

# **2006 San Antonio-Bexar County Senior Transportation Needs Assessment Survey**

---

**Final Report**

Conducted for



**The San Antonio-Bexar County  
Metropolitan Planning Organization**

by

**ETC Institute**

July 2006

# Contents

Executive Summary.....	1
Section 1: Charts and Graphs .....	5
Section 2: GIS Maps.....	24
Section 3: Tabular Data (with crosstabs by age) .....	44
Section 4: Open-ended Comments .....	97
Section 5: Survey Instrument.....	112

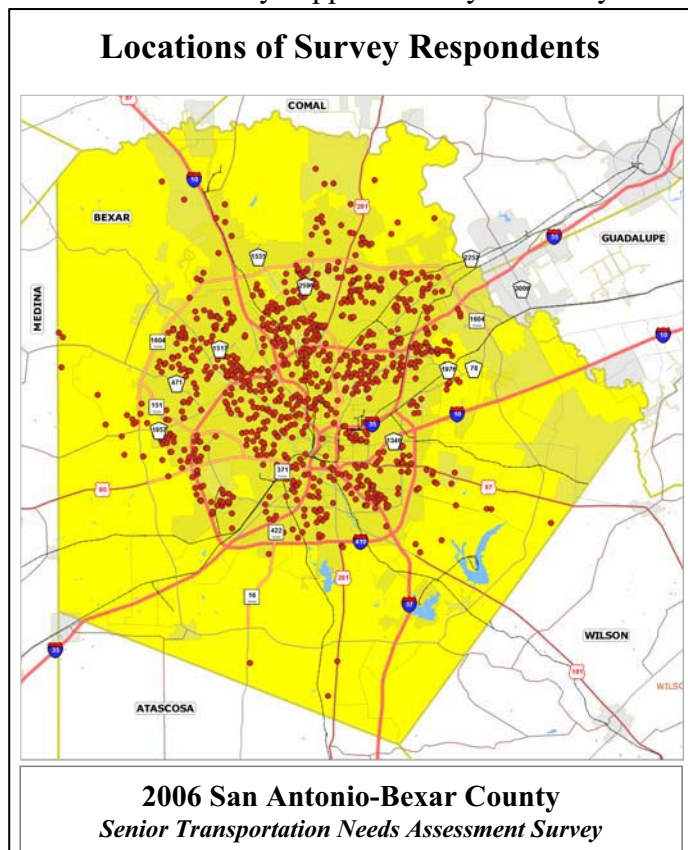
# 2006 San Antonio/Bexar County Senior Transportation Needs Assessment Survey Executive Summary

## Purpose and Methodology

During May 2006, the San Antonio-Bexar County Metropolitan Planning Organization administered a survey to a random sample of adults age 60 and older who live in Bexar County. The purpose of the survey was to objectively assess the transportation needs of seniors who live in the San Antonio area. The data gathered from this survey will be used to help develop strategies to meet current and future transportation needs of seniors in the region.

ETC Institute mailed a five-page survey plus a cover letter explaining the purpose of the survey to a random sample of 2,000 persons age 60 and older in Bexar County. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the residents who were selected to receive a survey, 408 completed the survey by phone and 594 returned it by mail for a total of 1,002 completed surveys (50% response rate). The survey was administered in both English and Spanish to ensure the results were representative of the region's large Hispanic population.

The overall results for the random sample of 1,002 residents have a 95% level of confidence with a precision of at least +/- 3.1%. In order to better understand the needs of seniors living in different parts of Bexar County, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



## Characteristics of the Senior Population in Bexar County

According to the U.S. Census Bureau, there were 190,394 people age 60 and older living in Bexar County in 2000. Of the six most populated counties in Texas (Bexar, Dallas, Travis, El Paso, Harris, and Tarrant), Bexar County had the highest percentage of seniors. The total number of seniors in Bexar County is projected to increase significantly in the future. According to the Texas State Data Center, there will be approximately 329,061 seniors age 60 and older in Bexar County in 2020 and 449,805 in 2040.

Other characteristics of seniors age 65 and older in Bexar County according to the 2000 Census include:

- 25% lived alone
- 38% were Hispanic and 6% were Black/African American
- 26,304 of the County's senior Hispanic residents spoke English "less than very well"
- 11.7% were living in poverty

As the number of seniors in Bexar County increases over the next few decades, the needs for senior transportation services will also increase. The results of this survey should be used by community leaders to identify ways to meet these future needs in order to preserve a high quality of life for senior residents in the area.

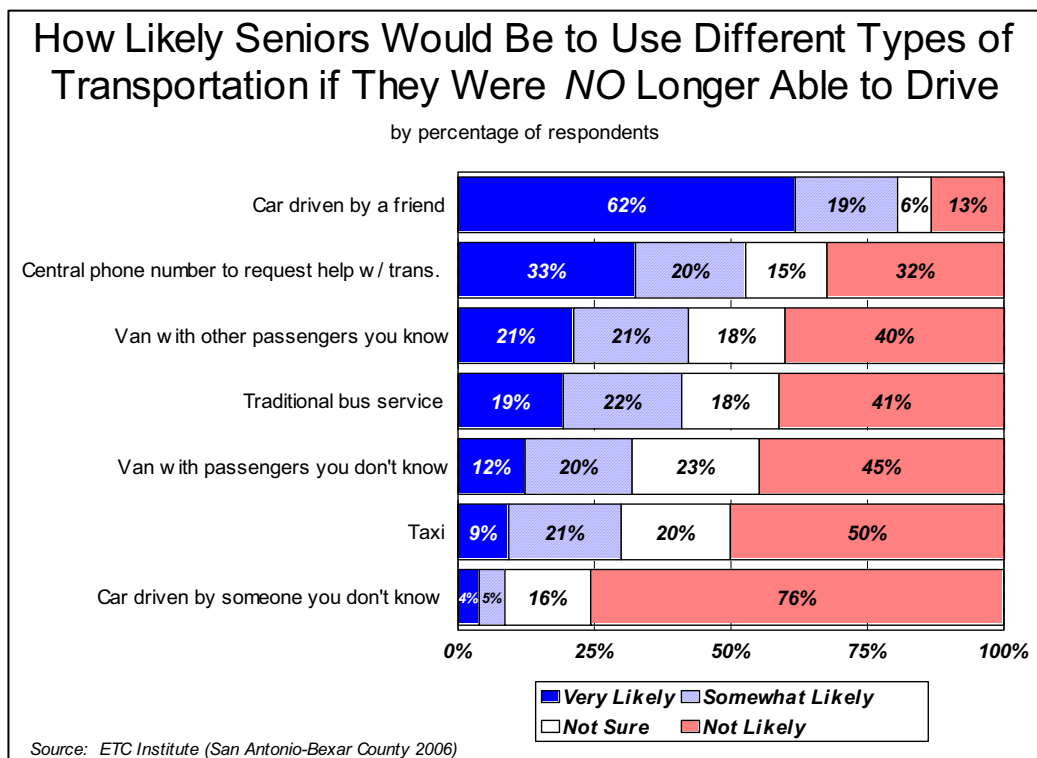
## Major Findings

- **Many Seniors Are Not Able to Drive.** The results of the survey confirm that as residents age, their ability to drive decreases significantly. Nearly one in nine (11%) of all seniors surveyed indicated that they were not currently able to drive. Among those age 80 and older, 19% were not able to drive compared to just 6% of those age 60-69.
- **How Comfortable Seniors Are Driving in Various Situations.** Among seniors who were able to drive, 97% indicated that they felt comfortable driving in their neighborhoods and 96% indicated that they felt comfortable driving during the day. Although seniors were generally comfortable driving in their neighborhood during the day, they were significantly less comfortable driving at night, in bad weather, and on freeways. More than half (55%) of those surveyed who were able to drive indicated that they did not feel comfortable driving during bad weather; 46% did not feel comfortable driving in congestion on freeways, and 41% did not feel comfortable driving at night.
- **Many Seniors Are Dependent on Others for Their Transportation Needs.** Although most (89%) seniors indicated that they were able to drive, nearly one-third (30%) of those surveyed indicated that they were dependent on others for at least some of their transportation needs. Among those who depended on others for transportation services, most relied on family and friends. Eleven percent (11%) indicated they used public transportation

services, 8% indicated that they relied on volunteers, and 7% indicated that they used private transportation services, such as taxis.

- **Trips that Seniors Would Like to Make if Transportation Was Not an Issue.** The top two types of trips that seniors indicated they did not complete due to a lack of transportation services were: (1) shopping trips and (2) visits to a friend/relative. Interestingly, work-related trips rated third. The desire for work-related trips may suggest that some seniors would like to work to earn additional income but are not able to find employment due to the lack of transportation services in the area.
  
- **Many Seniors Are Not Making “Necessary” Trips.** One-eighth (12%) of those surveyed indicated that they were not able to make “necessary” trips, such as medical appointments, during the previous month because they did not have access to transportation. Based on the number of medical and dental trips that seniors who participated in the survey reported they could not take during the previous 24 hours due to a lack of transportation, ETC Institute estimates that more than 13,000 medical and dental trips are not being made per day by seniors age 60 and older in Bexar County due to a lack of transportation. [estimated using a mean number of trips/day of 0.07 applied to a total senior population of 190,394]
  
- **Reasons that Seniors Are Not Making More Trips.** Respondents to the survey were asked to identify the reasons that they were not making more trips than they currently do. The top barriers for all respondents involved a lack of familiarity with transportation services that are available, the cost of transportation, and driving ability. The top reasons varied slightly based on the age of the respondent in the youngest and oldest age groups surveyed as shown below:
  - **Top 3 Reasons that People Age 60-69 Were Not Making More Trips**
    - Cannot afford gas, parking, or insurance for their automobile
    - Not comfortable driving/cannot drive
    - Not familiar with transportation services that are available
  
  - **Top 3 Reasons that People Age 80+ Were Not Making More Trips**
    - Not comfortable driving/cannot drive
    - Not familiar with transportation services that are available
    - Cannot afford private transportation services, such as a taxi
  
- **Reasons that Seniors Are NOT Using Fixed Route Bus Service in the San Antonio area.** About one-third (36%) of those surveyed indicated that they were just not interested in using fixed-route bus service in the San Antonio area. Among those who would consider using fixed-route bus service, the top three reasons they were not currently using the service were: (1) a lack of familiarity with the services offered, (2) the perception the service would take too long to get to their destination, and (3) personal health reasons. Overall, most respondents thought fixed-route bus service in the San Antonio area was reliable; only 2% of those surveyed indicated that they would not use fixed-route bus service because it was not reliable.

- **Reasons that Seniors Are NOT Using Door-to-Door Services in the San Antonio area.** Forty-three percent (43%) of those surveyed indicated that they were just not interested in using door-to-door transportation services such as VIAtrans. Among those who would consider using door-to-door transportation services, the top two reasons they were not currently using the service were: (1) they were not currently eligible to use the service and (2) they were not familiar with the services offered.
- **How Likely Seniors Would Be to Use Different Types of Transportation Services.** The chart below shows how likely seniors would be to use various types of transportation services if they were no longer able to drive. Although many seniors indicated that they would not be willing to use any form of transportation other than a car driven by a friend/relative, 42% indicated that they would be likely to participate in van pools with people they know, 41% indicated that they would be likely to use traditional bus service, and 32% indicated that they would be likely to use van pools with people they do not know. More than half (53%) of those surveyed indicated that they would be likely to use a central phone number to request information about transportation services.



*Section 1:*  
***Charts and Graphs***

---

## Methodology

Survey was designed to provide a "real" assessment of senior transportation needs  
Administered to a random sample of seniors age 60+ in Bexar County  
During April-May 2006  
By mail and phone  
A total of 1002 seniors completed the survey  
response rate was 50%  
good distribution by age, gender, Hispanic ancestry, and other demographic characteristics  
Results have a precision of at least +/-3.1% at the 95% level of confidence  
GIS mapping was conducted

## Current Demographic Characteristics of Seniors in Bexar County

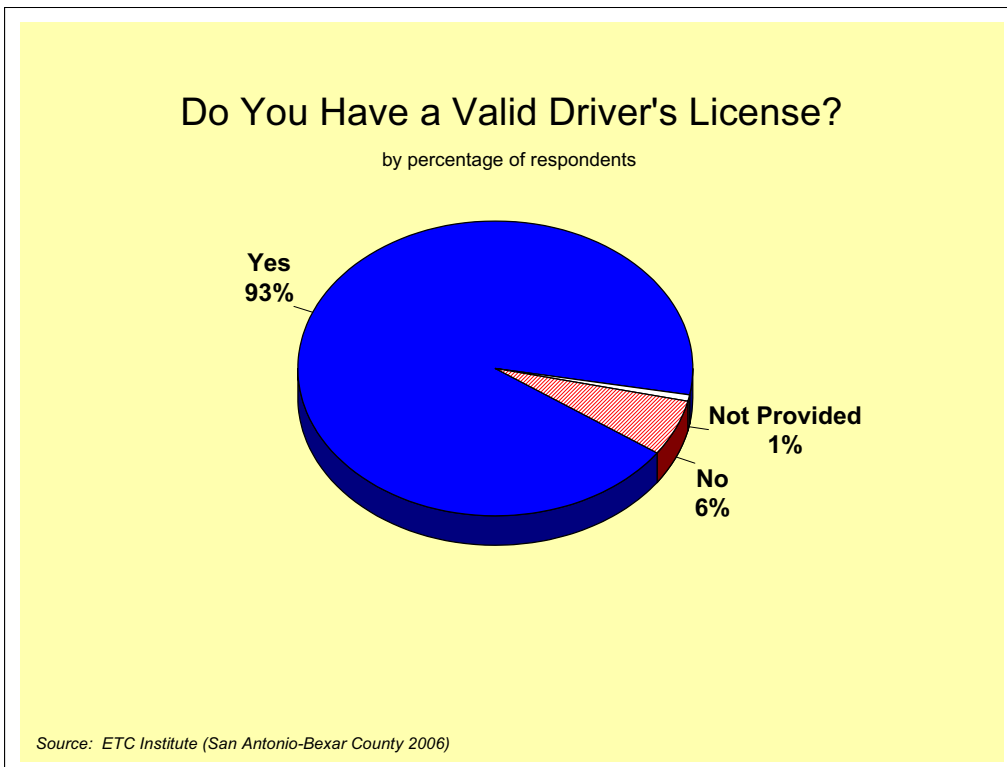
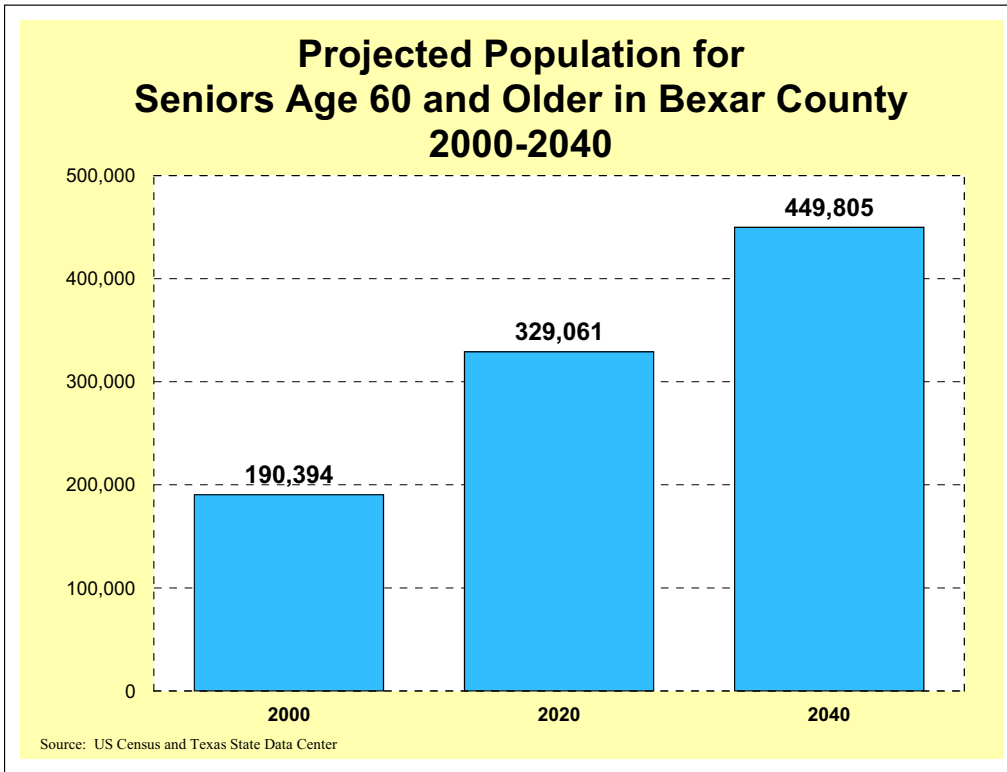
of the six most populated counties in Texas, Bexar County has the highest percentage of seniors

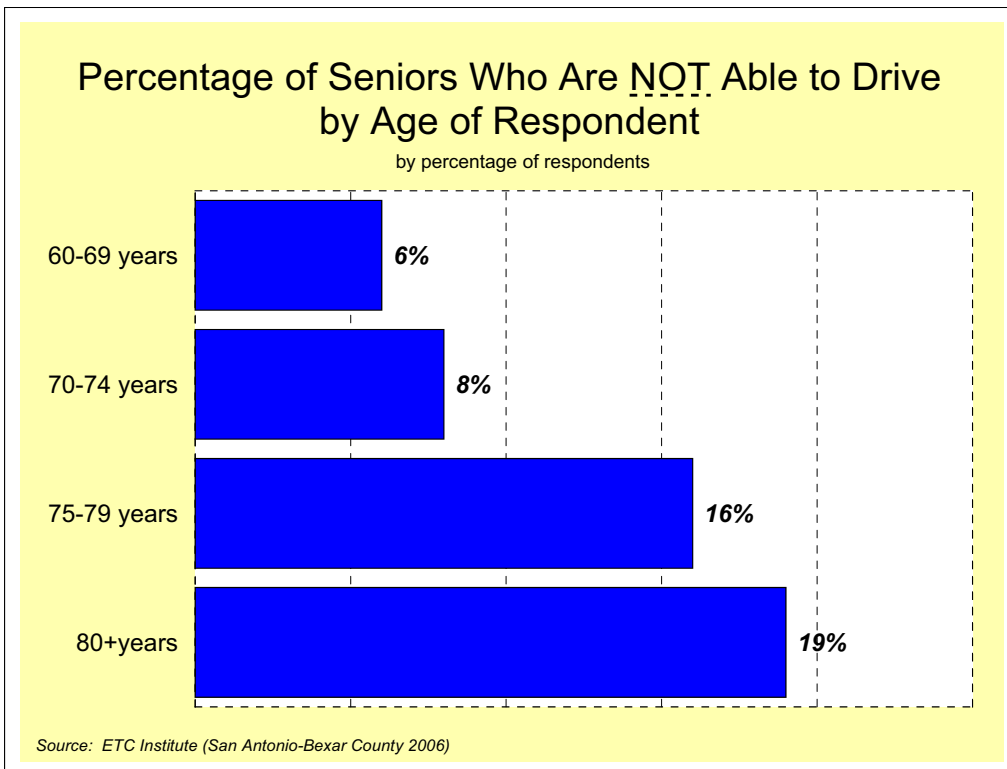
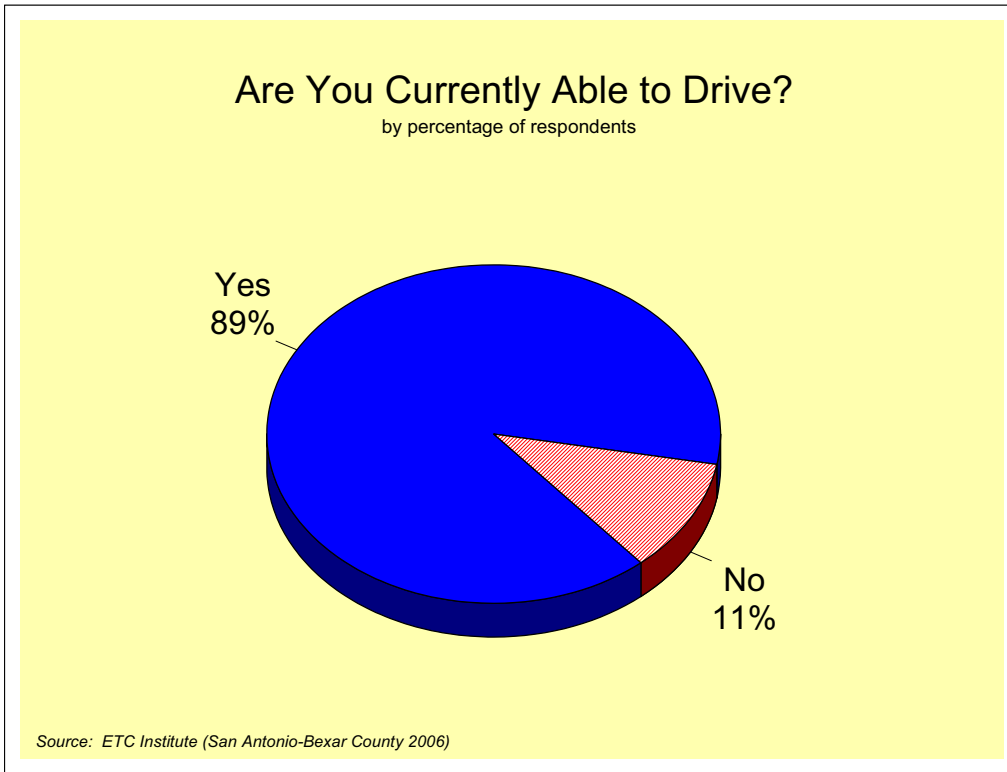
one in four seniors in Bexar County lives alone

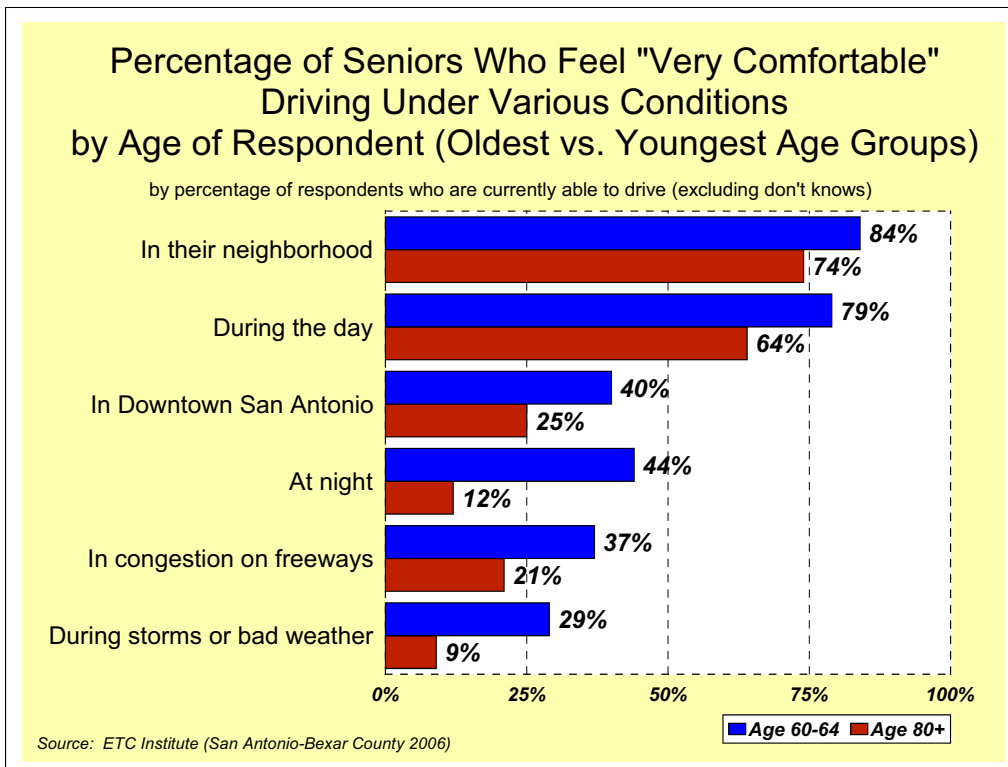
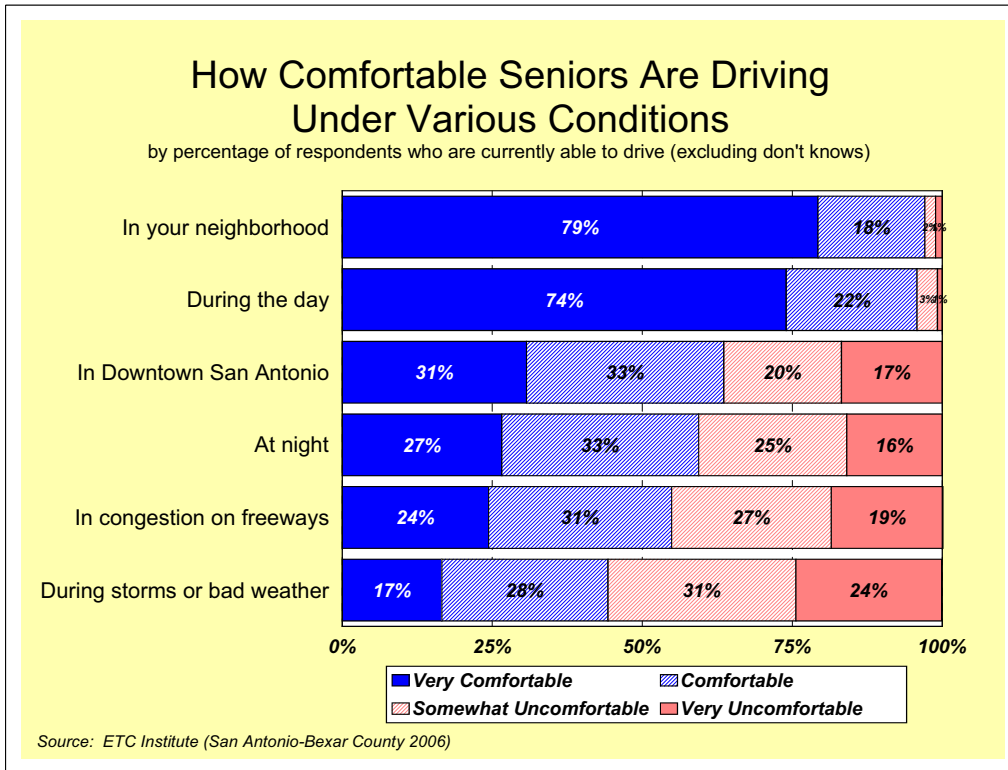
nearly 60,000 seniors in Bexar County speak a language other than English at home

11.7% of seniors in Bexar County live in poverty

Source: 2000 US Census for seniors age 65 and older



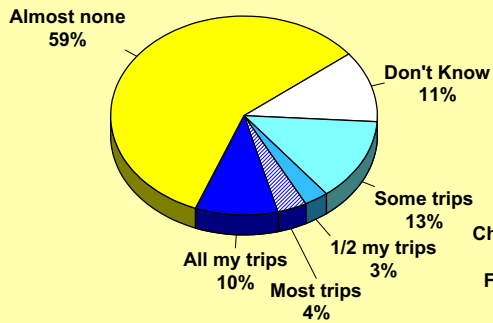




# How Many Seniors Are Dependent of Others for Transportation?

## For What Portion of Your Trips Do You Depend on Others For Transportation?

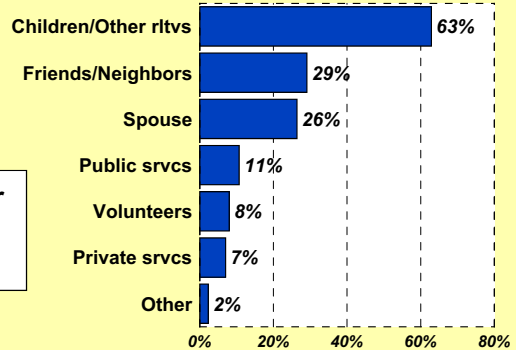
by percentage of respondents



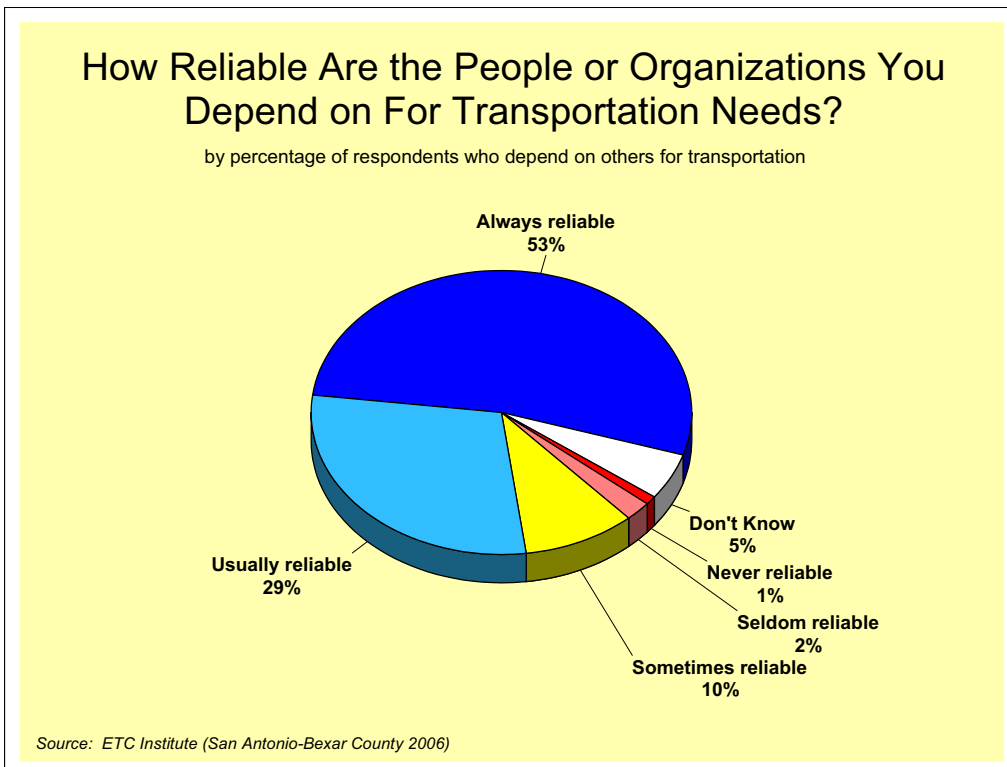
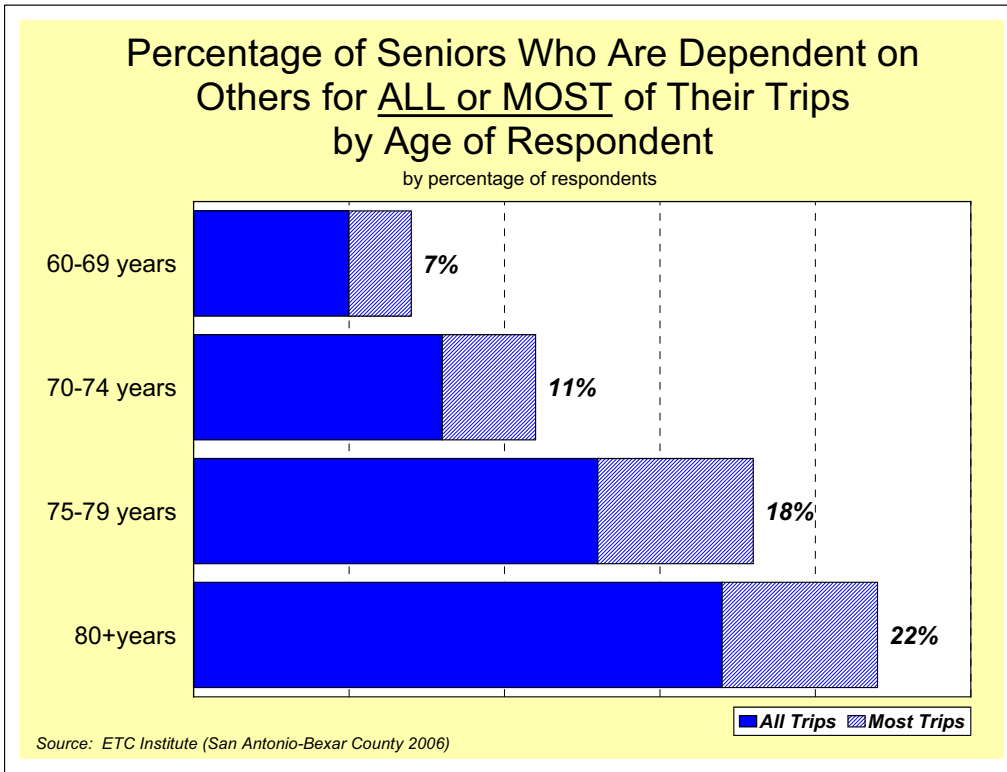
**30% of seniors age 60 and older are dependent on others for at least "some" of their trips**

## Which of the Following People or Organizations Do You Depend on For Transportation?

by percentage of respondents who depend on others for trans. (multiple choices could be made)



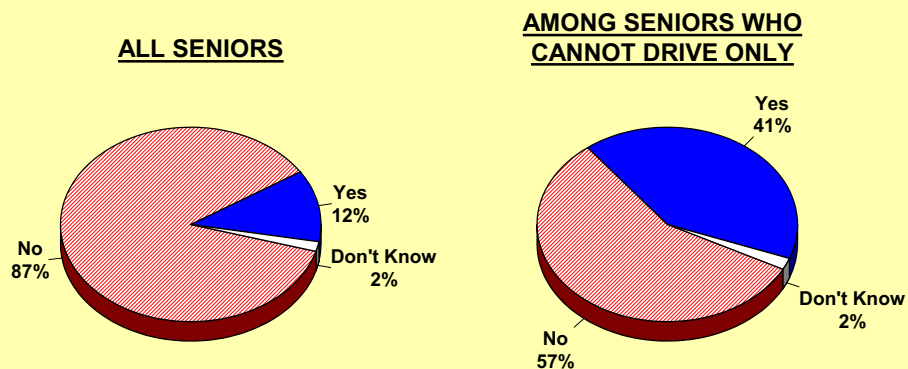
Source: ETC Institute (San Antonio-Bexar County 2006)



## "Necessary" Trips that Seniors Are Not Currently Able to Make

During the Past Month, Were You Unable to Make Necessary Trips Because You Could Not Drive or Did Not Have Access to Transportation?

by percentage of respondents

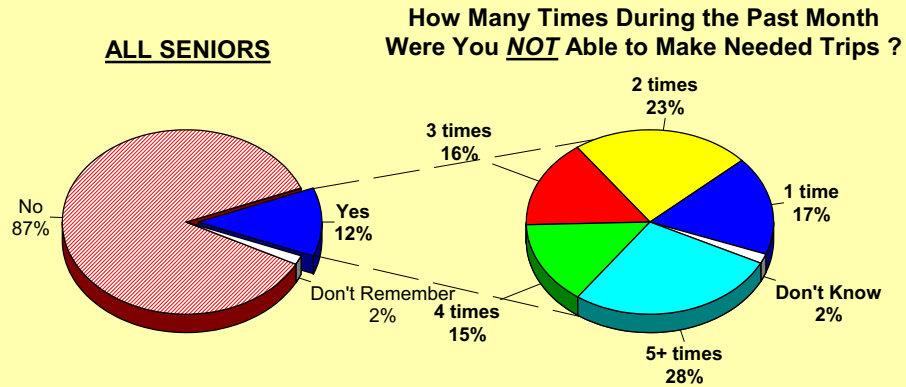


**Estimated Number of seniors in Bexar County who were not able to make needed trips during the past month due to lack of transportation = 22,500**  
(11.8% applied to a senior population of 190,394)

Source: ETC Institute (San Antonio-Bexar County 2006)

## During the Past Month, Were You Unable to Make Necessary Trips Because You Could Not Drive or Did Not Have Access to Transportation?

by percentage of respondents



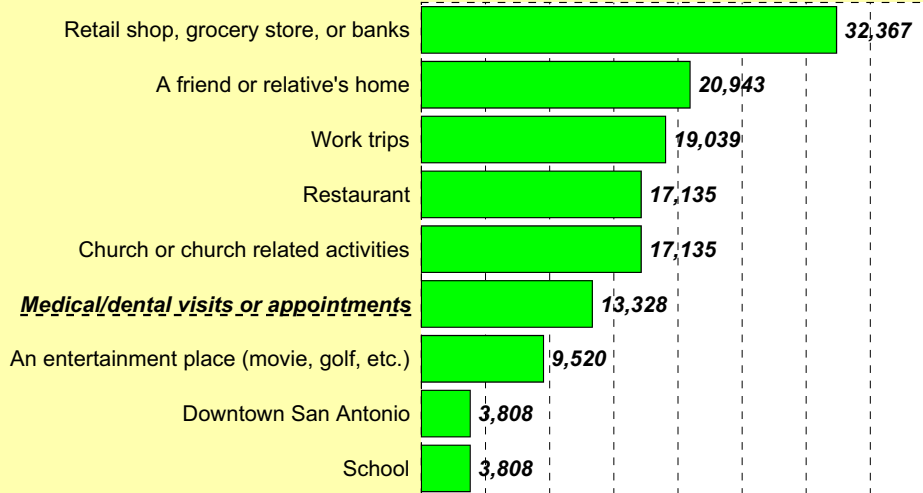
**Estimated Number of seniors in Bexar County who were not able to make needed trips during the past month due to lack of transportation = 22,500**  
 (11.8% applied to a senior population of 190,394)

Source: ETC Institute (San Antonio-Bexar County 2006)

## Additional Trips that Seniors Would Desire to Make if Transportation Was Not an Issue

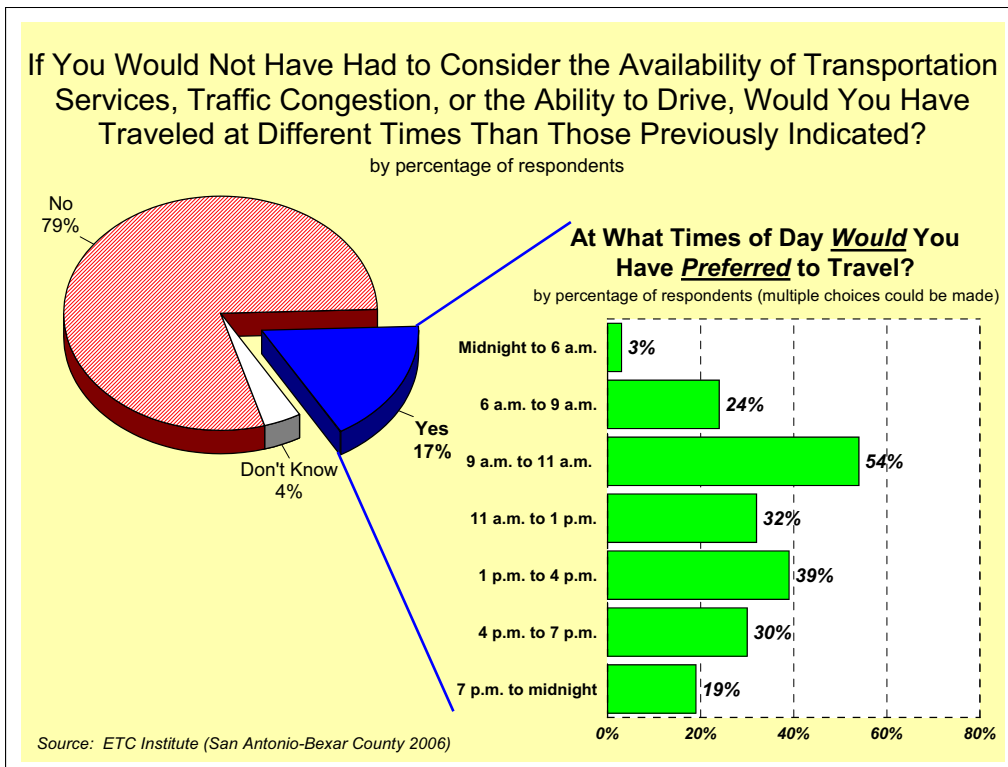
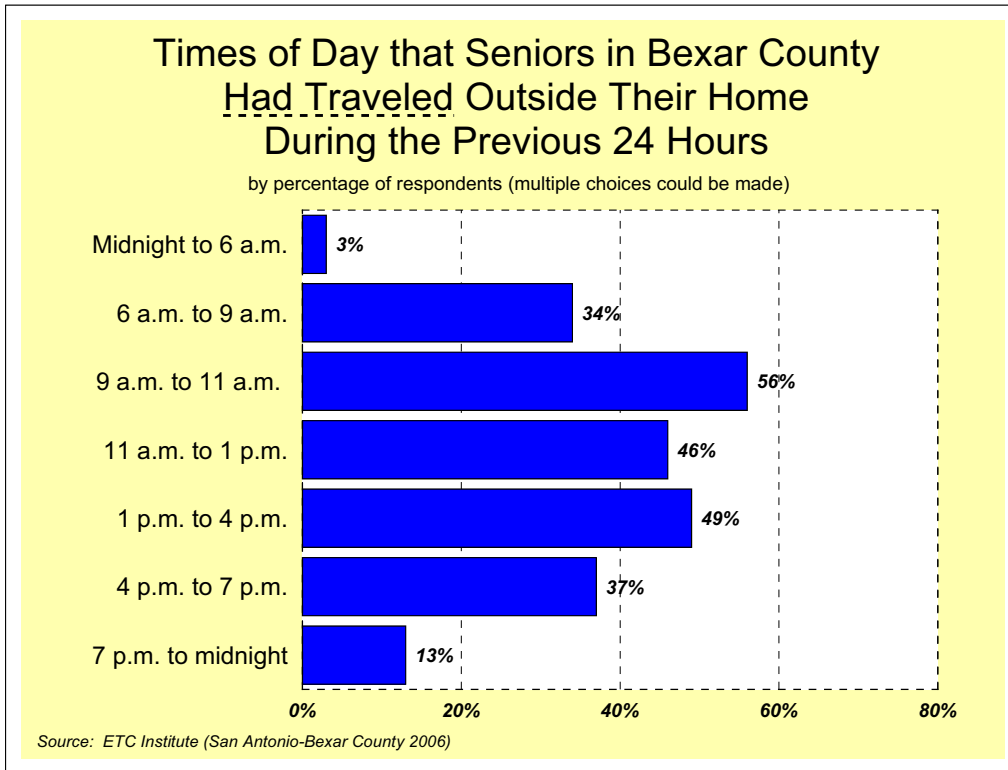
### Estimated Number of Additional Trips that Seniors in Bexar County Would Complete on a Typical Day If Transportation Was Not an Issue by Type of Trip

calculated by multiplying the mean number of additional trips that respondents indicated they would have completed during the previous 24 hours if transportation was not an issue applied to a population of 190,394 seniors age 60+ in Bexar County - 2000 US. Census



Source: ETC Institute (San Antonio-Bexar County 2006)

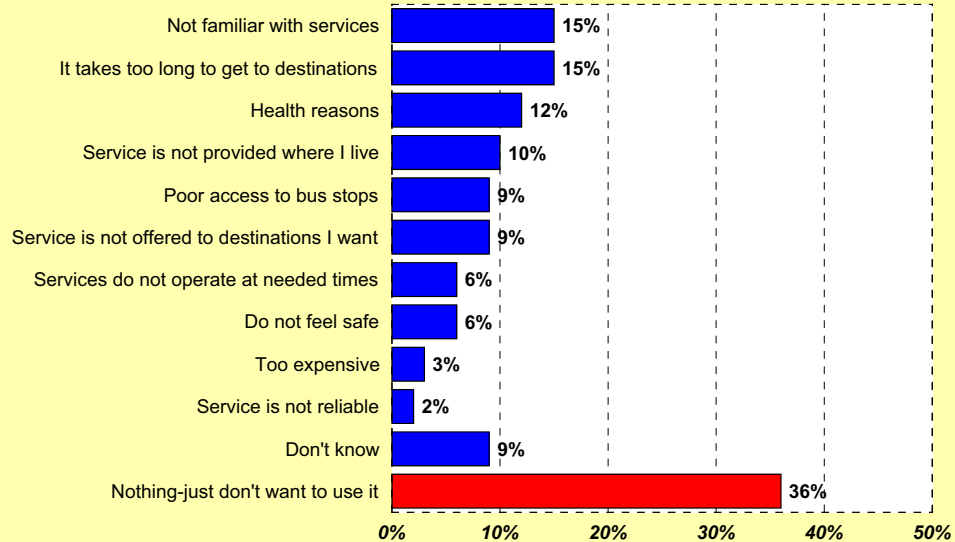
## At What Time of Day Would Seniors Prefer to Travel?



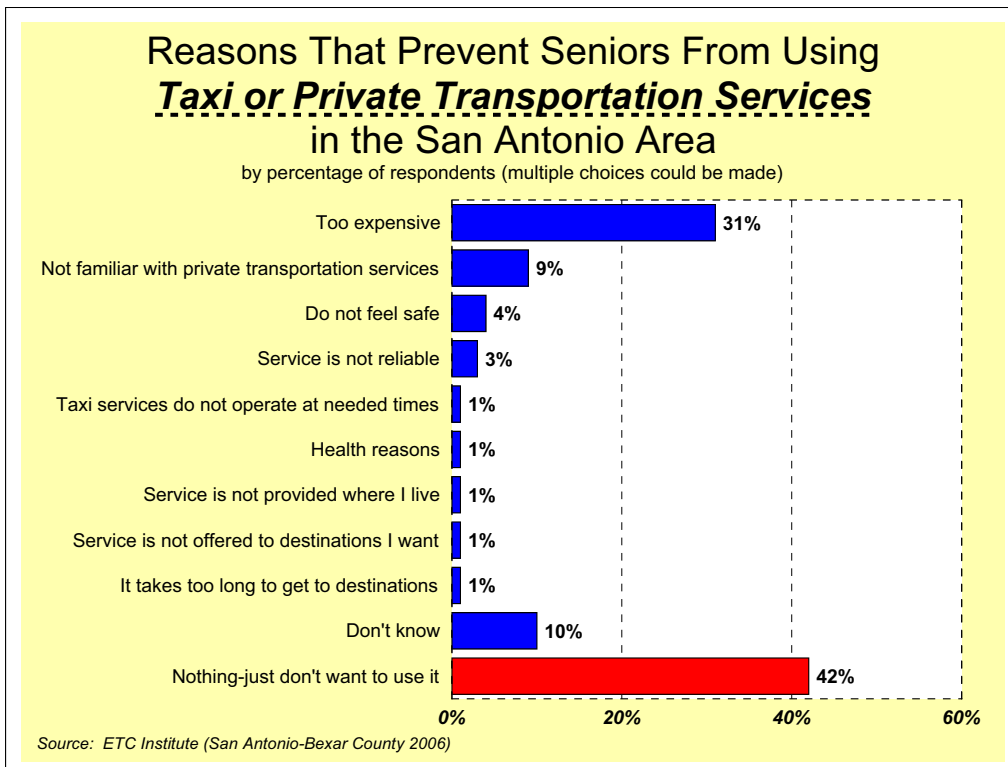
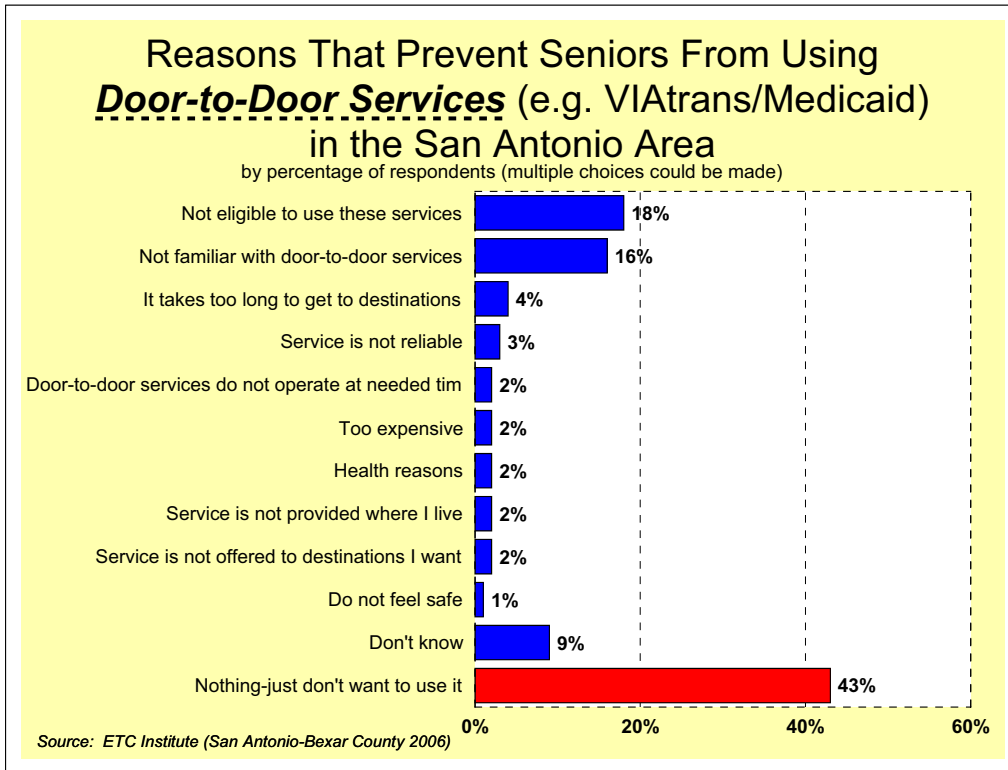
## Reasons Seniors Are Not Using Existing Transportation Services

### Reasons That Prevent Seniors From Using Fixed Route Bus Service (e.g. VIA) in the San Antonio Area

by percentage of respondents (multiple choices could be made)



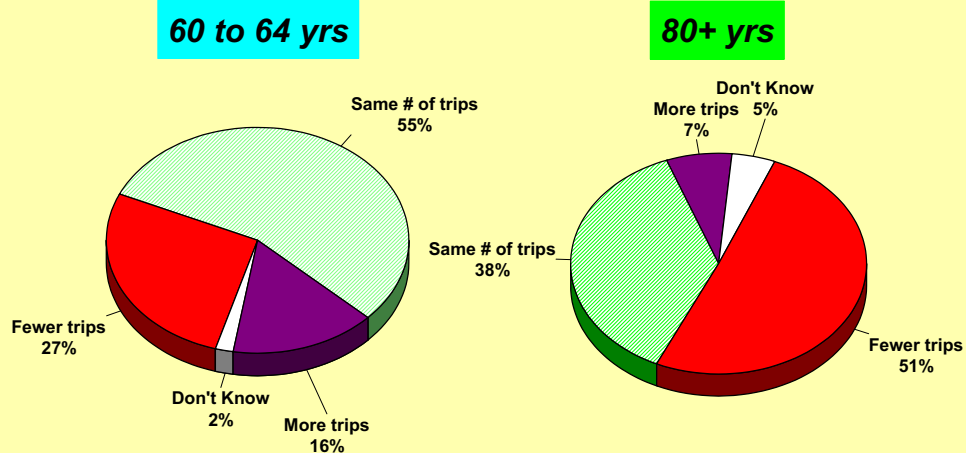
Source: ETC Institute (San Antonio-Bexar County 2006)



## How Seniors Think Their Ability to Travel Will Change Over the Next 5 Years

### How Do You Think Your Ability to Travel in the San Antonio Area Will Change Over the Next Five Years? (Oldest vs. Youngest Age Groups)

by percentage of respondents

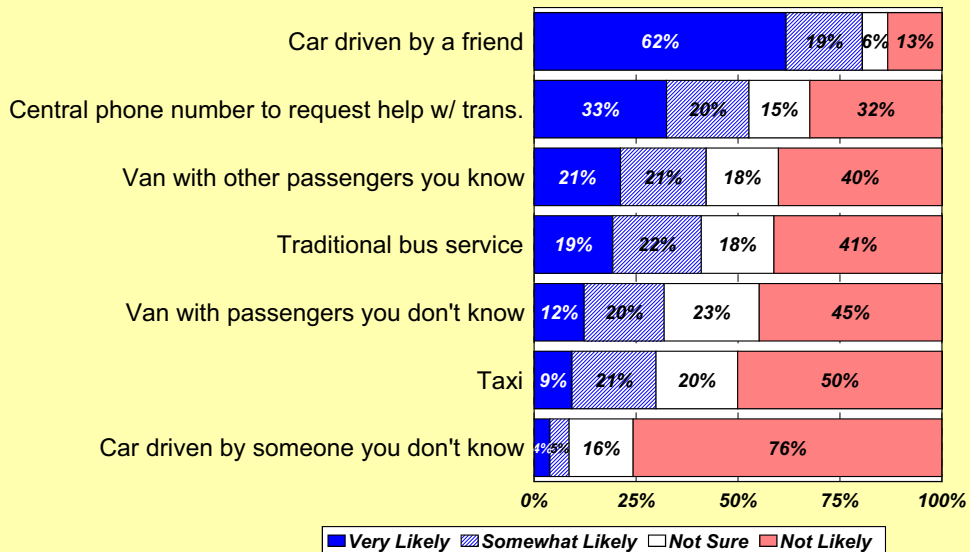


Source: ETC Institute (San Antonio-Bexar County 2006)

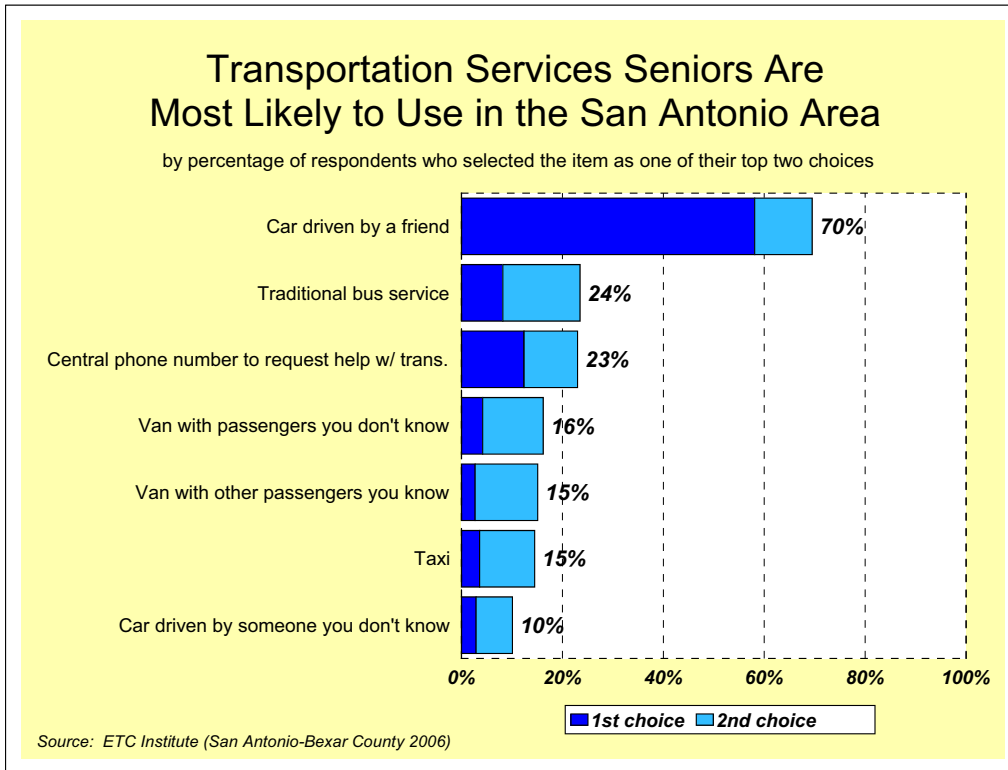
## How Likely Seniors Would Be to Use Various Transportation Services if They Could No Longer Drive

### How Likely Seniors Would Be to Use Different Types of Transportation if They Were *NO* Longer Able to Drive

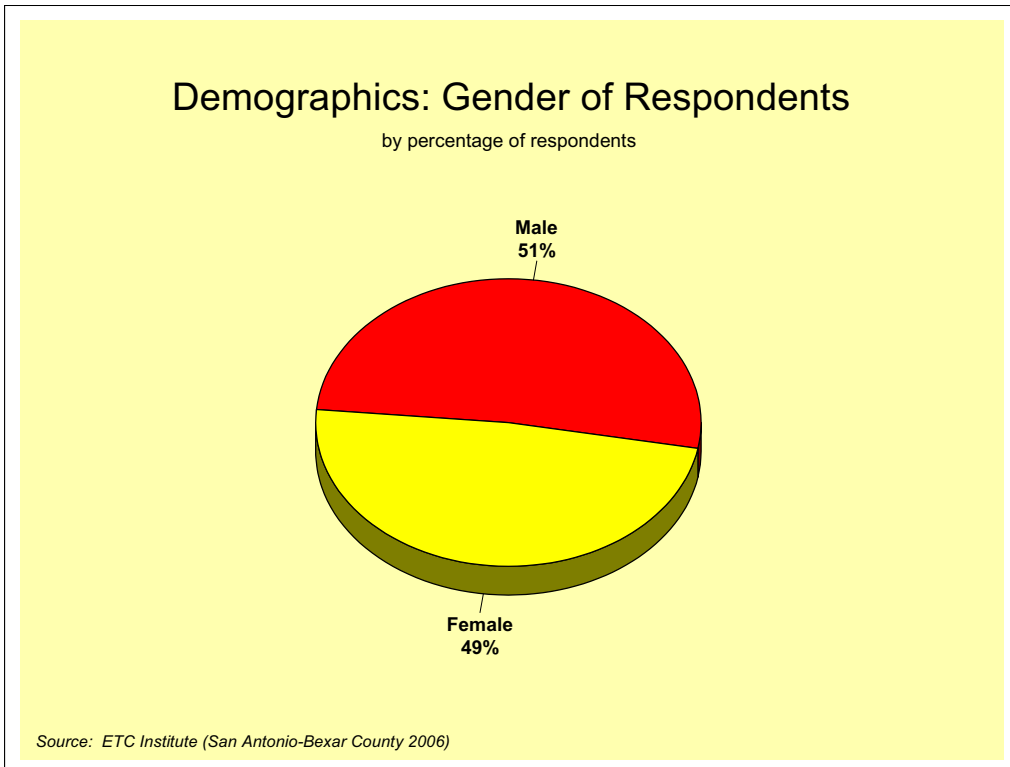
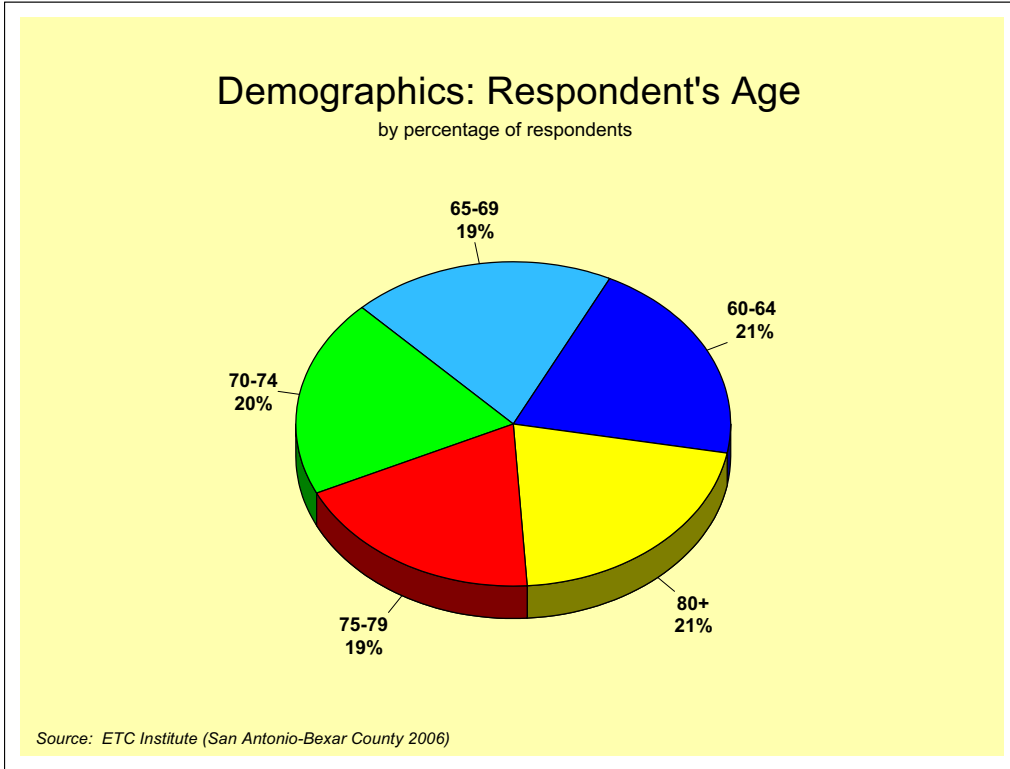
by percentage of respondents



Source: ETC Institute (San Antonio-Bexar County 2006)

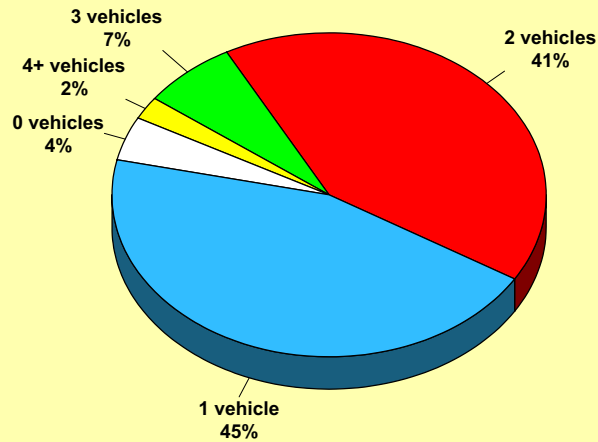


## Demographic Characteristics of Respondents



### How Many Operational Vehicles Do You Have Available To Your Household?

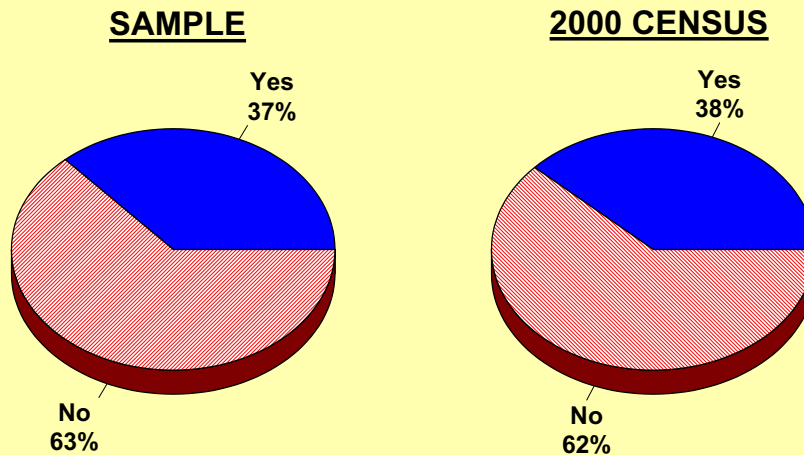
by percentage of respondents



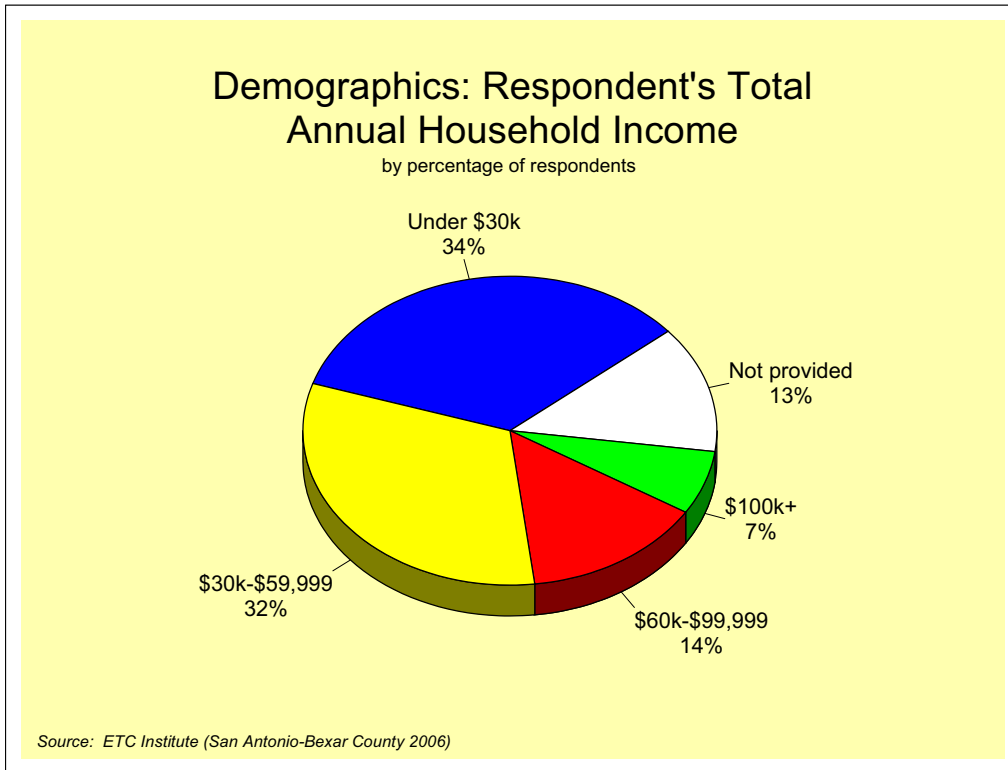
Source: ETC Institute (San Antonio-Bexar County 2006)

### Demographics: Are You or Others in Your Household of Hispanic, Latino, or Other Spanish Ancestry?

by percentage of respondents



Source: ETC Institute (San Antonio-Bexar County 2006; Census data for seniors age 65 and older)



## Summary

The number of seniors in Bexar County will increase significantly over the next 20 years

There are currently many unmet transportation needs for seniors in the region

- 30% of the seniors in the region are dependent on others for at least some of their transportation needs
- the needs for those age 75+ are generally much greater
- approximately 22,500 seniors are not making necessary trips each month due to the lack of transportation

Many seniors would consider using alternative forms of transportation, such as fixed-route bus and van services

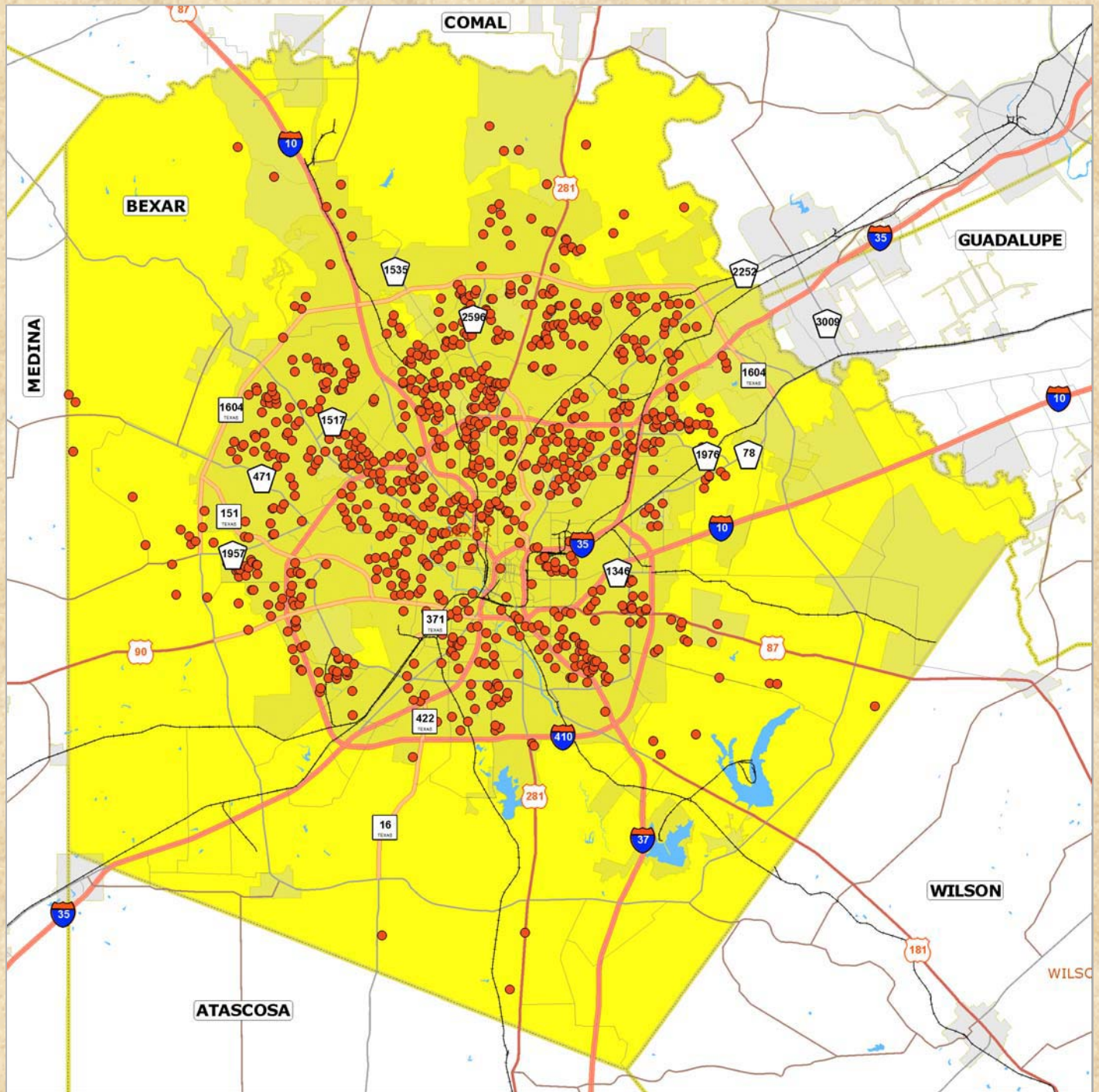
The lack of familiarity with services is one of the top reasons seniors do not use existing transportation services more often

- 53% were interested in using a central phone number to get information about transportation services

*Section 2:*  
***GIS Maps***

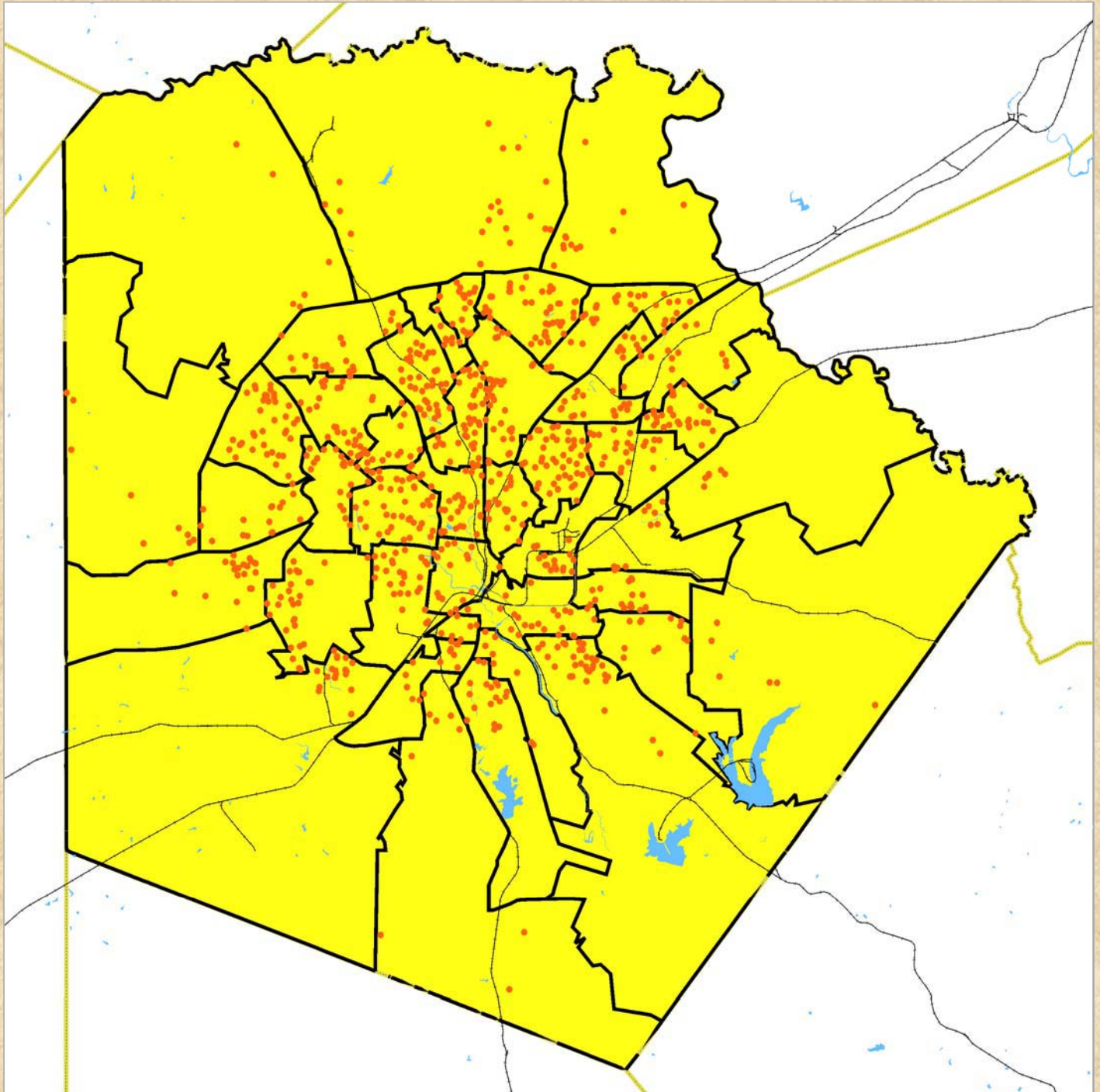
---

## Locations of Survey Respondents



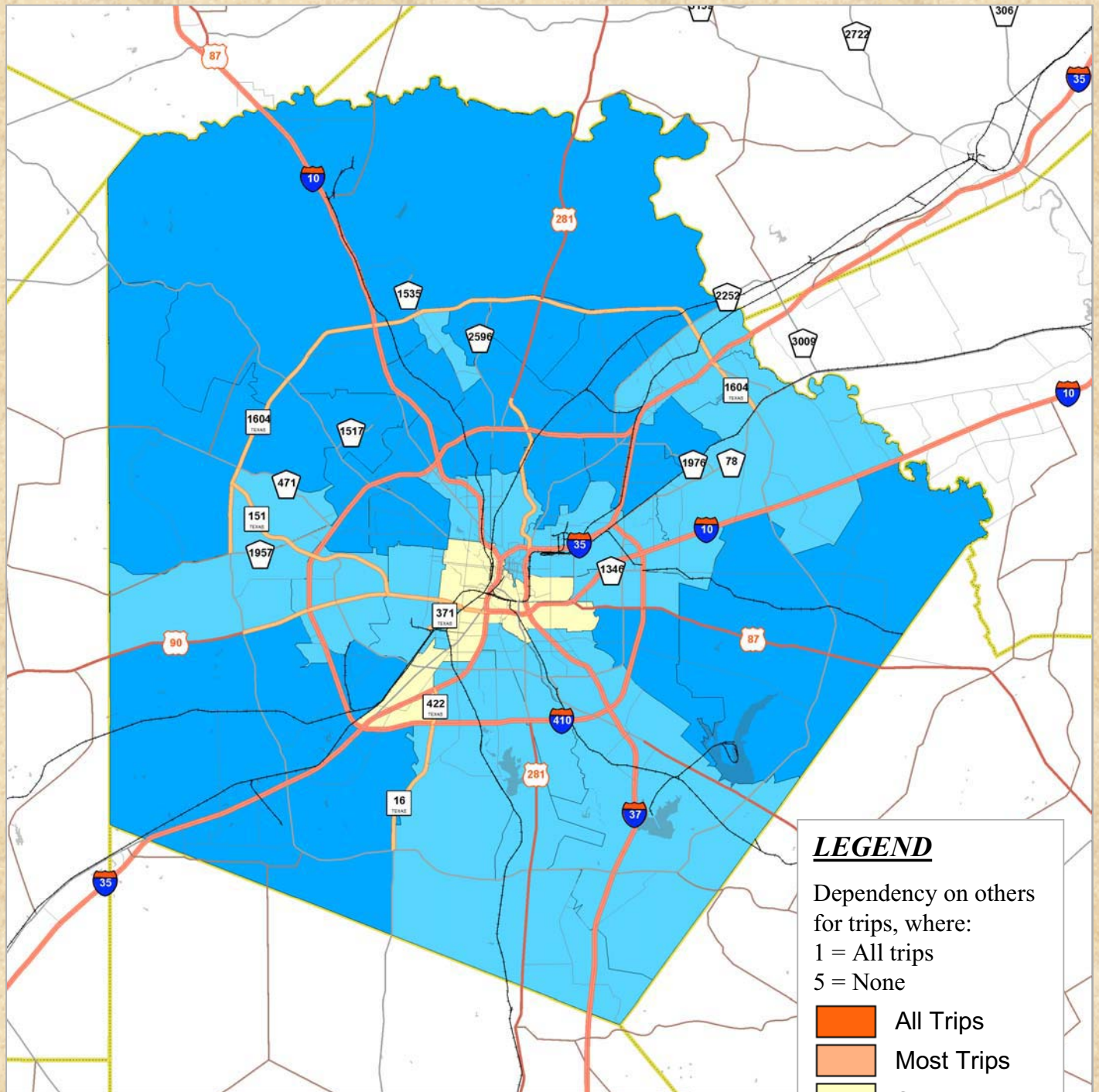
**2006 San Antonio-Bexar County  
*Senior Transportation Needs Assessment Survey***

## Location of Respondents By Zip Code Boundaries



**2006 San Antonio-Bexar County**  
*Senior Transportation Needs Assessment Survey*

# For what portion of your trips do you depend on others for transportation? (Q7)



**LEGEND**

Dependency on others for trips, where:  
 1 = All trips  
 5 = None

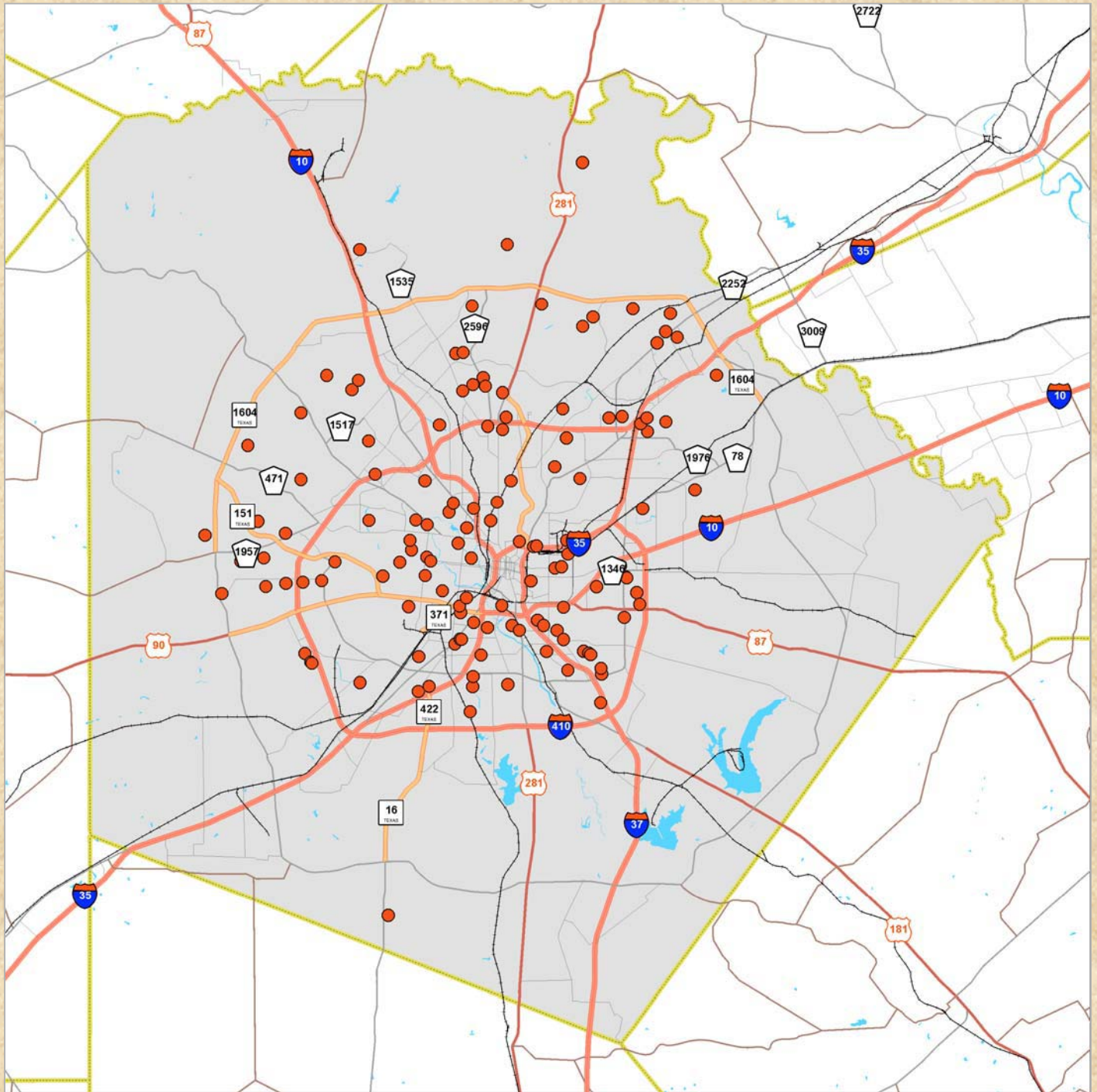
- All Trips
- Most Trips
- Some Trips
- A Few Trips
- None
- Other

**2006 San Antonio-Bexar County Senior Transportation Needs Assessment Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Selected ZIP Code areas combined per respondent distribution

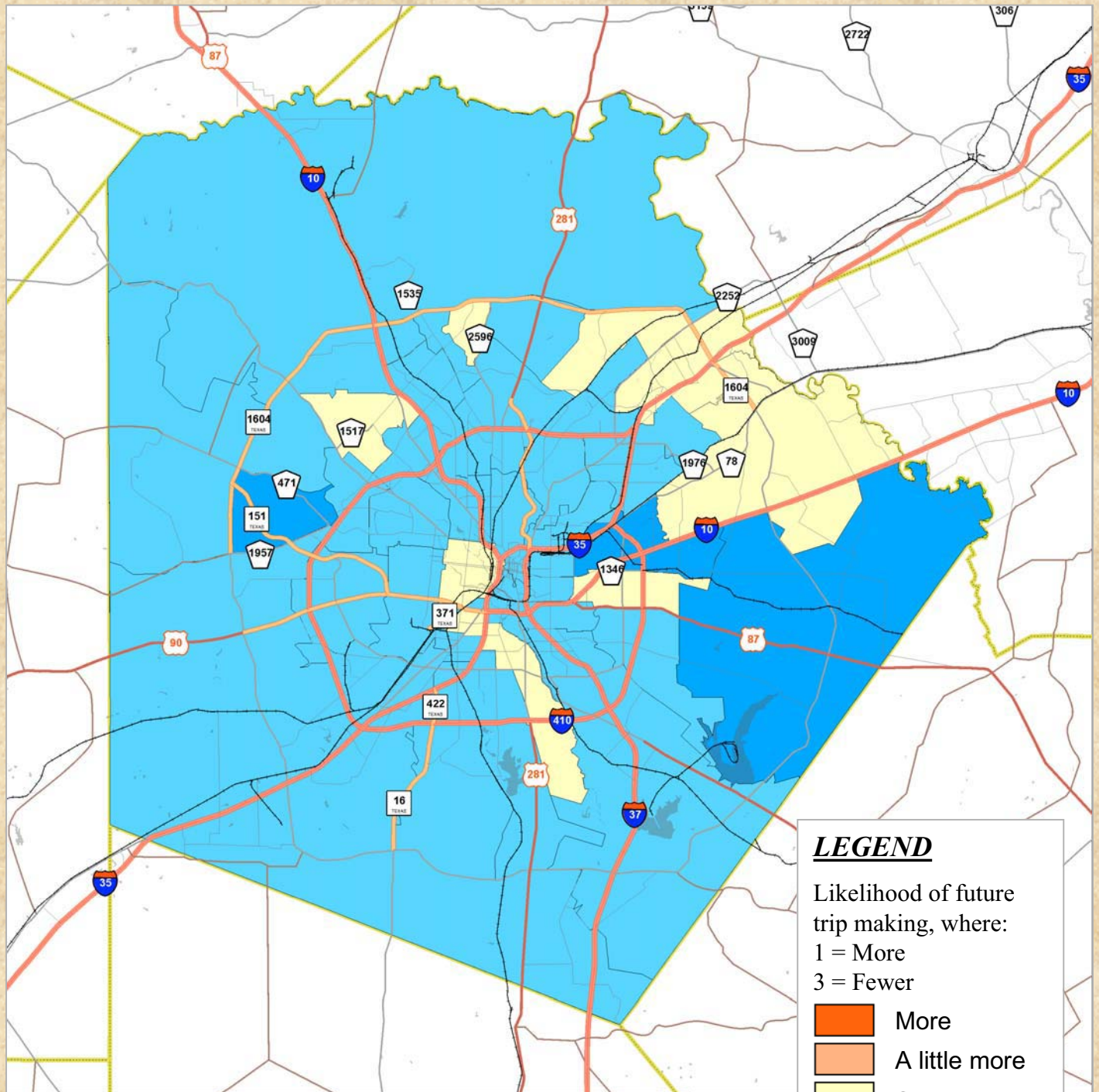
Note: "Other" areas did not contain enough respondents to show statistically significant results.

# Location of Respondents Who Depend on Others for “All” or “Most” of their trips (Q7)



**2006 San Antonio-Bexar County  
Senior Transportation  
Needs Assessment Survey**

# Over the next five years, do you expect to take more or fewer trips in the San Antonio Area? (Q12)



**LEGEND**

Likelihood of future trip making, where:  
 1 = More  
 3 = Fewer

- More
- A little more
- Same
- A little less
- Fewer
- Other

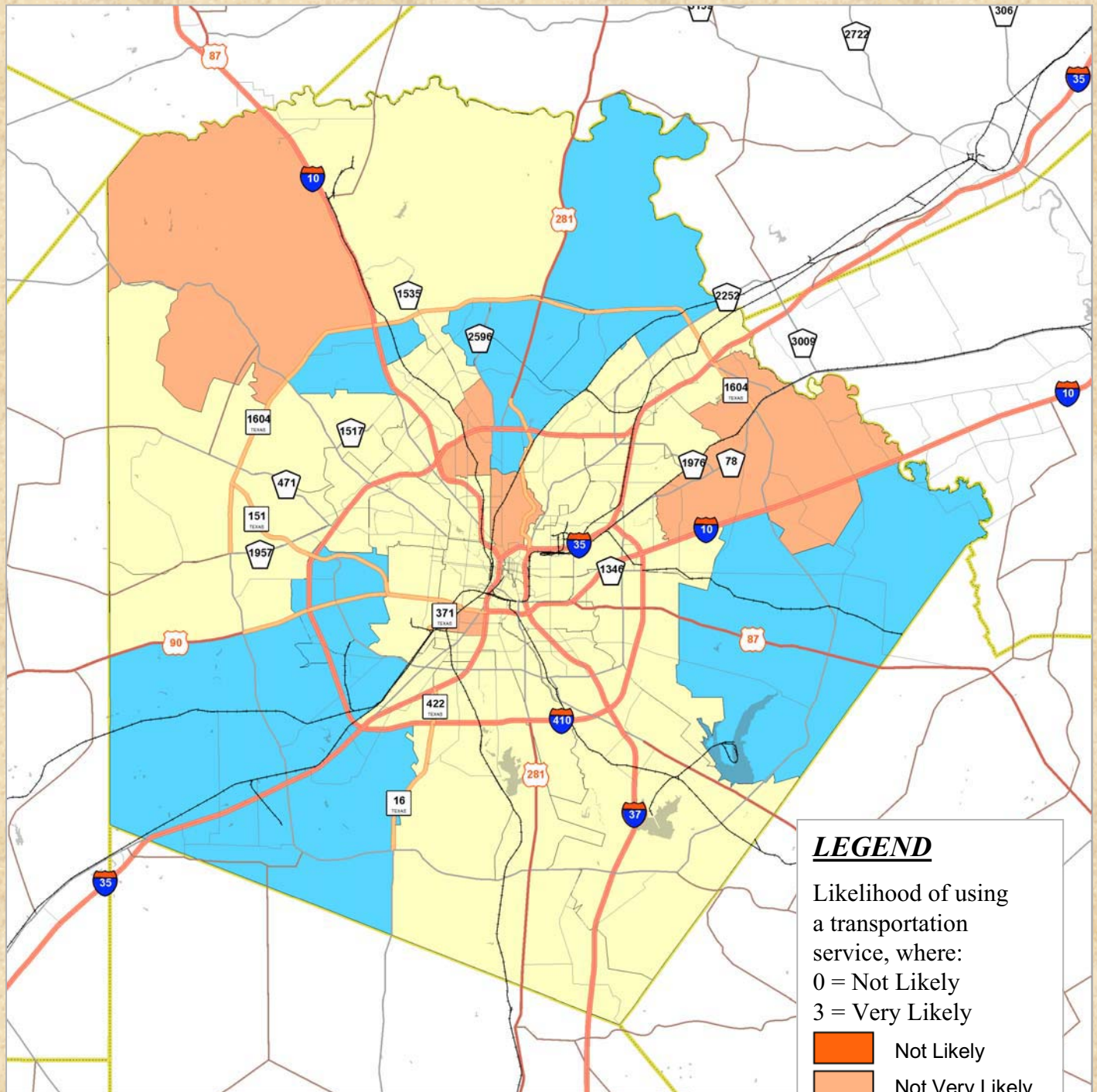
Note: "Other" areas did not contain enough respondents to show statistically significant results.

**2006 San Antonio-Bexar County  
 Senior Transportation  
 Needs Assessment Survey**

Shading reflects the mean rating for all respondents by ZIP Code\*

\*Selected ZIP Code areas combined per respondent distribution

## Likelihood of using a central phone number to request help with transportation (Q13a)



**LEGEND**

Likelihood of using a transportation service, where:  
 0 = Not Likely  
 3 = Very Likely

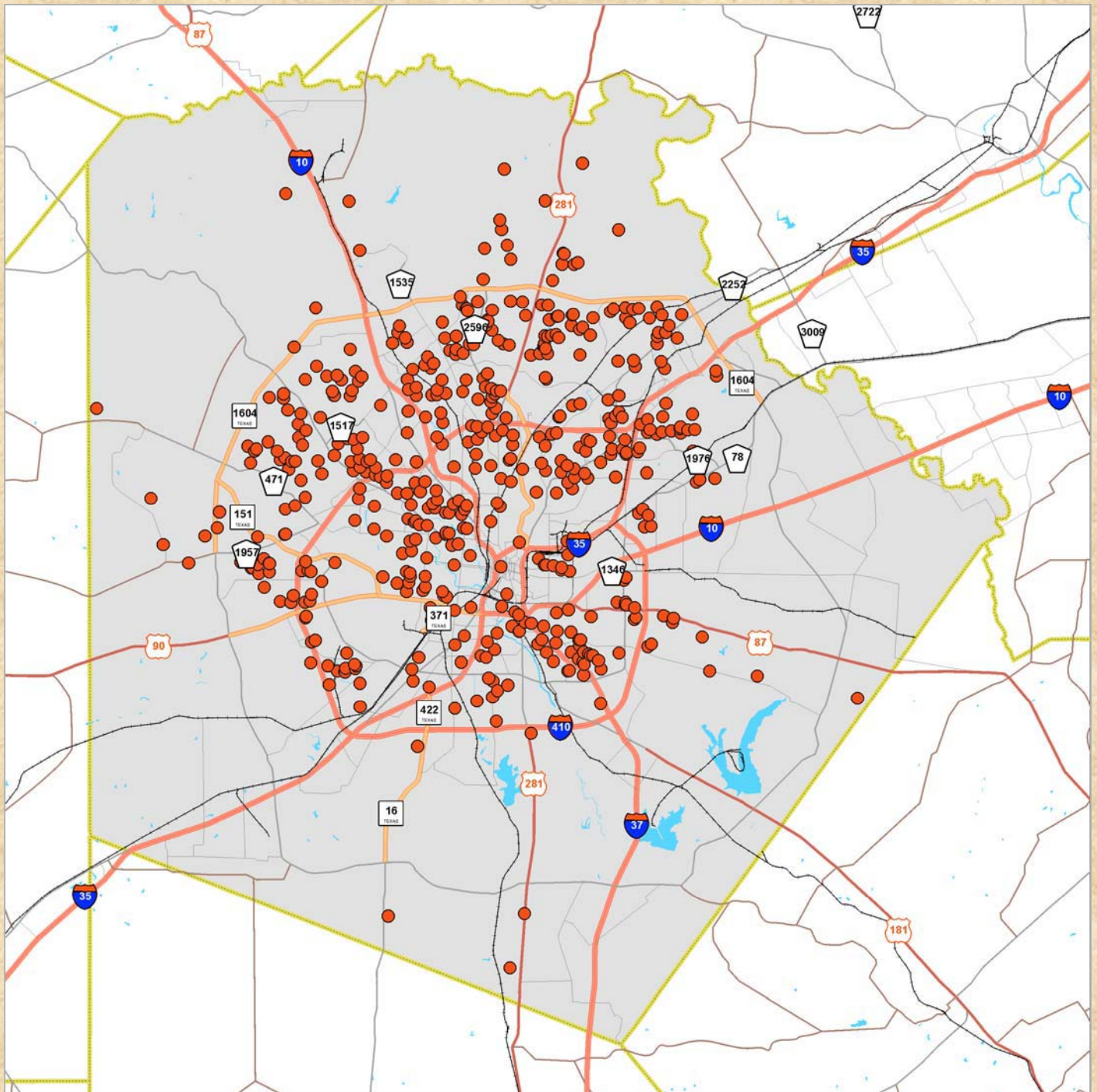
<span style="display:inline-block; width:15px; height:15px; background-color:orange; border:1px solid black;"></span>	Not Likely
<span style="display:inline-block; width:15px; height:15px; background-color:lightorange; border:1px solid black;"></span>	Not Very Likely
<span style="display:inline-block; width:15px; height:15px; background-color:yellow; border:1px solid black;"></span>	Fairly Likely
<span style="display:inline-block; width:15px; height:15px; background-color:lightblue; border:1px solid black;"></span>	Likely
<span style="display:inline-block; width:15px; height:15px; background-color:darkblue; border:1px solid black;"></span>	Very Likely
<span style="display:inline-block; width:15px; height:15px; background-color:gray; border:1px solid black;"></span>	Other

**2006 San Antonio-Bexar County Senior Transportation Needs Assessment Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Selected ZIP Code areas combined per respondent distribution

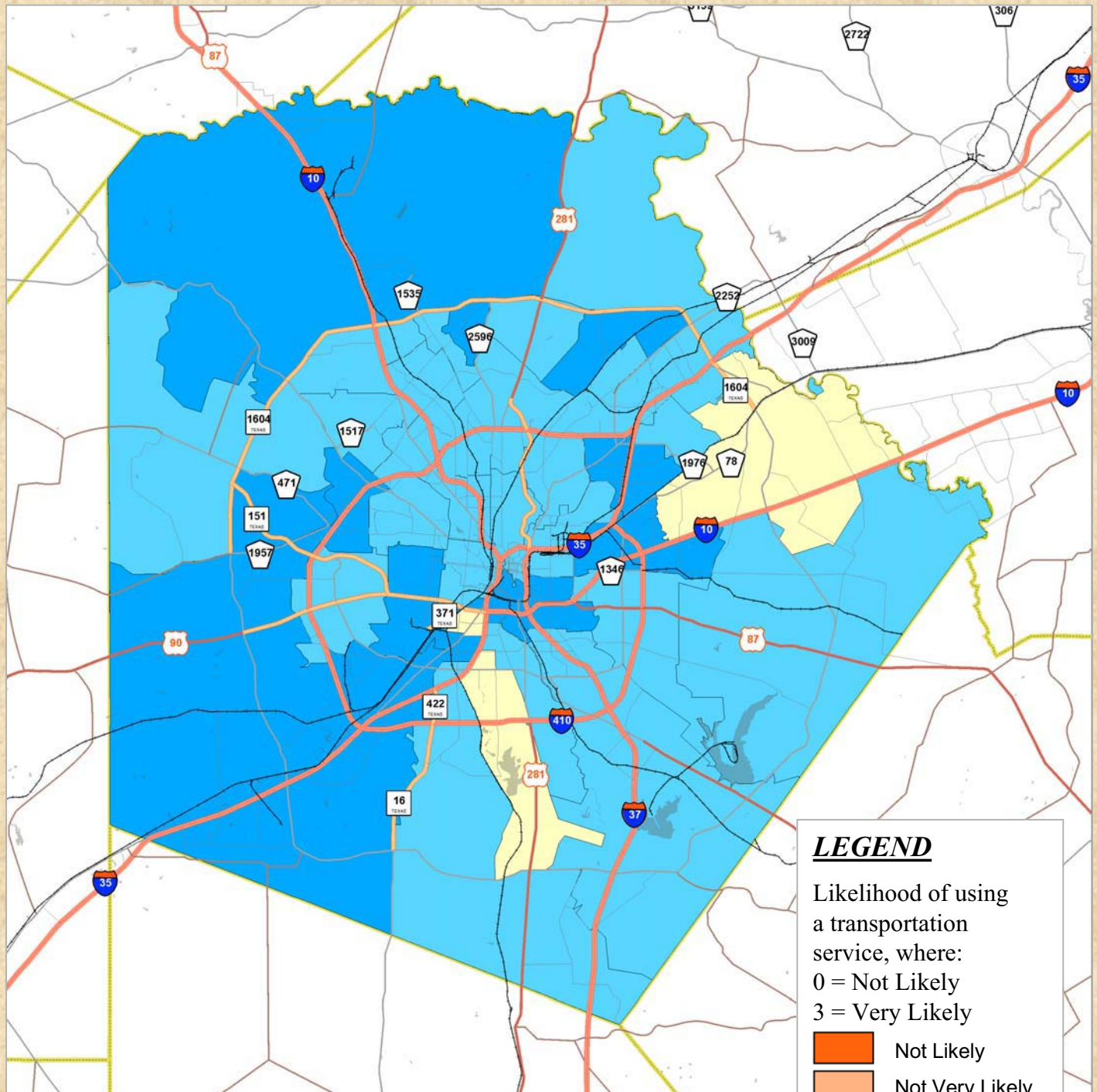
Note: "Other" areas did not contain enough respondents to show statistically significant results.

# Location of respondents who would be likely to use a central phone number to request help with transportation (Q13a)



**2006 San Antonio-Bexar County  
Senior Transportation  
Needs Assessment Survey**

## Likelihood of using a car driven by a friend or a relative (Q13b)



**LEGEND**

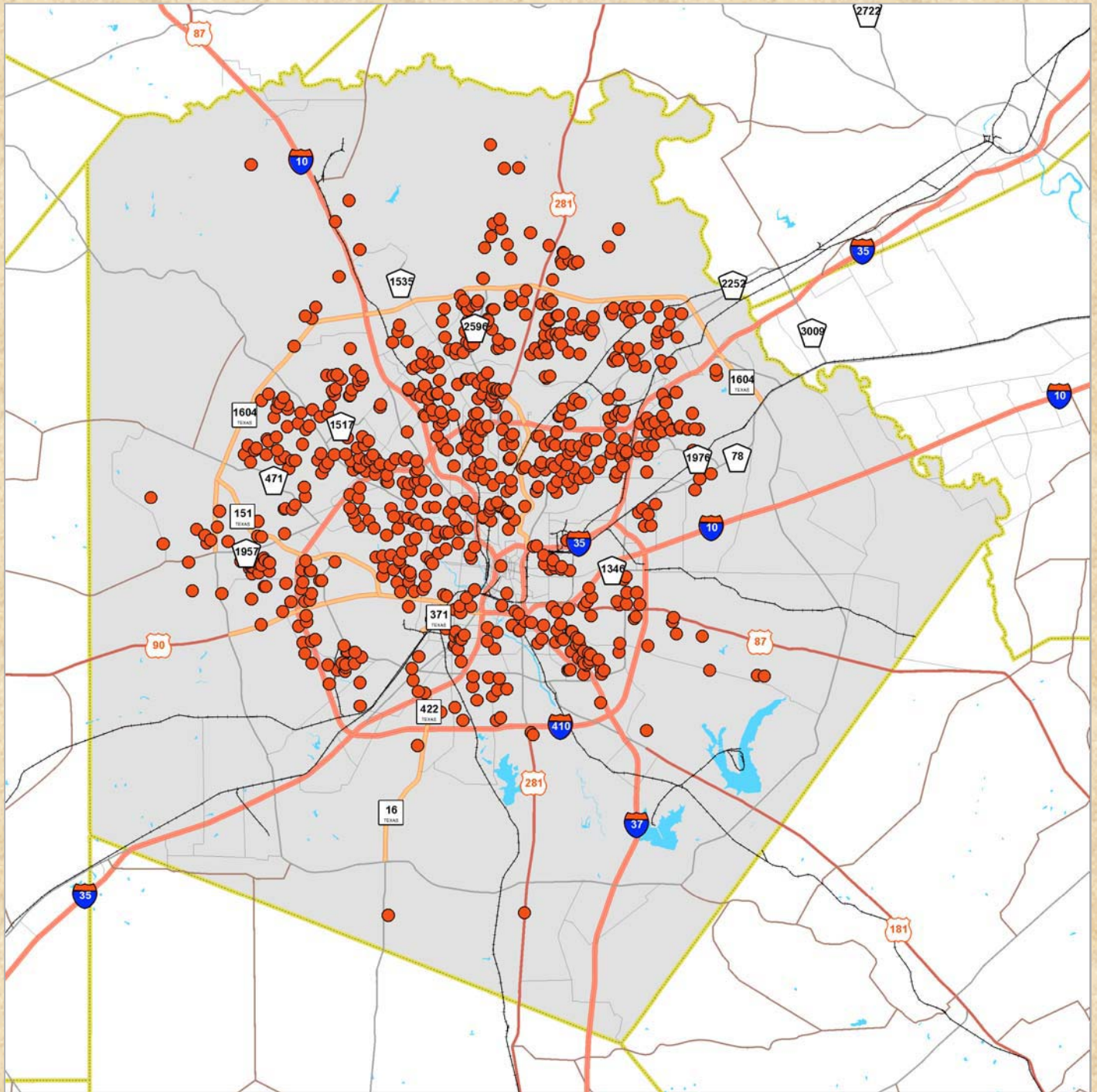
Likelihood of using a transportation service, where:  
 0 = Not Likely  
 3 = Very Likely

	Not Likely
	Not Very Likely
	Fairly Likely
	Likely
	Very Likely
	Other

**2006 San Antonio-Bexar County Senior Transportation Needs Assessment Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*  
 \*Selected ZIP Code areas combined per respondent distribution

Note: "Other" areas did not contain enough respondents to show statistically significant results.

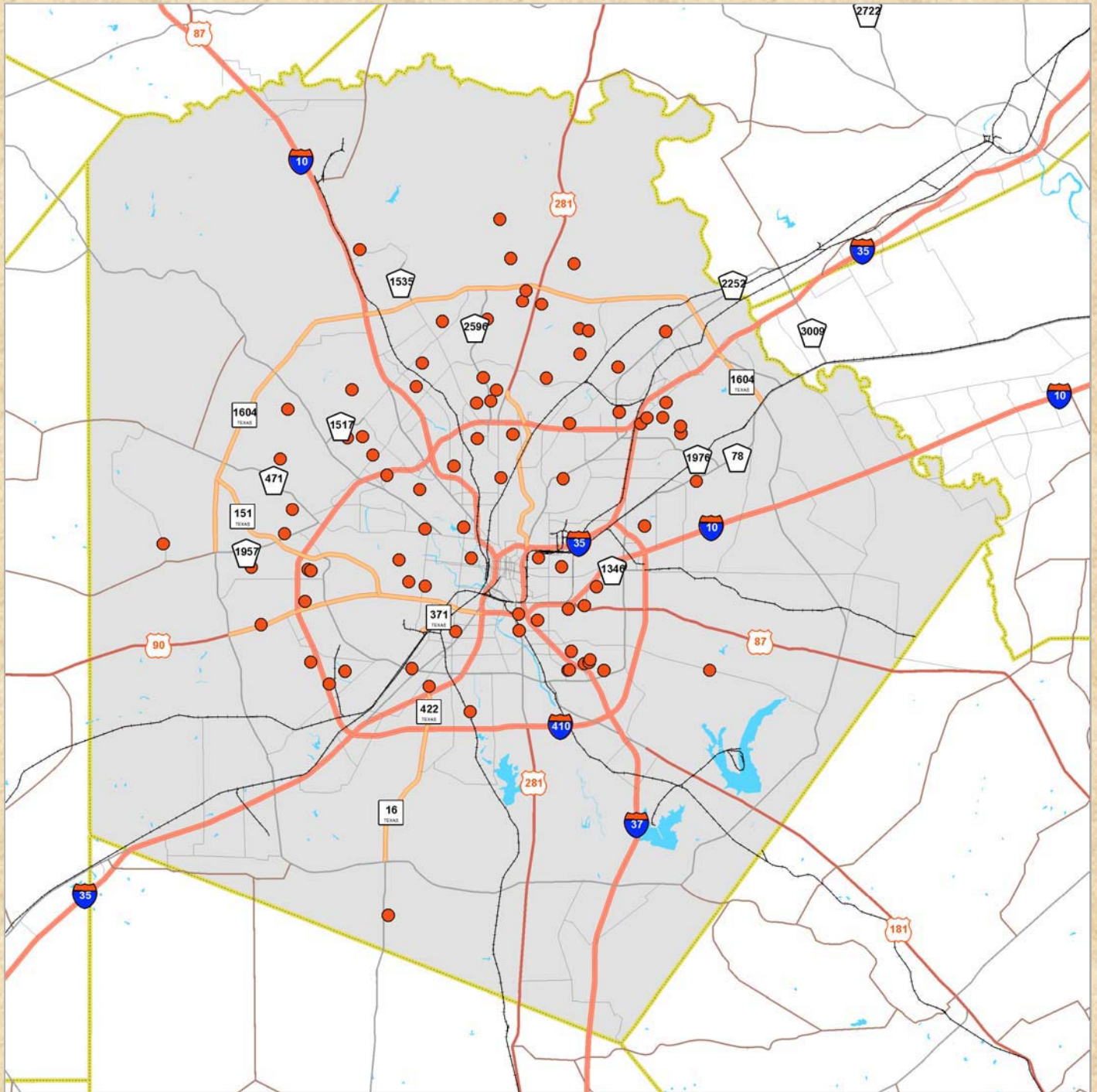
# Location of respondents who would be likely to use a car driven by a friend or relative (Q13b)



**2006 San Antonio-Bexar County  
*Senior Transportation  
Needs Assessment Survey***

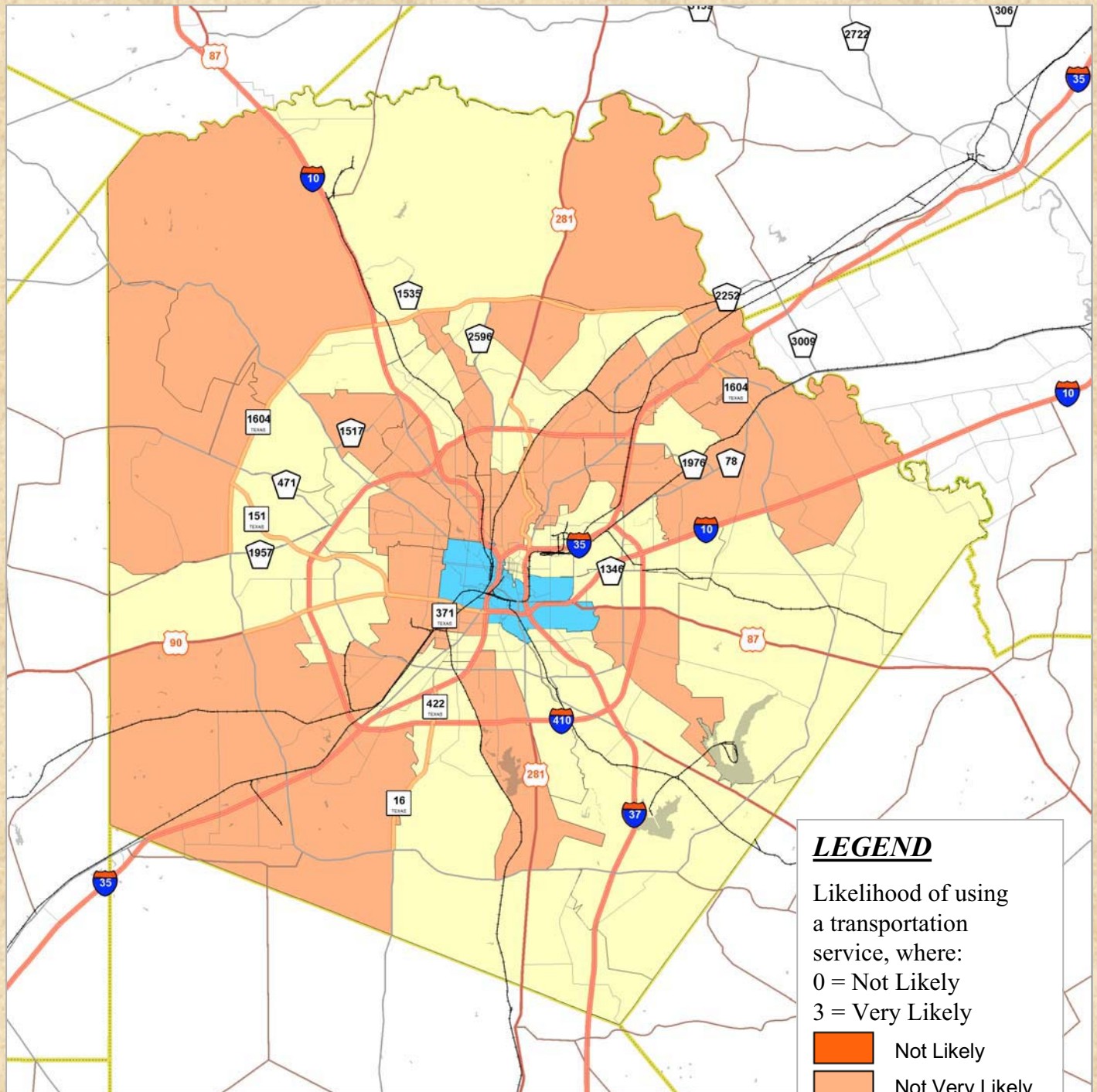


# Location of respondents who would be likely to use a car driven by someone they do not know (Q13c)



**2006 San Antonio-Bexar County  
*Senior Transportation  
Needs Assessment Survey***

## Likelihood of using a van where you DO know other passengers (e.g. church van) (Q13d)



**LEGEND**

Likelihood of using a transportation service, where:  
 0 = Not Likely  
 3 = Very Likely

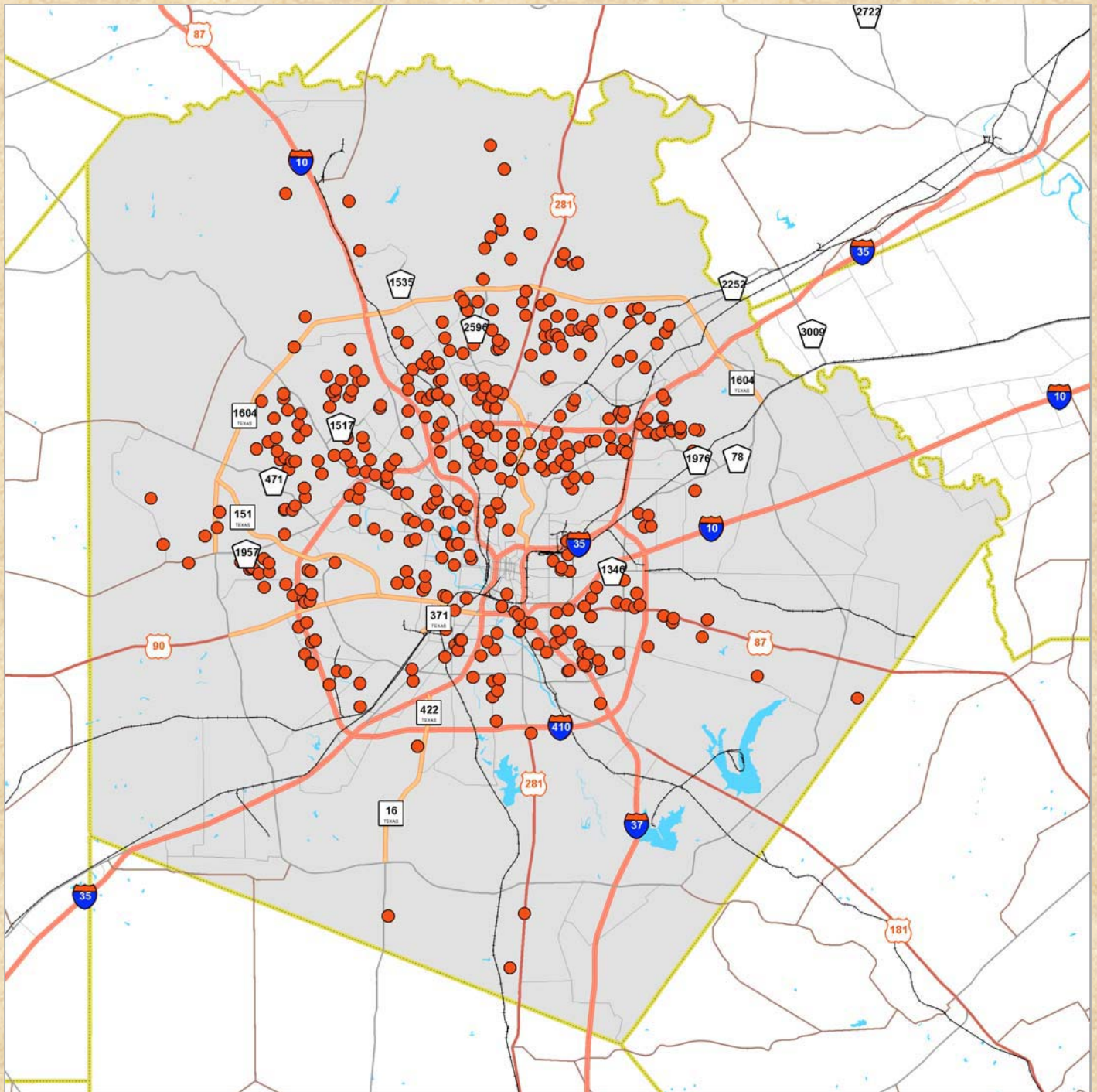
<span style="display:inline-block; width:15px; height:15px; background-color:orange;"></span>	Not Likely
<span style="display:inline-block; width:15px; height:15px; background-color:lightorange;"></span>	Not Very Likely
<span style="display:inline-block; width:15px; height:15px; background-color:yellow;"></span>	Fairly Likely
<span style="display:inline-block; width:15px; height:15px; background-color:lightblue;"></span>	Likely
<span style="display:inline-block; width:15px; height:15px; background-color:darkblue;"></span>	Very Likely
<span style="display:inline-block; width:15px; height:15px; background-color:gray;"></span>	Other

**2006 San Antonio-Bexar County Senior Transportation Needs Assessment Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Selected ZIP Code areas combined per respondent distribution

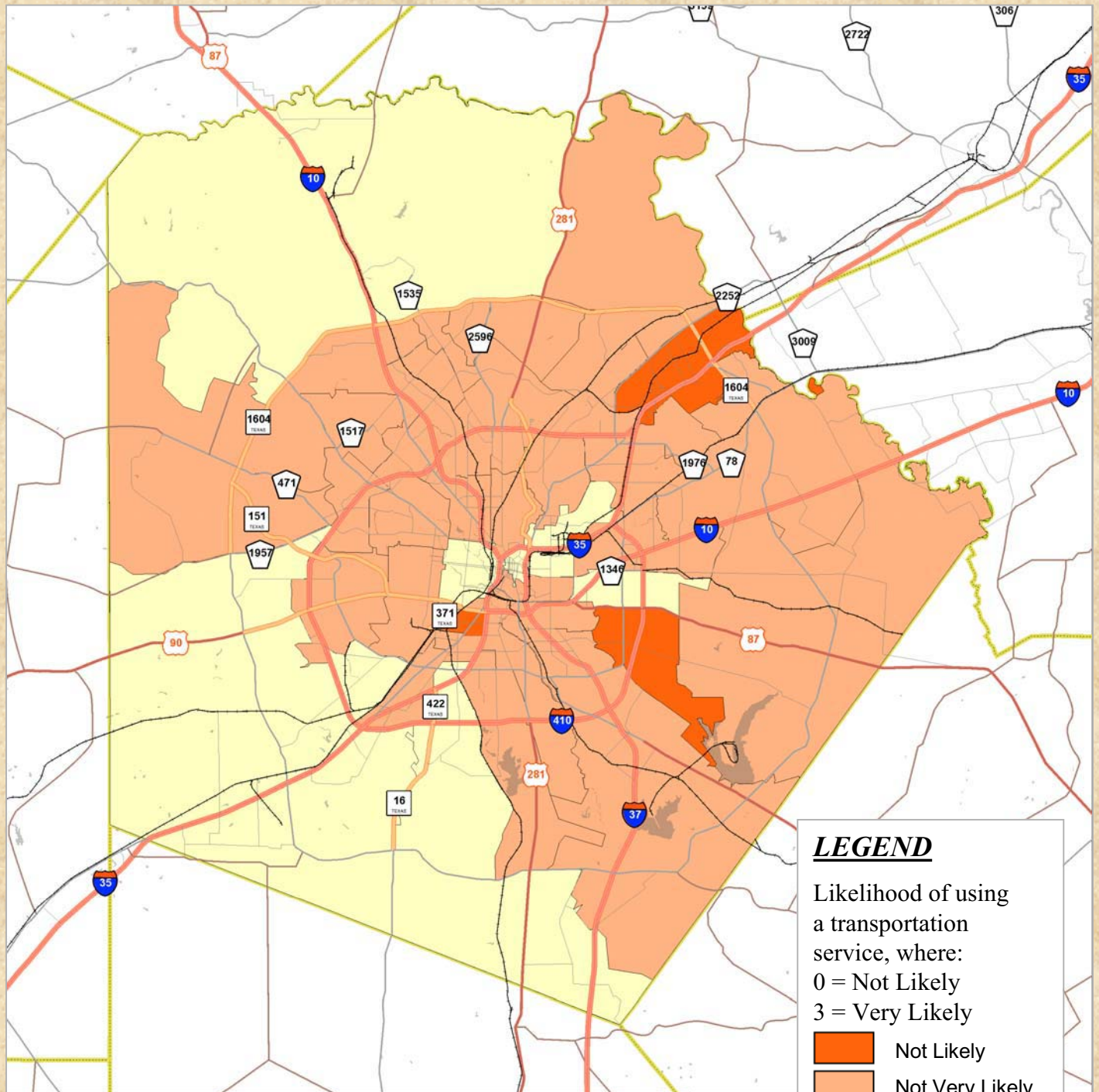
Note: "Other" areas did not contain enough respondents to show statistically significant results.

# Location of respondents who would be likely to use a van where you know the other passengers, e.g. one provided by your church or neighborhood group (Q13d)



**2006 San Antonio-Bexar County  
*Senior Transportation  
Needs Assessment Survey***

# Likelihood of using a van service like VIAtrans, where you do NOT know other passengers (Q13e)



**LEGEND**

Likelihood of using a transportation service, where:  
 0 = Not Likely  
 3 = Very Likely

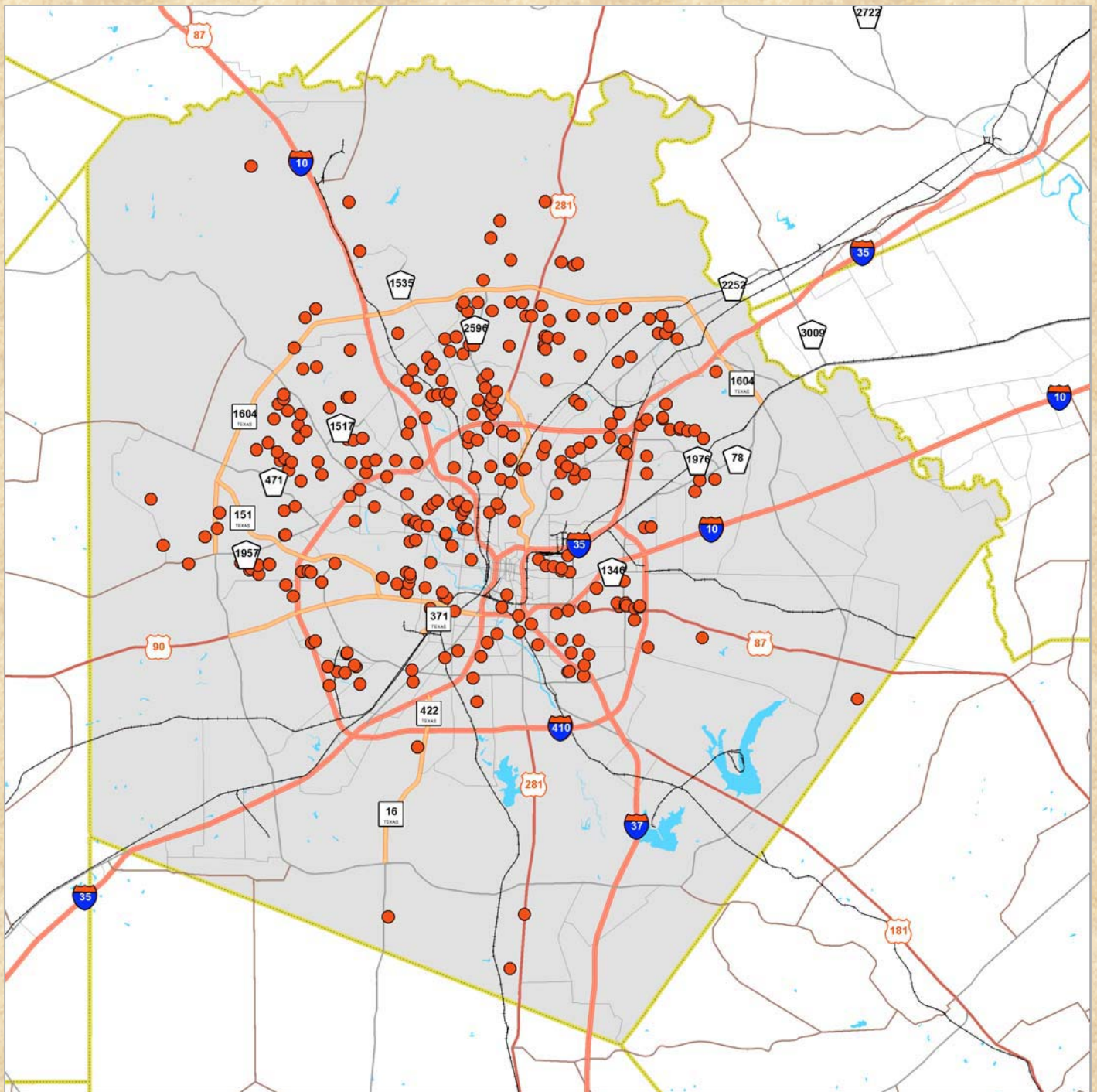
- Not Likely
- Not Very Likely
- Fairly Likely
- Likely
- Very Likely
- Other

**2006 San Antonio-Bexar County  
 Senior Transportation  
 Needs Assessment Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Selected ZIP Code areas combined per respondent distribution

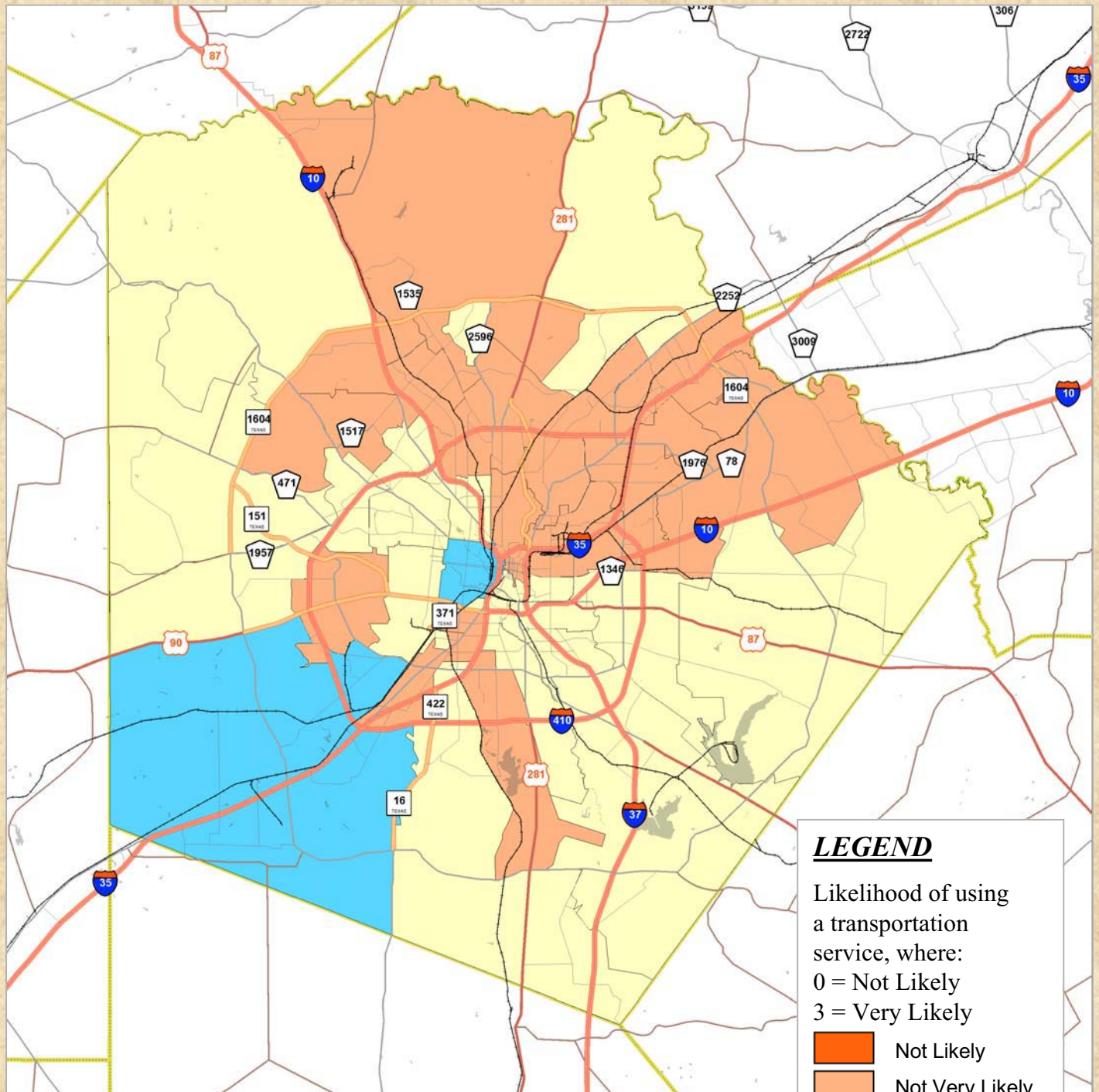
Note: "Other" areas did not contain enough respondents to show statistically significant results.

# Location of respondents who would be likely to use a van where you do NOT know the other passengers, such as one provided by VIAtrans (Q13e)



**2006 San Antonio-Bexar County  
*Senior Transportation  
Needs Assessment Survey***

# Likelihood of using traditional bus service like VIA (Q13f)



**LEGEND**

Likelihood of using a transportation service, where:  
 0 = Not Likely  
 3 = Very Likely

- Not Likely
- Not Very Likely
- Fairly Likely
- Likely
- Very Likely
- Other

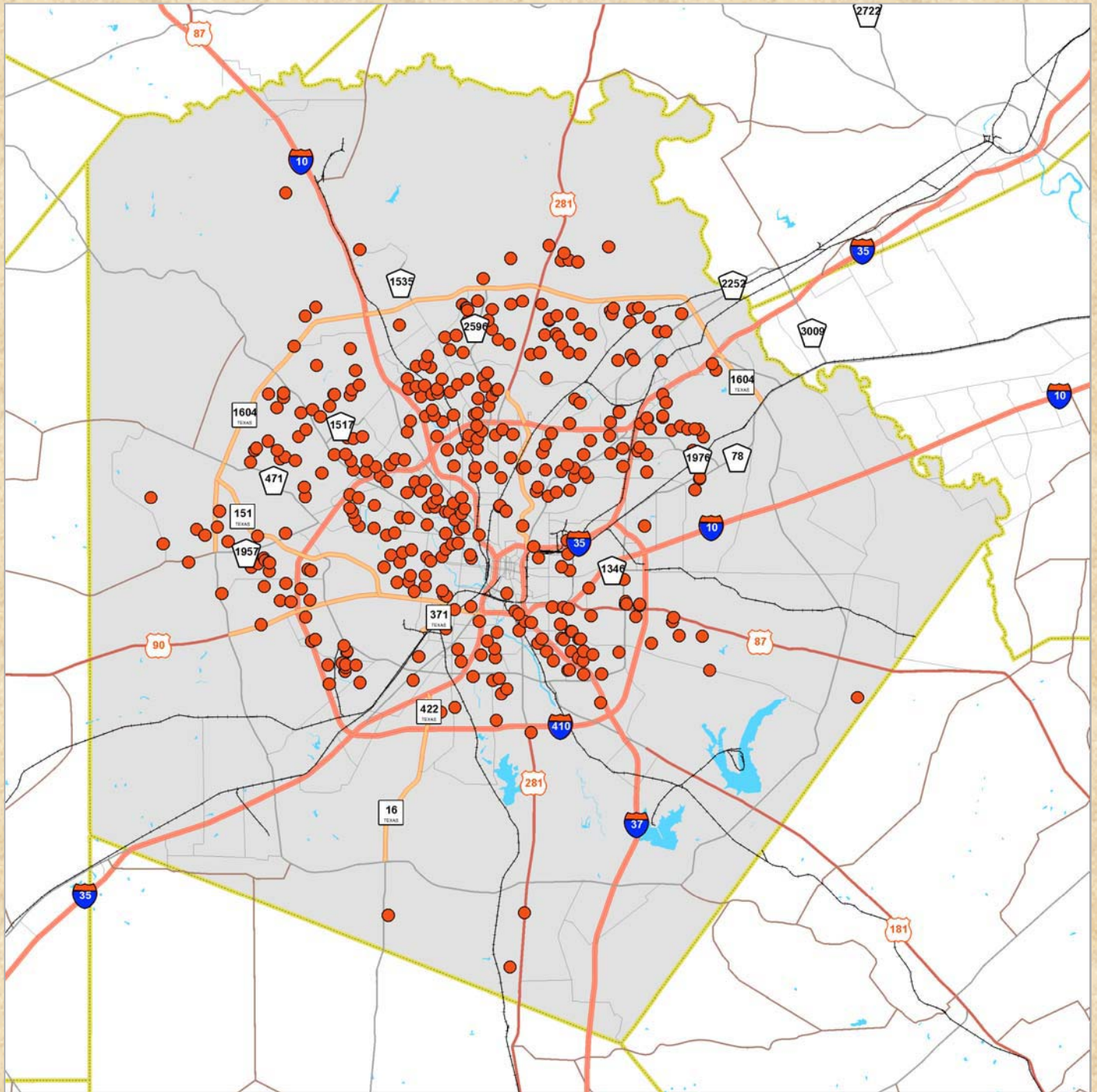
**2006 San Antonio-Bexar County  
 Senior Transportation  
 Needs Assessment Survey**

Shading reflects the mean rating for all respondents by ZIP Code\*

\*Selected ZIP Code areas combined per respondent distribution

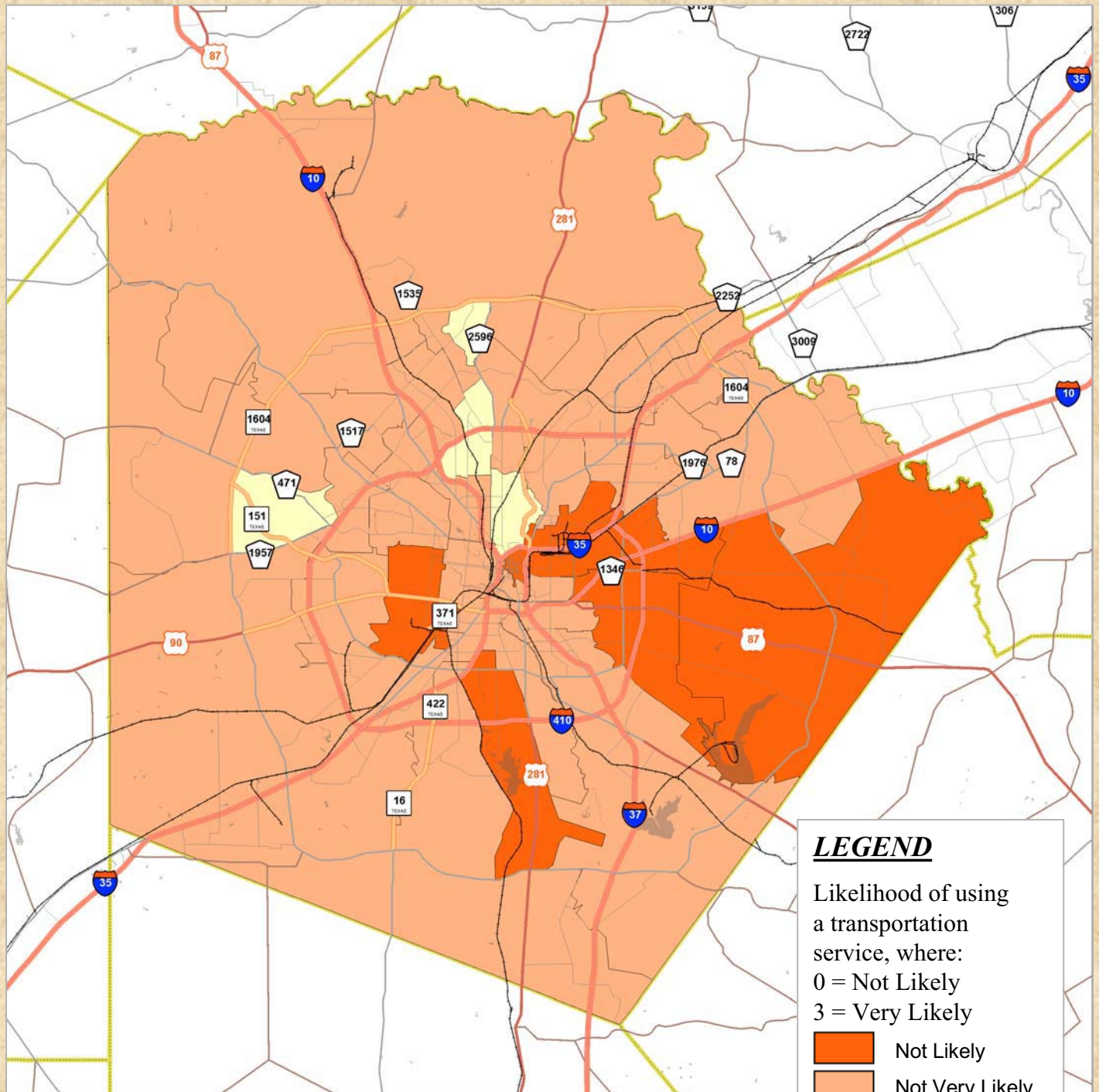
Note: "Other" areas did not contain enough respondents to show statistically significant results.

## Location of Respondents Who Would Be Likely to Use Traditional Fixed-Route Bus Service (Q13f)



**2006 San Antonio-Bexar County  
*Senior Transportation  
Needs Assessment Survey***

## Likelihood of using taxi service (Q13g)



**LEGEND**

Likelihood of using a transportation service, where:  
 0 = Not Likely  
 3 = Very Likely

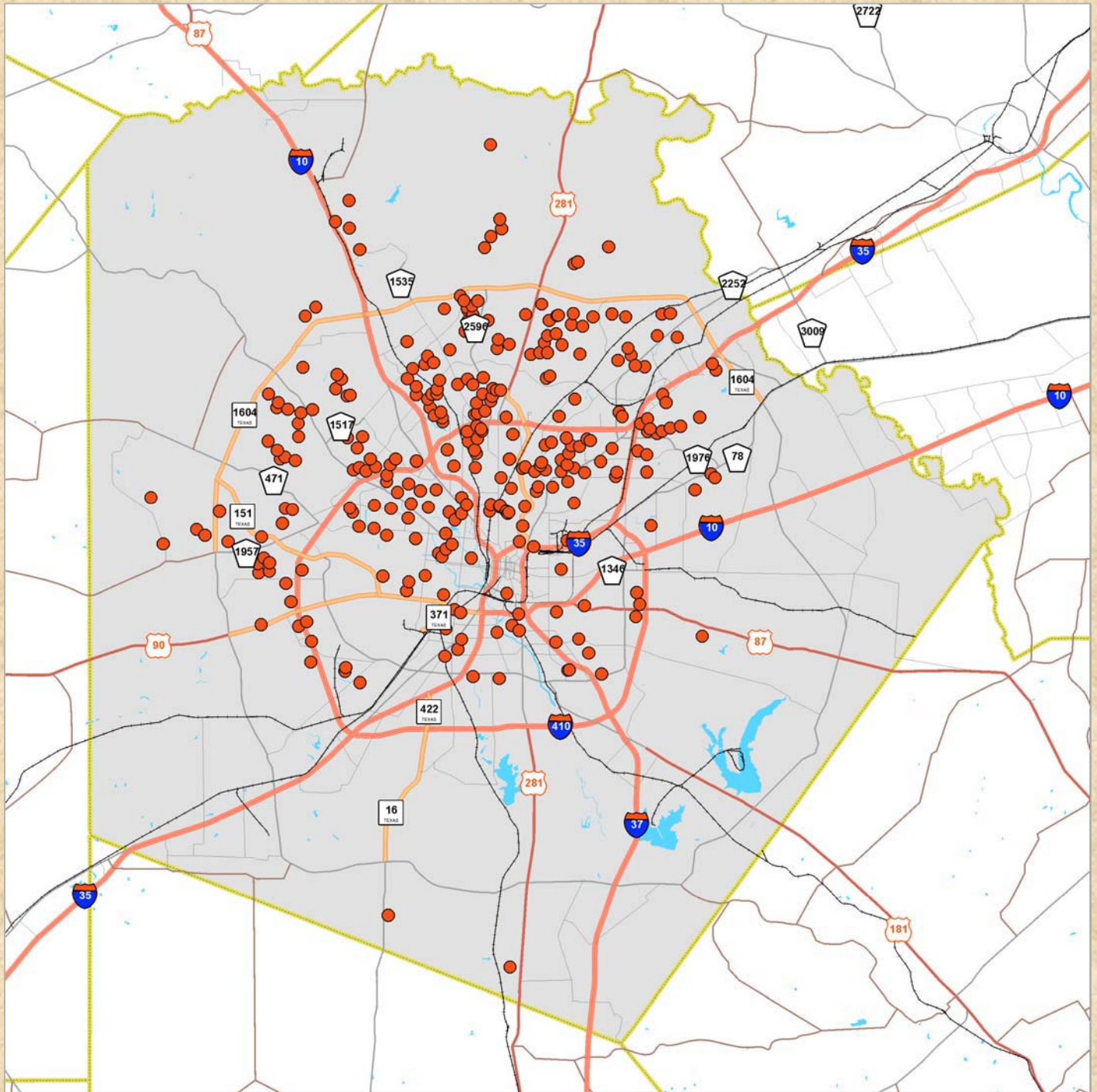
<span style="display:inline-block; width:15px; height:15px; background-color:orange; border:1px solid black;"></span>	Not Likely
<span style="display:inline-block; width:15px; height:15px; background-color:lightorange; border:1px solid black;"></span>	Not Very Likely
<span style="display:inline-block; width:15px; height:15px; background-color:yellow; border:1px solid black;"></span>	Fairly Likely
<span style="display:inline-block; width:15px; height:15px; background-color:lightblue; border:1px solid black;"></span>	Likely
<span style="display:inline-block; width:15px; height:15px; background-color:blue; border:1px solid black;"></span>	Very Likely
<span style="display:inline-block; width:15px; height:15px; background-color:gray; border:1px solid black;"></span>	Other

**2006 San Antonio-Bexar County  
 Senior Transportation  
 Needs Assessment Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Selected ZIP Code areas combined per respondent distribution

Note: "Other" areas did not contain enough respondents to show statistically significant results.

# Location of respondents who would be likely to use a Taxi (Q13g)



**2006 San Antonio-Bexar County  
Senior Transportation  
Needs Assessment Survey**

*Section 3:*  
*Tabular Data*

---

**Q1. Are you currently able to drive?**

N= 1002	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

Q1 Are you currently able to drive

1=Yes	93.2%	94.9%	92.4%	84.3%	80.8%	100.0%	0.0%	89.0%
2=No	6.8%	5.1%	7.6%	15.7%	19.2%	0.0%	100.0%	11.0%

**IF YES to #1****How comfortable are you driving:**

N=1002	Age group					Total
	60 to 64 1	65 to 69 2	70 to 74 3	75 to 79 4	80+ 5	
<u>Q1a During the day</u>						
4=Very comfortable	78.1%	78.9%	73.6%	70.8%	63.0%	73.1%
3=Comfortable	16.1%	16.8%	23.1%	25.5%	27.2%	21.5%
2=Somewhat uncomfortable	4.7%	1.6%	2.7%	1.2%	6.4%	3.4%
1=Very uncomfortable	0.5%	1.1%	0.0%	0.6%	1.7%	0.8%
9=Don't know	0.5%	1.6%	0.5%	1.9%	1.7%	1.2%

**EXCLUDING DON'T KNOWS**

<u>Q1a During the day</u>						
4=Very comfortable	78.5%	80.2%	74.0%	72.2%	64.1%	74.0%
3=Comfortable	16.2%	17.0%	23.2%	25.9%	27.6%	21.8%
2=Somewhat uncomfortable	4.7%	1.6%	2.8%	1.3%	6.5%	3.4%
1=Very uncomfortable	0.5%	1.1%	0.0%	0.6%	1.8%	0.8%

**IF YES to #1****How comfortable are you driving:**

N=1002

	Age group					Total
	60 to 64 1	65 to 69 2	70 to 74 3	75 to 79 4	80+ 5	
<u>Q1b At night</u>						
4=Very comfortable	42.7%	28.6%	25.3%	17.4%	11.0%	25.5%
3=Comfortable	28.6%	37.8%	32.4%	33.5%	24.9%	31.5%
2=Somewhat uncomfortable	18.8%	22.2%	22.0%	29.2%	27.7%	23.7%
1=Very uncomfortable	7.8%	8.1%	18.1%	16.8%	26.6%	15.2%
9=Don't know	2.1%	3.2%	2.2%	3.1%	9.8%	4.0%

**EXCLUDING DON'T KNOWS**Q1b At night

4=Very comfortable	43.6%	29.6%	25.8%	17.9%	12.2%	26.6%
3=Comfortable	29.3%	39.1%	33.1%	34.6%	27.6%	32.8%
2=Somewhat uncomfortable	19.1%	22.9%	22.5%	30.1%	30.8%	24.7%
1=Very uncomfortable	8.0%	8.4%	18.5%	17.3%	29.5%	15.9%

**IF YES to #1****How comfortable are you driving:**

N=1002	Age group					Total
	60 to 64 1	65 to 69 2	70 to 74 3	75 to 79 4	80+ 5	
<u>Q1c During storms or bad weather</u>						
4=Very comfortable	28.6%	16.2%	13.2%	12.4%	8.1%	16.0%
3=Comfortable	26.6%	35.7%	23.6%	26.1%	20.8%	26.7%
2=Somewhat uncomfortable	26.6%	28.6%	34.6%	30.4%	30.6%	30.1%
1=Very uncomfortable	17.2%	16.8%	26.4%	27.3%	30.6%	23.4%
9=Don't know	1.0%	2.7%	2.2%	3.7%	9.8%	3.8%

**EXCLUDING DON'T KNOWS**Q1c During storms or bad weather

4=Very comfortable	28.9%	16.7%	13.5%	12.9%	9.0%	16.6%
3=Comfortable	26.8%	36.7%	24.2%	27.1%	23.1%	27.7%
2=Somewhat uncomfortable	26.8%	29.4%	35.4%	31.6%	34.0%	31.3%
1=Very uncomfortable	17.4%	17.2%	27.0%	28.4%	34.0%	24.3%

**IF YES to #1****How comfortable are you driving:**

N=1002

	Age group					Total
	60 to 64 1	65 to 69 2	70 to 74 3	75 to 79 4	80+ 5	
<u>Q1d In Downtown San Antonio</u>						
4=Very comfortable	38.5%	30.8%	29.7%	22.4%	22.5%	29.1%
3=Comfortable	34.4%	32.4%	26.4%	37.3%	26.0%	31.2%
2=Somewhat uncomfortable	10.9%	21.1%	24.2%	18.6%	18.5%	18.6%
1=Very uncomfortable	12.5%	11.9%	17.0%	18.0%	20.8%	15.9%
9=Don't know	3.6%	3.8%	2.7%	3.7%	12.1%	5.2%

**EXCLUDING DON'T KNOWS**Q1d In Downtown San Antonio

4=Very comfortable	40.0%	32.0%	30.5%	23.2%	25.7%	30.7%
3=Comfortable	35.7%	33.7%	27.1%	38.7%	29.6%	32.9%
2=Somewhat uncomfortable	11.4%	21.9%	24.9%	19.4%	21.1%	19.6%
1=Very uncomfortable	13.0%	12.4%	17.5%	18.7%	23.7%	16.8%

**IF YES to #1****How comfortable are you driving:**

N=1002	Age group					Total
	60 to 64 1	65 to 69 2	70 to 74 3	75 to 79 4	80+ 5	
<u>Q1e In your neighborhood</u>						
4=Very comfortable	83.3%	79.5%	79.7%	73.9%	72.3%	77.9%
3=Comfortable	14.6%	15.1%	15.9%	22.4%	20.2%	17.5%
2=Somewhat uncomfortable	1.0%	2.2%	2.2%	0.6%	2.9%	1.8%
1=Very uncomfortable	0.5%	1.1%	0.5%	1.9%	1.7%	1.1%
9=Don't know	0.5%	2.2%	1.6%	1.2%	2.9%	1.7%

**EXCLUDING DON'T KNOWS**Q1e In your neighborhood

4=Very comfortable	83.8%	81.2%	81.0%	74.8%	74.4%	79.3%
3=Comfortable	14.7%	15.5%	16.2%	22.6%	20.8%	17.8%
2=Somewhat uncomfortable	1.0%	2.2%	2.2%	0.6%	3.0%	1.8%
1=Very uncomfortable	0.5%	1.1%	0.6%	1.9%	1.8%	1.1%

**IF YES to #1****How comfortable are you driving:**

N=1002

	Age group					Total
	60 to 64 1	65 to 69 2	70 to 74 3	75 to 79 4	80+ 5	
<u>Q1f In congestion on freeways</u>						
4=Very comfortable	37.0%	22.7%	20.9%	15.5%	19.8%	23.5%
3=Comfortable	27.1%	40.5%	27.5%	29.2%	22.7%	29.5%
2=Somewhat uncomfortable	24.0%	24.3%	25.8%	27.3%	27.3%	25.7%
1=Very uncomfortable	10.9%	9.7%	24.2%	23.0%	23.3%	17.9%
9=Don't know	1.0%	2.7%	1.6%	5.0%	7.0%	3.4%

**EXCLUDING DON'T KNOWS**Q1f In congestion on freeways

4=Very comfortable	37.4%	23.3%	21.2%	16.3%	21.3%	24.4%
3=Comfortable	27.4%	41.7%	27.9%	30.7%	24.4%	30.5%
2=Somewhat uncomfortable	24.2%	25.0%	26.3%	28.8%	29.4%	26.6%
1=Very uncomfortable	11.1%	10.0%	24.6%	24.2%	25.0%	18.6%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

<u>Q2a Retail shopping trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
----------------------------------	-------------	-----------	----------	-------------

For Entire Sample	1.46	1.37	1002	100.0%
-------------------	------	------	------	--------

Age group

1=60 to 64	1.76	1.95	206	20.6%
2=65 to 69	1.57	1.20	195	19.5%
3=70 to 74	1.45	1.08	197	19.7%
4=75 to 79	1.32	1.08	191	19.1%
5=80+	1.19	1.23	213	21.3%

Q1 Are you currently able to drive

1=Yes	1.53	1.36	892	89.0%
2=No	0.85	1.31	110	11.0%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

<u>Q2b Medical/dental trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
---------------------------------	-------------	-----------	----------	-------------

For Entire Sample	0.43	0.71	1002	100.0%
-------------------	------	------	------	--------

Age group

1=60 to 64	0.31	0.59	206	20.6%
2=65 to 69	0.40	0.69	195	19.5%
3=70 to 74	0.47	0.82	197	19.7%
4=75 to 79	0.49	0.69	191	19.1%
5=80+	0.49	0.74	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.40	0.66	892	89.0%
2=No	0.66	1.01	110	11.0%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

<u>Q2c Trip to friend/relatives</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
-------------------------------------	-------------	-----------	----------	-------------

For Entire Sample	0.46	0.77	1002	100.0%
-------------------	------	------	------	--------

Age group

1=60 to 64	0.59	0.86	206	20.6%
2=65 to 69	0.41	0.64	195	19.5%
3=70 to 74	0.47	0.83	197	19.7%
4=75 to 79	0.47	0.70	191	19.1%
5=80+	0.37	0.80	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.48	0.79	892	89.0%
2=No	0.27	0.65	110	11.0%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

<u>Q2d Restaurant trips</u>	Mean	SD	N	Pct.
For Entire Sample	0.60	0.80	1002	100.0%

Age group

1=60 to 64	0.63	0.82	206	20.6%
2=65 to 69	0.65	0.75	195	19.5%
3=70 to 74	0.66	0.91	197	19.7%
4=75 to 79	0.57	0.78	191	19.1%
5=80+	0.48	0.70	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.63	0.79	892	89.0%
2=No	0.35	0.84	110	11.0%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

<u>Q2e Entertainment trips</u>	Mean	SD	N	Pct.
For Entire Sample	0.15	0.43	1002	100.0%
<u>Age group</u>				
1=60 to 64	0.18	0.43	206	20.6%
2=65 to 69	0.23	0.48	195	19.5%
3=70 to 74	0.17	0.48	197	19.7%
4=75 to 79	0.15	0.49	191	19.1%
5=80+	0.06	0.23	213	21.3%

***Q1 Are you currently able to drive***

1=Yes	0.16	0.44	892	89.0%
2=No	0.09	0.37	110	11.0%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

<u>Q2f Church trips</u>	Mean	SD	N	Pct.
For Entire Sample	0.41	0.67	1002	100.0%

Age group

1=60 to 64	0.32	0.55	206	20.6%
2=65 to 69	0.33	0.57	195	19.5%
3=70 to 74	0.47	0.82	197	19.7%
4=75 to 79	0.41	0.58	191	19.1%
5=80+	0.49	0.76	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.42	0.65	892	89.0%
2=No	0.29	0.79	110	11.0%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

<u>Q2g School trips</u>	Mean	SD	N	Pct.
For Entire Sample	0.14	0.54	1002	100.0%

Age group

1=60 to 64	0.23	0.71	206	20.6%
2=65 to 69	0.19	0.54	195	19.5%
3=70 to 74	0.12	0.60	197	19.7%
4=75 to 79	0.13	0.50	191	19.1%
5=80+	0.03	0.17	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.15	0.57	892	89.0%
2=No	0.02	0.13	110	11.0%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

<u>Q2h Workplace trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.27	0.80	1002	100.0%

Age group

1=60 to 64	0.68	1.23	206	20.6%
2=65 to 69	0.23	0.63	195	19.5%
3=70 to 74	0.15	0.59	197	19.7%
4=75 to 79	0.18	0.72	191	19.1%
5=80+	0.09	0.47	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.28	0.81	892	89.0%
2=No	0.15	0.69	110	11.0%

***Q2 PART I: MEAN NUMBER OF TRIPS ACTUALLY TAKEN DURING THE PAST 24 HOURS******Q2. How many trips did you actually make to this type of place during the past 24 hours?***

Q2i Trips to Downtown

<u>San Antonio</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.24	0.93	1002	100.0%

Age group

1=60 to 64	0.30	0.55	206	20.6%
2=65 to 69	0.34	1.55	195	19.5%
3=70 to 74	0.25	1.08	197	19.7%
4=75 to 79	0.22	0.62	191	19.1%
5=80+	0.09	0.34	213	21.3%

Q1 Are you currently able to  
drive

1=Yes	0.24	0.86	892	89.0%
2=No	0.25	1.36	110	11.0%

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

<u>Q2a-Retail shopping trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.17	0.66	1002	100.0%
<u>Age group</u>				
1=60 to 64	0.12	0.47	206	20.6%
2=65 to 69	0.12	0.63	195	19.5%
3=70 to 74	0.21	0.89	197	19.7%
4=75 to 79	0.23	0.68	191	19.1%
5=80+	0.18	0.60	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.13	0.57	892	89.0%
2=No	0.47	1.14	110	11.0%

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

<u>Q2b-Medical/dental trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
---------------------------------	-------------	-----------	----------	-------------

For Entire Sample	0.07	0.46	1002	100.0%
-------------------	------	------	------	--------

Age group

1=60 to 64	0.03	0.25	206	20.6%
------------	------	------	-----	-------

2=65 to 69	0.06	0.40	195	19.5%
------------	------	------	-----	-------

3=70 to 74	0.11	0.77	197	19.7%
------------	------	------	-----	-------

4=75 to 79	0.05	0.29	191	19.1%
------------	------	------	-----	-------

5=80+	0.07	0.39	213	21.3%
-------	------	------	-----	-------

Q1 Are you currently able to drive

1=Yes	0.04	0.29	892	89.0%
-------	------	------	-----	-------

2=No	0.25	1.10	110	11.0%
------	------	------	-----	-------

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

<u>Q2c-Trips to friend/relatives</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
--------------------------------------	-------------	-----------	----------	-------------

For Entire Sample	0.11	0.50	1002	100.0%
-------------------	------	------	------	--------

Age group

1=60 to 64	0.08	0.37	206	20.6%
2=65 to 69	0.09	0.46	195	19.5%
3=70 to 74	0.13	0.60	197	19.7%
4=75 to 79	0.12	0.53	191	19.1%
5=80+	0.12	0.51	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.09	0.44	892	89.0%
2=No	0.28	0.80	110	11.0%

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

<u>Q2d-Restaurant trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.09	0.49	1002	100.0%

Age group

1=60 to 64	0.08	0.34	206	20.6%
2=65 to 69	0.06	0.36	195	19.5%
3=70 to 74	0.09	0.46	197	19.7%
4=75 to 79	0.15	0.82	191	19.1%
5=80+	0.06	0.29	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.07	0.48	892	89.0%
2=No	0.20	0.54	110	11.0%

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

<u>Q2e-Entertainment trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.05	0.32	1002	100.0%
<u>Age group</u>				
1=60 to 64	0.08	0.43	206	20.6%
2=65 to 69	0.07	0.38	195	19.5%
3=70 to 74	0.06	0.27	197	19.7%
4=75 to 79	0.06	0.31	191	19.1%
5=80+	0.00	0.07	213	21.3%

**Q1 Are you currently able to drive**

1=Yes	0.05	0.32	892	89.0%
2=No	0.07	0.26	110	11.0%

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

<u>Q2f-Church trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.09	0.51	1002	100.0%

Age group

1=60 to 64	0.04	0.27	206	20.6%
2=65 to 69	0.07	0.37	195	19.5%
3=70 to 74	0.10	0.47	197	19.7%
4=75 to 79	0.11	0.78	191	19.1%
5=80+	0.11	0.52	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.07	0.50	892	89.0%
2=No	0.19	0.58	110	11.0%

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

<u>Q2g-School trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.02	0.34	1002	100.0%

Age group

1=60 to 64	0.01	0.21	206	20.6%
2=65 to 69	0.01	0.07	195	19.5%
3=70 to 74	0.02	0.20	197	19.7%
4=75 to 79	0.05	0.72	191	19.1%
5=80+	0.00	0.00	213	21.3%

Q1 Are you currently able to drive

1=Yes	0.02	0.36	892	89.0%
2=No	0.00	0.00	110	11.0%

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

<u>Q2h-Workplace trips</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.02	0.22	1002	100.0%
<u>Age group</u>				
1=60 to 64	0.04	0.22	206	20.6%
2=65 to 69	0.01	0.07	195	19.5%
3=70 to 74	0.04	0.43	197	19.7%
4=75 to 79	0.02	0.12	191	19.1%
5=80+	0.00	0.00	213	21.3%
<u>Q1 Are you currently able to drive</u>				
1=Yes	0.01	0.12	892	89.0%
2=No	0.06	0.58	110	11.0%

**Q2 PART II: MEAN NUMBER OF DESIRED TRIPS NOT TAKEN DUE TO LACK OF TRANSPORTATION DURING PAST 24 HOURS****Q2. How many additional trips would you have made during the past 24 hours if transportation was not an issue?**

Q2i-Trips to Downtown

<u>San Antonio</u>	<u>Mean</u>	<u>SD</u>	<u>N</u>	<u>Pct.</u>
For Entire Sample	0.10	0.82	1002	100.0%

Age group

1=60 to 64	0.13	0.89	206	20.6%
2=65 to 69	0.07	0.40	195	19.5%
3=70 to 74	0.18	1.47	197	19.7%
4=75 to 79	0.10	0.50	191	19.1%
5=80+	0.03	0.19	213	21.3%

Q1 Are you currently able to  
drive

1=Yes	0.08	0.54	892	89.0%
2=No	0.29	1.93	110	11.0%

**Q3. Please indicate at what times of day you traveled outside your home during the past 24 hours. If you made multiple trips, please check all the time periods that apply.**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q3 Times you traveled outside of home</u>								
Midnight-6 am	7.3%	3.1%	1.5%	0.5%	0.5%	2.7%	1.8%	2.6%
6 am-9 am	47.6%	34.9%	35.5%	30.4%	20.2%	34.6%	25.5%	33.6%
9 am-11 am	49.5%	53.3%	58.4%	62.8%	56.8%	58.3%	38.2%	56.1%
11 am-1 pm	48.5%	47.2%	50.8%	44.0%	39.4%	47.1%	36.4%	45.9%
1 pm-4 pm	51.0%	49.2%	49.2%	50.3%	44.1%	50.0%	38.2%	48.7%
4 pm-7 pm	52.9%	42.6%	37.1%	28.3%	24.4%	38.9%	21.8%	37.0%
7 pm-midnight	22.8%	13.8%	12.7%	10.5%	6.6%	14.3%	4.5%	13.3%
None provided	3.9%	4.6%	3.0%	4.7%	9.4%	3.6%	18.2%	5.2%

**Q4. If you would not have had to consider the availability of transportation services, traffic congestion, or your ability to drive, would you have traveled at different times than those you checked about in Question 3?**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

Q4 Would you have traveled differently

1=Yes	16.5%	15.9%	15.2%	20.4%	17.8%	16.1%	25.5%	17.2%
2=No	81.1%	80.0%	81.7%	75.4%	76.5%	80.7%	64.5%	78.9%
9=Don't know	2.4%	4.1%	3.0%	4.2%	5.6%	3.1%	10.0%	3.9%

**Q4a. If yes, at what times of day would you have preferred to travel?**

N=172

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q4a Times you preferred to travel</u>								
Midnight-6 am	0.0%	3.2%	3.3%	5.1%	2.6%	2.1%	7.1%	2.9%
6 am-9 am	29.4%	22.6%	23.3%	23.1%	23.7%	23.6%	28.6%	24.4%
9 am-11 am	52.9%	48.4%	46.7%	53.8%	63.2%	53.5%	53.6%	53.5%
11 am-1 pm	26.5%	22.6%	26.7%	43.6%	36.8%	32.6%	28.6%	32.0%
1 pm-4 pm	32.4%	32.3%	26.7%	43.6%	55.3%	38.9%	39.3%	39.0%
4 pm-7 pm	29.4%	32.3%	36.7%	33.3%	18.4%	32.6%	14.3%	29.7%
7 pm-midnight	20.6%	25.8%	23.3%	15.4%	10.5%	17.4%	25.0%	18.6%
Don't know	2.9%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.6%

**Q5. During the past month, were you unable to make necessary trips because you could not drive or did not have access to transportation?**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

Q5 Unable to make necessary trips

1=Yes	11.2%	8.7%	9.6%	15.7%	13.6%	8.2%	40.9%	11.8%
2=No	87.4%	89.7%	88.3%	83.8%	84.0%	90.2%	57.3%	86.6%
9=Don't remember	1.5%	1.5%	2.0%	0.5%	2.3%	1.6%	1.8%	1.6%

**Q5a. If yes to #5, approximately how many times during the past month were you NOT able to make needed trips?**

N= 118	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

Q5a How many times not able to travel

Don't know	0.0%	6.7%	5.3%	0.0%	0.0%	1.4%	2.2%	1.7%
1	30.4%	13.3%	21.1%	10.0%	13.8%	19.7%	13.3%	17.2%
2	21.7%	20.0%	15.8%	23.3%	31.0%	18.3%	31.1%	23.3%
3	4.3%	20.0%	26.3%	13.3%	17.2%	15.5%	15.6%	15.5%
4	21.7%	13.3%	10.5%	16.7%	10.3%	12.7%	17.8%	14.7%
5+	21.7%	26.7%	21.1%	36.7%	27.6%	32.4%	20.0%	27.6%

**Q6. Several factors that may prevent you from taking trips outside your home are listed below. Please check all items that are preventing you from taking more trips than you currently do.**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q6 Items that prevent you from travel</u>								
01=Not comfortable	10.7%	6.2%	13.2%	17.8%	19.7%	8.0%	59.1%	13.6%
02=No reliable vehicle	5.3%	5.1%	2.5%	4.2%	7.0%	3.8%	13.6%	4.9%
03=Can't afford gas	25.7%	23.6%	18.8%	19.4%	8.9%	20.5%	8.2%	19.2%
04=Can't afford taxi	7.3%	11.3%	12.2%	14.7%	13.6%	9.4%	30.9%	11.8%
05=No one to drive	4.4%	7.2%	7.1%	13.6%	10.8%	5.9%	30.0%	8.6%
06=No bus service	5.8%	7.2%	4.1%	7.9%	6.1%	5.4%	12.7%	6.2%
07=Not familiar	10.2%	9.7%	14.7%	12.6%	16.0%	11.8%	20.0%	12.7%
08=Don't feel safe	3.9%	6.7%	5.1%	6.3%	5.6%	4.9%	10.0%	5.5%
09=Who to call	4.9%	5.6%	8.1%	7.3%	11.7%	6.2%	19.1%	7.6%
10=Other	9.2%	8.2%	10.2%	13.6%	13.1%	10.5%	13.6%	10.9%
99=None	50.0%	51.8%	55.8%	44.5%	46.5%	53.9%	15.5%	49.7%

**Q7. For what portion of your trips do you depend on others for transportation?**

N=1002

	<u>Age group</u>					<u>Q1 Are you currently able to drive</u>		<u>Total</u>
	<u>60 to 64</u>	<u>65 to 69</u>	<u>70 to 74</u>	<u>75 to 79</u>	<u>80+</u>	<u>Yes</u>	<u>No</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>1</u>	<u>2</u>	
<u>Q7 What portion do you depend on others</u>								
1=All	6.3%	4.6%	7.6%	12.6%	17.4%	2.1%	71.8%	9.8%
2=Most	2.4%	2.1%	3.6%	5.2%	4.7%	2.8%	10.0%	3.6%
3=About half	1.5%	1.5%	4.1%	4.7%	3.3%	2.9%	3.6%	3.0%
4=Some	8.3%	11.8%	13.2%	16.2%	17.8%	14.6%	4.5%	13.5%
5=Almost none	67.0%	66.7%	61.9%	52.4%	46.0%	65.2%	5.5%	58.7%
9=Don't know	14.6%	13.3%	9.6%	8.9%	10.8%	12.3%	4.5%	11.5%

**Q7a. If you depend on others for any of your trips, which of the following people or organizations do you depend on for transportation?**

N=299

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q7a Who do you depend on</u>								
1=Spouse	39.5%	35.9%	39.3%	21.6%	13.0%	24.5%	30.3%	26.4%
2=Children/relatives	52.6%	51.3%	53.6%	71.6%	70.7%	60.5%	67.7%	62.9%
3=Friends/neighbors	26.3%	23.1%	17.9%	31.1%	38.0%	28.5%	30.3%	29.1%
4=Private services	0.0%	7.7%	1.8%	8.1%	12.0%	5.0%	11.1%	7.0%
5=Public services	21.1%	10.3%	7.1%	9.5%	9.8%	6.5%	19.2%	10.7%
6=Volunteers	2.6%	5.1%	1.8%	12.2%	12.0%	5.5%	13.1%	8.0%
7=Other	2.6%	5.1%	3.6%	1.4%	1.1%	2.5%	2.0%	2.3%
9=Not provided	7.9%	2.6%	3.6%	4.1%	2.2%	4.0%	3.0%	3.7%

**Q7b. If you depend on others for any of your trips, how reliable are the people or organizations you depend on for your transportation needs?**

N=299

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q7b How reliable are those you depend on</u>								
1=Always	52.6%	48.7%	55.4%	40.5%	64.1%	53.5%	52.5%	53.2%
2=Usually	26.3%	35.9%	21.4%	41.9%	21.7%	28.5%	30.3%	29.1%
3=Sometimes	10.5%	10.3%	12.5%	8.1%	8.7%	10.0%	9.1%	9.7%
4=Seldom	0.0%	0.0%	3.6%	2.7%	3.3%	2.5%	2.0%	2.3%
5=Never	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	1.0%	0.3%
9=Not provided	10.5%	5.1%	5.4%	6.8%	2.2%	5.5%	5.1%	5.4%

**Q8. Please indicate if you have used any of the following transportation services in the San Antonio area during the past five years.**  
 (percentages exceed 100% because multiple responses allowed)

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q8 Used transportation services</u>								
1=Fixed route bus	27.7%	21.5%	24.9%	22.0%	15.5%	21.3%	30.0%	22.3%
2=Door to door	4.4%	1.0%	3.6%	7.3%	7.0%	3.0%	18.2%	4.7%
3=Taxi	26.2%	23.6%	24.4%	20.9%	27.7%	24.3%	27.3%	24.7%
9=Not provided	51.9%	59.5%	56.3%	60.2%	58.7%	58.9%	44.5%	57.3%

**Q9. Please indicate which of the following reasons keep you from using FIXED ROUTE BUS service (like VIA) in the San Antonio area.**  
 (percentages exceed 100% because multiple responses allowed)

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q9 Keep you from using Fixed Route Bus</u>								
01=Not familiar	12.1%	17.9%	16.8%	13.6%	15.0%	15.6%	10.9%	15.1%
02=Times	7.8%	4.6%	9.6%	4.2%	2.3%	5.3%	9.1%	5.7%
03=Don't feel safe	5.8%	7.2%	5.6%	4.2%	4.7%	4.8%	10.9%	5.5%
04=Too expensive	2.4%	2.6%	3.0%	2.6%	1.9%	2.0%	6.4%	2.5%
05=Health reasons	3.4%	6.7%	8.1%	15.7%	23.9%	8.4%	38.2%	11.7%
06=Poor access	10.7%	8.2%	9.6%	8.4%	8.0%	8.4%	13.6%	9.0%
07=Service not provided where I live	12.1%	12.3%	7.6%	9.4%	6.6%	9.4%	10.9%	9.6%
08=Service not offered to desired destinations	11.7%	6.7%	8.6%	10.5%	6.1%	8.2%	12.7%	8.7%
09=Takes too long	20.4%	15.4%	18.3%	13.1%	9.4%	14.9%	18.2%	15.3%
10=Not reliable	3.9%	1.0%	3.0%	2.1%	0.5%	1.9%	3.6%	2.1%
11=Other	10.7%	15.9%	12.2%	16.2%	12.7%	12.7%	20.0%	13.5%
12=Nothing	42.2%	36.9%	38.6%	30.4%	30.5%	38.0%	17.3%	35.7%
99=Don't know	5.3%	5.6%	7.6%	12.0%	15.5%	9.2%	10.0%	9.3%

**Q10. Please indicate which of the following reasons keep you from using DOOR-TO-DOOR services like VIAtrans and Medicaid.**

(percentages exceed 100% because multiple responses allowed)

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q10 Keep you from using door-to-door</u>								
01=Not familiar	23.8%	21.0%	18.8%	16.2%	12.2%	19.5%	9.1%	18.4%
02=Times	13.1%	12.8%	18.3%	16.8%	20.2%	15.4%	23.6%	16.3%
03=Don't feel safe	1.5%	1.0%	2.5%	3.7%	1.9%	2.0%	2.7%	2.1%
04=Too expensive	0.0%	2.1%	1.5%	1.6%	2.3%	1.0%	5.5%	1.5%
05=Health reasons	1.5%	1.0%	4.6%	2.6%	2.3%	2.2%	3.6%	2.4%
06=Poor access	0.0%	0.5%	1.0%	2.6%	5.6%	1.2%	8.2%	2.0%
07=Service not provided where I live	1.5%	1.5%	0.5%	3.1%	2.8%	1.8%	2.7%	1.9%
08=Service not offered to desired destinations	0.0%	0.5%	2.0%	2.1%	2.8%	1.2%	3.6%	1.5%
09=Takes too long	2.9%	2.6%	4.1%	5.8%	2.3%	3.3%	5.5%	3.5%
10=Not reliable	3.9%	1.0%	4.6%	3.7%	1.9%	2.6%	6.4%	3.0%
11=Other	9.2%	13.8%	9.1%	12.6%	12.2%	10.3%	20.0%	11.4%
12=Nothing	48.1%	47.2%	43.1%	37.7%	38.0%	45.1%	24.5%	42.8%
99=Don't know	5.3%	5.6%	6.1%	11.5%	15.5%	8.4%	12.7%	8.9%

**Q11. Please indicate which of the following reasons keep you from using TAXIS OR PRIVATE TRANSPORTATION services.**  
(percentages exceed 100% because multiple responses allowed)

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q11 Keep you from using Taxis or private</u>								
01=Not familiar	4.9%	9.2%	9.1%	13.6%	10.3%	9.1%	11.8%	9.4%
02=Times	0.0%	0.0%	1.0%	2.1%	0.9%	0.8%	0.9%	0.8%
03=Dont feel safe	1.5%	3.1%	6.6%	7.3%	3.8%	3.7%	10.0%	4.4%
04=Too expensive	34.0%	29.7%	30.5%	30.4%	31.0%	29.3%	46.4%	31.1%
05=Health reasons	0.0%	0.0%	1.0%	2.6%	3.3%	0.7%	7.3%	1.4%
06=Service not provided where I live	1.5%	0.5%	0.5%	1.6%	0.5%	0.7%	2.7%	0.9%
07=Service not offered to desired destinations	0.5%	0.5%	1.0%	1.0%	0.9%	0.6%	2.7%	0.8%
08=Takes too long	1.9%	1.0%	2.5%	1.6%	0.0%	1.2%	2.7%	1.4%
09=Not reliable	3.9%	2.1%	3.0%	3.1%	1.4%	2.6%	3.6%	2.7%
10=Other	9.7%	12.3%	11.2%	12.6%	8.9%	10.8%	11.8%	10.9%
11=Nothing	44.7%	46.7%	45.7%	39.3%	35.7%	44.6%	23.6%	42.3%
99=Don't know	6.8%	6.7%	6.6%	10.5%	17.8%	9.9%	9.1%	9.8%

**Q12. How do you think your ability to travel in the San Antonio area will change over the next five years?**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

**Q12 How will your travel change**

1=More trips	15.5%	7.7%	5.6%	5.2%	7.0%	7.7%	12.7%	8.3%
2=Same trips	55.3%	57.4%	52.8%	42.4%	37.6%	49.6%	44.5%	49.0%
3=Fewer trips	27.2%	31.8%	39.6%	45.5%	50.7%	40.0%	30.9%	39.0%
9=Don't know	1.9%	3.1%	2.0%	6.8%	4.7%	2.7%	11.8%	3.7%

**Q13. Transportation Needs in the Future. As you age, you may not feel as comfortable driving as you do today. If you were no longer able to drive yourself, please indicate how likely you would be to use each of the transportation services listed below by circling the corresponding number.**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q13a Central phone number</u>								
Very likely	33.0%	33.3%	40.1%	30.9%	25.8%	31.7%	39.1%	32.5%
Somewhat likely	20.4%	27.7%	17.3%	20.4%	15.5%	20.7%	15.5%	20.2%
Not sure	21.8%	15.9%	11.2%	12.6%	12.7%	16.0%	5.5%	14.9%
Not likely	24.8%	23.1%	31.5%	36.1%	46.0%	31.5%	40.0%	32.4%
<u>Q13b Car driven by friend or relative</u>								
Very likely	62.6%	59.0%	60.9%	63.4%	62.9%	60.2%	74.5%	61.8%
Somewhat likely	17.0%	21.0%	21.8%	17.8%	16.0%	20.3%	5.5%	18.7%
Not sure	9.7%	6.2%	6.1%	2.1%	6.6%	6.4%	4.5%	6.2%
Not likely	10.7%	13.8%	11.2%	16.8%	14.6%	13.1%	15.5%	13.4%

**Q13. Transportation Needs in the Future. As you age, you may not feel as comfortable driving as you do today. If you were no longer able to drive yourself, please indicate how likely you would be to use each of the transportation services listed below by circling the corresponding number.**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

Q13c Car driven by someone you don't know

Very likely	3.9%	4.1%	3.0%	4.7%	3.8%	3.5%	7.3%	3.9%
Somewhat likely	4.4%	5.6%	3.0%	8.4%	2.3%	4.9%	2.7%	4.7%
Not sure	21.8%	15.9%	17.3%	10.5%	12.7%	15.8%	14.5%	15.7%
Not likely	69.9%	74.4%	76.6%	76.4%	81.2%	75.8%	75.5%	75.7%

Q13d Van where you know others

Very likely	30.6%	20.0%	22.3%	15.7%	16.9%	20.3%	28.2%	21.2%
Somewhat likely	21.8%	25.6%	20.3%	23.0%	14.6%	21.9%	13.6%	21.0%
Not sure	18.9%	20.0%	16.8%	15.7%	16.9%	18.3%	12.7%	17.7%
Not likely	28.6%	34.4%	40.6%	45.5%	51.6%	39.6%	45.5%	40.2%

**Q13. Transportation Needs in the Future. As you age, you may not feel as comfortable driving as you do today. If you were no longer able to drive yourself, please indicate how likely you would be to use each of the transportation services listed below by circling the corresponding number.**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q13e Van where you don't know others</u>								
Very likely	14.6%	8.7%	12.2%	13.6%	12.2%	11.5%	18.2%	12.3%
Somewhat likely	17.0%	28.2%	22.8%	18.8%	11.7%	20.6%	10.9%	19.6%
Not sure	32.0%	24.6%	20.8%	17.8%	20.7%	24.2%	15.5%	23.3%
Not likely	36.4%	38.5%	44.2%	49.7%	55.4%	43.6%	55.5%	44.9%
<u>Q13f Traditional bus service</u>								
Very likely	23.8%	16.4%	22.8%	23.6%	10.3%	19.1%	20.9%	19.3%
Somewhat likely	28.2%	28.7%	20.3%	18.3%	13.1%	22.6%	13.6%	21.7%
Not sure	17.5%	19.5%	19.3%	15.7%	16.9%	18.8%	9.1%	17.8%
Not likely	30.6%	35.4%	37.6%	42.4%	59.6%	39.5%	56.4%	41.3%

**Q13. Transportation Needs in the Future. As you age, you may not feel as comfortable driving as you do today. If you were no longer able to drive yourself, please indicate how likely you would be to use each of the transportation services listed below by circling the corresponding number.**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q13g Taxi</u>								
Very likely	9.7%	8.7%	8.1%	9.9%	9.9%	9.8%	5.5%	9.3%
Somewhat likely	25.7%	27.2%	18.8%	15.7%	15.5%	21.0%	17.3%	20.6%
Not sure	22.8%	18.5%	21.3%	19.9%	17.4%	20.9%	12.7%	20.0%
Not likely	41.7%	45.6%	51.8%	54.5%	57.3%	48.4%	64.5%	50.2%

**Q14. Which TWO of the services listed above would you be most likely to use?**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q14 1<sup>st</sup> choice</u>								
A=Central phone number	5.8%	14.4%	15.2%	13.6%	13.1%	13.0%	7.3%	12.4%
B=Friend	54.4%	56.9%	60.4%	60.2%	58.7%	57.6%	61.8%	58.1%
C=Someone don't know	3.9%	1.0%	2.0%	4.7%	2.8%	3.1%	0.9%	2.9%
D=Van with known passengers	4.4%	2.1%	3.0%	0.5%	3.3%	2.7%	2.7%	2.7%
E=Van without known passengers	4.9%	4.6%	2.5%	2.6%	6.1%	3.8%	7.3%	4.2%
F=Bus service	12.1%	9.2%	8.6%	8.9%	2.3%	8.2%	8.2%	8.2%
G=Taxi	5.3%	3.1%	3.0%	3.7%	2.8%	3.8%	1.8%	3.6%
Z=None selected	9.2%	8.7%	5.1%	5.8%	10.8%	7.7%	10.0%	8.0%

**Q14. Which TWO of the services listed above would you be most likely to use?**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q14 2<sup>nd</sup> choice</u>								
A=Central phone number	9.7%	10.8%	14.2%	8.9%	9.4%	10.3%	12.7%	10.6%
B=Friend	11.2%	10.8%	13.2%	10.5%	11.3%	10.8%	16.4%	11.4%
C=Someone don't know	5.3%	6.2%	5.1%	12.6%	7.0%	7.2%	7.3%	7.2%
D=Van with known passengers	15.5%	13.3%	8.6%	11.5%	12.7%	12.3%	12.7%	12.4%
E=Van without known passengers	9.2%	14.4%	12.2%	13.1%	11.3%	12.2%	10.0%	12.0%
F=Bus service	19.9%	14.9%	16.2%	16.2%	9.4%	15.6%	12.7%	15.3%
G=Taxi	10.2%	11.3%	11.2%	8.9%	12.7%	11.7%	4.5%	10.9%
Z=No second choice	18.9%	18.5%	19.3%	18.3%	26.3%	20.0%	23.6%	20.4%

**Q14. Which TWO of the services listed above would you be most likely to use? (both selections)**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<b><u>Q14 SUM OF TOP 2 CHOICES</u></b>								
A=Central phone number	15.5%	25.1%	29.4%	22.5%	22.5%	23.3%	20.0%	23.0%
B=Friend	65.5%	67.7%	73.6%	70.7%	70.0%	68.4%	78.2%	69.5%
C=Someone don't know	9.2%	7.2%	7.1%	17.3%	9.9%	10.3%	8.2%	10.1%
D=Van with known passengers	19.9%	15.4%	11.7%	12.0%	16.0%	15.0%	15.5%	15.1%
E=Van without known passengers	14.1%	19.0%	14.7%	15.7%	17.4%	16.0%	17.3%	16.2%
F=Bus service	32.0%	24.1%	24.9%	25.1%	11.7%	23.8%	20.9%	23.5%
G=Taxi	15.5%	14.4%	14.2%	12.6%	15.5%	15.5%	6.4%	14.5%
Z=None selected	9.2%	8.7%	5.1%	5.8%	10.8%	7.7%	10.0%	8.0%

**Q15. How many operational vehicles do you have available to your household?**

N= 1002	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

**Q15 How many operational vehicles**

0	3.4%	1.5%	1.5%	6.9%	8.5%	1.1%	31.2%	4.4%
1	26.2%	38.5%	51.3%	49.5%	58.3%	44.4%	47.7%	44.7%
2	51.9%	49.2%	41.5%	37.8%	26.5%	44.1%	18.3%	41.3%
3	14.6%	9.2%	3.6%	3.2%	5.2%	7.8%	2.8%	7.2%
4+	3.9%	1.5%	2.1%	2.7%	1.4%	2.6%	0.0%	2.3%

**Q16. What is your age?**

N=1002

<u>Age group</u>	<u>Age group</u>					<u>Q1 Are you currently able to drive</u>		<u>Total</u>
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
60 to 64	100.0%	0.0%	0.0%	0.0%	0.0%	21.5%	12.7%	20.6%
65 to 69	0.0%	100.0%	0.0%	0.0%	0.0%	20.7%	9.1%	19.5%
70 to 74	0.0%	0.0%	100.0%	0.0%	0.0%	20.4%	13.6%	19.7%
75 to 79	0.0%	0.0%	0.0%	100.0%	0.0%	18.0%	27.3%	19.1%
80+	0.0%	0.0%	0.0%	0.0%	100.0%	19.3%	37.3%	21.3%

**Q17. What is your gender?**

N=1002

<u>Q17 What is your gender</u>	<u>Age group</u>					<u>Q1 Are you currently able to drive</u>		<u>Total</u>
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
1=Male	50.4%	52.4%	52.3%	51.1%	50.2%	53.4%	35.2%	51.4%
2=Female	49.6%	47.6%	47.7%	48.9%	49.8%	46.6%	64.8%	48.6%

**Q18. Are you or others in your household of Hispanic, Latino, or other Spanish ancestry?**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

Q18 Are you of Hispanic ancestry

1=Yes	36.9%	38.3%	38.0%	43.3%	25.7%	36.3%	46.6%	36.6%
2=No	63.1%	61.7%	62.0%	56.7%	74.3%	63.7%	53.4%	63.4%

**Q19. Which of the following best describes your race?**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

Q19 Race

1=Asian/Pacific Islander	1.5%	1.0%	3.0%	0.5%	0.5%	1.1%	2.7%	1.3%
2=Black/African American	11.2%	4.1%	9.1%	1.6%	3.8%	5.8%	7.3%	6.0%
3=White	66.0%	73.3%	69.0%	75.4%	86.4%	76.0%	59.1%	74.2%
4=American Indian/Eskimo	1.5%	3.1%	1.5%	1.0%	0.0%	1.2%	2.7%	1.4%
5=Other	18.4%	17.4%	16.2%	17.3%	8.9%	14.5%	24.5%	15.6%
9=Not provided	3.9%	4.1%	3.0%	6.8%	1.4%	3.6%	5.5%	3.8%

**Q20. Do you have a valid driver's license?**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	

**Q20 Do you have a valid drivers license**

1=Yes	96.1%	97.9%	93.9%	90.1%	87.7%	98.4%	50.0%	93.1%
2=No	3.9%	1.0%	5.6%	9.4%	10.8%	0.9%	49.1%	6.2%
9=Not provided	0.0%	1.0%	0.5%	0.5%	1.4%	0.7%	0.9%	0.7%

**Q21. Would you say your total annual household income is:**

N=1002

	Age group					Q1 Are you currently able to drive		Total
	60 to 64	65 to 69	70 to 74	75 to 79	80+	Yes	No	
	1	2	3	4	5	1	2	
<u>Q21 Total annual household income</u>								
1=Under \$30,000	24.3%	31.4%	33.5%	42.4%	39.0%	31.3%	56.4%	34.1%
2=\$30,000-\$59,999	32.5%	33.0%	38.1%	24.6%	30.0%	32.5%	24.5%	31.7%
3=\$60,000-\$99,999	20.4%	17.0%	10.7%	13.6%	10.3%	15.5%	5.5%	14.4%
4=\$100,000 or more	11.7%	7.2%	4.1%	5.2%	5.2%	7.3%	1.8%	6.7%
9=Not provided	11.2%	11.3%	13.7%	14.1%	15.5%	13.4%	11.8%	13.2%

*Section 4:*  
***Open-Ended Comments***

---

### **OPEN-ENDED COMMENTS**

*Note: Comments were transcribed verbatim based on the written comments that were provided at the end of the survey. Typographical and grammatical errors were not corrected.*

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below.**

- Our urban sprawl is overwhelming. I use public transportation (mainly subway) when traveling to such cities as New York, London, Paris – not so much in Rome. My belief is that a combination of public transportation and TOCC week (and higher fuel prices) will be a major solution to our transportation problems.
- We have driven VIA and really enjoyed it. We are not ill as of now. I believe VIA is great with the handicapped and I'm sure their service will get even better as we are living longer.
- There should be all night bus service. For such a large city, it appears we are behind the times. I do not know transportation services available to me except for VIA trans and I don't know how to qualify. There are a number of places I do not go to because I do not want to drive and I would take up at least two hours transferring buses. Thank you for your concern.
- My wife is 80, I am 83, and we would like to have bus service in our neighborhood (Sierra Springs). I mentioned to our city council person at a recent owners meeting that we have no bus service. Several of my new neighbors, senior citizens, agree we would like to have bus service, especially to downtown, even if it means transferring buses to get there.
- We live in San Antonio, but bus service is not available. It appears that city officials do not care or do not wish to provide bus service to our part of the city. Why?
- There are probably already too many subsidized transportation services available and they cost the taxpayers too much. Ergo, the cost to use these services should be increased, except for the bus services.
- My neighbor next door takes VIA. They come and pick her up, but they are always late. She has to wait for two hours.
- Encourage families to be families and neighbors to be neighbors and cease creating organizations to waste ever increasing public and private funds.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- I have a friend who is handicapped and cannot drive. She is alone most of the day and needs transportation. There are no buses in her area. She lives in a new subdivision.
- Light rail ala the DC metro system. Dedicated bus lanes ala Montreal Canada. Redesigning bus terminus points to reflect the changing population demographics.
- Provide more light rail service. In Ireland a free pass is given to senior citizens (65+). Are we so poor that these options are not possible? Direction signs are poorly lighted. Need large numbers on homes and businesses. Map service. Too many “stir crazy” drivers on the expressways, rage, etc. The 18 wheeler has become a hazard. Some bus service in suburbia that is reliable, economical, and pleasant to the environment. Light rail is the answer. Bicycle trails and/or walking, jogging trails that are safe! A lane for slower traffic such as scooters, small cars, hybrids, etc. Strict laws on aggressive drivers running a race to work.
- Door to door service is the most desirable, but from what I have observed, some checks and balances are needed to adhere to timeliness. Some instances require pickup at times promised, e.g. medical appointments.
- Better/more advertisement of available community bus services. Access to senior reduced rate bus passes. It is my understanding that I must travel to a transit station in order to purchase reduced rate passes, prior to getting on the bus. These passes could be made available by mail or VIA internet as a convenience to seniors. Bus drivers should be trained to wait until older citizens are seated before driving off. Some of my friends complain that drivers often start driving before they sit down and they almost fall down. My last ride on the bus, I found the bus was kind of dirty. Schedules to and from park and ride to San Antonio area medical centers should run more often.
- Please make it possible for people that have no one to drive them for doctor appointments to drive them to senior community centers.
- Make bus service more like Europe’s – frequent schedules, dependable on-time service, sheltered bus stops with posted schedules, more than one route for each stop, etc.
- For VIA to have bus benches in my neighborhood. Currently there are no bus benches in my neighborhood.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- Have VIA buses with ways to carry a scooter or motorized wheelchair from the Veterans Administration for senior disabled American veterans like me.
- Safe, reasonable bus routes to downtown and return once or twice daily, to all the new and suburban districts around San Antonio.
- I have a son in Cibolo, TX and daughter in Austin, TX on my car insurance, and it's difficult to depend on them. I have two neighbors also on my insurance to help drive my car. One male is 29 years old and works only part time and takes care of his mother. So I therefore have only one neighbor to depend on at times.
- To relieve traffic congestion in the future, which is troublesome to everybody not just seniors, a light rail system from 1604 on all the freeways (IH 37, etc) or adjacent should be considered.
- It seems difficult to reach most destinations by VIA bus without at least one time-consuming transfer. I frequently provide transportation to a friend who has difficulty getting to needed destinations by VIA.
- We have one bus line at 7:00 a.m. and one at 6:00 p.m. We could use more lines during the day.
- I would love to have a bus from the Vineyard Shopping Center to downtown.
- More mass transit.
- San Antonio needs a "VIA-type" service that can make regular trips to both downtown and medical center facilities that seniors can utilize without several "stand on a corner" transfers and/or all day treks for a 5-10 minute appointment. There is a cost factor also. How about an "EL" service like Chicago or a subway service like New York?
- The fact is that when calling for these services you always get a machine and have to press different numbers. Some seniors get upset. They want to speak to a person.
- I wish when I need to go to the hospital a van could drive me both ways. I can go to my own doctor appointments and go to the store. I'm terrified of the freeway if I had to go to the hospital down at Medical Drive.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- There is one service I have used from San Antonio. VIA is out of the question. A taxi service would be a good thing, even if I had to pay some for it. I am in a wheelchair. It's not easy for me to get around.
- Transportation route for bus 21 (map written). Be rerouted to provide stop at Woodlake Country Club.
- I can't make suggestions to improve something I know nothing about.
- Get the churches involved. At present time, my Sunday school class provides transportation for its members as well as two Katrina evacuee families (doctor's appointments, job interviews, hospital visits, etc). Most folks who have a choice don't wish to travel with those they do not know. My deceased mom would not go with the hired driver for her assisted living facility (the trip was within 2 miles!).
- It's too hard to get off the bus. The seniors should be allowed to use the front door to exit instead of the back door. It's easier. The doors open by themselves and it's easier to step down.
- Drivers (like VIA) should get off and ring doorbell or knock so passengers know when they arrive.
- I may need to rethink my travel needs since I have Parkinson's.
- Please get a Park and Ride at Brooks City Base. There is none in the southeast area!
- Make the freeways and 281 safe.
- Cheaper gas prices.
- Use smaller buses, i.e., 12 to 15 passenger vans, except times and areas requiring large buses. The majority of buses that I observe in the northeast quadrant are carrying 0-6 passengers. This appears to me an unreasonable waste of fuel and a ridiculous hazard to our environmental air quality. This would be a great benefit to the entire community of ours, youth to elderly inclusive. Thank you for including me in your survey.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- I volunteer at BAMC in the outpatient area and often come in contact with patients using VIA Trans. These observations come from their comments:
  - Need more vehicles. Patients are told to wait 15 minutes to 2 hours.
  - Vehicles have no flexibility. They will not pick up those not on their list.
  - VIA operators/dispatchers are rude to callers/users, i.e., “the more you call, the longer you’ll wait.”
- Complete satisfaction with VIA as long as I was still physically able to travel easily.
- More information about availability. More bus lines (such as one anywhere near where I live).
- From what I hear from other people, the public transportation (VIA) is pretty good as is. Down the road the younger generation will be riding gas powered scooters and motorbikes like they do in Holland and Belgium. The days of the automobile are going by the wayside like the horse and carriage.
- Have stops at complexes at certain times and days that will take you to supercenters for the bulk of your shopping. Make prices reasonable for transportation.
- I have heard of long delays for arrival of VIA Trans. It is long distance to my HMO and a long wait to get pickup for return. Ditto for my daily walks in parks. I don’t have a cell phone. Grocery/general shopping trips require two long waits also, coming and going.
- When San Antonio installs wi-fi wireless communication services, this would help by increasing the efficiency of routing transportation.
- Bus rides direct to and from grocery stores, doctors offices, and hospitals.
- There’s no bus stop within walking distance.
- Ambulance service at very reasonable rates.
- To get to the bus stop I must walk a long block which is uphill. The bus does not run continuously and quits running in the evening. My wife is in a wheelchair which means if the weather is bad, we can’t use public transportation. When I lived in New York City we did not want a car because public transportation ran all night and the bus stops were less than a block from your house no matter where you lived in Manhattan. I realize San Antonio cannot compete with NYC, but it also means I can’t depend on public transportation for all my needs.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- Bus routes in residential areas to prevent driving to bus stops. I would not mind walking 10-15 minutes to a designated bus stop in my residential area.
- Make them economical, timely, courteous, and safe like old VIA Trans!!
- Simplify coding for bus routes. It's challenging to know where the buses go, how to transfer, when to transfer, etc.
- My family and I use Park and Ride to go to night in Old San Antonio and Fiesta.
- Create a carpool where members could drive each other. I'm talking about an old timers carpool for doctors, church, hospital, grocery, and other old timers' needs. No lovers lane.
- I would probably have more input, but my wife and I are totally dependent on our own vehicles for transportation. We have not had other experiences to draw from to date.
- I would like my old heritage NW (our home area) bus stop back inside our neighborhood (it was one house away!). Transfer times and locations could be better. It's very maddening when you arrive at a transfer point and you find out your connecting bus just left or you must wait 45-50 minutes.
- Bringing gas prices down will solve everybody's problems.
- I applied for VIA Trans and received my card, but when I called for a trip to a doctor's office to 281 North, I was told that the service to that area was not available. I wish it were available so I wouldn't bother people to take me.
- I don't know how many wheelchair transportation facilities are available, but there should be sufficient transportation facilities for the ever-expanding senior age group and others in wheelchairs. (I do not need such services but wouldn't be surprised if I did one of these days.)
- Stop separate, individual service (inefficient system). If want to, give taxi subsidy chits (taxis efficient).
- If would help if there were a number to call for a ride other than to doctor visits only.
- Covered bus shelters at all bus stops.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- Repair some of the through streets east of US 281 (San Pedro); north of Hildebrand; south of North 410; and west of E. Loop 410. North New Braunfels in particular is treacherous. Some portions of Broadway are almost as bad. Streets in west San Antonio, east San Antonio, and south San Antonio are in much better condition. Why? Discrimination against white senior citizens.
- There should be a convenient place to pick up bus route schedules in each community and information for seniors on what is available.
- In looking ahead, I suspect if I were unable to drive, I very likely would be unable to walk out to Huebner if there was a bus available. Also, if gas prices continue to escalate, I'm going to have to figure something out and soon!
- I would like to have a phone number to request transportation to places such as medical appointments when one needs a driver to get you back home after a procedure requiring anesthesia, i.e., pain management, colonoscopy, etc.
- Thank you for this survey.
- I am familiar with VIA Trans. My mother used a daily door-to-door several years (home to daycare). We were very satisfied. I currently provide transportation to seniors in my area to doctor appointments. All our volunteers are seniors. Since many doctors are moving further north (1604 and past), more drivers are reluctant to drive that far. Thus, there is a growing need for service to doctors' appointments in that area. The complaints I have heard are: long waits to be picked up after an appointment, being late for appointments, regular bus service isn't available, and taxi service is too expensive.
- I have no current or known future needs.
- I certainly would like to have public transportation readily available for us old folks if there's no longer a relative or a friend available to cart me around. It's horrific to think we would be trapped in our homes. Thanks.
- Do not spend tax payer money on light rail or similar transportation methods.
- My aunt in Missouri got coupons for \$100 to pay for a taxi to medical appointments. They were a godsend. I don't know if they are available here. I moved here from Indiana and have no idea what exists for seniors so more advertising/education would be nice. Thanks for asking.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- I would like to have transportation to go to evening worship (church) on Sundays. Our church is on S. Zarzamora St. I would like to have transportation to the grocery store and back. I would like to have transportation to get a haircut about every 2-3 months.
- Neighborhood bus routes means to homes rather than on freeway access roads.
- I would like transportation, not shared, but one that doesn't charge like the taxi and also someone to go with me to assist me in walking to my destination.
- Have people in areas where not many ride a bus. Call and make an appointment. Day after day I see a huge, fuel guzzling bus go down my street, so heavy it probably ruins the street and once person riding. On routes where there are not many riding the bus, put a smaller bus. You can buy and maintain several small buses in place of one large vehicle.
- Exempt times of day that seniors can use their bus cards, have no restrictions.
- To improve transportation services for seniors, have more small vans or buses because right now you have to make your appointment one or two weeks ahead of time and also have to wait a long time for them to pick you up, before and after.
- Pick-up times need to improve.
- I don't need bus transportation.
- I really don't have any because I don't know your bus routes or times. If gas gets much higher, I, like a lot of people, will find out.
- Put people in these services who listen and get things right. Also get personnel who treat seniors as if they are humans, not discardable trash.
- Start replanning urban development streets to "lay-out" north to south, east to west. "Layout" bus routes two blocks apart north-south, east-west. If necessary, due to cul de sac development since 1965, connecting transfer stations would help, but not speed or reduce time of travel. Offer a frequent rider monthly pass 24/7 for both non-seniors and seniors. I greened up in St. Louis, MO in my youth using the best public transportation system west of the Delaware River. You could go from Lemay (south St. Louis) to Sportman's Park for baseball games on streetcars faster than in automobiles and you didn't have to look for a place to park. San Antonio is not planned for public transportation efficiently to operate economically.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- Rail and tow roads. Hire hometown people if you want to help. Customer service could be nicer. Bus service. Bus stops are not in a good spot. Provide better information about the VIA services. Provide coffee on the bus.
- I would like more access. Where I live, there's no access to the bus. Provide better routes. No ability to use transportation for medical reasons.
- Better advertising.
- VIA tram – new and more.
- Free buses.
- More stops for transit bus. Shuttles and taxi cabs.
- Buses are too big. Make routes shorter. Make it so I don't have to change buses. Use handicap vans.
- Buses don't run late enough. Offer more weekend times.
- More bus times.
- More mass transportation, more convenient. Give more information on door-to-door.
- Make gas cheaper.
- With services now, you have to wait all day and it takes several hours to get home.
- More bus lines.
- San Antonio is only 30 years behind providing alternative transportation choices, i.e., bike trails or access on roadways. Where has MPO been for the last 20 years? It's sad with gas prices at \$3.00, you guys are a little behind the curb.
- We need mass transit rail service.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- I understand that the city provides transportation service to people who need it from 12 midnight to 5 a.m. for \$3.00. I suggest that you provide this service to seniors on a 24 hour basis.
- Lower gas prices.
- I would love for reliable bus service to and from downtown San Antonio. I do not believe there is any at the above zip code (78258).
- Make bus stops closer to housing developments. Make routes more direct.
- I support any and all authentic efforts to improve transportation services for seniors in Bexar County. Our seniors are our wisdom figures and they deserve whatever can be done to make our lives easier, so that our wisdom years can be devoted to preparing to go home to God in peace and are worry-free as possible. I appreciate the opportunity to participate in this survey. God bless all.
- More buses that could go into the neighborhoods, but not only in to one street, but to several more.
- Send information to seniors on a regular basis informing them of available services, organizations, etc. that could assist them.
- Have a speaker come to neighborhood organizations to explain their bus services. Also, a speaker to local libraries to help us understand what will be coming up and is currently available. Example, I did not know there was an ATM machine at the San Pedro VIVA Transit center until I went this week to get information on the trolley blue line!
- I need transportation only when my husband and I are going to the hospital and we go out of town (about two times a month).
- Why can't we have commuter rail instead of, or in addition to, fixed bus? I would be very much in support of a commuter rail system radiating out from the center of San Antonio. Look at Dallas, San Diego, etc.
- I think we should address the light rail again. I feel that I would use this service often. I've used it in other cities by driving and parking.
- A park and ride would be used from our area for events in downtown San Antonio if frequent or timely enough.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- Put shade under all bus stops. Have more bus drivers that are courteous and friendly. Bus drivers are very mean with older people. Sometimes they take off when I'm still walking, looking for a seat, and sometimes I almost fall. Have more training for drivers. Also when they are running late, they won't wait for you if you're running after the bus. Thank you.
- Make routes more available.
- Make bus rates more affordable, more reliable.
- I need some kind of van, not just to doctor appointments. I need help in general, like shopping for groceries.
- I need more availability. Make it closer to residences.
- I need more bilingual services/interpreters. I have a hard time understanding stops and routes so ask others for help.
- Needs to be safer.
- Have a separate telephone line for 60 and over for bus service and any other service.
- I suggest you mail out schedules and prices with return schedules from each area.
- Cheaper transportation.
- I wish bus service was more reliable and more frequent.
- Have light rail service to downtown.
- You're doing a good job now.
- Make the buses faster and more reliable.
- Train the drivers for senior citizens. Provide shaded bus stops. Provide transportation that is more focused for seniors. Use steps on the buses.
- I like the park and ride idea. It's nice to have smaller buses return to the main streets in the area.
- Provide more stops that are closer to home.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- The driver on the van should be more helpful. I am blind.
- Reduce speed to 55 mph.
- The bus line distance is a factor for many seniors. Transfers are very inconvenient for seniors.
- Long waiting times to return home using VIA Trans.
- I hope that transportation service can reach my area in the near future.
- My daughter and her family live in Dallas. I have used the wonderful, much used, light rail system there. Even in the low income, old areas they have sidewalks on both sides of the streets. A person can travel for miles on their long parks by foot or bicycle. Here we can't count on having sidewalks consistently and the time rail service came up, people like newspaper columnists laughed at the idea. So, all San Antonio has is expensive, congested auto travel. It stinks!
- Find cheaper alternatives.
- Have personal pick ups.
- Let the seniors know what is available. Maybe offer a senior newsletter.
- VIA Trans could be more reasonably priced. Overall, I believe we have a wonderful transportation service. When I was very young, I had to depend on it completely. It took longer, but it got me there. Keep up the excellent service!
- Need much more hard sell messages to get the regular commuters to central San Antonio to use the park and ride system. They complain about high parking and fuel costs, but they park their cars downtown all day and complain! VIA has to become much more aggressive in their advertising to get these people to quit clogging the roads with their commute. Each auto uses more than 750 square feet of roadway to transport one person! I ride the park and ride whenever I go downtown and find it exceptionally better than looking for a place to park. The only problem is when I get off the air conditioned bus, my glasses fog up! Big deal.
- Decrease the door-to-door wait period.
- Make options known. Let people know what's available.
- Have it run more often.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- Whatever happened to the light rail idea?
- All these questions refer to “seniors”. My daughter is not senior, but is disabled and uses VIA Trans daily during the week. Thank God it’s available; however, I understand it is not available outside 1604. What a shame! With San Antonio growing so much, it is needed. Are disabled people to be required to live inside? That hardly seems fair or reasonable.
- Provide closer services.
- More night time services. Provide better rates.
- More bus stops, and slow buses down.
- Shorten the wait time.
- Prices need to be adjusted to fit budgets of seniors. For example, they pay for prescriptions, groceries, taxes on houses, cars, utility cars, yard maintenance, etc.
- When you build something think of the future, at least half a century ahead. Think of the remodeling costs/inconveniences of traffic congestion.
- Increase the coverage; go more places. Provide more bus service on major streets. Use a mini bus.
- Provide more information on the bus. Give us easy access to information.
- Less traffic. Cheaper gas.
- Use smaller buses or lower the steps. They’re hard to climb up.
- I want to see the survey results published.
- More accessible. More bilingual workers. More opportunities for deaf/hard of hearing. Ask people to be more patient with seniors.
- The potholes need to be fixed.
- Door-to-door transportation with shorter request times (1 hour or less) is needed.

**If you have any other suggestions to improve transportation services for seniors in Bexar County, please write your suggestions in the space below (continued):**

- Keep your schedules. My brother-in-law is wheelchair bound and his ride is always late to take him to daycare.
- The ability to buy a good cheap car, to buy insurance that doesn't cost too much, and now gas prices. Have the city put sidewalks in areas so us oldies can walk safely from the traffic, speeders and bad people. Thanks for letting me be of help; I'm young at heart and mind.
- Improve sidewalks to bus routes. Build shelters at bus stops (not million dollar ones) to protect users from sun and rain. Buy smaller buses and go more places.
- I would suggest a senior's taxi and limo service at reduced fares.
- I would like to know more information regarding VIA bus transportation, i.e., bus cost for seniors, printed bus routes, bus schedule.
- Outlying districts to be served by light rail with hubs at well known shopping malls. I am afraid you are trying to build a silk purse out of a sow's ear! Check feasibility!
- My husband uses VIA Trans to go to doctor's appointments, but they are not reliable. My husband is going blind and has to use the bus.
- I do not have any knowledge of transportation other than my own. I just retired a year ago and was driving myself to and from work. I am one of the lively seniors.
- There is a problem with handicap parking for the elderly and disabled being used by people who do not need them.
- Seniors that ride a bus most times have a very long wait for the bus to return. Also seniors that use the cab need time to get to the cab and should have the driver come in to help them.
- I think there should be better public transportation in my neighborhood (Braun Station).
- For those still driving, good illumination on traveled areas. Will consider public transportation if cost remains affordable and bus stops are within reasonable walking distance. Also consider safety. Elders do not command respect as they used to.

*Section 5:*  
*Survey Instrument*

---



# 2006 San Antonio-Bexar County Senior Transportation Needs Assessment Survey

Please take a few minutes to complete this survey. Your input is an important part of regional efforts to improve transportation services for seniors in Bexar County. If you have questions, please call Jeanne Geiger. Her number is 210-227-8651.

1. Are you currently able to drive? \_\_\_(1) Yes – answer 1a \_\_\_(2) No – go to 2

1a. [IF YES to #1] Please indicate how comfortable you feel driving under the following conditions by circling the corresponding number below:

<i>How comfortable are YOU driving:</i>	<i>Very Comfortable</i>	<i>Comfortable</i>	<i>Somewhat Uncomfortable</i>	<i>Very Uncomfortable</i>	<i>Don't Know</i>
A. During the day	4	3	2	1	9
B. At night	4	3	2	1	9
C. During storms or bad weather	4	3	2	1	9
D. In Downtown San Antonio	4	3	2	1	9
E. In your neighborhood	4	3	2	1	9
F. In congestion on freeways	4	3	2	1	9

2. Please indicate how many trips you actually made to each of the types of places listed below during the past 24 hours by writing the number of trips you completed in the center column. Include all trips that you made as a driver, passenger, on the bus or by walking. **IF YOU WOULD HAVE MADE ADDITIONAL TRIPS, but were not able to because transportation was not available or you did not feel comfortable driving, please write the number of additional trips you would have completed in the column to the right.**

<b>Types of Place</b>	<b>How Many Trips Did You <u>Actually Make</u> to This Type of Place During the Past 24 Hours (write the number of trips, leave blank if none)</b>	<b>How Many <u>Additional Trips</u> Would You Have Made During the Past 24 hours if Transportation Was Not an Issue (write the number of trips, leave blank if none)</b>
A. Retail shop, grocery store, or banks		
B. Medical/dental visits or appointments		
C. A friend or relative's home		
D. Restaurant		
E. An entertainment place (movie, golf, etc.)		
F. Church		
G. School		
H. Your workplace		
I. Downtown San Antonio		

3. Please indicate at what times of day you traveled outside your home during the past 24 hours. If you made multiple trips, please check all time periods that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Midnight to 6:00 am | <input type="checkbox"/> (4) 1:00 pm – 4:00 pm  |
| <input type="checkbox"/> (2) 6:00 – 9:00 am      | <input type="checkbox"/> (5) 4:00 pm – 7:00 pm  |
| <input type="checkbox"/> (2) 9:00 – 11:00 am     | <input type="checkbox"/> (6) 7:00 pm – midnight |
| <input type="checkbox"/> (3) 11:00 am – 1:00 pm  |   |

4. If you would not have had to consider the availability of transportation services, traffic congestion, or your ability to drive, would you have traveled at different times than those you check above in Question 3?

- (1) Yes – answer 4a                       (2) No

4a. [If YES] At what times of day would you have preferred to travel? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Midnight to 6:00 am | <input type="checkbox"/> (4) 1:00 pm – 4:00 pm  |
| <input type="checkbox"/> (2) 6:00 – 9:00 am      | <input type="checkbox"/> (5) 4:00 pm – 7:00 pm  |
| <input type="checkbox"/> (2) 9:00 – 11:00 am     | <input type="checkbox"/> (6) 7:00 pm – midnight |
| <input type="checkbox"/> (3) 11:00 am – 1:00 pm  |   |

5. During the past month, were you unable to make necessary trips because you could not drive or did not have access to transportation?

- (1) Yes – answer 5a                       (2) No

5a. [If YES] Approximately how many times during the past month were you NOT able to make needed trips?

\_\_\_\_\_ times

6. Several factors that may prevent you from taking trips outside your home are listed below. Please check all items that are preventing you from taking more trips than you currently do.

- |   |  |
|---|--|
| <input type="checkbox"/> (01) Not comfortable driving/cannot drive      | <input type="checkbox"/> (07) Not familiar with transportation services that are available |
| <input type="checkbox"/> (02) Do not have a reliable vehicle            | <input type="checkbox"/> (08) Do not feel safe when traveling outside my home              |
| <input type="checkbox"/> (03) Cannot afford gas, parking or insurance   | <input type="checkbox"/> (09) Do not know who to call for help                             |
| <input type="checkbox"/> (04) Cannot afford taxi/private transportation | <input type="checkbox"/> (10) Other: _____   |
| <input type="checkbox"/> (05) Do not have someone to drive me           |  |
| <input type="checkbox"/> (06) Do not have bus services in my area       |  |

7. For what portion of your trips do you depend on others for transportation?

- |   |   |
|---|---|
| <input type="checkbox"/> (1) All of my trips        | <input type="checkbox"/> (4) Some of my trips                     |
| <input type="checkbox"/> (2) Most of my trips       | <input type="checkbox"/> (5) Almost none of my trips – skip to Q8 |
| <input type="checkbox"/> (3) About half of my trips |   |

7a. [If You Depend on Others for any of your trips] Which of the following people or organizations do you depend on for transportation? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Spouse                          | <input type="checkbox"/> (5) Public services (Bus, VIAtrans, medicaid)              |
| <input type="checkbox"/> (2) Children/Other relatives        | <input type="checkbox"/> (6) Volunteers (from churches or non-profit organizations) |
| <input type="checkbox"/> (3) Friends/Neighbors               | <input type="checkbox"/> (7) Other: _____   |
| <input type="checkbox"/> (4) Private services, such as taxis |   |

7b. [If You Depend on Others for any of your trips] How reliable are the people or organizations you depend on for your transportation needs?

- |   |  |
|---|--|
| <input type="checkbox"/> (1) Always reliable    | <input type="checkbox"/> (4) Seldom reliable |
| <input type="checkbox"/> (2) Usually reliable   | <input type="checkbox"/> (5) Never reliable  |
| <input type="checkbox"/> (3) Sometimes reliable |  |

8. **Please indicate if you have used any of the following transportation services in the San Antonio area during the past five years?** (Check all that apply)
- (1) Fixed-Route Bus Service like VIA (follows designated routes and arrives at scheduled times)
  - (2) Door-to-Door services operated by public agencies like VIAtrans and Medicaid; these services usually use small buses or vans to take residents to their destination.
  - (3) Taxi or private transportation services
9. **Please indicate which of the following reasons keep you from using FIXED ROUTE BUS Service (like VIA) in the San Antonio area?** [Or if you currently use VIA, what prevents you from using the service more often?] (Check all that apply)
- (01) Not familiar with VIA services
  - (02) VIA services do not operate at times when I need to travel
  - (03) Do not feel safe
  - (04) Too expensive
  - (05) Health reasons (not physically able to walk to the bus stop)
  - (06) Poor access to bus stops (lack of sidewalks, sidewalks need repairs, no bus shelters, etc.)
  - (07) Service is not provided where I live
  - (08) Service is not offered to destinations I want to visit
  - (09) It takes too long to get to destinations
  - (10) Service is not reliable
  - (11) Other: \_\_\_\_\_
  - (12) Nothing – I just don't want to use Fixed Route Bus Service
10. **Please indicate which of the following reasons keep you from using DOOR-TO-DOOR Services like VIAtrans and Medicaid?** [Or if you currently use door-to-door services, what prevents you from using the service more often?] (Check all that apply)
- (01) Not eligible to use these services
  - (02) Not familiar with door-to-door services; do not know who to call to request service
  - (03) Door-to-door services do not operate at times when I need to travel
  - (04) Do not feel safe
  - (05) Too expensive
  - (06) Health reasons (not physically able to ride on a van or shuttle bus)
  - (07) Service is not provided where I live
  - (08) Service is not offered to destinations I want to visit
  - (09) It takes too long to get to destinations
  - (10) Service is not reliable
  - (11) Other: \_\_\_\_\_
  - (12) Nothing – I just don't want to use Door-to-Door transportation services
11. **Please indicate which of the following reasons keep you from using TAXIS OR PRIVATE TRANSPORTATION Services?** [Or if you currently use private transportation services, what prevents you from using the service more often?] (Check all that apply)
- (01) Not familiar with private transportation services; do not know who to call to request service
  - (02) Taxi services do not operate at times when I need to travel
  - (03) Do not feel safe
  - (04) Too expensive
  - (05) Health reasons (not physically able to ride in a taxi)
  - (06) Service is not provided where I live
  - (07) Service is not offered to destinations I want to visit
  - (08) It takes too long to get to destinations
  - (09) Service is not reliable
  - (10) Other: \_\_\_\_\_
  - (11) Nothing – I just don't want to use taxi's or private transportation services

**12. How do you think your ability to travel in the San Antonio area will change over the next five years?**

- (1) I will probably make more trips than I currently do
- (2) I will probably make about the same number of trips that I currently do
- (3) I will probably make fewer trips than I currently do

**13. Transportation Needs in the Future. As you age, you may not feel as comfortable driving as you do today. If you were no longer able to drive yourself, please indicate how likely you would be to use each of the transportation services listed below by circling the corresponding number.**

<b>How Likely Would You Be to Use:</b>		<b>Very Likely</b>	<b>Somewhat Likely</b>	<b>Not Sure</b>	<b>Not Likely</b>
A.	A central phone number that you could call to request help with transportation	3	2	1	9
B.	A car driven by a friend or relative	3	2	1	9
C.	A car driven by someone you do not know	3	2	1	9
D.	A van where you know the other passengers, such as one provided by your church or neighborhood group	3	2	1	9
E.	A van where you do NOT know the other passengers, such as one provided by VIAtrans	3	2	1	9
F.	Traditional bus service, like VIA, that follows designated routes and arrives at stops at specific times	3	2	1	9
G.	Taxi	3	2	1	9

**14. Which TWO of the services listed above would you be most likely to use?** [write the letters for your top 2 choices below using the letters from the list in Question 13 above]

1<sup>st</sup> Choice: \_\_\_\_\_ 2<sup>nd</sup> Choice: \_\_\_\_\_

**15. How many operational vehicles do you have available to your household?**

\_\_\_\_\_ vehicles

**16. What is your age?** \_\_\_\_\_ years

**17. What is your gender?**  (1) Female  (2) Male

**18. Are you or others in your household of Hispanic, Latino, or other Spanish ancestry?**

- (1) Yes
- (2) No

**19. Which of the following best describes your race?** (check all that apply)

- (1) Asian/Pacific Islander
- (2) Black/African American
- (3) White
- (4) American Indian/Eskimo
- (5) Other: \_\_\_\_\_

**20. Do you have a valid driver's license?**

(1) Yes

(2) No

**21. Would you say your total annual household income is:**

(1) Under \$30,000

(2) \$30,000 to \$59,999

(3) \$60,000 to \$99,999

(4) \$100,000 or more

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

**OPTIONAL: If you have any other suggestions to improve transportation services for seniors in Bexar County, please write you suggestions in the space below.**

**This concludes the survey. Thank you for your time!**

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the Bexar need improved transportation services. If your address is not correct, please provide the correct information. Thanks.