

Aging Well

In Jefferson
County, Colorado

Transportation & Mobility



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Acknowledgements

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Table of Contents

4	Introduction
4	Process
5	Trends
8	Strengths and Assets
9	Gaps
11	Report Wrap-Up
13	Appendices
13	A. Terms and Definitions Used in Report
14	B. Transportation Modes Used by Seniors
15	C. Transit Providers in Denver Metro Area
16	D. Transportation Surveys, July - December 2008
17	E. Sources of Information
18	Strategic Plans

Photo credits: Front cover-Seniors' Resource Center (SRC), Page 8:6-Seniors' Resource Center, Community Wheels, Page 8:8-City of Lakewood, Lakewood Rides, Page 8:11-Seniors' Resource Center, Evergreen Transportation Service

Introduction

Projections show that Colorado's population aged 60 years and older will double in the next 20 years, increasing to a historical high. Jefferson County has a larger number of people aged 60+ than any other Colorado county. Recent population estimates from the State Demographer show Jefferson County with 90,372 residents age 60+ in July 2007. That represents approximately 17% of Jefferson County's total population of 538,323 at that time. Of Jefferson County's 60+ population, 7% are minority, and 5% fall below the Federal Poverty Level of \$903 per month. Sixteen percent of Jefferson County's seniors fall in the category of being below 185% of the Federal Poverty Level, which sets income at \$1670 per month. They have too much income to qualify for many programs, but not enough to pay for needed services.

This report has been written to help prepare those people in Jefferson County, who use, manage, provide or fund transportation, for the future increased senior population. A Transportation & Mobility Workgroup was created in 2008 as a part of the county-wide "Strategic Plan for Aging Well" process undertaken by the Jefferson County Department of Human Services. The primary goal of this workgroup is to ensure safe, easily-accessible, affordable, reliable, and convenient transportation options for all seniors: seniors who are more independent in mobility as well as seniors who rely on a public system to convey them from one place to another.

Short-term and long-term strategic plans will follow the report and were developed in the second year of the project. ♦

Process

The Transportation & Mobility Workgroup, comprised of local transportation providers, representatives of the Jefferson County Council on Aging, members of the community and Jefferson County Human Services managers, held regular meetings between November 2008 and June 2010 to develop this report. The focus of early meetings was to discuss the usage and options currently available for seniors in Jefferson County of all forms of transportation as well as other modes of mobility, such as bicycling, walking, and projected light rail.

Because of the abundance of data available, covering two distinct transportation areas, two subgroups (Self Mobility and Public Transportation) were formed. Workgroup members met both in the full group as well as with their subgroups each month. Self Mobility refers to the type of getting around in which an individual would be completely independent in arranging, scheduling, paying for and providing their mobility. Modes of transportation most often used include private automobile, bicycling and walking. Public Transportation refers to a system set up for conveying people from one place to another. Public transportation can involve private payment (e.g., RTD Transit) or publicly funded payment (e.g., Medicaid). It also involves transportation that meets special needs of individuals, for example because of a physical disability. Common modes of public transportation in Jefferson County include regular fixed route public buses, para-transit systems, which supplement the larger system by providing individualized rides without fixed routes or timetables (usually serving persons with a disability), and other door-to-door or curb-to-curb services.

A variety of data, information, reports, and studies was collected, reviewed and analyzed. The overall Transportation & Mobility Workgroup developed a template for gathering trip data from several sources, including the Denver Regional Council of Governments (DRCOG), Colorado Department of Transportation (CDOT), Regional Transportation District (RTD), LogistiCare, Seniors' Resource Center (SRC), Lakewood Rides and Jefferson County Human Services. Service maps showing coverage areas, rider demographic statistics, trip-types (wheelchair/non-wheelchair), trip purposes (i.e., medical, personal) and current trip denial rates were reviewed and assessed.

The following represents the consolidated report for the Jefferson County Transportation & Mobility Workgroup. Throughout the report, Self Mobility is presented first and Public Transportation follows. There is no significance to the order in which these two areas are presented. Both are considered equally critical and the two will be combined at times throughout this report, to present overlapping issues. In addition to the above "Process" section which briefly describes how the Workgroup conducted its work, the report contains four primary sections: Trends, Strengths and Assets, Gaps and a Report Wrap-Up. This report represents the collective input of workgroup members based on their research, analyses and expertise.

Terms and definitions used in this report can be found in Appendix A. ♦

Trends

Self Mobility

Seniors overwhelmingly use private vehicles for getting around their communities. Various surveys show that older adults drive or ride as passengers in a car a majority of the time so they can maintain their independent mobility, a primary factor that contributes to their positive quality of life.

The 1996 Jefferson County Council on Aging Report "Transportation: A Community Investment" highlighted findings from the 1994 DRCOG Needs Survey of Older Adults which found that 82.5% of seniors most often drove a personal vehicle (JCCOA, 1996). Another 15.5% mostly rode with others in a private vehicle. The *2004 DRCOG Strengths and Needs Assessment of Older Adults* asked a random sample of Jefferson County residents aged 60 and over, "For most of your local trips, how do you travel?" Ninety-five percent of the survey respondents said they mostly got around by driving or riding in a car. Two percent of the respondents said they used and took public transportation. Two percent said they primarily take a senior van/shuttle/minibus (See Appendix B).

Awareness of safety concerns for cyclists and pedestrians has increased. A recent Arvada survey showed that the second mode of transportation preferred by seniors, after riding in a motorized vehicle, was walking to their destination. The last 20 years has illustrated a growing consciousness for the safety of cyclists and pedestrians. Jefferson County has added more pedestrian and bike lanes and the major communities have expanded the striping of safety lines on their roads.

The expected doubling in the population of seniors in Jefferson County will put more seniors on Jefferson County's roads, trails and sidewalks at all hours. In the next two decades, this major demographic transformation will result in many more older drivers, walkers, and bicyclists, in our communities.

Communities will need to periodically review design and construction standards to assure senior-friendly priorities are being addressed. A primary goal is to make changes and improvements that will allow older adults to move around their communities independently for as long as possible. Provision of effective highly-visible signage, lighting and other aspects of independent mobility within Jefferson County's communities will be critical in the future as the number of people with some level of impairment increases.

Meaningful, supportive, and sensitive driver assessment tools and processes will increasingly be needed at affordable costs. As a person ages, physical changes occur that reduce cognitive abilities creating the potential for unsafe driving. Communities will need to continue to discuss, debate and implement driver assessments that determine the mental and physical abilities of older persons who wish to drive. The Arvada Task Force, Survive-2-95, studied concerns raised by accidents involving persons age 65 and over. The group concluded that a graduated licensing approach, similar to the steps taken for new drivers (15-21 years old) but using cognitive testing during license renewals and requiring more frequent renewals for persons over a certain age, could reduce the number of accidents involving persons with more limited driving skills. It will be important to stay abreast of the latest policy discussions and research findings on the capacity of older persons to drive.

The physical environment of parking facilities needs improvement. Moving

A recent Arvada survey showed that the second mode of transportation preferred by seniors was walking to their destination.

the rapidly growing number of older adults safely through destination parking facilities and parking lots in business areas will require an improvement in the condition of these areas. Developers of a parking facility or lot should ensure that there are readable signs and safe places for seniors when walking to and from their cars.

Public Transportation

There has been a significant increase in the percentage of older adults reporting use of public transportation. The actual number of seniors using public transportation has also grown. In 1994, 1% of Jefferson County seniors reported using a public bus or a senior van or minibus, while in 2004, 4% reported using these transportation modes (DRCOG, 1994 and 2004). This is a quadrupling of the percentage of older Jefferson County residents using these types of transportation (See Appendix B).

In response to increased traffic volume and congestion, some seniors able to drive have begun seeking public transit services. Most seniors between 65 and 75 continue to use their vehicles for local trips. Longer trips (to medical facilities such as Kaiser Rock Creek and the Anschutz-Fitzsimmons campus and other smaller medical offices) in new more distant locations have caused some older drivers to be reluctant to drive themselves into these unfamiliar areas to access the services they

need. Many seniors report enjoying the convenience of walking to a bus station or driving to a rail station because the trip itself is then carefree.

Support has continued for service providers of assisted transportation for seniors, but funding has not kept pace with needs. Jefferson County's Commissioners and the Jefferson County Council on Aging have continued to support the assisted transportation providers that were established in the mid-1970s. These include Seniors' Resource Center (SRC) and Lakewood Rides. But SRC and Lakewood Rides have never been able to fully address the requested needs from the Jefferson County senior population due primarily to limited funding.

Medicaid has continued to assure emergency and non-emergency medical transportation for eligible seniors in Jefferson County. A broker of non-emergent medical transportation (NEMT), LogistiCare, arrived on the Jefferson County scene in 2004. LogistiCare was designated as the Medicaid transportation manager for the 8-county Denver Metro region, including Jefferson County. It arranges NEMT for Medicaid eligible recipients in order for them to get to their Medicaid Providers, such as doctors.

The passage of the Americans with Disabilities Act in 1991 prompted the creation of other assisted transportation services in the county. The federal legislation required public transportation agencies to provide specialized curb-to-curb para-transit service for the handicapped community. This led to the birth of RTD's access-a-Ride, the largest regional assisted transportation provider, serving thousands daily.

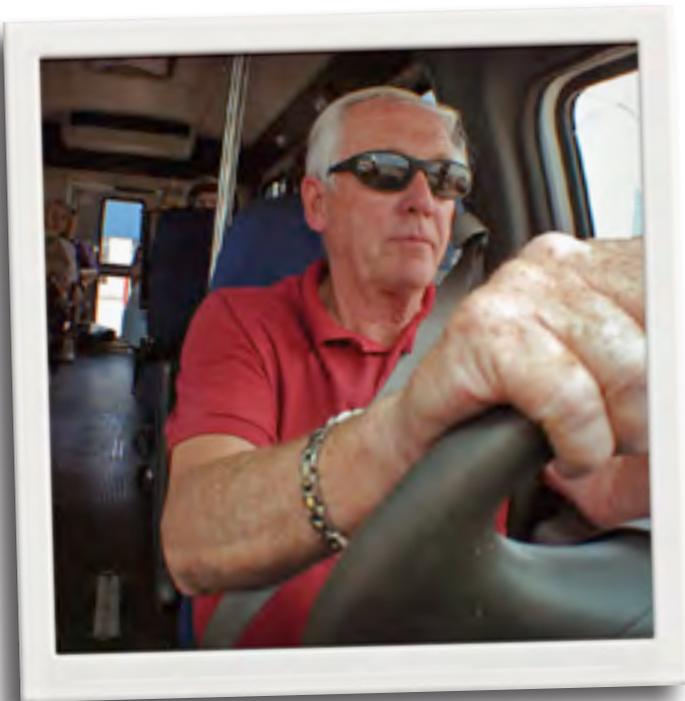
The significant demographic shift caused by the projected doubling of seniors will expand the need for public transportation. There will be a heavier demand and need for all modes of public transportation including transit, para-transit, minibuses, and shuttles. Despite the preference of seniors for private vehicles, it is inevitable that large, aging populations will result in an increase in the number of seniors, age 75 and above, who will no longer be able to safely drive their own vehicles. Hence, door-to-door, curb-to-curb, and other driver-assisted transportation services will need increased resources to accommodate the projected growth in the population of seniors in Jefferson County requiring public transportation.

In 2004, Jefferson County voters helped pass FasTracks legislation, a key component to a transportation vision that will bring two rail corridors to the heart of the county in the next decade.

Light rail's expansion into two Jefferson County corridors will be a viable transportation option for seniors. FasTracks, RTD's metro-wide comprehensive rail system will, if completed as pledged by 2017, give seniors a mobility alternative. Seniors will access the light rail stations by walking, cycling, bus connections, conventional park and ride, or being dropped off. Access to light rail transportation for seniors will depend upon their ability to navigate the distances from their homes to their chosen transportation stations.

More senior riders will use fixed schedule public bus routes and assisted transportation out of necessity and because they consider it to be environmentally-responsible. Jefferson County is at the front end of a cultural shift that favors long range environmental sustainability when it comes to transportation. Clearly, among a senior population where many are constrained by fixed incomes, this attitude shift could be accelerated by the increasing costs of owning and operating a private vehicle. Public transportation, in general, and light rail, in particular, will likely see increased ridership in the future.

People who live in the rural and mountain areas will continue to age there and will continue to see their transportation services limited. Most mountain-area residents state they want to remain in their homes as they get older. Many of these people understand that services especially in the area of transportation are limited there. Providing services to those seniors living in remote and isolated locations is often difficult and costly. Service providers will continue to lack the resources to fully serve these geographic areas.



A trend, attractive for seniors, is the option of remaining in their homes and making use of the Medicaid Home and Community Based Services (HCBS) Program rather than going to a nursing facility. This results in the need for specialized transportation in order to meet the basic and social needs for this group of frail seniors.

Those who fund and provide publicly funded transportation, and especially those who serve special needs populations, will need to address the expanding assisted transportation needs of an aging population. Larger numbers of senior citizens no longer able to drive will lead to a greater need for public transportation services. It is possible that if the scope of seniors' transportation needs is unmet, aging baby boomers may consider moving to those areas more competently providing better assisted transportation networks, and thus, better aging well opportunities.

The county, in collaboration with other interested parties, will need to continually evaluate the assisted transportation needs of seniors. This should include: examination of the available hours and days of operation on a weekly basis; the adequacy of the number of existing providers and what time slots they offer; encouraging the use of a variety of vehicles appropriate to the need (wheelchair accessible when needed); support coordination concepts to reduce service costs when feasible; and formation of a local human service transportation coordinating council for Jefferson County.

Transportation providers in Jefferson County should strongly consider creating a more efficient, cooperative method of scheduling assisted transportation rides for seniors.

Self Mobility and Public Transportation

There has been inadequate maintenance and upgrading of transportation infrastructure which poses a particular threat to Jefferson County's older residents who face special challenges when getting around their communities. Over the past 20 years, inadequate funding has impeded the ability of Jefferson County and the state to address both the deteriorating infrastructure and the demand for new infrastructure to meet its citizens' ever-increasing transportation needs.

Jefferson County planners and citizens began to recognize that 'Transportation & Mobility' is a key factor in creating livable and economically-healthy communities. Transit adds much greater choice and connectivity convenience. Seniors report they would use transit more if it was made available to them. Planning has been done for the future availability of light rail along the west corridor.

A large majority of newly built or redeveloped residential areas will trend towards livable communities following public demand. More and more of these communities will be built as self-contained mixed use developments, where senior residents can access resources, goods, and services within walking distance. Increasing numbers of residents will want to live in senior housing which has quality public transportation linkage, and will promote independence and quality of life.

Local planners and policy makers will need to minimize or remove environmental barriers (e.g., inaccessible bus stops, rules preventing certain redevelopment) as well as promote alternative mobility modes to transportation routes. In order to build a more transportation friendly community for older citizens, all modes of transportation need to be taken into account, including walking, cycling, and riding public transit. For mobility as well as recreation, the county should promote wide trails with appropriate safety features for pedestrians and cyclists. This will require an improvement of the transportation environment by making it more user friendly -- by adding more rest stops, making the sidewalks safer, and removing misplaced environmental barriers.

Coordination of resources between the various transportation modes will result in cost efficiencies and customer satisfaction. Jefferson County, the state, and the region will need to link alternative modes of transportation together. To this end, transportation funding should move in the direction of more balanced spending, by applying more revenue towards greater connectivity in a multi-modal transportation system.

While many families, friends, and volunteers assist older Jefferson County residents with getting around their communities, this is an area that could conceivably be expanded in the future. Some suggest increased help by use of volunteers, especially coming from seniors whose numbers will be increasing. Increased volunteer participation in rural and mountainous areas might help. Perhaps some attempt to measure current informal/personal assisted transportation could form the baseline for future data collection efforts and therefore understanding of this phenomenon and its value within Jefferson County.

Educating and informing the senior population on various transportation and mobility modes will prolong seniors' independence. There is a vested interest in educating the public about the availability, accessibility, and use of all methods and alternatives of transportation. This should call forth some resourceful marketing and communication strategies. Part of accomplishing this will involve developing and publicizing customer strategies that will assist and encourage seniors to consider, and train them in the use of, new ways to travel. ◆

Strengths and Assets

This section of the report focuses on the resources, strengths and assets of the transportation and mobility arena already existing for older adults in Jefferson County.

Self Mobility

Most Jefferson County seniors can get around on their own. An overwhelming majority of Jefferson County seniors has the capacity and resources to provide for their own transportation and mobility needs. In fact, most seniors operate a private vehicle or enlist transportation assistance from family and friends. This is particularly true for those under age 75.

Multiple programs, some of which are very affordable, for assessing and/or improving the driving skills of seniors, are already available in Jefferson County:

- Roadwise Review/Assessment: American Automobile Association
- Car Fit/Adjustment for Safety: American Automobile Association
- AARP Driving Classes for persons 50 and older

Arvada's "Survive-2-95" was a task force led by the Arvada Police Department to study the fatal accidents in a 3-year period that involved someone 65 or older. The task force developed a list of responses including classes and resources, assessing when to retire from driving as well as having heart to heart conversations with an older family member who is no longer able to drive.

Some Jefferson County communities already have expertise in improving self-mobility that can be shared with other communities. For example, the City of Arvada was recently designated as a "Bicycle Friendly City" by the League of American Bicyclists. The City plans to include bike lanes when future repaving is done. Others can consider utilizing the Arvada model <http://www.ci.arvada.co.us/about-arvada/arvada-receives-bike-friendly-community-award/> (City and Community of Arvada, 2008).

Public Transportation

The existing fixed route public transportation system provides transportation for many seniors throughout much of the urbanized areas of Jefferson County. RTD is a valuable transportation service for those who can access the bus stops. The availability of light rail in Jefferson County in the next decade will increase services even more (See Appendix C).

An array of assisted transportation services for seniors is available in Jefferson County. Transportation service providers like Seniors' Resource Center (SRC) and Lakewood Rides form a significant resource base for senior transportation needs. These providers monitor and are continuously aware of the transportation and mobility needs of Jefferson County's seniors (See Appendix C).

Lakewood Rides provides specialized driver-assisted, door through door services for Lakewood's elderly residents. Seniors' Resource Center provides a significant amount of specialized driver-assisted, door-to-door transportation services. SRC, using agency vehicles and brokering trips, offers transportation resources in both urban and rural areas (See Appendix D).

LogistiCare is the state designated entity to broker Medicaid non-emergency medical trips (NEMT) for seniors and persons with disabilities. This organization arranges for transportation for the NEMT rider (See Appendix D).

The Jefferson County Department of Human Services manages the Home and Community Based Services Program, which is a Medicaid alternative to nursing home placement. This program is cost effective and allows seniors to remain in their homes. There is a benefit of non-medical transportation for Adult Day Services, grocery shopping and other types of errands. At the time this report was written, 117 seniors were using these services for 1554 trips per month.

RTD's access-a-Ride program offers services across most of the urban environment. Access-a-Ride gives Jefferson



County seniors the freedom to travel around the Metro area. RTD's rural routes are limited, confining accessibility primarily to those who live in the more urban areas.

The Red Cross and other private organizations serve as supplementary service providers for the SRC in their broker model.

Many Jefferson County seniors get needed assisted transportation through the help of family, friends and neighbors. That informal service will continue to be essential and must be encouraged and supported.

Self Mobility and Public Transportation

Some of the local transportation planners and traffic engineers for the county and municipalities are aware of the elevated needs of seniors in the area of transportation and mobility. They use the Federal Manual on Uniform Traffic Control Devices (MUTCD) which sets standards for the use of traffic control procedures to guide their work. In response to interviews, some individuals reported knowing that the aging of the population will require new approaches and efforts while oth-

ers stated that they did not consider senior issues apart from the general population. This is at least a beginning for the planning work that will need to be done in the coming years.

Colorado Silverprint (a result of the 2005 White House Conference on Aging) is providing a framework and context for Jefferson County to plan within. Information, reports, and best practices supported and publicized by this initiative can be utilized in Jefferson County, preventing wasting resources by "starting over from scratch" in addressing this topic.

Denver Regional Mobility and Access Council (DRMAC), Denver Regional Council of Governments (DRCOG), and the Colorado Interagency Coordinating Council for Transportation Access and Mobility (CICCTAM) are evaluating potential solutions for addressing the needs of a rapidly growing older population. Experts and existing communities point out that cost savings, enhanced efficiencies, and improved transportation and mobility systems can result from regionally and locally coordinated approaches and partnerships. ♦

Gaps

This section of the report centers upon the gaps, waiting lists, and unmet needs in transportation and mobility services and resources for older Jefferson County residents.

Self Mobility

Awareness of the exponential growth of the older population in the coming decades among local transportation planners and traffic engineers must further rise. Because a vast number of seniors will continue to use transportation, including private vehicles, these groups will continue to play a role in shaping the way communities are designed. Local transportation planners and traffic engineers must be knowledgeable about the features that will enhance quality of life for all age groups throughout the life cycle.

Publicity about the availability of driving improvement programs specifically customized to older adults' needs should increase. Information about useful programs supplied by AARP and other organizations should be disseminated widely throughout the county, with the twin goals of raising awareness and providing seniors with helpful resources. Improving driving skills can extend the amount of time a senior can safely drive and therefore, maintain independence.

Pedestrian, wheelchair and bicycle approaches to all destinations including rail stations and bus stops must be improved. All of these measures, designed to improve the convenience and access for seniors to mainstream public transportation services, will allow the county and RTD to avoid more costly assisted mobility services and will go a long way in helping neighborhoods retain their senior populations.

Affordability in the use of private vehicles is a problem for some seniors. Many seniors live on fixed incomes which do not rise despite increases in the cost of many basic life activities. As the cost of fuel, car maintenance, and auto insurance go up, many seniors may find it increasingly difficult to keep their vehicles running. For some, increased isolation may result.

There are areas in the county where sidewalks and bicycle paths are non-existent or substandard, and there is a lack of funding to correct the situation. Sometimes, that is a reflection of community preference for a "rural" quality to an area. But, lack of sidewalks on collector and minor arterials in some areas impedes "complete streets" that serve pedestrians and cyclists as well as motorists. Here, an infrastructure improvement for all can also spur healthy pedestrian activity by seniors.

In some places within the county there are inadequate numbers of handicapped parking spaces. In other areas, there aren't enough (or any) benches or other resting places for people who could possibly walk a short distance. There are increasing numbers of older adults with chronic diseases (e.g., arthritis, osteoporosis) that impair self mobility, such as walking even the length of one neighborhood block.

Public Transportation

Funding for assisted transportation is currently inadequate to provide for seniors' transportation and mobility needs in Jefferson County. Assisted transportation for social events, to visit a friend in a different neighborhood, to get one's hair done, etc., is critical to quality of life. Currently, access-a-Ride is the only assisted transportation service that does not limit services to critical needs. Most publicly funded assisted transportation covers rides to medical and dental appointments, grocery shopping, adult day and congregate meals only. Permitting seniors to age well beyond subsistence levels will require a commitment and understanding that regardless of age, Jefferson County residents have the right to travel around their communities freely. This will be especially true if seniors continue to work in growing numbers.

"It should be easy for all Americans to arrange for a ride. As easy as making One Call."

Less populated rural and mountain areas have transportation and mobility service gaps. These service gaps result from higher costs, as it's inefficient to devote one or more vehicles to cover these areas with low demand. Because of these gaps, rural residents either receive no services or services at reduced levels, sometimes requiring going to an exchange point to obtain services, which is inconvenient at best (See Appendix C).

Initial light rail station development plans (that we are aware of) do not appear to adequately consider the 'assistance' needs of many older adults. There are very few benches and parking lots are usually at a significant distance from light rail or bus stations. Affordable housing for older adults is needed near Jefferson County's light rail stations.

Urban areas experience certain days and times when public transportation has limited service availability. Some transportation services operate only during the week; some have limited service on weekends and holidays - restricting transportation options for seniors. Sometimes RTD, with its fixed routes, is the only service available at these times.

RTD should make its infrastructure as senior-friendly as possible. This will require RTD to build its Jefferson County corridors with an emphasis on convenience and access for seniors. This would be a good long range marketing strategy and a way to proactively provide for the needs of a growing senior population.

Monies and programs could be better coordinated to achieve more efficient results. The county and RTD would need to move beyond their current roles and responsibility limits to coordinate community-based and niche sector programs.

Funders, including county government, must continue and even increase support of assisted transportation services for county residents, primarily those age 75 and over who do not qualify for the RTD access-a-Ride or Medicaid. This will keep Jefferson County at current or above service levels, but only if funding is made available.

Community members should be encouraged to volunteer in providing assisted transportation support. These informal providers - family, friends, and neighbors - who now provide essential assisted transportation support, could receive more support from their communities. Perhaps with incentives, seniors can be encouraged to volunteer transportation services for those who are not able to get around independently.

Self Mobility and Public Transportation

There is a lack of connectivity and linkage between modes of transportation. This lack of connectivity (absence of infrastructure that connects one mode of transportation to the next - bicycling to a bus station, for example) causes problems with accessibility and convenience for seniors who rely on various modes of travel. The state, county, and its municipalities, will need to better link and coordinate these modes so that seniors can move from point A to point B as comfortably and worry-free as possible.

For seniors who have lived most of their lives using single occupant vehicle cars, there is a need for more information, publicity, and training regarding using public transportation and assisted transportation services now available. While it is obviously a responsibility of the respective providers, the county can assist and coordinate these efforts. Information and public education programs that can potentially be replicated in Jefferson County include the Boulder Easy Rider Program, the Broomfield Travel Training Program and DRMAC's Travel Buddy Program. ♦

Report Wrap-Up

This section of the report offers key findings and conclusions. It also highlights the main “doable and priority focus areas” that members of the Jefferson County Transportation & Mobility Workgroup presented as a list of recommendations.

The gist of the findings of this Workgroup’s research is as follows: Jefferson County senior advocates and Commissioners were forward thinking and supportive over the past three decades. They instituted basic senior services for residents by creating and sustaining the Jefferson County Council on Aging (JCCOA) and the Seniors’ Resource Center (a county-based non-profit organization). While the senior transportation system works quite well in Jefferson County, there are many reasons to be concerned as the number of older residents continues to grow exponentially. Some of the very same systemic problems identified in the 1996 JCCOA report, “Transportation: A Community Investment” (e.g., “insufficient transportation services to outlying suburban and rural communities” and “inadequacy of within-community routes to penetrate neighborhoods and connect with main bus and light rail services”) are still evident as we write this new report.

Several local surveys found that the overwhelming majority of persons age 60 and over get around in private vehicles, usually driven by them, and sometimes by family and friends (JCCOA, 1996; DRCOG, 2004; AARP, 2007). “The ability to drive has many benefits for older individuals: older drivers spend more time away from home, are more engaged in their communities, and score much higher on measures of successful aging than non drivers” (AARP, 2005).

Available public funding has never fully met the need for senior transportation in Jefferson County. This funding shortage is evidenced by the current waiting lists for various assisted transportation services.

The need for transportation and mobility options will continue to play a large part in the lives of older residents. Maintaining mobility will help them maximize independence, self-sufficiency, and overall quality of life. Assuring older residents are mobile also contributes to the overall health of communities. “Transportation is a lifeline. Without the ability to reach jobs, health care, and other community support services, it is difficult for citizens to join the economic mainstream or to fully participate in community life” (U.S. Department of Transportation, 2003).

There are a number of conclusions the Transportation & Mobility Workgroup can put forward based on its findings. It is likely that some Jefferson County seniors

will not be able to utilize transportation and mobility options in large part due to their geographic locations within the county. Seniors who live and age in the rural, mountainous areas of Jefferson County, where assisted transportation is limited, must be prepared to rely upon private vehicles. Even urban seniors do not have 24-7 transportation and mobility options available to them.

As a group, older individuals are relatively safe drivers. However, when measured not by number of crashes per licensed driver, but by crashes per mile driven, the data show a substantial rise in crash incidence after age 70 (AARP, 2005). Many things can be done, such as driver skill training, to further enhance the safety of older drivers.

The Baby Boom generation, the first to have lived in relative affluence, does carry mobility and life style expectations. When the boomers can no longer transport themselves, they will challenge current service delivery standards. If effective quality of life declines for seniors seeking assisted mobility services, the county could be negatively impacted if some move to more senior-friendly locales outside of Jefferson County. On the other hand, the county would benefit economically if it can successfully meet increasing Baby Boomer demand. Jefferson County could become a model for reaching out with services to seniors who, either through choice or economic pressure, continue to work outside the home. Senior-friendly policies could help undergird local prosperity, promote continued independence among seniors, and minimize longer-range budget challenges.



Newer developments in Jefferson County are already taking steps to ensure that pedestrians, bicyclists, motorists and riders of all ages and abilities can move safely along and across the streets. Planners will be increasingly emphasizing livable communities that give seniors the ability to walk, bicycle or use shuttles.

Based on the workgroup's research, findings and conclusions, the following recommendations are made for future priority focus areas:

1. Create a county-level Human Service Transportation Local Coordinating Council comprised of representatives of the county and its municipalities, service and transportation providers, including RTD, consumers and other stakeholders. This group could be tasked, in part, with developing and modifying multi-year resource plans for meeting future demand for senior transportation services in Jefferson County. This would shift thinking "away from providing rides to managing mobility" (U.S. Department of Transportation, 2003). It would likely include advocating for increases in public funding allocated for senior transportation in the coming years.

2. Assess initially, and then on a regular basis, the transportation and mobility system for Jefferson County's older adults by developing mechanisms for collecting and analyzing data on specifics such as:

- What are funding sources and are they adequate?
- Which service providers cover which geographic areas?
- What days and times are covered by which service providers?
- Fleet sizes existing vs. needed.
- Customer satisfaction levels and suggestions.
- Consumer desires and willingness/ability to pay, etc.

3. Improve public safety by increasing the availability of resources for older drivers, including driving assessments and driving skills improvement, and creating greater public awareness of these resources.

4. Assure consideration of senior-friendly community design features and processes by developing ongoing communication and coordination mechanisms between stakeholders related to creating livable communities for all ages. These stakeholders include, in particular, builders, developers, local traffic engineers, and local planning and zoning staff. Topics of relevance would include infrastructure and accessibility of light rail stations and surrounding areas, bus stops, bike lanes, walking surfaces, crosswalks, etc. Communication between the traffic engineers in the county and its municipalities is imperative in order to address and implement uniform traffic control and signage in all areas of the county.

5. Systematically assess the various components of livable communities at the county, municipal, and neighborhood levels and widely publicize the findings. The components to be regularly reviewed could include walkability (walkscore.org), complete streets (completestreets.org), and sustainability (Viable Futures Toolkit; Walkscore, 2008; National Complete Streets Coalition, 2009; JustPartners Inc., 2009).

6. Enhance the availability of consumer-friendly information and resources related to transportation and mobility options that can be used by Jefferson County's older residents. In addition to increasing publicity and advertising of these resources, it should include the education and actual training of seniors regarding how to use and navigate the various public transportation modes.

7. Embrace and work toward the United We Ride motto, "One Vision. One Call." This vision says, "It should be easy for all Americans to arrange for a ride. As easy as making One Call" (www.unitedweride.gov; United We Ride, 2006). ♦

Appendices

Appendix A: Terms and Definitions Used in Report

access-a-Ride

A para-transit service of transportation provided by the Regional Transit District.

Aging Population = older adults = seniors *(terms used interchangeably)*

In this report we use this term to mean people who are 60 years and older.

Alternative Fuels

Sources of energy for vehicles other than gasoline.

Assisted Transportation

A type of public transportation that meets special needs of individuals, for example a person with a physical or cognitive disability.

Collector and Minor Arterials

Various types of streets in a municipality.

Complete Streets

A national movement that advocates streets that would allow all types of mobility and transportation.

Connectivity

Linkage between various modes of transportation or between a mode of transportation and a destination point.

Door-Through-Door Service

The provider assists the client into a home or building.

Door-to-Door Service

The provider assists the client to and from the doorway of his/her residence.

Driving Assessment

An instrument that measures a person's ability to drive correctly and safely.

Environmental Barriers

A natural or manmade feature that would hinder a person from reaching a certain point.

FasTracks

Light Rail in the Denver Metropolitan Area.

Homebound

Persons who, because of medical reasons, are confined to their homes.

Local Trip

Trip within Jefferson County.

Medicaid Eligible Recipient

Person who has applied for and has been determined eligible for Medicaid services.

Mobility

Ability to move around; being able to move from one's residence in order to access resources and meet needs.

Modes (of transportation and mobility)

Various ways of conveying people from one place to another.

Non-Emergent Medical Transportation (NEMT)

Medical transportation provided for Medicaid recipients for non-emergency purposes, such as doctors' appointments as distinct from emergency purposes, such as an ambulance.

Para-Transit

Transportation system that supplements larger system by providing individualized rides without fixed routes or timetables, serving persons with disabilities.

Private Vehicle

Vehicle usually owned, registered, insured and operated by an individual.

Public Transportation

Refers to a system set up for conveying people from one place to another. It can involve private payment or publicly funded payment. It also includes assisted transportation.

Self Mobility

Refers to the type of getting around in which an individual would be independent in arranging, scheduling, paying for and providing for his/her mobility.

Specialized Curb Service

Transportation services in which the provider picks up the client at the curb in front of his/her home. This is an Americans with Disabilities Act requirement.

Transit

A public system of conveying or moving people from one place to another such as the RTD bus system.

Transportation Infrastructure

The entire system of roads and bridges that supports the transportation system.

Transportation Service Provider

A company which contracts with a public transportation broker to provide the direct service of transporting.

Trip

One way trip.

Appendix B: Transportation Modes Used by Seniors

Transportation Modes Used by Seniors in 1994

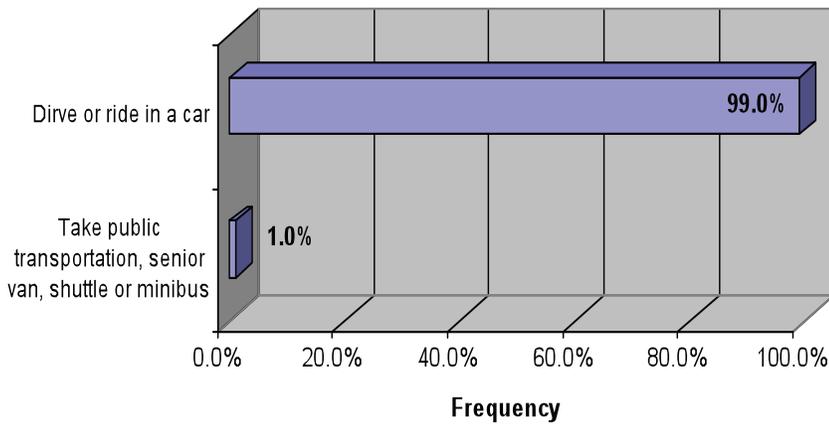


Figure 1. Source: DRCOG, 1994

Transportation Modes Used Most by Seniors in 2004

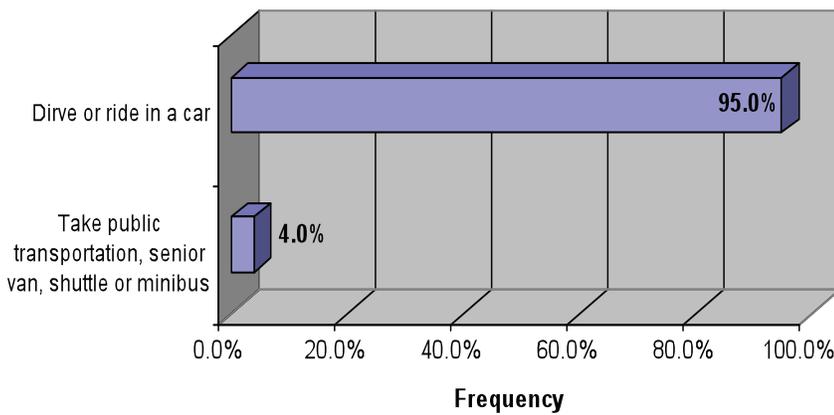


Figure 2. Source: DRCOG, 2004

The remaining 1% includes "other" modes.

Travel Modes of Older Residents in Arvada

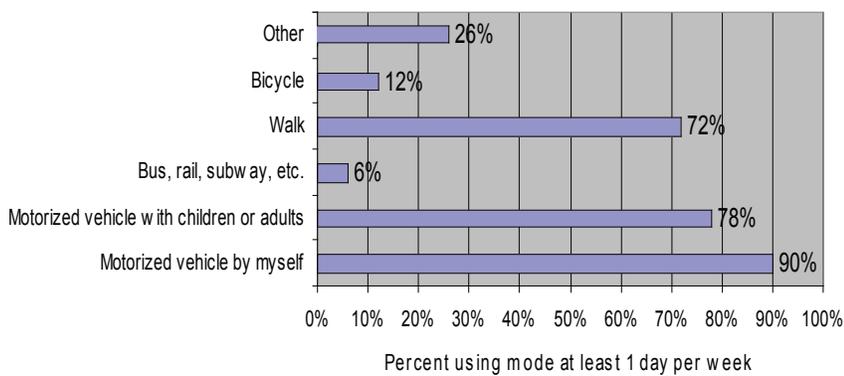
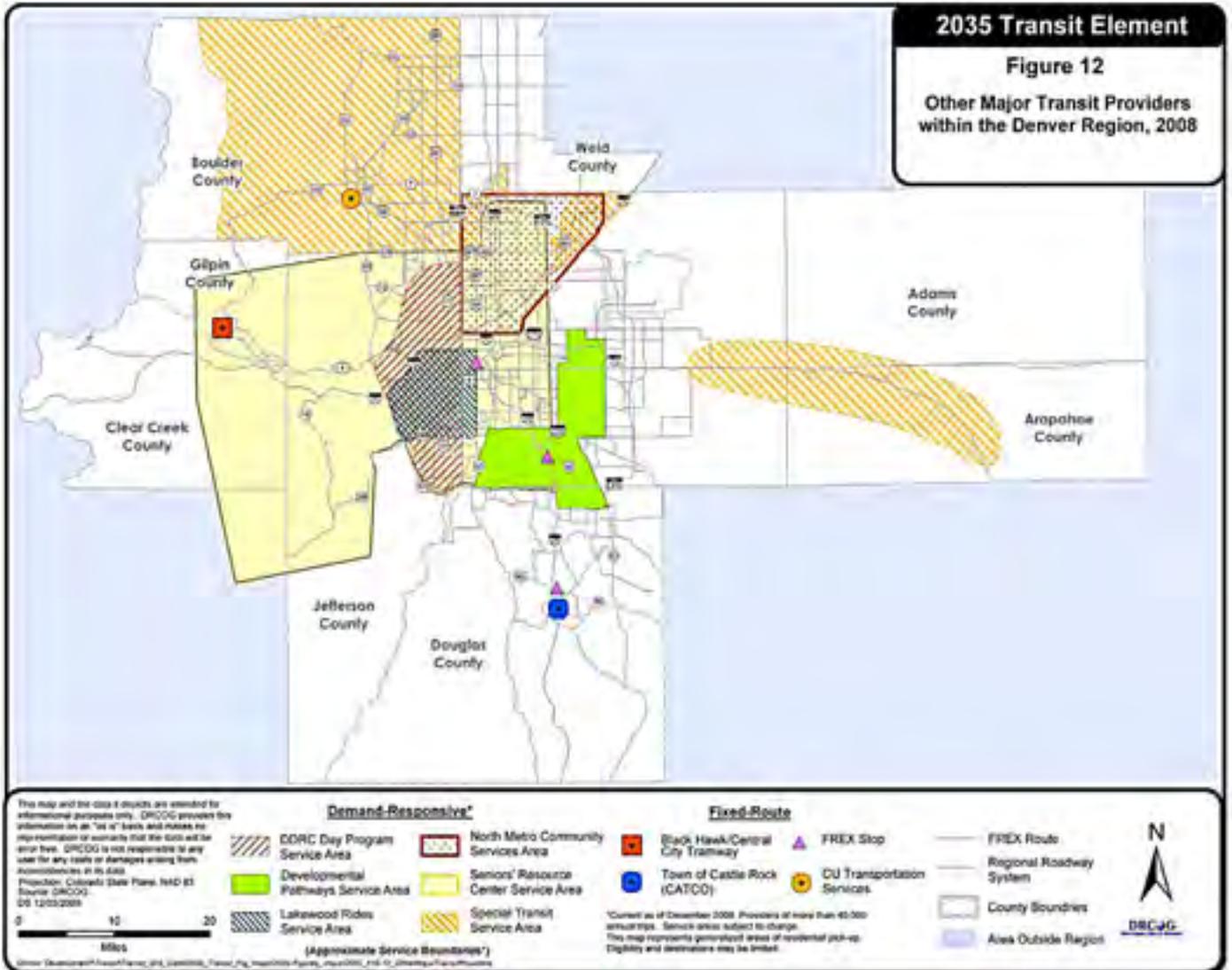


Figure 3. Source: Nat'l Research Center - CASOA, 2007

Appendix C: Transit Providers in Denver Metro Area



Source: DRCOG 2035 Transit Element.

Appendix D: Transportation Surveys, July-December 2008

Figure 1

Lakewood Rides							
	July	August	September	October	November	December	Total
Age 60 and over	154	159	191	185	175	165	1029
Unduplicated Riders For 2007: 408							
Number Of Trips:							0
Medical:	122	120	113	155	97	122	729
Meals:	622	594	652	724	581	603	3776
Day Care	0	0	0	0	0	0	0
Grocery	302	342	306	316	260	310	1836
Other:	165	193	268	228	185	184	1223
Total:	1211	1249	1339	1423	1123	1219	7564

- Serve Lakewood Citizens only
- Boundaries: South to Quincy, East to University, North to 49 Ave, West into Golden
- Primarily funded through City of Lakewood General Fund-approximately 90%
- Hours of operation are from 7:00 a.m. to 5:00 p.m. Monday through Friday

Figure 2

Logisticare							
	July	August	September	October	November	December	Total
Age 60-74*							0
Age 75 and over*							0
Number Of Trips:							
Medical:	3088	2896	2878	3099	2590	2515	17066
Total:	3088	2896	2878	3099	2590	2515	17066

- Broker for non-emergency Medicaid transportation only
- Serves all ages
- After hours/weekends are for hospital discharges and urgent trips only
- Boundaries: Jefferson, Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, and Larimer counties
- Funded through a contract with Department of Health Care Policy and Finance or Medicaid
- Residents can call in 24/7 but the local call center is open from 8:00 a.m. to 5:00 p.m. Monday through Friday
- *Agency does not keep this information as it serves all ages

Figure 3

Seniors' Resource Center							
	July	August	September	October	November	December	Total
Age 60-74	141	136	126	128	116	125	647
Age 75 and over	311	300	284	285	253	211	1433
Number Of Trips:							
Medical:	1154	1131	986	1314	852	929	6366
Meals:	615	446	480	447	431	603	3022
Day Care	1306	1465	1422	1533	1316	1287	8329
Errands:	1055	1119	1256	998	959	988	6375
Other:	744	696	585	772	636	1369	4802
Total:	4874	4857	4729	5064	4194	5176	28,894

- Serve Jefferson County residents only
- Serve 60 years and older or with a mobility disability
- Boundaries: foothills east to Holly St., C-470 north to 120th. Limited service to outlying facilities, i.e. Kaiser Rock Creek and Anschutz campus
- Use blended funding from federal, county, municipal and grant sources
- Hours of operation are from 8:00 a.m. to 4:30 p.m. Monday through Friday

Appendix E: Sources of Information

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Strategic Plan For 2011 Through 2015

GOAL 1 – Ensure mobility and increase mobility options for residents as they age

OBJECTIVE 1 Implement 2009 Manual on Uniform Traffic Control Devices (MUTCD) standards that focus on the safety of older drivers

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Identify MUTCD revisions and compliance dates that deal with aging issues	Jefferson County Transportation and Engineering	Jefferson County jurisdictions and other unincorporated areas	MUTCD, county and city traffic engineers, Jefferson County staff	Matrix of issues and compliance dates	July 2011
2. Create and administer a survey for seniors that prioritizes MUTD revisions pertaining to aging issues	Jefferson County Transportation and Engineering	Seniors, AARP, management of senior housing	Aging Well Housing Workgroup	Survey results	January 2012
3. Prioritize MUTCD matrix items	Jefferson County Transportation and Engineering	Seniors, AARP, management of senior housing	Aging Well Housing Workgroup	MUTCD prioritization list	June 2012
4. Meet with staff from county, cities, and other unincorporated areas to discuss implementation of MUTCD changes earlier than mandated	Jefferson County Transportation and Engineering	Jefferson County jurisdictions and other unincorporated areas	County and city staff, traffic engineers, MUTCD and Institute of Engineers (ITE) technical support	Implementation calendar for each area	December 2012

OBJECTIVE 2 Increase availability of training courses and self-assessment tools for older drivers

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Collect data to determine which organizations offer driver training classes and self-assessments for seniors	Jefferson County Sheriff	Arvada Police Department (PD), Denver Regional Council of Governments (DRCOG), AARP, American Automobile Association (AAA), Easter Seals	ITE, National Transportation Safety Board	Data results, map showing where courses are located, list recommending where to add courses	December 2011
2. Publicize existing class information and self-assessment tools	Jefferson County Sheriff	Jefferson County jurisdictions and other unincorporated areas, AARP, AAA, private insurance companies	Bulletins at senior centers, newspapers, local channel 8, KEZW, city human resources departments	Information on classes in bulletins and other community media tools	December 2011 and Ongoing
3. Educate Jefferson County jurisdictions on existing programs (classes and assessment tools) such as Arvada's Survive-2-95 Program and encourage the development of a county-wide program or programs in additional jurisdictions	Jefferson County Sheriff	Arvada PD, DRCOG, AARP, AAA, Easter Seals	People to do the educating	Number of additional jurisdictions that implement a driver training program for seniors	July 2012
4. Research the sources for grant money to establish additional training classes and self assessment tools, especially in areas currently without courses	Jefferson County Human Services Transportation (HS-LCC) Local Coordinating Council	AARP, DRCOG	Consultant	Grants database	December 2012 and Ongoing
5. Establish driver training classes and self assessment tools for 55 plus population throughout Jefferson County with good geographic distribution	HS-LCC	Insurance companies, other Jefferson County jurisdictions, AARP, AAA	Grant monies	Number of additional classes, chart locations	December 2014

OBJECTIVE 3 Provide additional bike lanes, sidewalks and other infrastructures to assure neighborhood mobility for pedestrians, bicycle and low-speed electric vehicles (LEVs)

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Prepare a demographic map showing the top five areas of senior population density	Jefferson County Planning and Zoning	DRCOG	People to do the mapping	Maps of areas with potential unmet needs	January 2011
2. Assess existing infrastructure for bicycles, pedestrians, and LEVs within Jefferson County	Jefferson County Transportation and Engineering	Public Works Departments of Jefferson County jurisdictions	People to do the assessing	Maps of areas with potential unmet needs	January 2012
3. Identify infrastructure needs in top five senior population areas	Jefferson County Transportation and Engineering	Public Works Departments of Jefferson County jurisdictions	People to do this work	List of projects	January 2013
4. Prepare a plan for funding and construction of identified infrastructure improvements	Jefferson County Transportation and Engineering	Public Works Departments of Jefferson County jurisdictions, Jefferson County Local Coordinating Council	People to develop the plan and write grants, Grant programs, county and municipal capital improvement programs	Completion of Plan, number of projects for which funding is identified, number of projects constructed by 2015	December 2015 and Ongoing

GOAL 2 - Ensure adequate assisted transportation services and resources for all aging Jefferson County residents

OBJECTIVE 1 Increase resources and funding to address the growth of the aging population

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Create local coordinating council (LCC) for human services transportation	Jefferson County Human Services	Area human service transportation providers and consumers	Colorado Department of Transportation (CDOT) funds and other funding	Compliance with United We Ride Initiative	March 2011
2. Advocate for federally or privately funded programs to provide dollars for services	HS-LCC	All federally-funded human services programs, nursing homes, senior service entities	Federal program funds	Service increase and service efficiencies	June 2011 and Ongoing
3. Advocate for increased state and local funding	HS-LCC	Denver Regional Mobility and Access Council (DRMAC), Denver Regional Council of Governments (DRCOG), Colorado Association of Transit Agencies (CASTA)	Volunteer time	Address service need as population increases due to demographic shifts and others migrating to Colorado	June 2011 and Ongoing
4. Educate Public Utilities Commission to the needs of Non Emergent Medical Transportation (NEMT) by Medicaid recipients and other low income elderly transit issues	LogistiCare	LogistiCare, Public Utilities Commission, State of Colorado Human Services Coordinating Council	LogistiCare	Waivers for all NEMT providers, increased resources	June 2011

OBJECTIVE 2 Support area coordination efforts by encouraging collaboration between provider systems

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Identify all area providers serving Jefferson County, their system barriers, boundaries, vehicle types, and accessibility	HS-LCC	Seniors' Resource Center (SRC), Lakewood Rides, Red Cross, Developmental Disabilities Resource Center (DDRC), local nursing homes, etc.	Intern	Ensure all providers are involved	April 2011
2. Research the effectiveness of a common scheduling/dispatch software and a single call center used in other areas	HS-LCC	Denver Regional Mobility and Access Council, DRCOG, Regional Transportation District (RTD), area providers	CDOT grant	One call one ride for area residents	November 2011
3. Research and develop a driver certification criteria compliant to funders' standards for all providers	Denver Regional Mobility and Access Council	Area providers, LogistiCare	RTD, SRC, Special Transit, LogistiCare	Customer knowledge of quality and safety of all drivers	November 2011
4. Encourage local service MOUs or contracts to enhance effectiveness and reduce duplication	HS-LCC	SRC, Lakewood Rides, Red Cross, local assisted livings	Jefferson County Local Coordinating Council	Area wide coordination, lower service costs	June 2011 and Ongoing

OBJECTIVE 3 Expand services available and support equitable geographic distribution

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Seek vehicle sharing opportunities for low density areas	HS-LCC	CDOT, Federal Transit Administration (FTA), RTD, Jefferson County Schools	FTA or CDOT grants	Increased service	December 2011
2. Educate service providers about the use of existing funding to purchase vehicles with multi-generational features	HS-LCC	Area human service transportation providers including Jefferson County schools	Area human service transportation providers including Jefferson County schools	Flexible vehicle use encourages coordination and reduces duplication	December 2014
3. Seek partnerships for services in less populated, rural areas such as examples used in Alaska	HS-LCC	Area human service transportation providers including Jefferson County schools, area civic associations, senior centers	Area human service transportation providers including Jefferson County schools	Increased rural services	June 2011 and Ongoing
4. Educate public officials and seek support for reducing barriers such as insurance, enrollment criteria or funding constraints	HS-LCC	Area human service transportation providers including Jefferson County schools	Area human service transportation providers including Jefferson County schools	Increased service	June 2011 and Ongoing

GOAL 3 – Ensure convenient accessibility for older residents and persons with disabilities on Regional Transportation District (RTD) systems

OBJECTIVE 1 Identify and increase accessibility features of RTD stops and transit sites to make public transportation more senior-friendly

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Develop or locate a survey instrument to assess current and planned stops	HS-LCC	American Public Transportation Association	Interns	Find appropriate survey tool	January 2011
2. Conduct audit and survey using senior and disabled clients of representative RTD stops in Jefferson County and light rail stops planned for the county and stops outside of Jefferson County	HS-LCC	RTD, CDOT, Jefferson County and cities, disability rights groups, senior advocacy groups	Volunteers, RTD, Easter Seals	Survey results, physical audits create a potential list of improvements	April 2011
3. Establish priorities for any proposed list of improvements	HS-LCC	RTD, DDRC, DRCOG	HS-LCC, Denver Regional Mobility and Access Council	Prioritized list for all RTD stops	May 2011
4. Advocate for implementation of improvements	HS-LCC	Jefferson County and cities, AARP, disabled users	HS-LCC	Improved RTD use by disabled and elderly	December 2015

OBJECTIVE 2 Increase knowledge of the RTD public transit system among seniors

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Promote rider training for senior riders by identifying existing curriculums and make the information available to area providers	RTD	DRCOG, Denver Regional Mobility and Access Council, Recreation centers, SRC, AARP, senior living centers and communities, HS-LCC	Your Hub, Denver Regional Mobility and Access Council, SRC newsletter, local senior newsletters	Increased ridership	March 2012
2. Conduct an information campaign to areas within Jefferson County with a high senior population percentage	RTD	HS-LCC, DRCOG, Your Hub, Denver Regional Mobility and Access Council, SRC newsletter, local senior newsletters	Travel training packets	Increased RTD use by seniors verified through sampling	April 2012
3. Publicize Americans with Disabilities Act (ADA) requirements to use RTD's access-a-Ride system	HS-LCC	Jefferson County, Independent Living Centers, Denver Regional Mobility and Access Council, DRCOG, RTD	Your Hub, Denver Regional Mobility and Access Council, SRC newsletter, local senior newsletters, the DRMAC Getting There Guide	Increased use of access-a-Ride, compliance with ADA guidelines	November 2011
4. Conduct travel training for Jefferson County residents	Denver Regional Mobility and Access Council	HS-LCC	Adapt existing training for Jefferson County	Increase mobility options	June 2011 and Ongoing

OBJECTIVE 3 Increase coordination between light rail, buses and local special transit providers

Strategies	Potential Lead Agency	Potential Partners	Resources Needed	Key Outcomes	Target Completion Date
1. Survey special transit providers for input on improving conditions	HS-LCC	Denver Regional Mobility and Access Council	Interns	Prioritized recommendations	August 2011
2. Survey transportation officials in metro communities with light rail stops for recommendations about making light rail more senior-friendly	DRCOG	Denver Regional Mobility and Access Council, RTD, HS-LCC	Survey and interview results	Priorities for improvements if needed	August 2012

Strategic Plan For 2016 Through 2030

GOAL 1 - Ensure mobility and increase mobility options for citizens as they age					
OBJECTIVE 1 Continue implementation of 2009 Manual on Uniform Traffic Control Devices (MUTCD) standards that focus on aging driver safety					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. As updates to the MUTCD occur, check with local entities to look for focus with older driver concerns	Denver Regional Mobility and Access Council (DRMAC)	Area traffic engineers	2016	2030	
OBJECTIVE 2 Continued availability of senior driver training courses					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. Continue to publicize existing class information	Jefferson County Human Services Transportation Local Coordinating Council (HS-LCC)	Jefferson County jurisdictions and unincorporated areas	2016	2030	
2. Establish incentives for participation in driver training classes for 55 plus population	HS-LCC	Insurance companies, Jefferson County jurisdictions, AARP, American Automobile Association (AAA)	2016	2030	
3. Create safety officers or senior liaisons dedicated to older citizens in municipalities throughout the county	Jefferson County Sheriff's Department, Jefferson County DA's office	All jurisdictions within Jefferson County	2016	2030	
OBJECTIVE 3 Provide bike lanes, sidewalks and other infrastructures to assure neighborhood mobility for pedestrians, bicycles, and low-speed electric vehicles (LEVs)					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. Work with designated entities to plan for funding and construction of identified infrastructure improvements for older residents safety	Jefferson County Public Works Department	Public Works Departments within Jefferson County municipalities	2016	2030	
GOAL 2 - Ensure adequate assisted transportation services and resources for all aging Jefferson County residents					
OBJECTIVE 1 Increase resources and funding to address increases in the aging population					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. Continue to advocate for federally or privately funded programs to provide dollars for services	HS-LCC	All federally-funded human services programs, nursing homes, senior service entities, JCCOA	2016	2030	
2. Continue to advocate for state and local funding or participant user funds	HS-LCC	All participants, DRMAC, Denver Regional Council of Governments (DRCOG), Colorado Association of Transit Agencies (CASTA), JCCOA	2016	2030	Perhaps institute small fares to leverage funding

OBJECTIVE 2 Support area coordination efforts by encouraging collaboration between provider systems					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. Encourage local service MOUs or contracts where appropriate, to enhance effectiveness and reduce duplication	HS-LCC	Seniors' Resource Center (SRC), Lakewood Rides, Red Cross, local assisted living centers	2016	2030	
2. Implement effective common scheduling/dispatch software and single call centers, if found to be available and affordable	HS-LCC	DRMAC, DRCOG, Regional Transportation District (RTD), area providers	2016	2030	
OBJECTIVE 3 Expand services available and support equitable geographic distribution					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. Continue to seek partnerships for services in less populated, rural areas	HS-LCC	Area providers to include Jefferson County schools, area civic associations, senior centers	2016	2030	
2. Educate public officials and seek support for reducing institutional barriers such as insurance, enrollment criteria or funding constraints	HS-LCC	Area providers to include Jefferson County schools	2016	2030	
GOAL 3 Ensure convenient accessibility for people with disabilities and the elderly on RTD systems					
OBJECTIVE 1 Ensure municipalities and private property owners allow accessibility features of RTD stops and transit sites to make public transportation more senior-friendly					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. Promote proper signage, ticketing and other features to ease access for seniors	RTD	HS-LCC, DRMAC	2016	2030	Build a user friendly transit system
OBJECTIVE 2 Increase senior knowledge of the RTD public transit system					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. Implement Travel Training for Jefferson County residents	DRMAC	HS-LCC, RTD, Special Transit	2014	2030	
OBJECTIVE 3 Increase coordination between light rail, buses and local special transit providers					
Strategies	Potential Lead Agency	Potential Partners	Target Start Year	Target End Year	Comments
1. Encourage RTD to take a lead role in coordinated service delivery	HS-LCC	RTD	2016	2030	
2. Encourage RTD to use senior-friendly and accessible low floor vehicles throughout the system	HS-LCC	RTD	2016	2030	Current light rail is not senior-friendly, some buses have high steps

