been moved but bus benches not moved & some have been at the wrong place for two years, despite calls to the company responsible. MTC has been eliminating bus stopping points, i.e., about 4 blocks with no stop. Now seniors living in Cedar Ave. high rise apts. have no bus stop at Cedar & riverside Avenues when returning from stores near Lake St. with groceries. The alternatives are to transfer to a 19 at the freeway which might require a new payment of fare for one or two stops, or a passenger can alight at the People's Center, cross two roads and walk down through to Cedar Ave. where there is no sidewalk on the last block (bar has closed entry to sidewalk), so one must walk across empty lot through snow (at present mud). This despite these blocks on Cedar having the highest concentration in the state of seniors or disabled persons. There is no way for anyone in a wheelchair to get through to the co-op store, since the sidewalk was closed.

Concerned with finding someone to drive me. My home is on Crosstown 62, so I must climb the bridge over 62 to go to a bus. The Metro #5 bus was excellent, as it brought me to my block over the Crosstown Highway. Before Highway 62 was built in front of my house, I could walk a few blocks and get the bus. December 2005 the #5 Chicago Ave. bus stopped service to this neighborhood. After I get over the bridge on 62 I must walk 8 blocks to get the Chicago #5 bus now. Impossible in the winter & very tough anytime at my age.

Just do not go downtown as much as I used to. Do not have reason to, as I believe there is not as much to go there for any more. Years ago there were more events to attend during the day time. Also, I'm very afraid to be on Hennepin Avenue at any time even to just catch a bus. Also about the only place to shop for clothes on my budget is Marshall Fields/Daytons/Macys and for me I can just go to Rosedale. Letting you know my situation, but don't believe I'm a candidate for a study, but I wish you good results and help for other seniors.

I am very able at this time to drive, provide rides for friends, visit my bro every 3 weeks in a Wis. nursing home, travel to Costa Rica, Cambodia, Thailand, Mexico (within last 5 mos.) BUT I am nearing age or time when all that can change. Ask me again in 3/5 years.

Would love if the Northern Corridor train system would come our way. Buses running closer to the neighborhood would also be great.

Drivers are mostly very nice.

I am blind. I have to plan my trips ahead of time. I make the reservations at 6 o'clock in the morning. Metro Mobility is not always on time. It is time consuming. It also limits where I can go. Transferring to another transportation system in Anoka and Dakota County is always complicated. She wants a copy of the results. Para transit is quite good but need to plan ahead of time. I work with Metropolitan Council. I could be a great asset helping with other disability surveys.

Do not drive unknown destinations at night. Schedule my errands to conserve gas.

1) I don't like using bus transportation late in the evening because there are rowdy passengers who sometimes fight and behave aggressively - we need more police on buses. 2) Traveling to St. Paul at night takes a long time - I hardly ever go to St. Paul for evening events because traveling there by bus is so hard and takes so long, especially in bad weather. 3) I'm glad for bus service - but old, frail people have a tough time with all the sudden lurching movements - dangerous too. Light rail is the answer!

In my AARP 55 ALIVE course I stress that when you become a non-driver that you locate near public transportation so you can maintain your independence! We need at least 6 more light rail routes (not bus ways) - Wayzata to Hudson, Forest Lake to Hastings, 7th St. to Airport, Spring lake Park to Burnsville, Chaska to Mpls., Stillwater to St. Paul.

Without a car shopping would be limited. Might use Simon Delivers for groceries. Without a car would cut all travel for all reasons.

I live in Calvary Center Cooperative in Golden Valley and we have van service that takes us to grocery and couple shopping centers but only on their schedule. I must take local bus service downtown Mpls. where I have medical services, bank and shop. We have hourly service and I am grateful but there is no Saturday or Sunday service so cannot go to Art Institute, plays or concerts on week-end. I do use Metro Mobility but they are not always available. I am grateful for local bus service but often cannot get to stores in suburbs (furniture - Michaels - K-Mart) when I need to. I do hope there will be no more cutbacks on bus service.

Sometimes I have to walk 3 blocks, take a bus for 4 blocks, transfer, take a bus for 14 blocks, transfer, take a bus for 4 blocks, then do the same to get back home. Sometimes the transfer bus is there - sometimes you wait for 10-20 minutes. You worry if you'll get someplace on time. I'm thankful for the buses - but it takes all day "to do nothing." Cabs are great - come quickly in our area. But who can afford them? I never know what the tip should be. Some people are apprehensive of "foreign" car drivers. I'm not. I know it is necessary for light rail to come to 28th Soo Line tracks. Too bad, but the sooner the better. I wish there was a bus on Lyndale from 31st to the freeway. I could live at Walker gov't. apartments at 58th, shop at 62nd, go to Bachman's, walk 2 blocks to VOA, Sr. Bryant Center, eat at Bridgeman's, use U.S. Post Office in that complex, visit my friends. Thank you for helping seniors. Seniors have contributed much to our society - now we need others to keep us mobile. Thanks.

Not in need of public transportation. Family members pick me up in their car.

Were I to move from my home I would choose a senior rental facility where van transportation is provided should I have need of it. I have read that in some communities private transportation (other than a cab) is provided for senior citizens/handicapped people (for a fee) when necessary. This is usually in the form of an auto and driver (previous reservation necessary). Different from Metro Mobility, I believe. I do sometimes use metro transit for trips downtown and others, however rarely since I am no longer employed. When I was working I used metro transit daily and am in favor of a strong transit system.

We need to continue to keep bus service in the downtown area so buses stop at every block. Seniors & disabled persons are threatened by the need to walk at night - in the snow and because of walking disabilities.

I foresee wanting to use bus transportation in the next 4 years or so. If I make a good effort I'm sure I could understand the schedule and where the bus stops are. Right now I don't know those things so don't often ride the bus.

Don't decrease public transportation, add more.

I am not at this point travel disadvantaged.

I feel people would be more apt to take a bus if they ran more often. 1/2 or 1 hr. in some cases is too far between. If you should happen to miss one it is a long wait for the next one. We needed light rail 50 yrs. ago. We waste more money researching this instead of getting it done.

I don't need assistance yet to climb on board buses, but it is increasingly difficult. 1) I think it is close to criminal how little money is provided by our legislators for public transit, particularly in view of the climate conditions here & the aging population. 2) I also think it would be nice if there were some small accommodation made for access to buses - that first step is way too high. I think the time will come when I can't do it & will have to utilize the lift. 3) I belong to an organization called Transportation for Livable Communities (TLC). My first contact with them involved encouraging bus riders to contact their legislators; reportedly, legislators said that it was the first time they had been contacted, that previously they had simply assumed that since they did not hear from their constituents, there was no problem. Dammit, there is a problem; by & large, at the present time, bus riders are people who believe they have no power, that complaining does no good. Simple common sense would (should) indicate that a humane society would choose to accommodate a large disadvantaged population without prodding. 4) Not to mention the environmental advantage of a good public transportation system and the environmental cost of continued dependence on cars.

I like the city buses & lite rail. Keep buses dependable & on time so you can make good connections. I depend on public transportation for a lot of my medical, shopping, etc. needs.

Our neighborhood bus runs only during rush hour weekdays and never on weekends. When I worked (downtown), I frequently used the bus. Now it is so inconvenient I have begun to discount it. Sad. I've been a bus rider all my life. I'm lucky. I'm healthy, resourceful and affluent. Thus I have a vehicle of my own and am able to fund its use. Though, due to environmental concerns - and concerns that public transportation will fade if we don't use it, I'd like to take the bus more. I can't. Due to low ridership in my neighborhood (Kenwood-Isles), MTC runs buses on a very limited schedule M-F and not at all on Saturday and Sunday. So I've virtually stopped using it, and I'm not happy about it. (I do understand the MTC's reason for our thin schedule.) I think the MTC does a good job generally, by the way. It just doesn't meet my needs anymore. I go lots of places, one after the other. I need to drive.

I use my car because of its convenience and flexibility.

Difficulties - taking a seat after I get on if the ride is jerky; there's a lot of difference in the smoothness of rides. The senior reduced fare is very helpful. I'm grateful for both rail and bus transportation in the Twin Cities. Usually I take buses rather than rail because they stop more often and because I'm more used to them. They seem folksy and friendly. Bottom line - I wish I could afford a car.

1) That there be a station near me and my daughter also. 2) That it be smooth running and smooth stopping. 3) That it run regularly and often. 4) That there be a straight run down University Ave. from Mpls. to St. Paul (stopping at Midway YMCA). 5) That there be regular "grocery" runs for seniors. Example: 1666 Coffman to nearby Rainbow every week - a set day. 6) Bicycle or car parking lots by train stations to have commuters into center city not by freeway/car.

Difficulties - Would like senior discount rate unlimited time schedule. Would use metro bus service more frequently. I have been staying at my sister's home in Wisconsin this past few months. When I am home (in Mpls.) I use my car for travel. Except for when I go downtown. Then I take the bus to the senior center downtown. I could also go to other centers, but would have to transfer. As of now I live on the 17W line - it goes right past my house and to the downtown area.

1) Eliminating bus routes causes concerns for seniors, working poor & disabled. 2) Bus shelters (all) should be heated. 3) More access to U of M bus lines for students.

When I sold my house 2-1/2 years ago I found an apartment in a location that had bus service I would need when I decided I no longer should drive. I do use public transportation to go to downtown Mpls. to do my banking and some shopping - weekly. I'm thankful for public transportation.

Maybe more than you are asking for. 1) Bus drivers - most good - best: those newly trained or those that have been driving since streetcars. These bus drivers are obvious on #17, #18, #10, #25, #5. 2) Metro area bus drivers should be reminded to "find the curb" when letting off the elderly. 3) Rules should be followed (by drivers) to police front of bus area for carriage trade vehicles, hazard for infirm elderly. 4) Bus drivers should take precedence over bus schedules. 5) Every bus passenger regardless of the skin color of the driver and/or paying passenger should pay their proper fare. 6) Passengers 'eating - snacking' on bus; still a rule? I see bus drivers doing it on weekends. 7) Use of cell phones by passengers - left for another time (or 2nd survey).

1) The information line for the metro bus, advising the number of bus to use to get to a given destination, how/where to transfer is invaluable for my using the bus (& recommending it to others). 2) The kindness & thoughtfulness of Metro bus drivers impresses me and I am grateful for their courtesy - sometimes they provide one's only human contact in a day. 3) The bikeways of the Twin Cities are wonderful. We (ages 71 & 67) were riding at 8 p.m. last summer on the Midtown Greenway (under the overpasses) and had a near accident when some objects were dropped from overhead onto the bikeway.

At present I have none. I purchased a condo on a bus line so when I am no longer able to drive I will have transportation. My concern is other careless drivers. I understand bus service has been decreased. More criss-cross routes are needed.

I can take myself around Bloomington or close by. No longer drive freeways. No longer drive at night. Never use a bus - do not know if available by my home.

I have to use a walker to walk because of back pain when on my feet. I can't go on a public bus because of distance to board one & having to lift my walker. I still can drive short distances. I can't lift anything (like groceries into my home) without pain. I recently started to have my groceries delivered by "Store & Door," esp. the heavy articles. I don't know if I'd qualify for Metro Mobility since I can drive some. Creekside bus is only Bloomington.

I would like to go to casinos. Tour bus doesn't have lifts.

Difficulties - I was followed to my home from the bank & was mugged and robbed. I don't have a good feeling, or feel safe on public transportation since. I feel much more protected getting around the way I do since my legs are not as good - my reason for moving to St. Therese Residence.