

# **New Hampshire Resident Views on the Use, Availability, and Need for Public Transportation**

## **Full Report**

**A Collaborative Project Between:**

**The Institute on Disability/ UCED at the University of New Hampshire  
Community Action Program Belknap-Merrimack Counties, Inc.  
Endowment for Health**

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**Support for This Study Provided By:**

## **Foreword**

This report is the result of a joint project of the University of New Hampshire's Institute on Disability/UCED and the Community Action Program Belknap-Merrimack Counties, Inc. to document New Hampshire residents' perceptions about their access to transportation, need for transportation, what they would like to see in a public transportation system, and how such a system should be financially supported. Of particular importance to this work is the need to understand how those with limited mobility in New Hampshire are able to access community supports that are critical for maintaining a healthy and independent life.

This report provides a concise analysis of responses collected from the 2005 NH Transportation Survey. The primary audiences intended for this report are:

- transportation planners seeking to understand some of the different ways residents think of transportation access and what they would like to see
- legislators interested in learning more about what their constituents want for public transportation
- advocates – specifically for individuals with disabilities and elders with limited mobility – wanting to know more about differences in mobility and access options to public transportation
- advocates for public transportation looking for statistically valid documentation on the demand and need for public transportation in New Hampshire

Readers are also encouraged to read the summary report written as a companion to this document. The summary report posits key elements of the data within the context of current research and public policy – creating a strong argument for the State of New Hampshire to pursue its next steps towards making public transportation a reality.

It is hoped that the results of the survey will spark new discussion about transportation policy and aid readers in raising new questions and seeking new answers to the challenges ahead. As part of its long-term commitment towards making New Hampshire a more accessible state, the Institute on Disability at UNH will seek to implement a follow-up to this study to track changes in demand for public transportation as well as report on progress across the state.

## **Special Thanks To**

The authors would like to thank all of those who contributed their time and energy to making this project a success. In particular, Dr. Jan Nisbet and the IOD for seeing the need to produce this work and providing the resources to carry out the initial survey as well as Jeanne Ryer from the Endowment for Health for her support and guidance during the implementation of the study.

## Summary of Findings

Accessing critical community supports such as employment, shopping, recreation, and health care represents a substantial portion of New Hampshire residents' time and energy. While most residents drive themselves where they need to go to access supports, they also offer rides to others in their community, so that they, too, can access needed resources. According to findings related to the lack of availability of public transportation across the state, residents who currently do not drive (due to disability, old age, finances, or personal preference) are reliant on the continued provision of transportation from neighbors and family to get where they need to go because they typically do not have any other options available to them.

This raises the question – “If people seem to be getting what they need as a result of the goodwill of friends and family, why should we bother with spending money trying to create a public transportation system?” In response to this question, this report raises several concerns for policy makers and planners regarding New Hampshire's future and the ability for residents to continue accessing critical community supports:

- An estimated 95,000 New Hampshire residents are worried about losing their ability to drive in the next few years.
  - A majority of this group currently provides rides to others in their community. The loss of this group of drivers may have some substantial long-term impacts
  - A majority of this group is over age 60 and will have limited income with which to pay for expensive transportation services (such as taxis). They will likely need low-cost methods to get where they need to go.
- About half of New Hampshire's residents do not currently have access to an accessible public transportation system.
- One in five respondents indicated they didn't even know if transportation was available in their area, and half did not know what number to call if they needed transportation. Only one in four felt that they understood transportation planning in their area.
- Use of and access to public transportation is particularly difficult for individuals with disabilities and elders with limited mobility. This group was more likely to report not feeling safe on a public transportation service, not able to afford public transportation, as well as having difficulty with getting off or on a bus or van. The need for public transportation among this group is particularly great, as they reported significantly less access to shopping and recreation opportunities and were significantly more likely to report missing health care appointments due to a lack of transportation.
- The lack of public transportation is not an issue that just impacts those with disabilities or elders. Approximately 34,000 New Hampshire residents are estimated to have lost or turned down a job because they didn't have a reliable ride. Furthermore, 62,000 have missed a medical appointment because they couldn't get a ride; with approximately 11,000 of this group having missed four or more appointments in the last 12 months alone.

This report documents areas of concern and outlines several areas that can assist planners and legislators in ensuring that New Hampshire residents will continue to have access to needed resources. To this end, a majority of respondents, whether they currently drive or not, indicated an interest in being able to access public transportation. They cited an interest in multiple transportation options, with varying preferences for different transportation modes, destinations, and times. Furthermore, three-quarters of respondents also indicated that transportation should be available to anyone in the community, with particular regard for individuals with disabilities and elders. Lastly, a majority of respondents agreed to the idea of paying an ADDITIONAL \$5 yearly fee to their car registrations to support the development of an affordable and accessible public transportation system. This is an important finding that legislators and planners should pay particular attention to, given the availability of 80/20 and 50/50 funding matches through federal programs.

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# **Part I. Supporting Documentation**

## **A. Study Methodology and Notes to Data Users**

### **Creation of the New Hampshire Transportation Survey**

The survey was created through a multi-step collaborative process. The process included:

- 1) Adapting initial survey work developed by members of the Littleton Model Community Research Subcommittee;
- 2) A review of national research on transportation and disability;
- 3) Consultation with area foundations and transportation planners;
- 4) Final review with key project staff, including members of the Institute on Disability, Community Action Program, and the Endowment for Health; and
- 5) Pilot testing the survey instrument.

A copy of the survey instrument is included in Appendix A.

### **Implementation of the New Hampshire Transportation Survey**

Results presented in this report are drawn from a statewide random phone survey of 749 New Hampshire residents ages 18 and older conducted between March and August of 2005 by the UNH Survey Center. Three rounds of data were collected using the transportation survey instrument. During the first round, 713 responses were recorded (a response rate of 29%)<sup>1</sup>. Following initial analysis of the results, it was determined that this method of survey research provided only a limited view of the population this study was interested in gaining additional information on – those individuals in the state who are likely to not have continuous and reliable access to critical community supports. For the purposes of this research project, this group was defined as individuals who:

- Do not drive and have a condition or disability preventing them from driving;
- Do not drive and have a condition or disability making it difficult or impossible to walk; or
- Are age 65 or older who primarily rely on others for transportation 50% or more of the time.

Even though estimates derived from the 2000 U.S. Census for New Hampshire document that the likely proportion of people in need of transportation support is 8%, the initial round of surveying identified only 3.4% (N=24) of the sample which met these criteria. Possible reasons for this undercount include: a difference in definition for the risk group – many in this risk group are likely to have lower incomes and thus may be less likely to have a phone in operation. Where phones are available, there may be a decreased likelihood for individuals who have limited mobility

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<sup>1</sup> The response rate for this method of public opinion research is slightly higher than is typical for New Hampshire (average is 20 to 25%).

to respond to a phone survey, and/or there may be a tendency for members of this group to congregate in communities (such as the Seacoast area) where they have greater access to community supports.

In order to draw valid comparisons between those who were at high risk for missing access to critical community supports and those who were not, rounds two and three focused on collecting additional information for the target group. During rounds two and three, 36 responses were collected (with an average response rate of 44%<sup>2</sup>). The final count of people matching the high-risk criteria was 64. The full un-weighted count of respondents in the data set equals 749.

## **Weighting Methods**

Except where otherwise noted, all statistics presented in this report are weighted by census demographics for gender and geographic area of the respondent as well as the ratio of adults to telephone lines in the household. Weighting was done by the UNH Survey Center under direction of Dr. Andrew Smith, director of the Survey Center.

In presenting statistics that represent the entire state, the weighting of the over-sampled high-risk group was adjusted to reflect its original representation in the sample (3.4% of all responses). However, where this study seeks to identify differences in the characteristics between people who match the criteria of the high-risk group and those who do not (the non-high-risk group), no weights were applied to responses from those of the high-risk group (each had a weight of one when determining and comparing characteristics across this group.)

## **Analysis Methods**

SPSS, a well-respected data management software program, was used by Dr. Antal to analyze the survey's results. Analysis methods included reviews of frequency distributions, Chi-Square Cross Tabulations, and comparing means using Independent Samples T-Tests. Where significance testing was done, a p level of .05 or less was used as the threshold for determining if the result was significant. Graphic work on charts was done using Microsoft Excel for Windows. Geographic analysis used in the summary report was done with Arcview GIS 3.3.

## **Referencing the Data to New Hampshire's Population**

Throughout this report, readers will note references to New Hampshire's population represented by the study's respondents. As this study is based on a random phone sampling of New Hampshire residents ages 18 and older with access to a phone line in their home, the results of this study can be statistically interpreted as broadly representing the opinions and perspectives of this entire group statewide. The range of population estimates provided in the report are based on taking the lower and upper bounds (using a 95% confidence interval) of the estimate provided by responses to the survey and multiplying this proportion by the number of adults 18 and older in New Hampshire (according to the 2004 American Community Survey, this equaled 956,817).

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<sup>2</sup> The response rate is quite high and reflects two factors. First, the population interviewed is more likely to be at home than the regular population and consequently more easily reached by telephone. Secondly, interviewers were able to screen out significant numbers of ineligible respondents thereby reducing the number of households with unknown eligibility.

For example, 75.3% of 707 respondents indicated that they would be likely to use a bus if it were available when they needed it. The 95% confidence interval for this proportion and sample size is 3.18%. Thus, it is 95% likely that the true proportion of people (if every single adult with a phone in New Hampshire were sampled) who would use a bus if it were available for their transportation would be between 72.1% and 78.5% of the total adult population. Converting this to population counts based on the fact that there were 956,817 adults 18 and older in New Hampshire in 2004 means that there are anywhere between 690,014 and 750,952 people in New Hampshire who would use a bus if it were available. For ease of reading, population estimates were rounded off to the nearest 1,000 people.

### **Using the Data to Inform Public Policy**

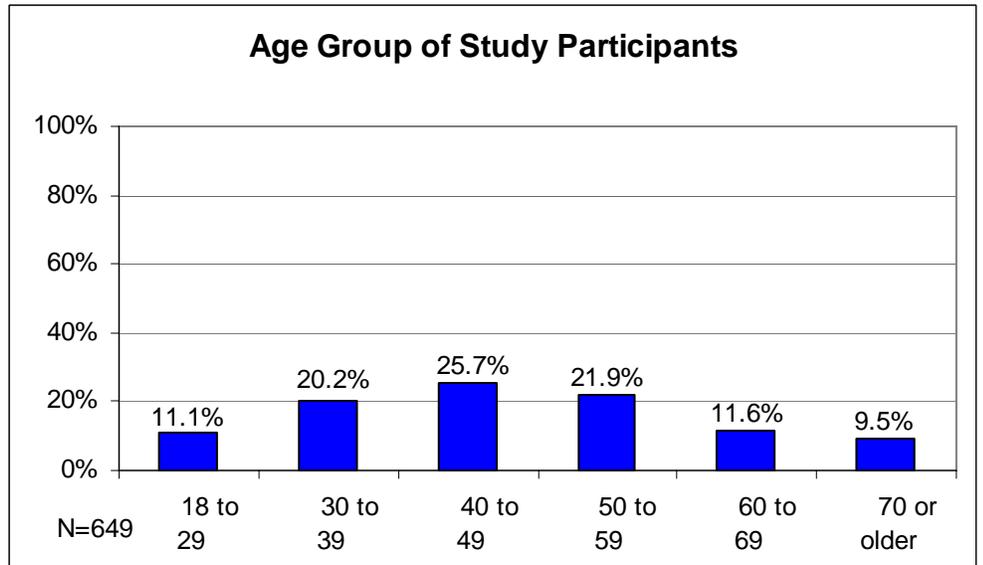
The data provided in this work offer an initial view into the habits, perspectives, and interests of New Hampshire residents regarding public transportation. As such, this study provides a useful tool to aid the reader in making more informed decisions about future steps to take concerning transportation policy and offers potential new directions in this area. Given the nature of this form of research, policy makers and planners are encouraged to use this document, along with other sources and methods of fact finding such as focus groups with transportation planners, community listening sessions, or national or state research to ensure future transportation policy decisions meet the needs of New Hampshire's public.

When reviewing the information, readers should be aware of the number of people responding to a particular question. Note that, in most cases, respondents did not answer all the questions. There may be several reasons for this, including: unease in sharing information considered too private (such as personal income), not being able to talk about a particular issue due to a lack of experience with the topic at hand (e.g., those who have never used public transportation before are more likely to not answer a number of the questions concerning the use of public transportation), or simply because a topic was not of interest to them.

## B. Characteristics of Sample Participants

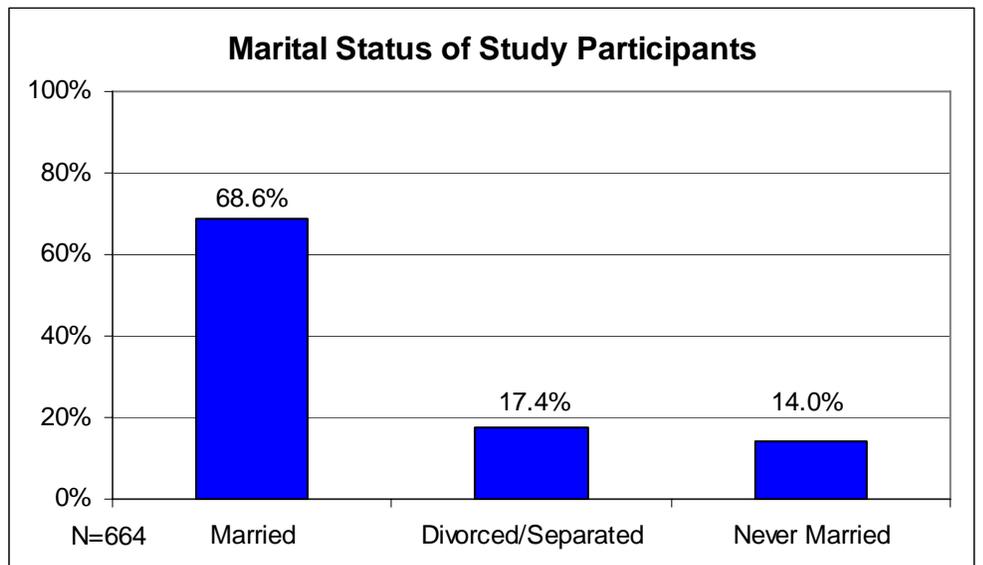
### Full Sample

**Age.** 649 respondents answered the age question in the survey. Of these, 31% were under 40, 48% were between 40 and 59, and 21% were 60 years of age and above.

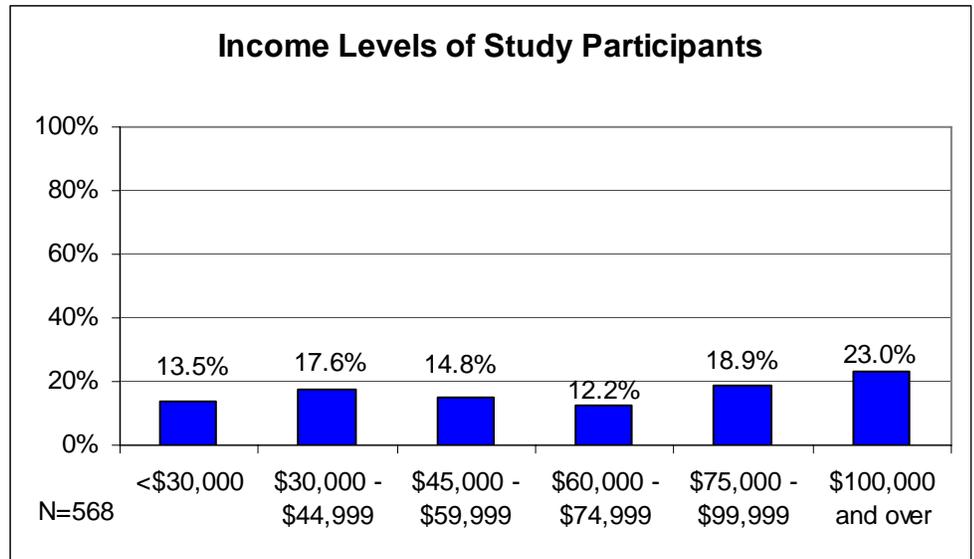


**Gender.** 713 responded to the gender question. 51 % of respondents were female, 49% were male.

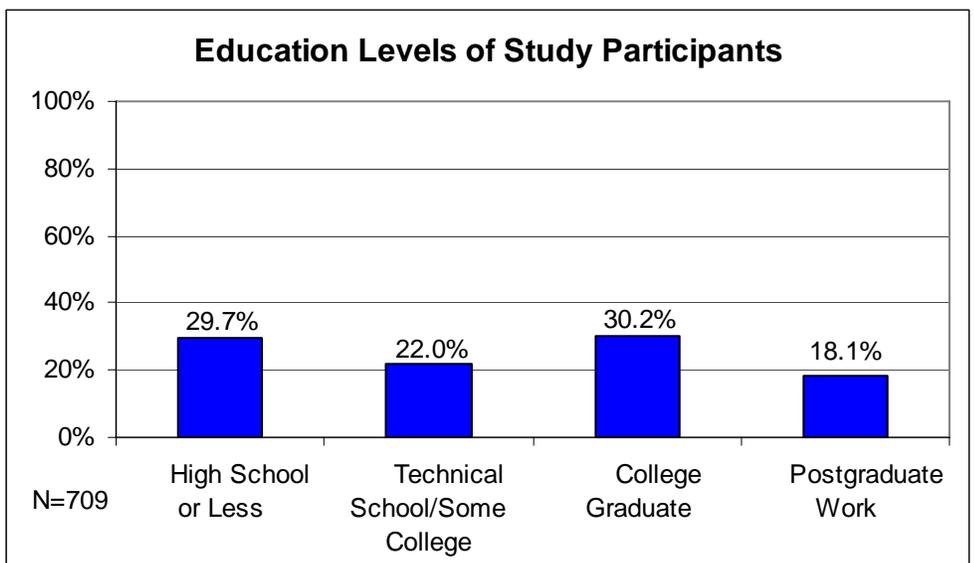
**Marital Status.** 664 people responded to questions about their marital status. Most (69%) were married, 17% were divorced or separated, and 14% were never married.



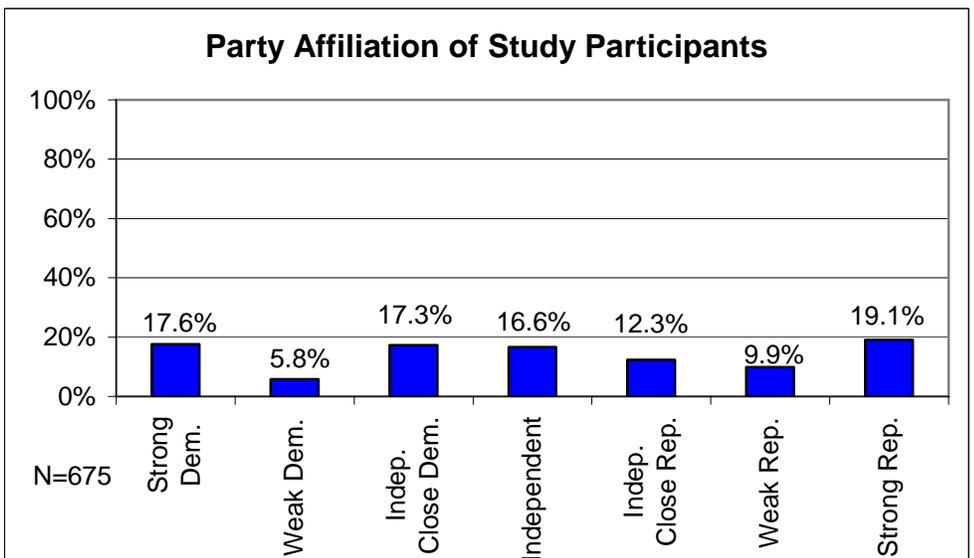
**Income.** 568 people responded to questions about income. Of these, 14% made less than \$30,000, 32% earned \$30K to \$59K, 31% earned \$60K to \$99K, and 23% earned \$100K or more.



**Education.** 709 people responded to questions about education. Of these, 30% had a high school education or less, 52% had college experience, and 18% had done post-graduate work.



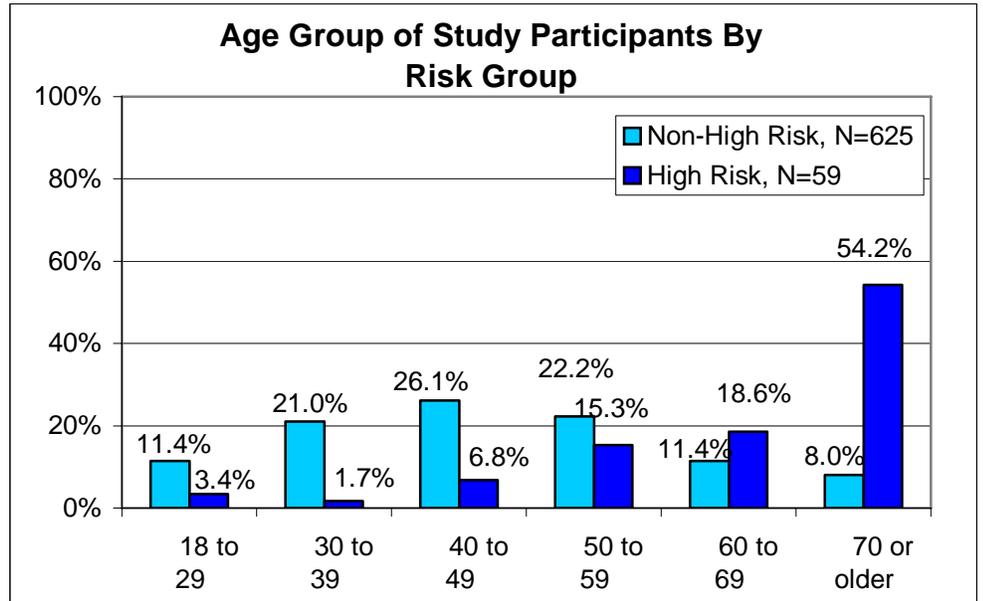
**Political Party Affiliation:** 675 people responded to questions about their political affiliation. Of these, 23% were Democrats, 46% were Independents, and 29% were Republican. One point three percent indicated “Other” for Party Affiliation.



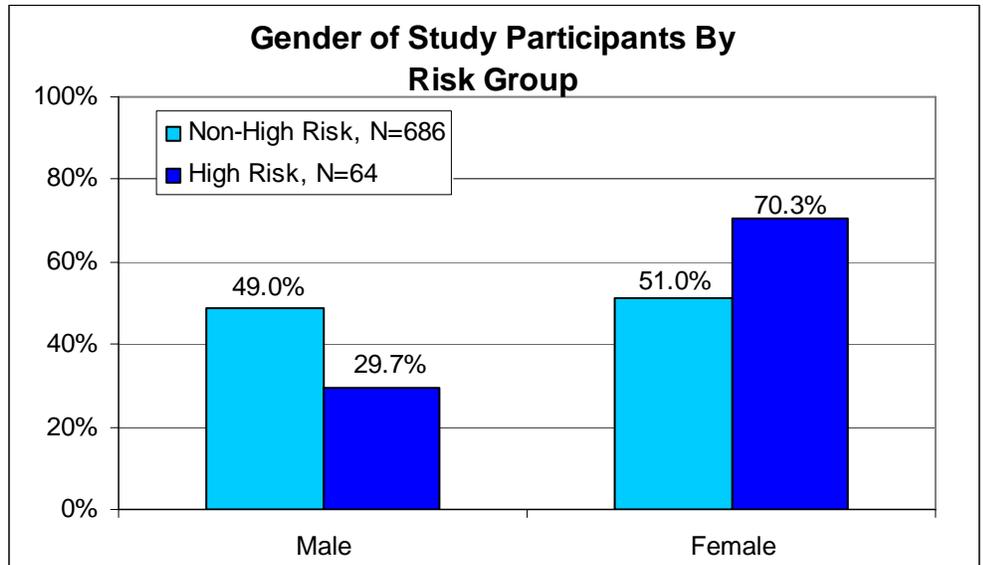
### C. Comparison of High-Risk and Non-High-Risk Demographics

Those individuals classified as high-risk for limited access to critical community supports are substantially different demographically from the majority of the New Hampshire population. On average, respondents in this sample were much older (73% were above 60 versus 19.4% among non-high-risk respondents), mostly female (70% versus 51%), more likely to be divorced or separated (54% versus 16%), have very low incomes (61.5% making less than \$30,000 versus 12%), and were less likely to have a college education (58% versus 71%). No major differences were seen concerning respondent political affiliation.

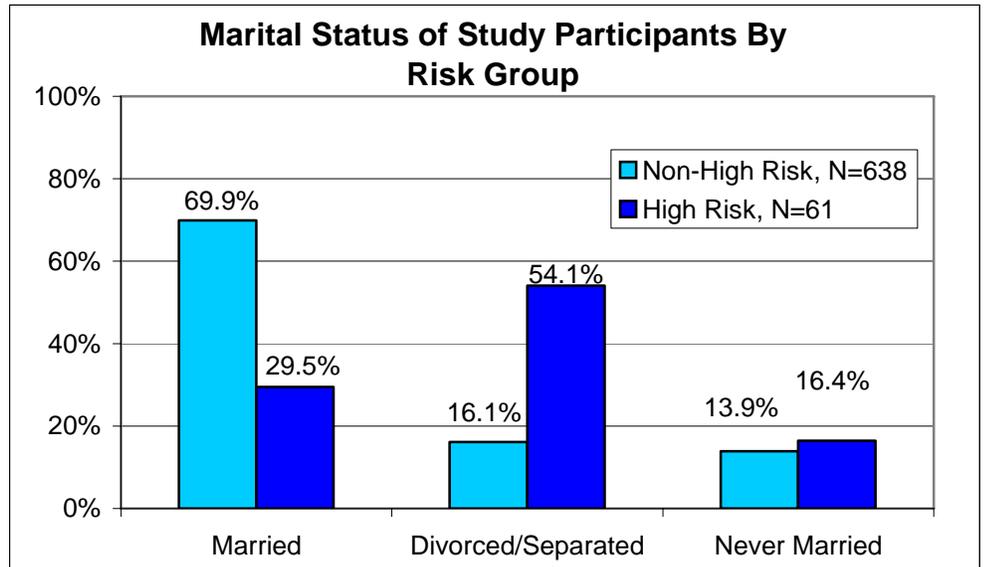
**Age.** 59 High-Risk and 625 Non-High-Risk respondents disclosed their age. Of these, most (73%) of the High-Risk respondents were 60 or older, whereas only 19% of Non-High-Risk people fell into this age range. 22% of the High-Risk and 48% of the Non-High-Risk respondents were 40-59 years old. 5% of the High-Risk and 32% of the Non-High-Risk respondents reported being 18-39 years old.



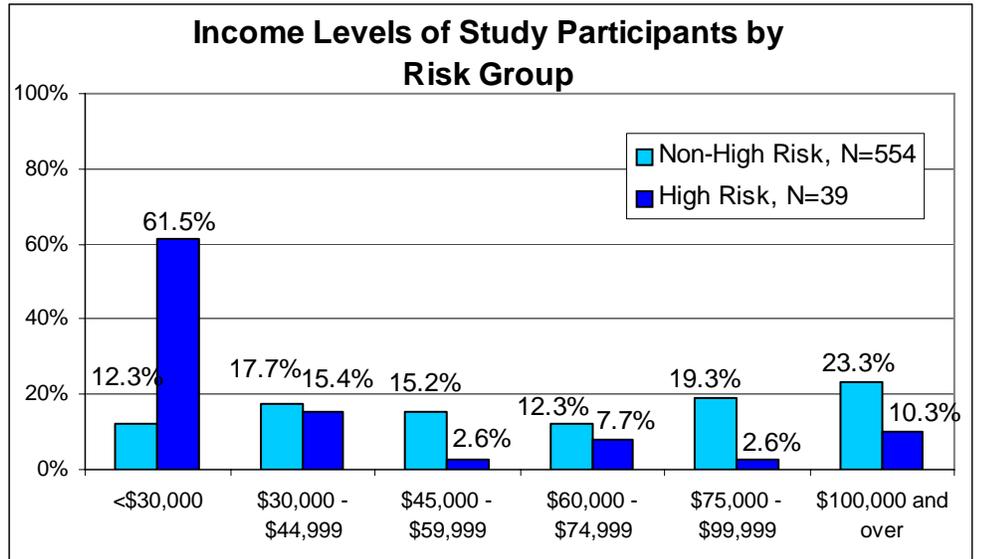
**Gender.** Of the 638 Non-High-Risk respondents to the question on gender, 49% were male and 51% were female. 61 High-Risk people responded, 30% were male and 70% were female.



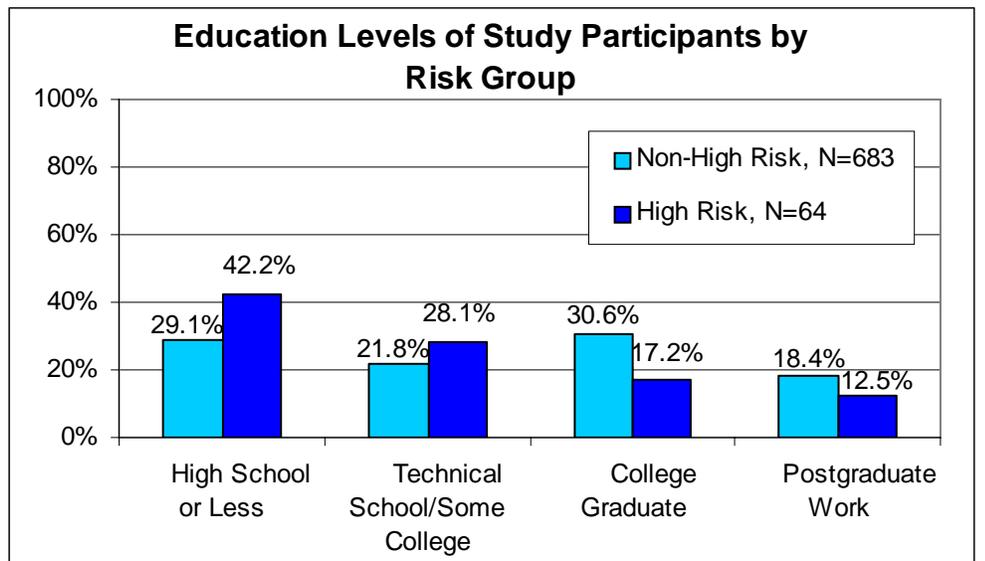
**Marital Status.** There were 638 Non-High-Risk and 61 High-Risk respondents to the marital status question. Of the Non-High-Risk people, 70% were married, 16% were divorced or separated, and 14% had never married. Of the High-Risk group, 30% were married, 54% were divorced or separated, and 16% never married.



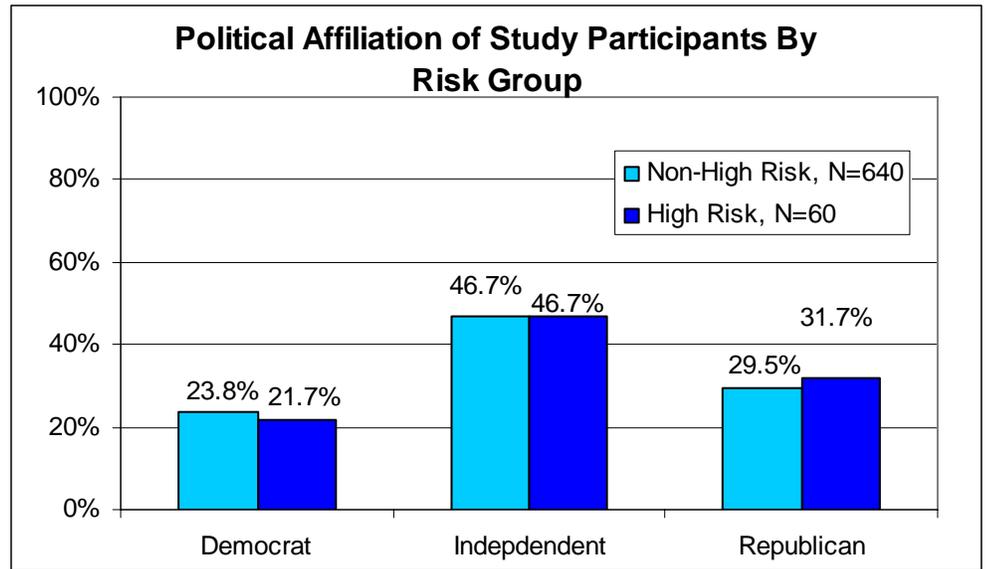
**Income.** 554 Non-High-Risk people and 39 High-Risk people replied to the question about their income. Most (62%) High-Risk respondents earned less than \$30,000, 26% earned between \$30,000 and \$74,999, and 13% earned over \$75K. Of the Non-High-Risk respondents, only 12% earned less than \$30,000, 45% earned between \$30,000 and \$74,999, and 43% earned over \$75K.



**Education.** Of the 64 High-Risk respondents to the education question, 42% had a high school education or less, 45% had college experience, and 12% did post-graduate work. Of the 683 Non-High-Risk people to reply, 29% had a high school education or less, 52% did some college, and 18% had done post-graduate work.



**Political Affiliation:** 640 Non-High-Risk people and 60 High-Risk people disclosed their political party affiliation. 24% of the Non-High-Risk respondents were Democrats, 47% were Independents, and 30% Republicans. In the High-Risk group, 22% were Democrats, 47% were Independents, and 32% were Republicans.



## Part II. Transportation Characteristics of New Hampshire Residents

Accessing critical community supports such as employment, shopping, recreation, and health care, represent a substantial portion of New Hampshire resident's time and energy. Three quarters of residents drive themselves almost all the time, about 13% drive most of the time, and about eight percent rely on others for their transportation needs 50% or more of the time. Among those who primarily rely on others for their transportation, most indicated that this was due to a condition or disability impacting their ability to drive.

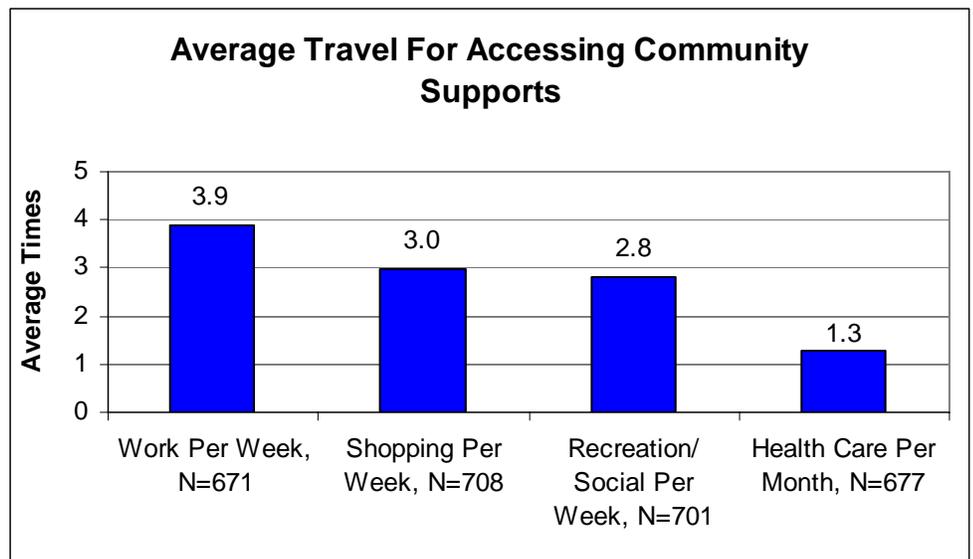
Of note, although 95% of residents indicate that they consider themselves as their primary mode of transportation, almost three-quarters of the group provide rides to family, friends, or others in their community, with more than one in five of this group providing rides three or more times per week to access critical community supports. Also of interest in this study was the almost complete lack of respondents indicating public transportation as their primary mode of transportation. More respondents selected walking as their primary mode of travel than public transportation.

Lastly, 10% of respondents indicated a concern that they were going to lose their ability to drive in the next few years. This proportion represents approximately 95,000 New Hampshire residents, a majority of whom are current transportation providers for others in their community. Most of this group is comprised of older populations with little in the way of disposable income.

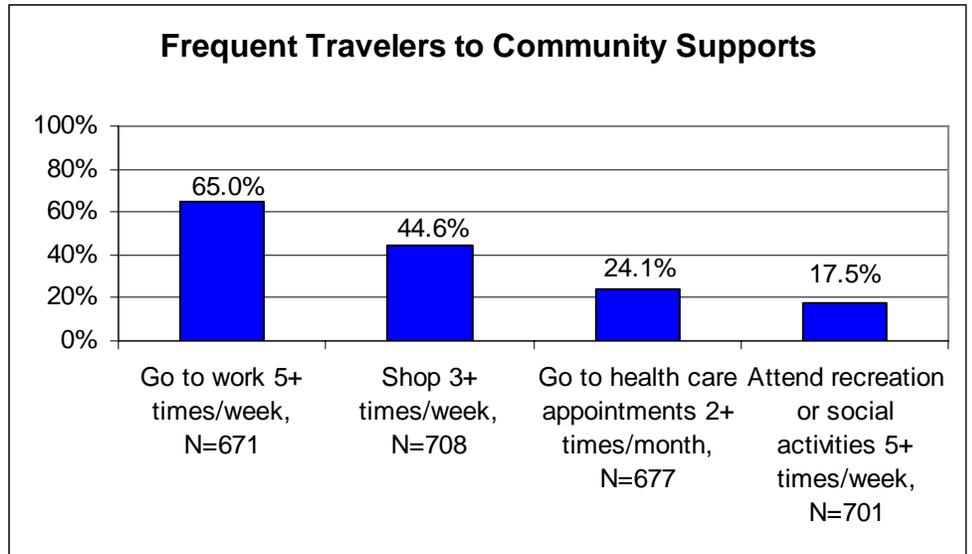
### A. Where do residents go? How often do respondents access key community resources?

#### Frequency of Travel

On average, respondents indicated that they traveled four times per week to get to work, three times per week to go shopping or for recreational or social activities, and over one time per month to receive health care.

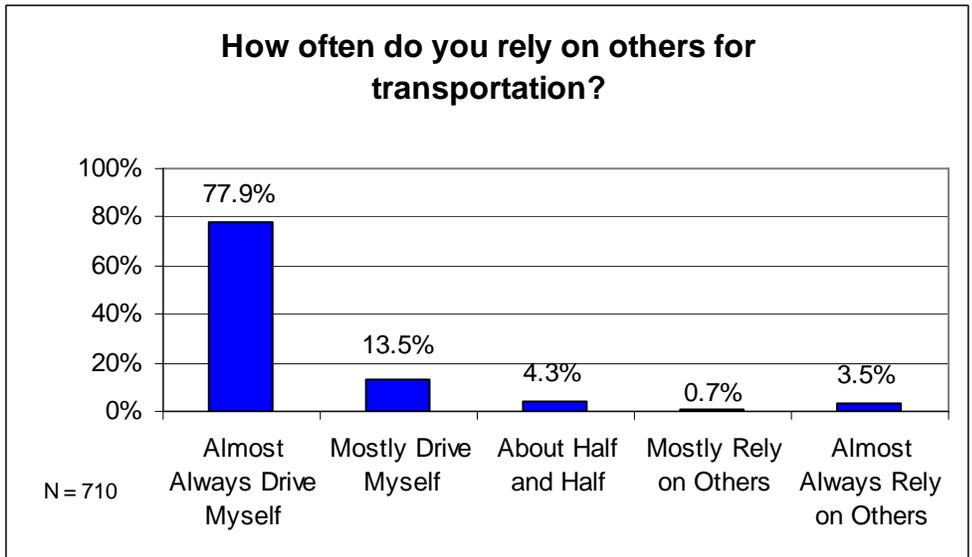


Within these averages are a group of respondents who were classified as “high users” of New Hampshire’s roadways. Sixty-five percent of residents go to work five or more times per week, close to half go shopping three or more times per week, one in four attends health care appointments at least twice per month, and close to one in five participates in recreational or social activities at least five times per week.

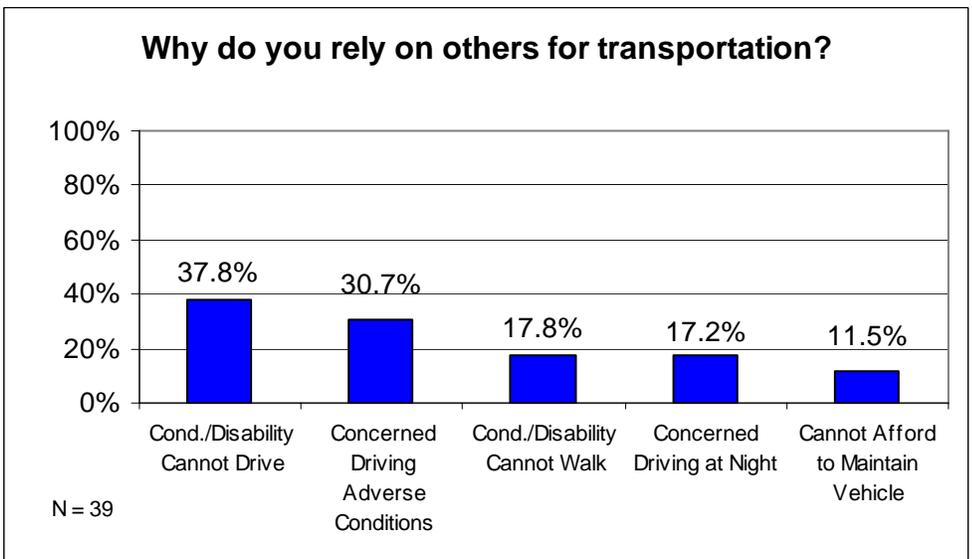


### B. How often do respondents drive themselves? Why do they rely on others?

Three quarters of New Hampshire residents almost always drive themselves to where they need to go, 14% mostly drive themselves, about 4% drive half the time, slightly less than 1% of respondents mostly rely on others, and 3.5% almost always rely on others.

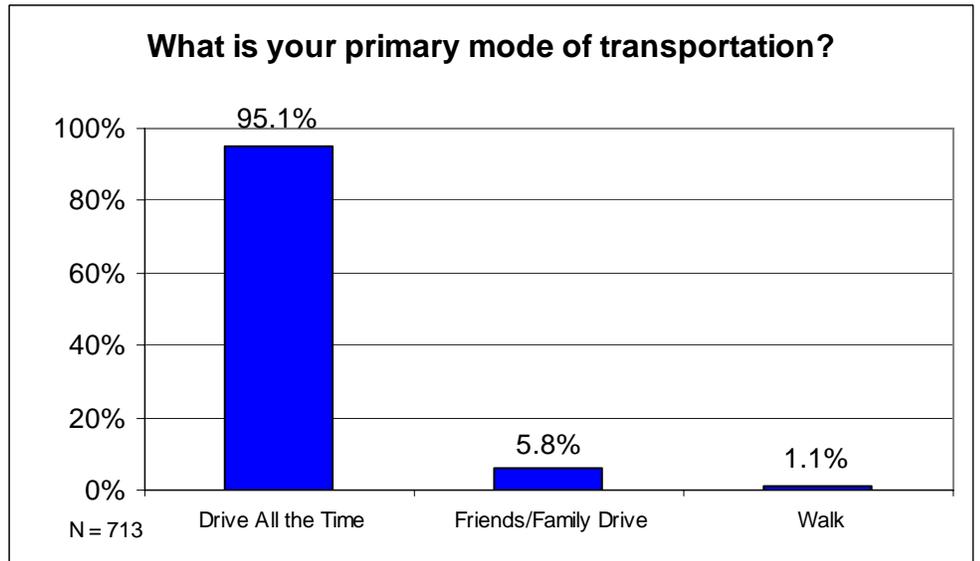


Among the 5.5% (N=39) of the sample who relied on others for transportation and indicated why they did, 38% stated it was due to a condition or disability affecting their driving, 31% were concerned about driving under adverse conditions, 18% due to a condition or disability affecting their walking, 17% were concerned about driving at night, and 12% stated that they could not afford to maintain a vehicle.

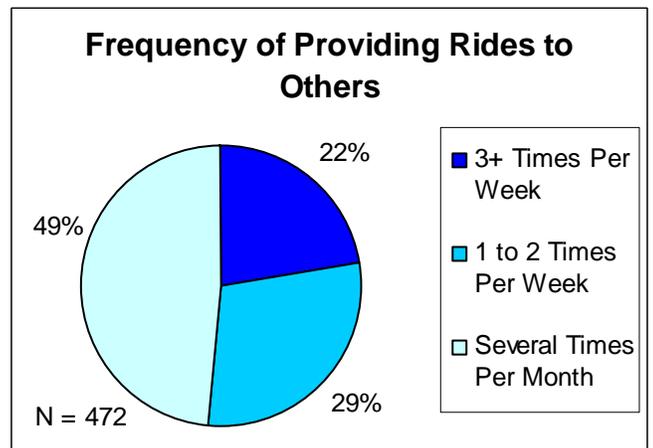


**C. What are the primary modes of transportation? How do people get to where they need to go?**

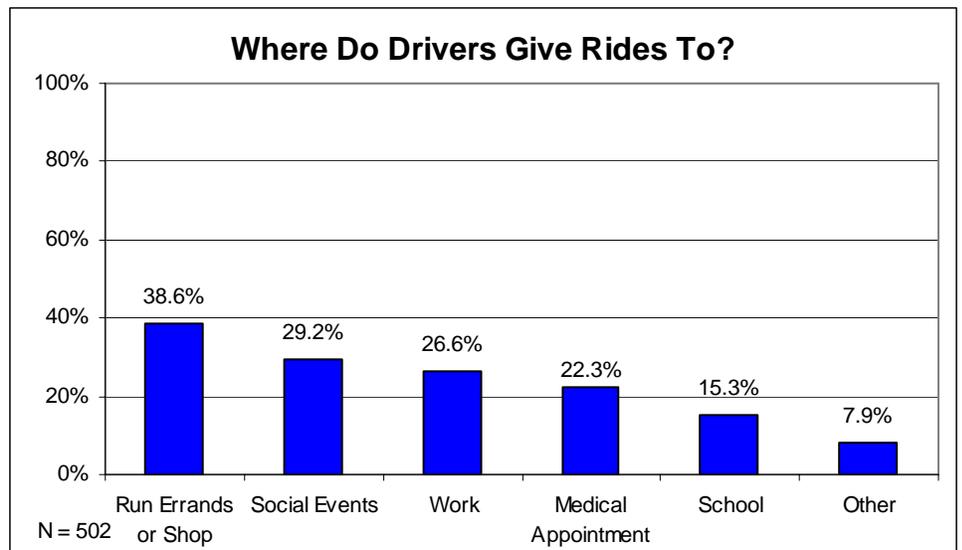
As is made evident through the chart on the right, most of New Hampshire residents currently drive themselves to where they need to go. About 6% rely primarily on friends and family and slightly more than 1% walk. Responses occurring less than 1% of the time included: Taxi, Bus/Van Provided by Agency, Public Transit, Demand Response Vehicle, Volunteer Drivers, Senior Center Bus and Hospital Van.



**Transportation via Current Drivers.** Respondents who primarily drove themselves were asked about the frequency that they drove others in their community. Interestingly, a substantial majority of survey respondents (71%, representing 643,000 to 708,000 of the population) indicated that they gave rides to family, friends and others in the community. Among those responding to questions about the frequency of rides from this group, almost half (49%) indicated that they provided rides at least one or more times per week. Of note, more than one in five (22%) provided a ride to someone else in their community three times or more per week.



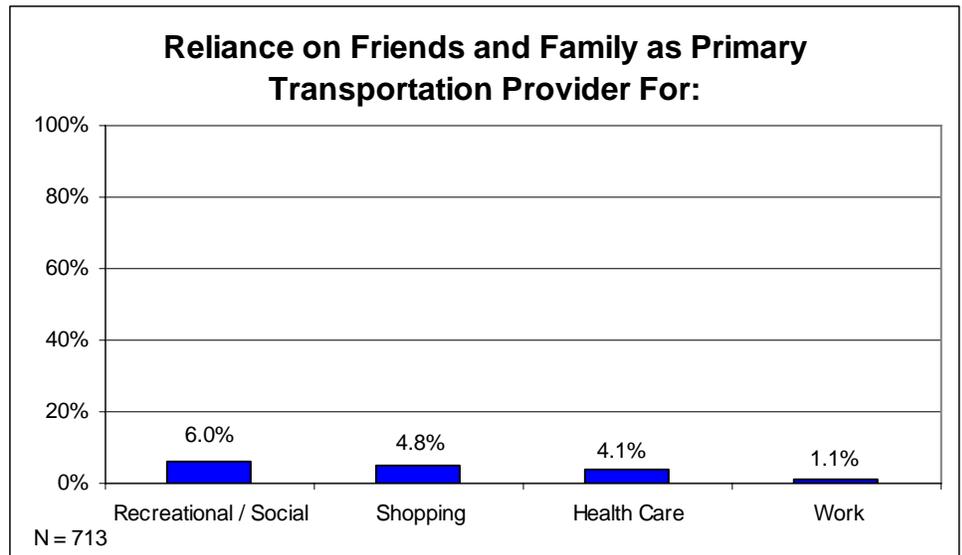
In terms of where current drivers were taking people, the most frequent response to this question was to help others in their community to run errands or go shopping (39%), followed by attending social events (29%). More than one in four (27%) helped others to get to/from work and over one in five (22%) aided others to get to a medical appointment. 15% helped others bring their child to school or child



care and 8% indicated they brought people to other places in the community. Among the responses written in for 'Other' were: Trips to the Garage / Auto Repair (3%), Church (2%), and Senior Meals (1%). Two percent of respondents stated they Did Not Know.

### Transportation via Friends and Family

In looking at this situation from the perspective of those who do not primarily drive themselves, 6% of the sample, representing 39,000 to 72,000 of the population, indicated that their primary mode of transportation across all areas of transportation need was from friends and family. When asked about specific travel needs, a similar proportion of respondents replied that they were primarily reliant on friends and family for recreational/social activities, shopping, and health care. However, only 1% of respondents indicated a reliance on this group in order to get to work.



The low response for needing supports to travel to work is in part linked to some key characteristics of those responding to the survey who indicated a need to rely primarily on family and friends or volunteer drivers for their transportation support. In comparison to the rest of the sample population, they represented a higher proportion of older (34% over 60) residents, had a substantially lower income (40% made under \$30K), and were more likely to have a high school education or less (41%).

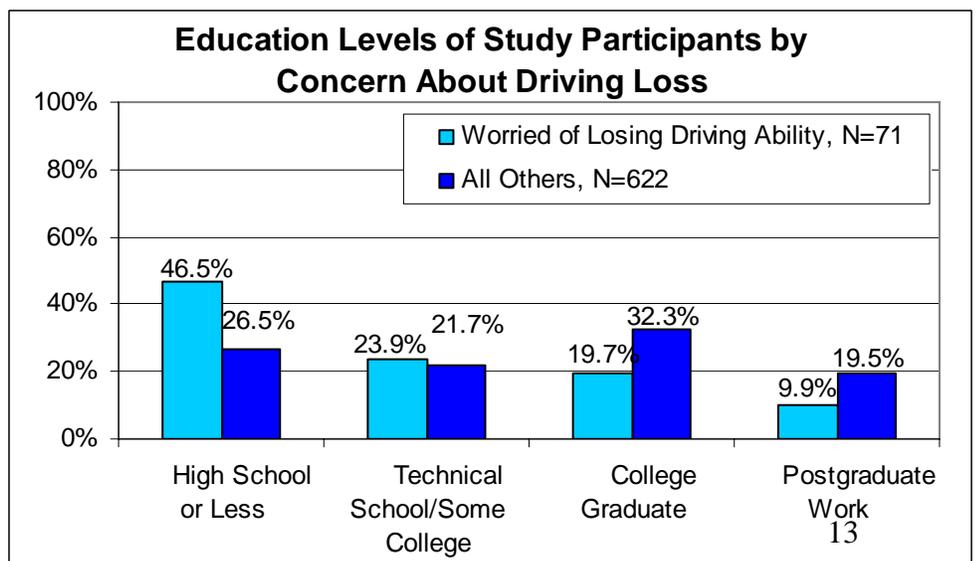
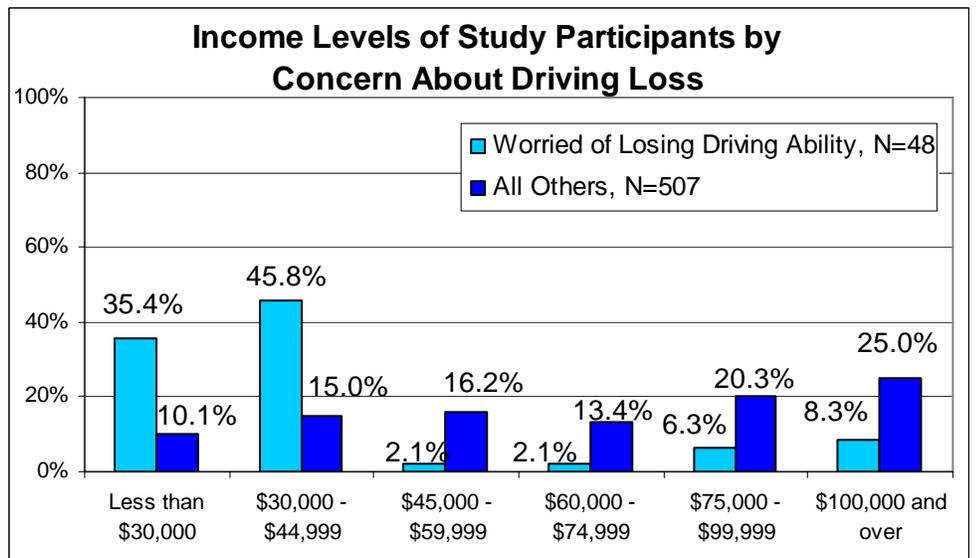
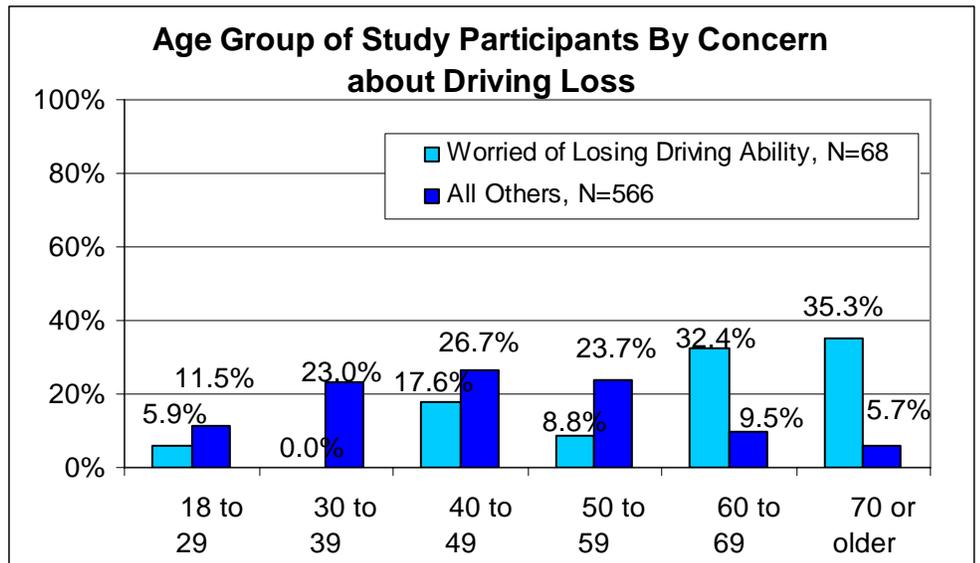
### Transportation via Public Transportation

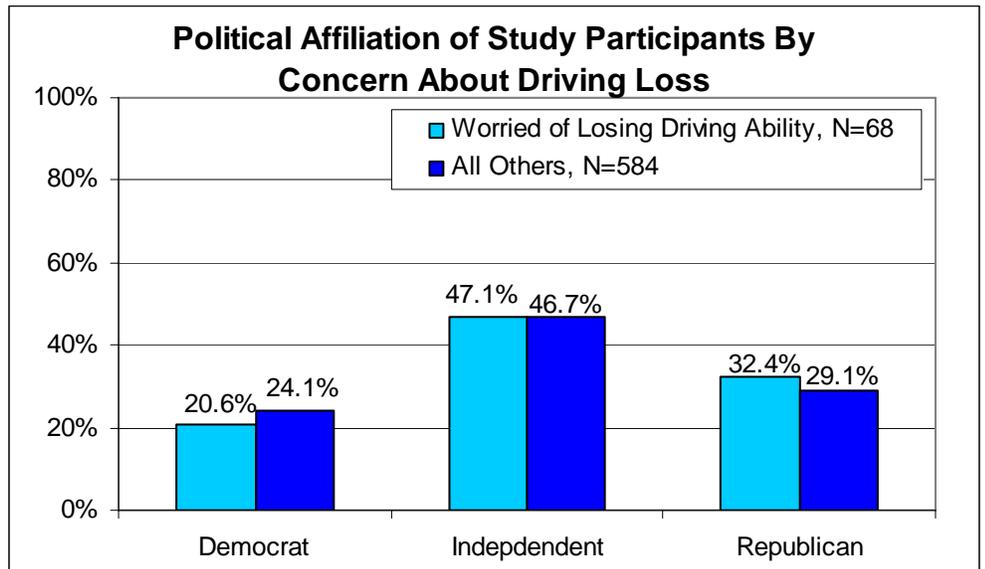
Even though there may be 73,000 New Hampshire residents who are reliant on others for their transportation needs, only a few respondents (N=5 or 0.7% of the sample) indicated a primary reliance on any form of public or agency provided transportation. This was actually less than respondents who indicated that walking (1.2%) as their primary transportation method across all areas. It appears that, given the limited availability of public transportation methods, the next most reliable method they have available to them is to rely on others in their community who are willing to lend their time and support.

**D. How many residents are concerned about losing their ability to drive?**

Another key question asked of the survey respondents was: “Are you concerned about losing your ability to drive in the next few years?” **The percent of people indicating this was a concern was 10% of the sample, representing between 73,000 to 116,000 of New Hampshire’s adult population.**

Compared to others in the sample, this group in particular primarily represents those who are 60 years and older, have annual incomes below \$45,000, and are less likely to have a college education. No major differences were found based on political affiliation.





Among those who were worried about losing their ability to drive, 77% indicated that they currently provide rides to other members of their community. This means that in the next few years, not only will there likely be approximately 95,000 New Hampshire residents who are no longer able to drive where they need to go, but there will likely be another 73,000 people who will be losing access to one of their current transportation supports.

### Part III. Current Perceptions of New Hampshire's Public Transportation System

Respondents were given a range of statements regarding public transportation in their area and asked to respond if the statement was true or not. About half the population indicate that public transportation, accessible or otherwise, is not available where they live. About one-third indicated that transportation was neither available during the times they needed it nor where they wanted to go. More than one in five respondents to these last two questions stated that they did not know if it was available.

In terms of possible barriers to public transportation access, half of the respondents did not know what number to call, and only half thought the schedule was easy to understand (one-third didn't know and about one in five thought it was not easy to understand).

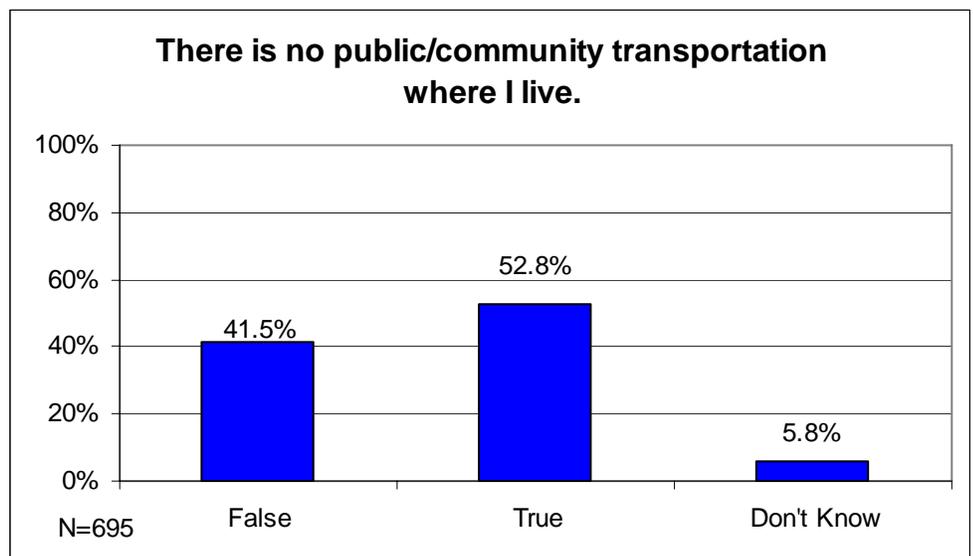
Among those responding to questions concerning the use of public transportation, respondents felt that they were treated with respect from drivers, were comfortable riding with strangers, could afford the fare, felt safe, and had little difficulty getting on and off the bus or van. Only one in four thought that public transportation was too slow. However, the experience of using public transportation was very different for members of the High-Risk group. Among those with disabilities or elders with limited mobility, they were two times more likely not to feel safe, four times more likely to indicate they could not afford public transportation, and five times more likely to indicate difficulty getting off or on a bus or van.

Only one in four respondents stated that they understood transportation planning in their area. However, among those who felt that they did understand it, more than half of them felt that their voice was heard when it came to transportation planning.

#### A. Is public transportation in New Hampshire available?

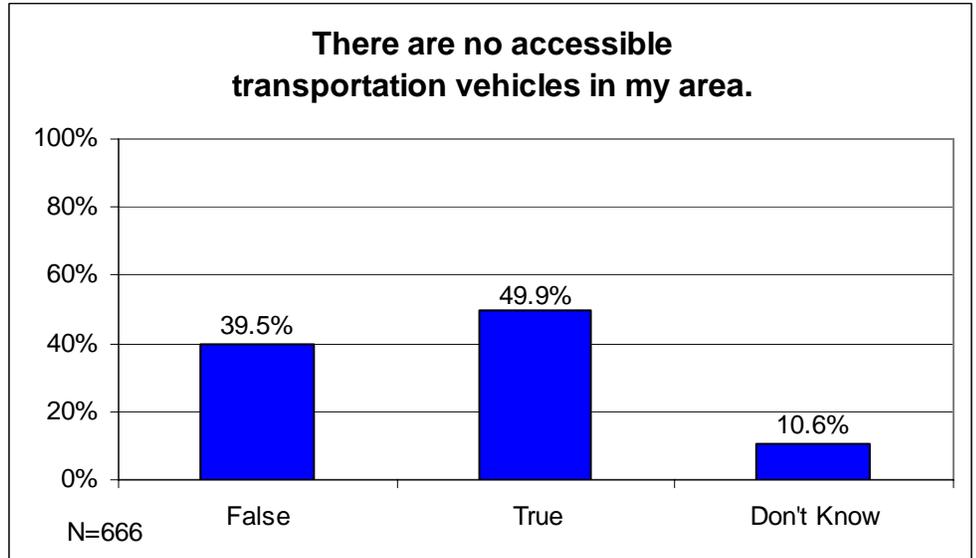
**There is no public or community transportation where I live.**

Among those responding to the claim that there is no public/community transportation where they lived, 41% said that was false, 53% said that it was true, and 6% did not know.



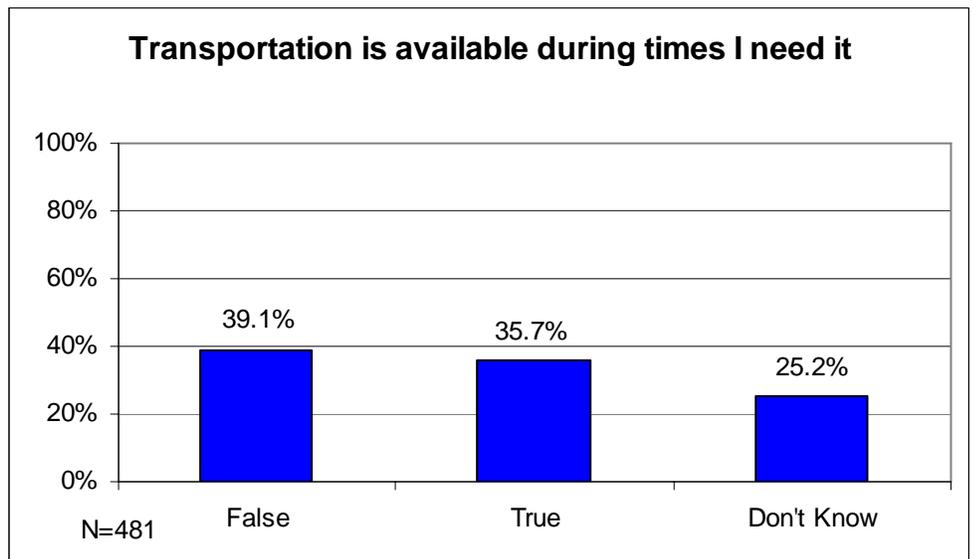
**There are no accessible transportation vehicles in my area.**

50% of respondents said they did not have any accessible transportation vehicles in their area, 40% of the total said there were, whereas 11% did not know.



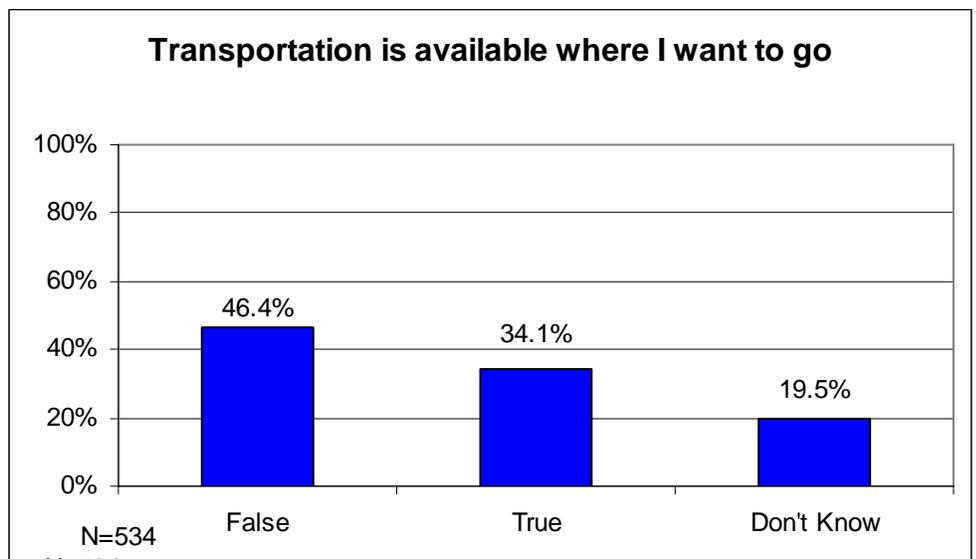
**It is available during the times I need it.**

Of the 481 respondents to this question, 39% did not agree that transportation is available during the times that they need it, 36% agreed, and 25% did not know.

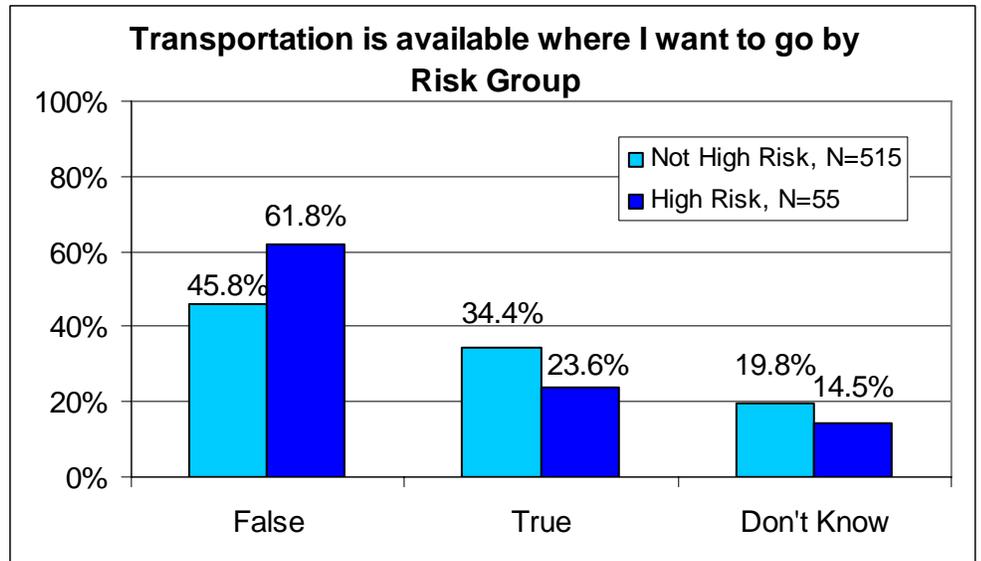


**It is available where I want to go.**

Of the 534 responding to this statement, 46% indicated that transportation was not available where they wanted to go, 34% answered in the affirmative and 20% did not know



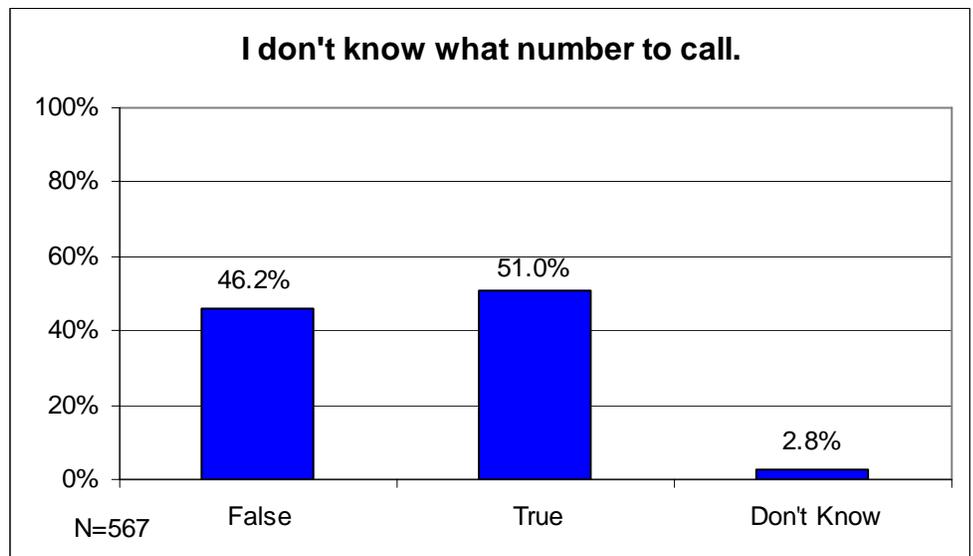
By risk group, 62% of the High-Risk group (N=55), said that transportation to where they want to go is unavailable, whereas 46% of the Non-High-Risk group (N=515) reports the same. Only 24% of the High-Risk and 34% of the Non-High-Risk people said there was transportation available to where they want to go. 15% and 20% of the High-Risk and Non-High-Risk respondents, respectively, did not know.



**B. What are some of the barriers to accessing public transportation?**

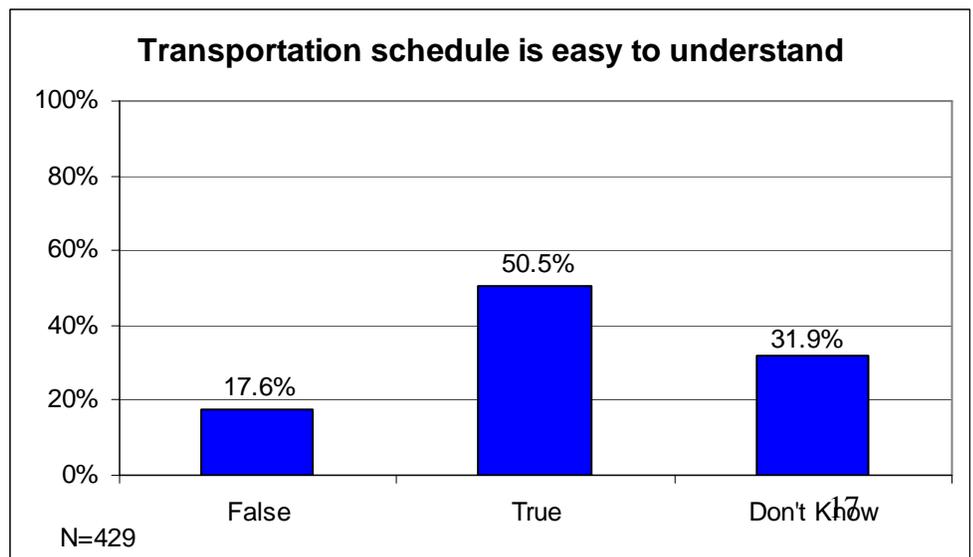
**I don't know what number to call to get service.**

Of the 567 respondents, 46% knew what number to call, 51% did not, and 3% did not know.



**The transportation schedule is easy to understand.**

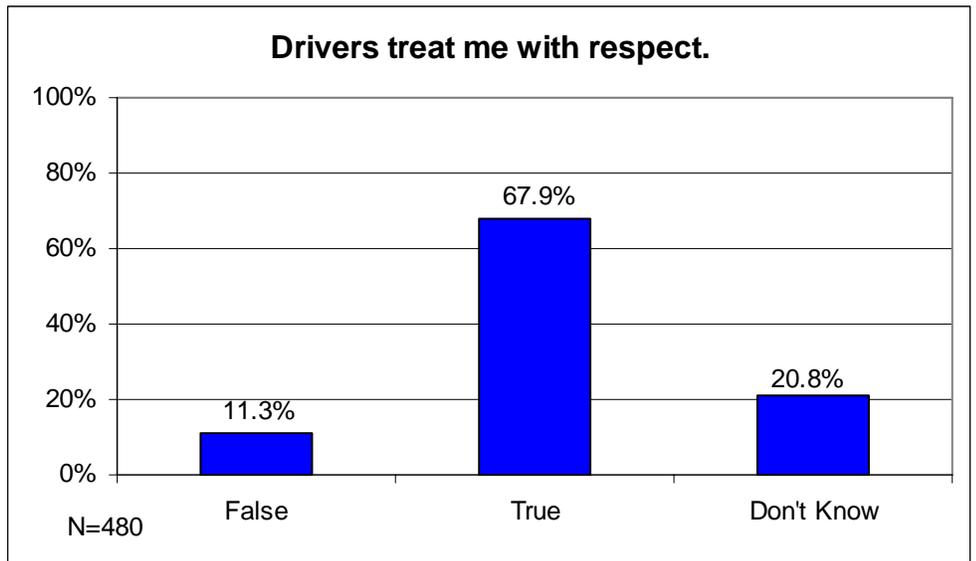
50% of 429 respondents said that it was easy to understand, 18% believed that the transportation schedule was not easy to understand, and 32% said they did not know.



### C. Among those using public transportation, what has been their experience?

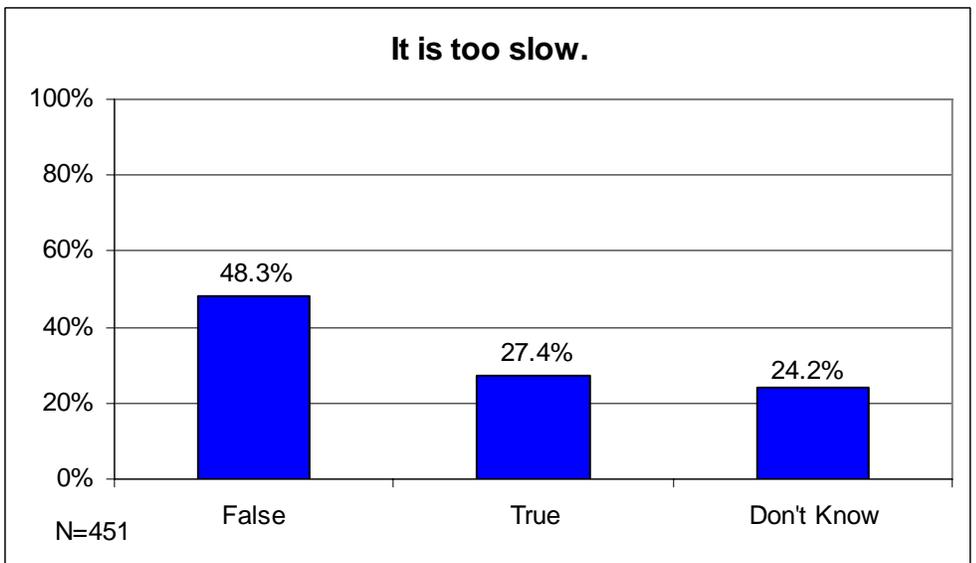
#### Drivers treat me with respect.

480 people responded to this statement. 11% disagreed with the statement, 68% agreed, and 21% did not know.



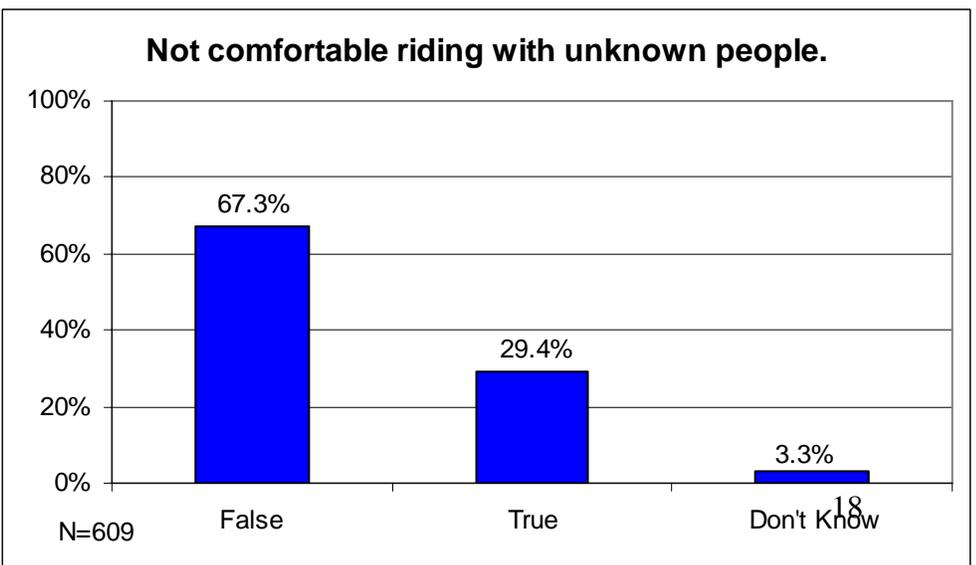
#### It is too slow.

When responding to the statement that transportation is too slow, 48% of the 451 people who responded said that was false, 27% said it was true, and 24% said that they did not know.



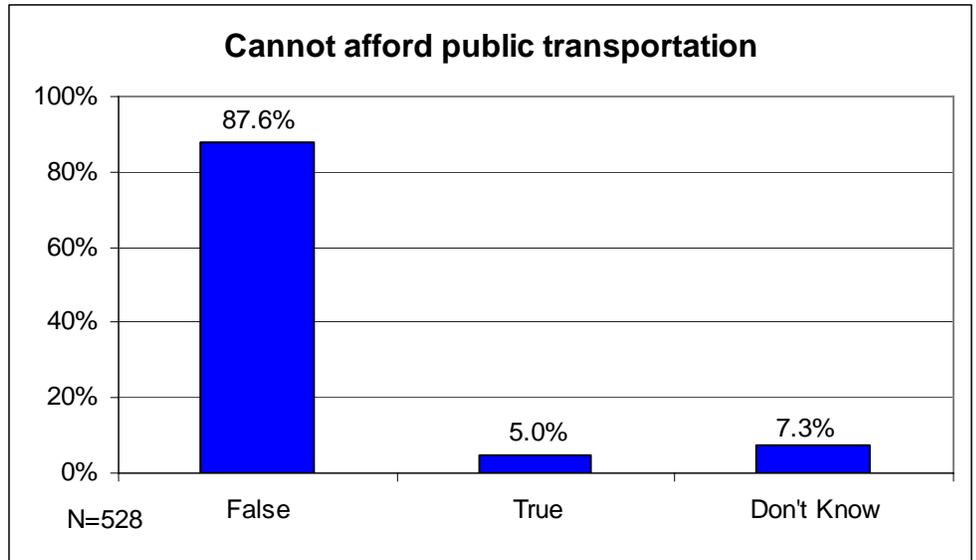
#### I'm not comfortable riding with people I don't know.

When asked if they were comfortable riding public/community transportation with strangers, 67% of the 609 people responding said they were, 29% said that they were not, and 3% did not know.

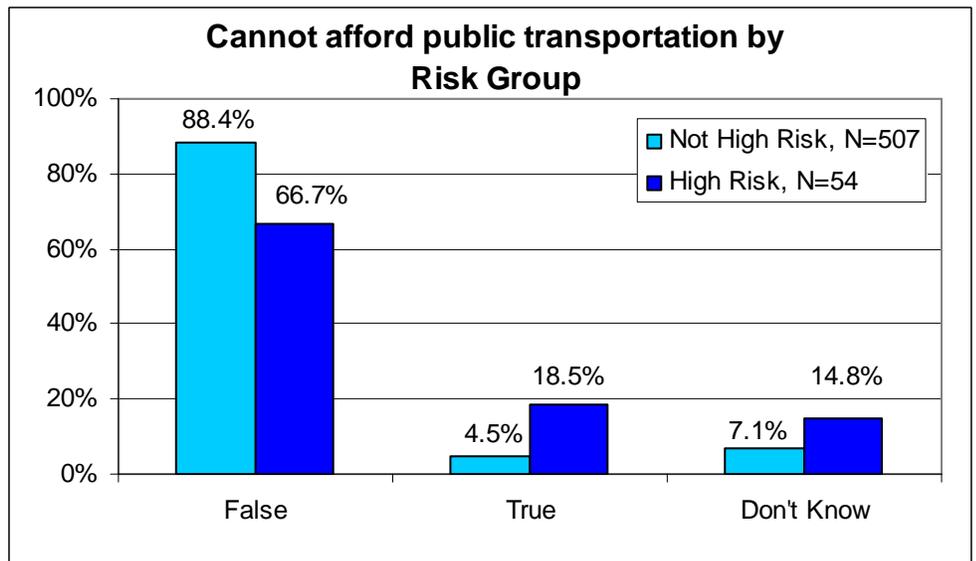


### I can't afford it.

528 responded to the statement that they could not afford public transportation. 88% said that this was false, 5% said that it was true, and 7% said they didn't know.

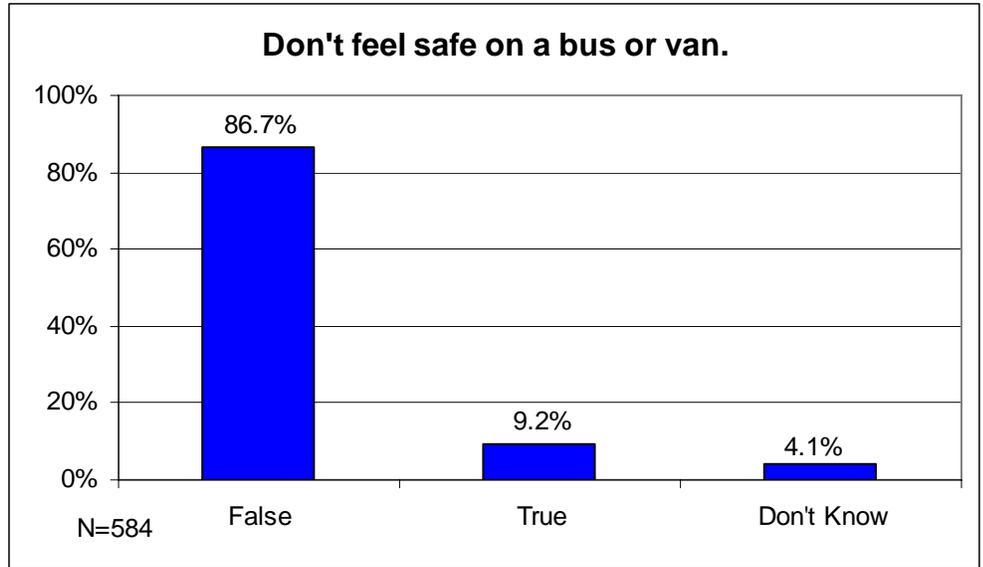


When asked by risk group, 88% of the Non-High-Risk group (N=507) said that it was false, whereas only 67% of the High-Risk group (N=54) said it was false. Another way of looking at this is that 5% of the Non-High-Risk group cannot afford public transportation, but 19% of the High-Risk people cannot (**four times higher**). 7% of the Non-High Risk and 15% of the High Risk people did not know.

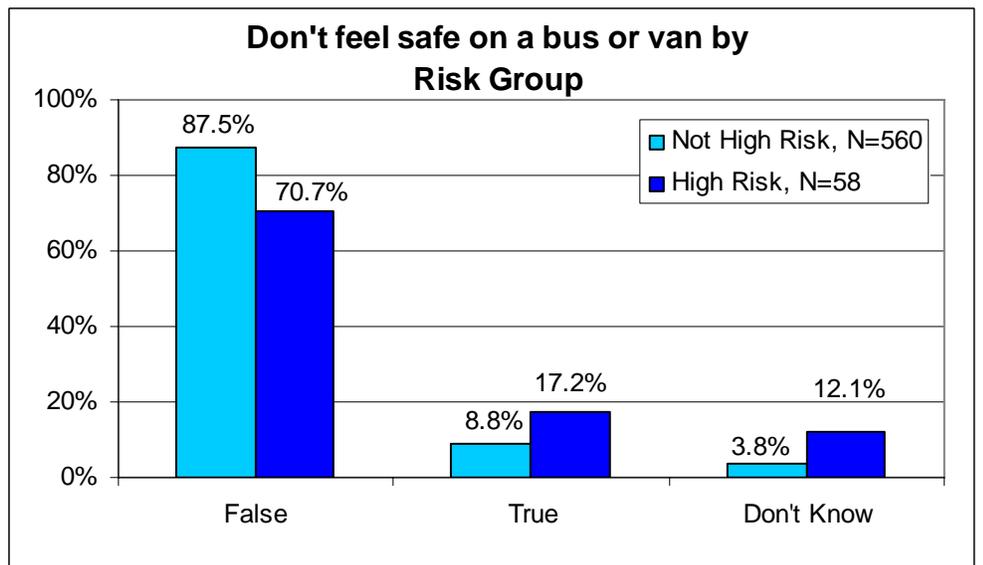


**I don't feel safe on a bus or van.**

584 responded to the statement that they did not feel safe on a bus or van. 87% said that this was false, 9% said that it was true, and 4% said they didn't know.

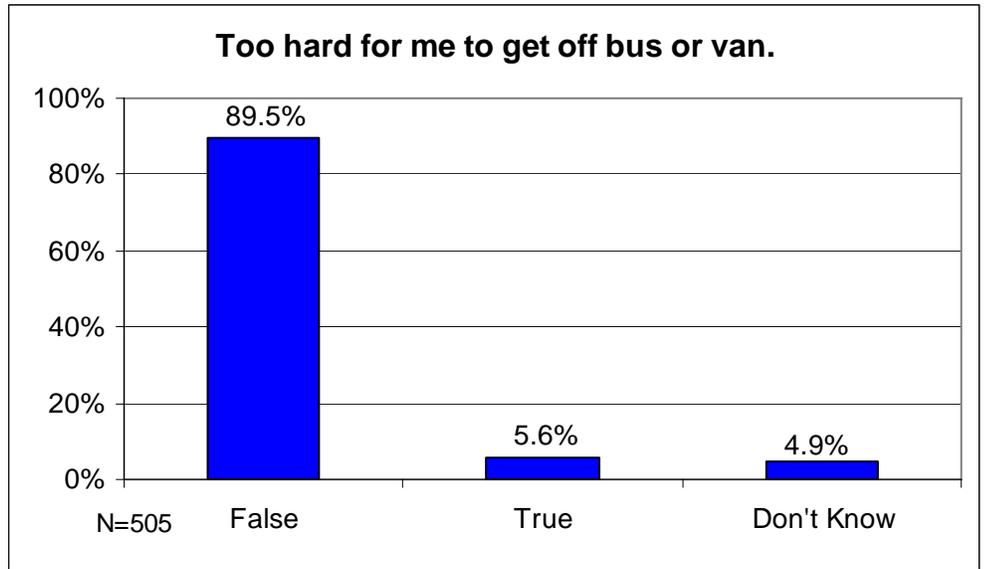


When asked by risk group, 87% of the Non-High-Risk group (N=560) said that it was false, whereas only 71% of the High-Risk group (N=58) said it was false. Another way of looking at this is that 9% of the Non-High-Risk group did not feel safe, but 17% of the High-Risk people did not feel safe (**almost two times higher**). 4% of the Non-High-Risk and 12% of the High-Risk people did not know.

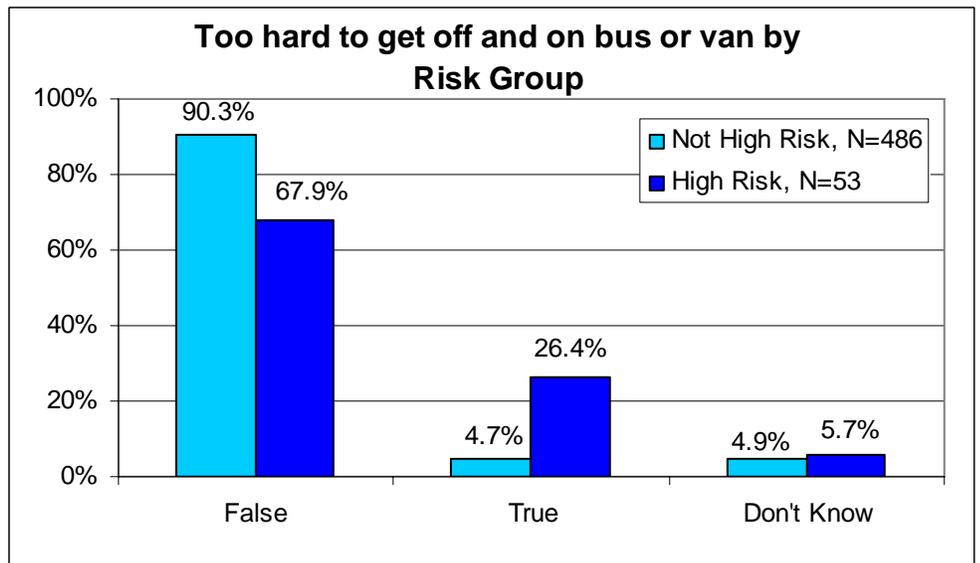


**It is too hard for me to get off the bus and van.**

505 responded to this statement. 89% said that this was false, 6% said that it was true, and 5% said they didn't know.

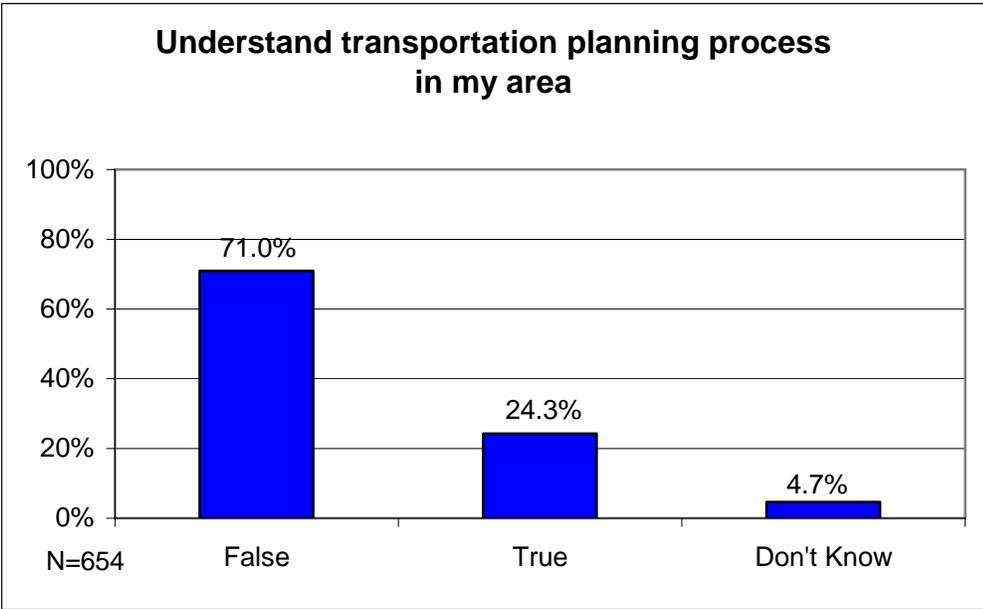


When asked by risk group, 90% of the Non-High-Risk group (N=486) said that it was false, whereas only 68% of the High-Risk group (N=53) said it was false. Another way of looking at this is that only 5% of the Non-High-Risk group found it difficult to get on and off a bus or van, but 26% of the High-Risk people indicated difficulty (**more than five times higher**). 5% of the Non-High Risk and 6% of the High Risk people responded Don't Know.

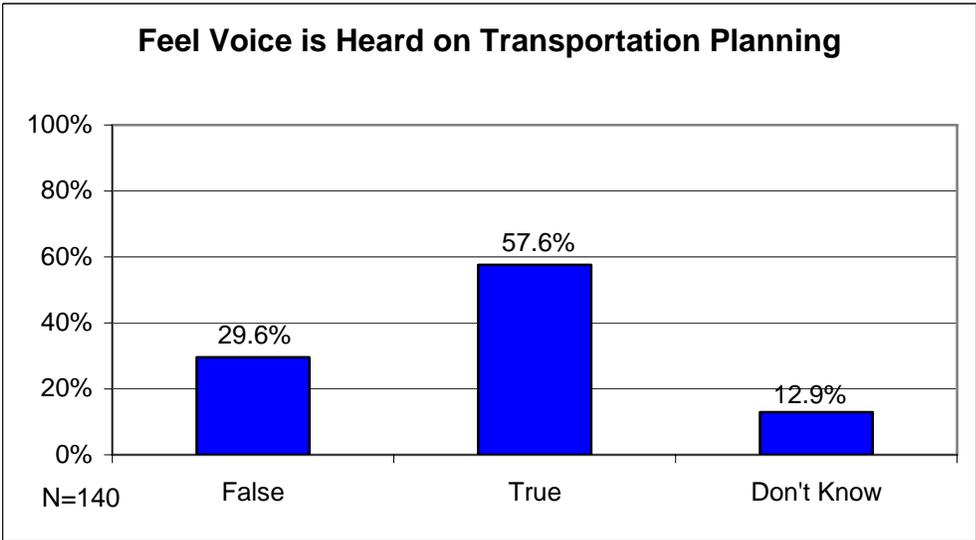


**D. Do residents feel like they understand local transportation planning? Do they feel like their voice is heard?**

Only one in four respondents indicated that they understood the transportation planning process in their area. About 5% indicated Don't Know and most (71%) noted that they did not understand transportation planning in their area.



Among those who indicated that they understood their local transportation planning process, a majority of them (58%) believed that their voice was heard, 30% did not believe this was so and 13% stated they did not know.



## Part IV. The Impact of Limited Public Transportation Options

This survey documents several areas where the lack of a public or community transportation infrastructure in New Hampshire has had negative impacts on the rest of the state. Among all residents, an estimated 34,000 have lost or turned down a job because they didn't have a reliable ride. Furthermore, 62,000 have missed a medical appointment because they couldn't get a ride; with approximately 11,000 of this group having missed four or more appointments in the last 12 months alone.

As indicated previously, access to critical community supports by those with a disability or elders with limited mobility, is markedly different when compared with residents who have their own mode of transportation. In particular, respondents making up the high risk group traveled significantly less than their peers when it came to accessing social/recreational activities or shopping. Although this group reported traveling twice as often per month to receive health care, they were five times more likely to miss a medical appointment due to a lack of transportation.

### A. Among all residents, what is the impact on employment and health care?

#### Employment

To gain a better understanding of how the lack of transportation affects the economics of New Hampshire, we asked respondents:

Have you ever lost or turned down a job because you didn't have a reliable ride?

**An estimated 21,000-48,000 of New Hampshire's population, 3.6% of the sample, indicated that they had lost or turned down a job because they didn't have a reliable ride.** Forty-four percent of this group indicated that this had happened at least once in the last 12 months. **This proportion reflects between 6,000 and 24,000 people in New Hampshire who have lost or turned down a job in the last 12 months because they didn't have a reliable ride.**

#### Health Care Access

To gain a better understanding of how the lack of transportation affected individual's access to health care in New Hampshire, we asked respondents:

"Have you ever missed or chosen not to schedule a medical appointment because you didn't know if you could get a ride?"

**An estimated 45,000-80,000 of New Hampshire's population, 6.5% of the sample, indicated that they had missed or chosen not to schedule a medical appointment because they didn't know if they could get a ride.** Almost everyone in this group (93%) indicated that this had happened at least once in the past 12 months. Among those who missed an appointment during the previous 12 months, 19% indicated that they had missed an appointment four or more times. **This**

**reflects between 4,000 and 19,000 people in New Hampshire who have missed four or more medical appointments in the past 12 months because they didn't have a reliable ride.**

**B. What is the impact on those with disabilities or elders who don't have their own transportation?**

A long-standing concern for advocates of elders (you have not consistently used this term) and people with disabilities is the extent to which members of this group have fewer opportunities than their peers to participate in community life. A 2002 Bureau of Transportation Statistics survey found that "Nationally, almost 15 million people in this country have difficulties getting the transportation they need. Of these, about 6 million (40 percent) are people with disabilities. More than 3.5 million people in this country never leave their homes. Of these, 1.9 million (54 percent) are people with disabilities. About 560,000 disabled people indicate they never leave home because of transportation difficulties." (BTS Issue Brief, April 2003).

Based upon reviews of data from the 2000 U.S. Census, 8% of New Hampshire residents are estimated to have difficulty in accessing community services and supports due to a condition or disability that limits their mobility outside the home. The results from this new survey can be used to provide a partial<sup>3</sup> illustration of the disparities which exist between those who are at high risk for not being able to access community supports (N=64, not-weighted) and those who are not at high risk (N=685, weighted<sup>4</sup>).

To gain a better understanding of the extent to which limited mobility in New Hampshire is likely to affect those who rely on others for their transportation, we asked respondents to indicate the number of times they needed to travel in order to go shopping/run errands, participate in social/recreational activities, go to work or get health care. An independent sample T-test analysis was done across each of these areas with the result that a significant difference ( $p < .05$ ) between the High-Risk and Non-High-Risk groups was identified for each area. **Those with limited mobility in New Hampshire have significantly ( $p < .05$ ) less access than their peers to critical community supports needed for daily living – this includes travel for shopping/errands, and recreational/social activities. This same group has a significantly higher incidence of needing to travel for health care than their peers but were even more likely to indicate that they had missed a medical appointment due to a lack of transportation.**

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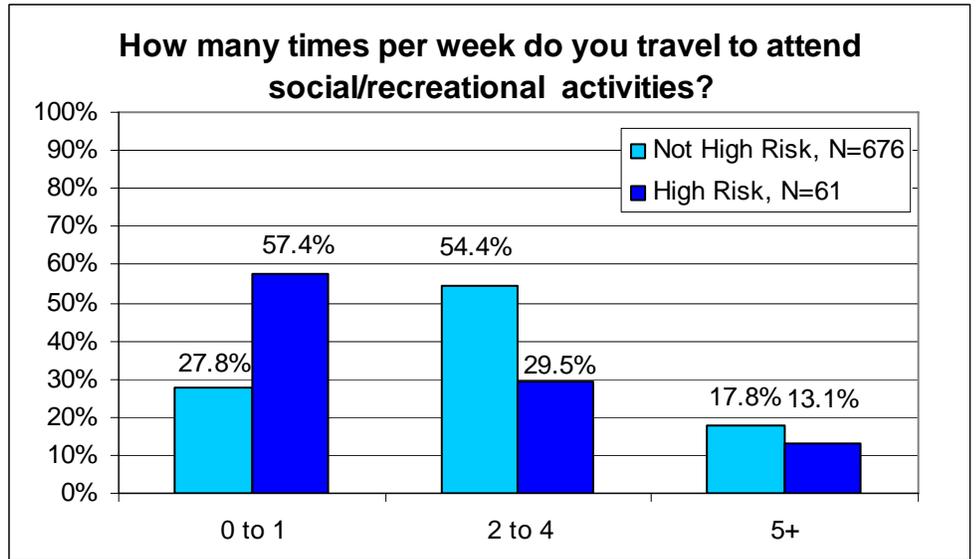
<sup>3</sup> The initial proportion of respondents meeting the high-risk criteria with this research method equaled 3.4%. Possible reasons for this undercount include: a difference in definition for the risk group, many of the people in this risk group are likely to have lower incomes and thus may be less likely to have a phone in operation; where phones are available, there may be a decreased likelihood for individuals who have limited mobility to respond to a phone survey; there may be a tendency for members of this group to congregate in communities (such as the Seacoast area) where they have greater access to community supports.

<sup>4</sup> "Not-Weighted / Weighted" refers to whether or not the responses were adjusted by census and survey demographics for gender, geographic area and ratio of adults to phone lines in the household.

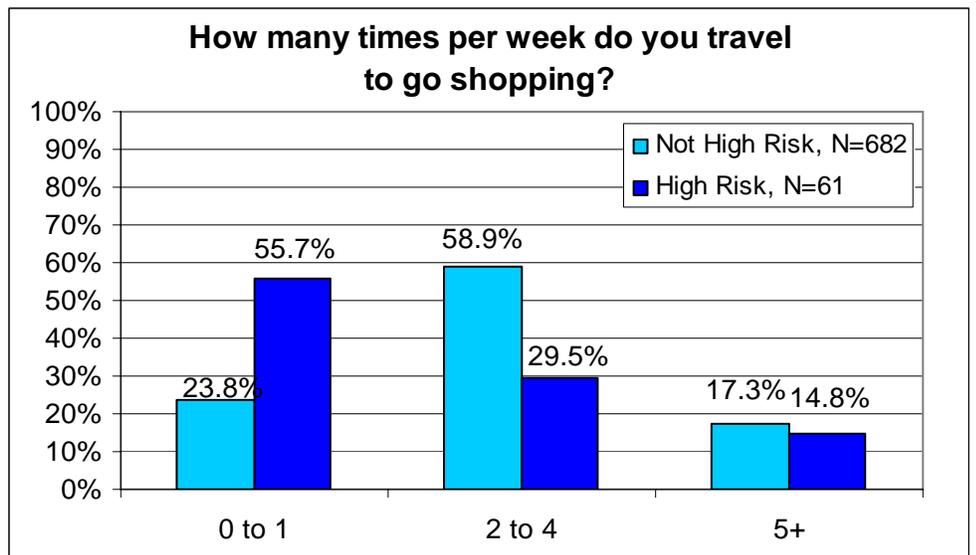
### *Significant Disparities in Access to Shopping and Recreation*

Survey results indicate that people with limited mobility travel significantly ( $p < .05$ ) less than their peers when it comes to critical community supports such as shopping/errands and access to recreational/social activities.

**When providing feedback on whether or not transportation for shopping would be helpful, 46% of the High-Risk group agreed compared to only 26% of the Non-High-Risk group.**

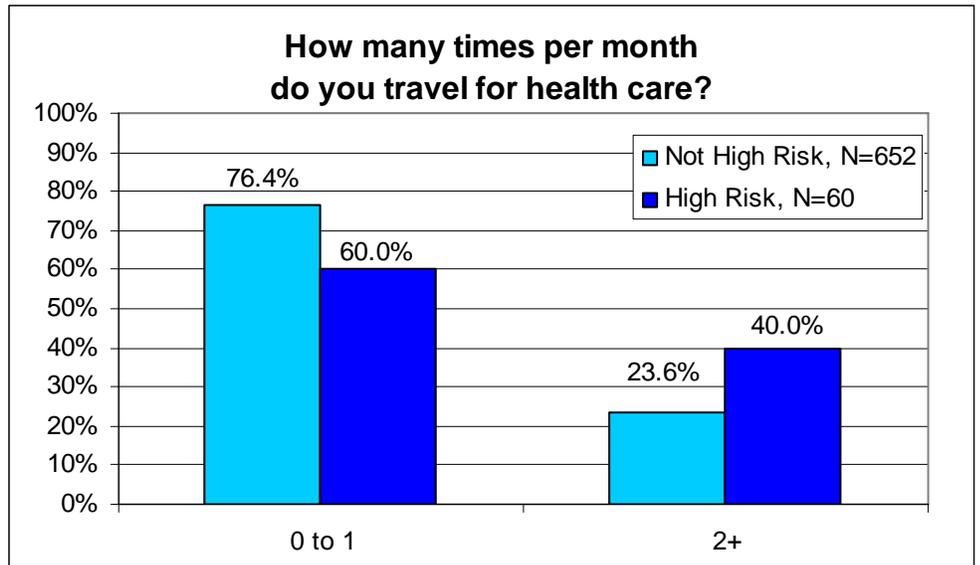


In terms of interest for transportation for attending social/recreational activities, no significant differences were found between the two groups (about 1/3 of each group were interested in this area).

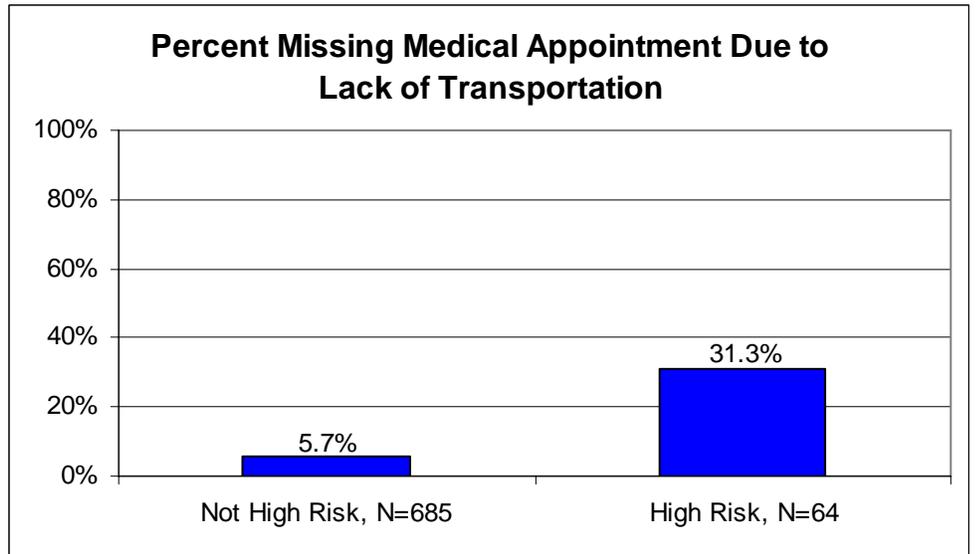


### Significant Disparities in Access to Health Care

Compared to their peers, members of the High-Risk group demonstrated a higher likelihood of traveling multiple times per month for health care. As might be expected, a majority of this group (54%) also tended to be more likely to indicate a preference for public transportation options for health care than the Non-High-Risk group (only 27%).



Unfortunately, even though members of the High-Risk group were about twice as likely to report traveling two or more times per month for health care, **they were five times more likely than the Non-High-Risk group to report missing a medical appointment due to a lack of transportation.**



## **Part V. What Kind of Transportation System Does the Public Want?**

New Hampshire residents indicated an interest in having access to multiple transportation options, including preferences for mode of transportation, destinations, and times. While 75% selected a bus as the most preferred option, substantial proportions of respondents selected other vehicle types as well, notably car pooling, volunteer drivers, and wheelchair-accessible vehicles. Even though the option for train access was not included in the initial list of possible responses, 15% of respondents wrote in this option as an area of interest.

More than one in four surveyed indicated an interest in transportation for critical community supports such as recreational/social activities, work, health care appointments, and shopping. Significant differences in preferences for transportation to shopping and healthcare were found between the high-risk and not-high-risk groups – those with disabilities or elders with limited mobility were significantly more likely to indicate an interest in transportation for shopping and health care.

Between one in three, and one in five respondents, also indicated that transportation service would be helpful during specific times and seasons, such as evening, weekend, after school, winter, and summer.

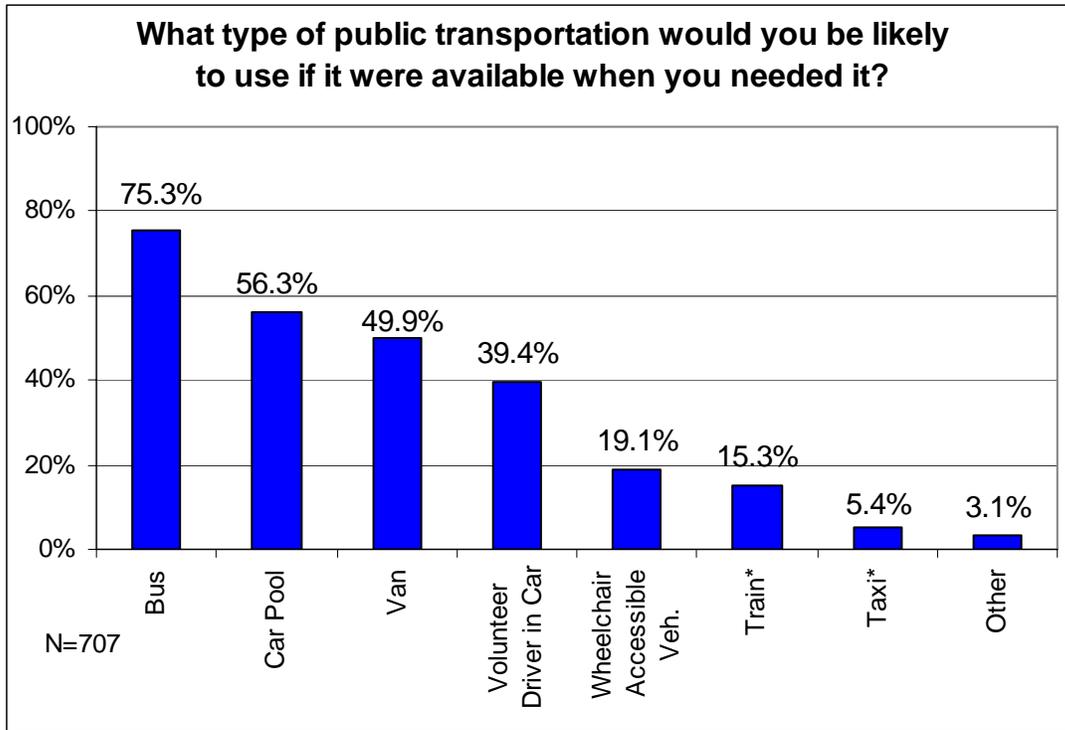
In order to make the distinction between the majority of New Hampshire residents who indicated they would want versus need to have greater access to public transportation, a question was asked specifically to ascertain how many residents thought public transportation was a need. Almost one in five respondents, an estimated 173,000 residents, indicated a need for public transportation.

When asked about who should benefit from public transportation, three quarters of respondents indicated that it should be a resource available for everyone. When asked about support for particular groups, people with disabilities were identified most frequently (by 89% of respondents).

Lastly, respondents were also asked how a public transportation system should be paid for. While majority support was given for a range of policy options using existing resources, it was of particular interest to note that 57% of respondents, representing 545,000 residents, supported the idea of adding a \$5 yearly fee to car registrations to support an affordable and accessible public transportation system.

### A. What types of transportation do residents most want?

When asked: “What type of public transportation would you be likely to use if it were available when you needed it?,” 91% (N=707) of respondents, representing 847,000 to 886,000 New Hampshire residents, selected at least one of the possible transportation options provided. These included options for: Bus, Car Pool, Van, Volunteer Driver in Car, Wheelchair Accessible Van, Train, Taxi and Other. Only 8% of respondents indicated that they would not use any, and less than 1% indicated Don’t Know.



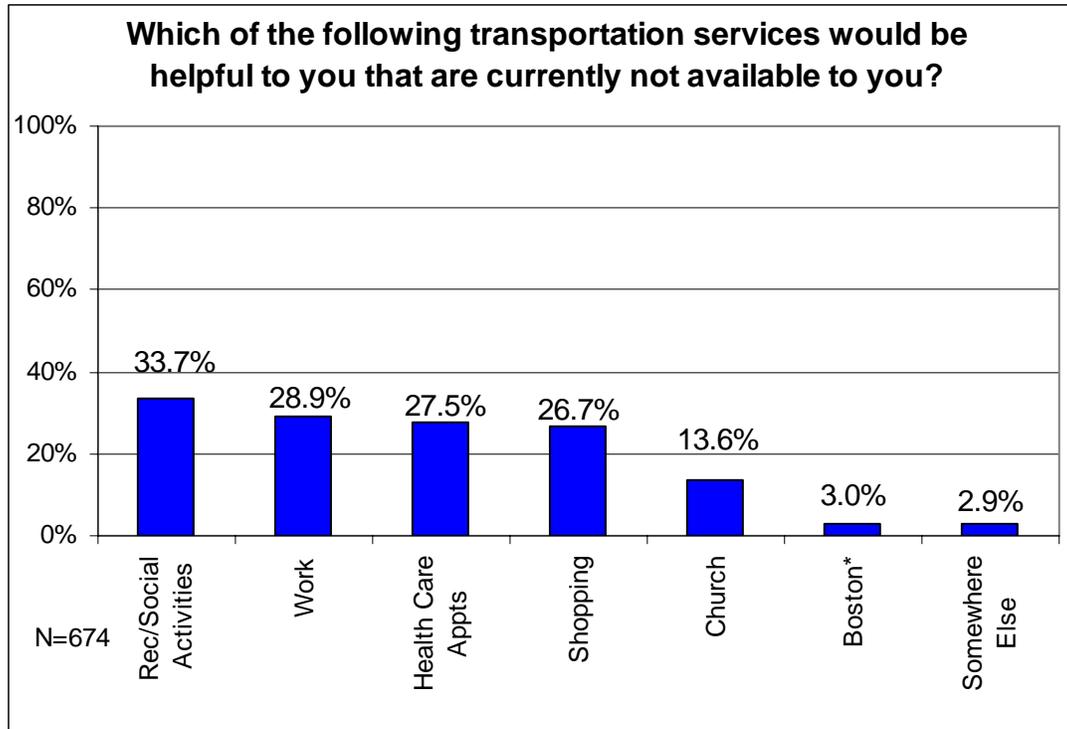
\* written in under “Other”

The most frequently cited option was preference for Bus (75%), followed by Car Pool (56%), Van (50%), and Volunteer Driver in Car (39%). Options selected under 20% of the time were: Wheelchair Accessible Vehicle (19%), Train (15%), Taxi (5%) and Other (3%). The only area which showed a significant ( $p < .05$ ) difference in preference between the High-Risk and Non-High-Risk groups was in the selection of Car Pool and Other. 57% of the Non-High-Risk group selected the Car Pool option vs. only 33% of the High-Risk group. The Other category was selected by only 3% of the Non-High-Risk group compared to 17% of the High-Risk group.

Of note, respondents indicated an interest in multiple areas, where 39.9% indicated one or two transportation options, 37.4% indicated three to four, and 14.1% indicated five to six of the options that they would like to use if available.

## B. Are residents more likely to want transportation for certain destinations?

When asked: “What type of public transportation would you be likely to use if it were available when you needed it?”, 57% (N=674) of respondents, representing 510,000 to 581,000 New Hampshire residents, selected at least one of the possible transportation options provided. These included options for: Recreational/Social Activities, Work, Health Care Appointments, Shopping, Church, Going to Boston, and Somewhere Else. Forty-two percent of respondents indicated they would not use any and 1.2% indicated Don’t Know.



\* written in under “Other”

The most frequently cited option was preference for: Recreational/Social Activities (34%), Work (29%), Health Care Appointments (27%), and Shopping (27%). Options selected under 20% of the time were: Church (14%), Boston (3%), and Somewhere Else (3%).

Also of note, respondents indicated an interest in multiple areas, where 33% indicated 1 or 2 transportation options, 17.7% indicated 3 to 4, and 6.1% indicated 5 to 6 of the options that they would like to have available.

Except for recreational or social activities, **frequent travelers were significantly ( $p < .05$ ) more likely than less frequent travelers in their communities to indicate an interest in public transportation options for their specific points of interest.** For example:

- 31% of those who go shopping three or more times per week want shopping transportation
- 39% of those who travel to work five or more times per week want work transportation

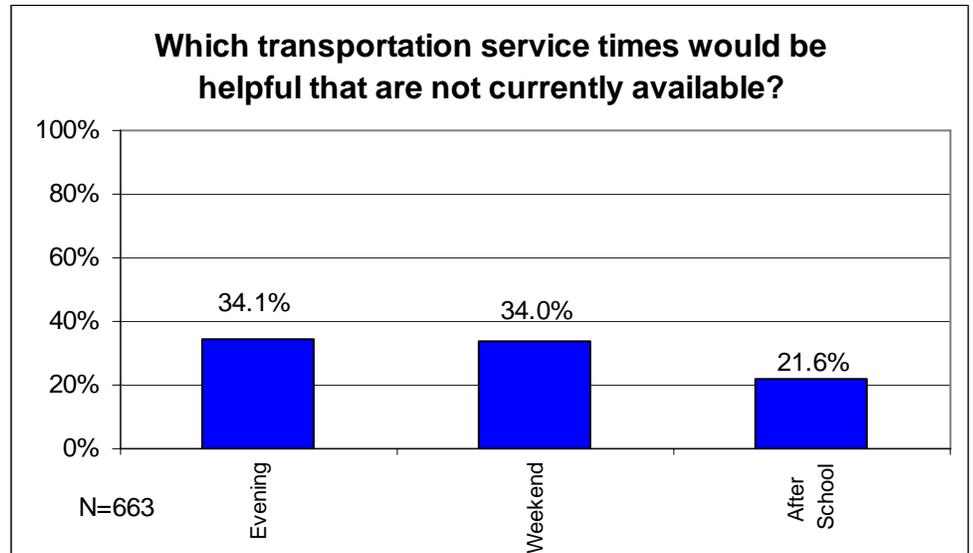
- 41% of those who travel to receive health care two or more times per month want health care transportation.

**C. At what alternate times or seasons would residents want public transportation?**

Of those who responded, 57% indicated either a daily or seasonal preference.

**Alternate Times**

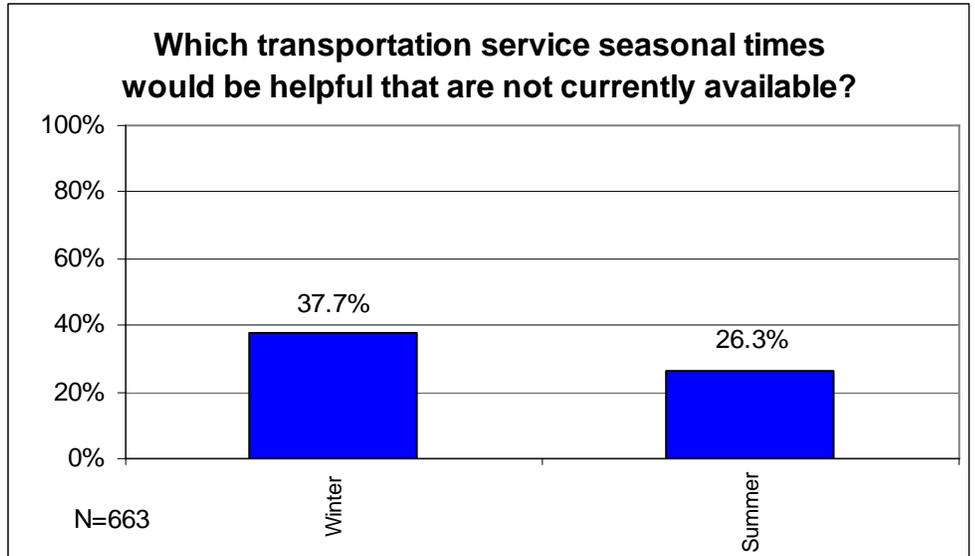
48% of the sample, representing 420,000 to 492,000 people, selected at least one of the Evening, Weekend, or After School options. Selections for Evening and Weekend were closely tied at 34% and about one in five respondents (22%) selected transportation for after school as their preference.



Significant differences were found among responses for the Evening and After School options. In both cases, interest among the Non-High-Risk group was higher, with 35% of this group selecting Evening and 22% selecting After School (compared to only 22% and 5% selected among the High-Risk group.)

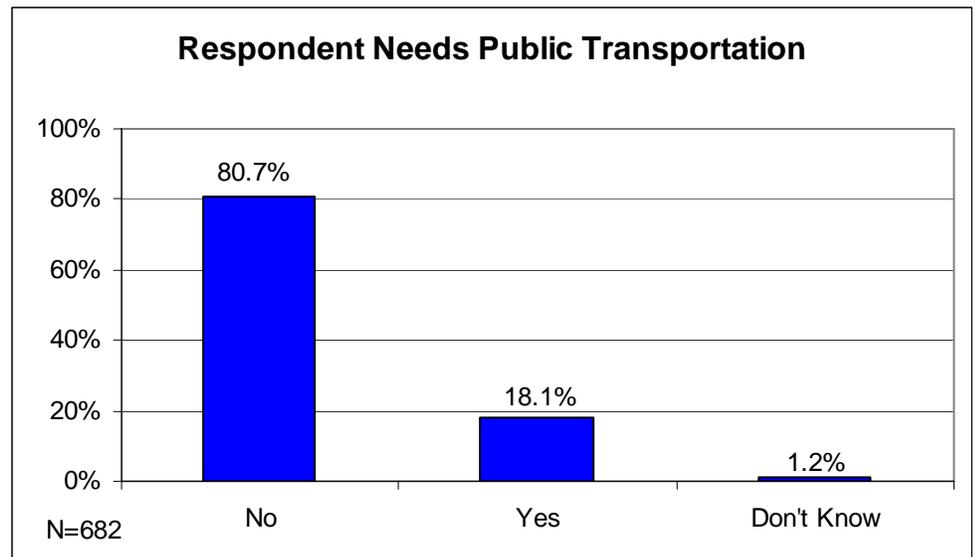
**Alternate Seasons**

38%, representing between 325,000 to 396,000 New Hampshire residents, thought that winter transportation service would be helpful. To a somewhat lesser extent, 26%, representing 220,000 to 284,000 residents, thought that transportation service during the summer would be helpful.



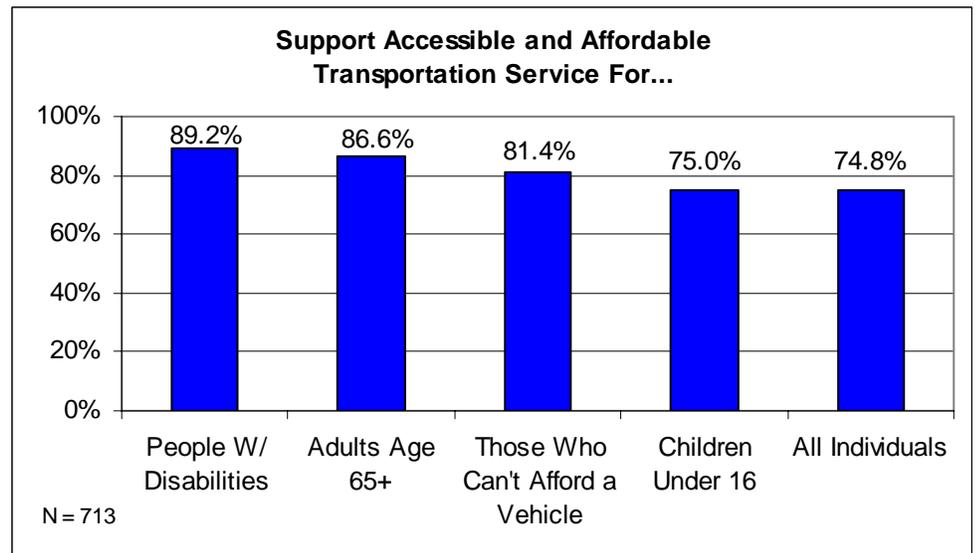
**D. How many residents “need” public transportation?**

Among those responding, 18%, representing 145,000 to 201,000 residents, indicated that public transportation was a need for them.



**E. Who Should Benefit from Public Transportation?**

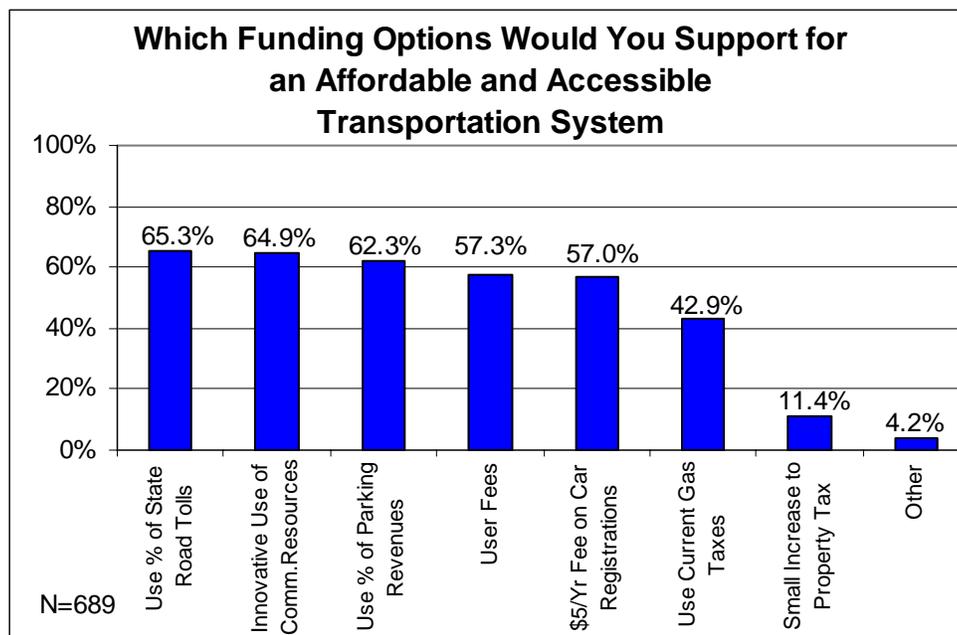
Respondents were asked, “Would you support a transportation service in your area that provides accessible and affordable transportation options for...” and provided a range of different options. The option receiving the highest support was People with Disabilities (89%), Adults Age 65 and Older (87%), Those Who Can’t Afford a Vehicle (81.4%), Children Under 16 (75.0%), and All Individuals (74.8%).



(81%), Children under 16 (75%), and All Individuals (75%). Of note, only 2% indicated that it depended on who paid for it, and less than 1% indicated that they would not support any or that they did not know.

### F. How Should Public Transportation Be Paid For?

During the phone survey, respondents were asked, “Which of the following funding options would you support for a more accessible and affordable transportation service ...” and were provided a range of different policy options. More than 60% of respondents selected: Percent of State Road Tolls, Innovative Use of Community Resources (such as school buses), or Using a Percent of Parking Revenues. The next highest responses included: Adding a \$5 Yearly Fee on Car Registrations (57%), User Fees (55%) and Use of Current Gas Taxes (43%). A small portion (11% of respondents) suggested a Small Increase in the Property Tax Rate. Lastly, 4% of respondents suggested ‘Other’, 3% selected ‘None’, and 1% indicated Did Not Know.



Significant differences between the High- and Non-High-Risk groups were found in two areas: Adding a \$5 Yearly Fee to Car Registrations and Using a Percent of Parking Revenues. In the case of the \$5 car registration fee, only 38% of the High-Risk group selected this option compared to 58% of the Non-High-Risk group. Responses on the use of parking revenues showed a similar pattern, where 48% of the High-Risk group selected this option compared to 63% of the Non-High-Risk group.

The support for adding a \$5 yearly fee on car registrations should be of particular interest to transportation planners and legislators as it reflects a majority support for a new fee to be added (for towns that currently do not already use this fee structure) on to the existing tax burden of New Hampshire residents. Support for this option was bi-partisan across survey respondents (53% of Republicans, 56% of Independents and 66% of Democrats).

## **Part VI. Conclusion and Implications**

This study analyzes the impact of inconsistent access to transportation on New Hampshire residents' quality of life. It also assesses residents' general attitudes toward alternatives to the car. The results of this study are especially important in the context of demographic projections for the state and current federal budget cuts in health and human services. These trends, combined with the data provided, indicate that there will be growing challenges ahead for New Hampshire residents with limited mobility seeking consistent access to critical community supports.

This study also confirms that local and regional development efforts to address the need for improved transportation access are well founded. Most importantly, this study provides support for the creation of a dedicated funding stream for public transportation in New Hampshire. It is the uncertainty of consistent available funding that is often cited by transportation providers as the primary obstacle to either developing new systems from the ground up, or to expanding existing services.

Several regions in the state have begun to develop new responses to community transportation needs. The following are brief examinations of two of these projects.

The first such effort, the creation of Central New Hampshire Transportation (CNHT), is the only existing regional brokerage of affordable, on-demand transportation services in the state. A brokerage is an effort to coordinate existing resources so that existing assets are more effectively utilized. The CNHT initiative provides more efficient services by increasing ridership on vehicles already on the road. CNHT is run by Concord Area Transit which operates the call center that records ride requests and assigns rides to vehicles operated by participating transportation providers. The continued success of the brokerage hinges on reliable operating funds and an expansion of participating providers.

The second effort is taking place in the Derry-Salem region of the state. This region has experienced some of the highest population growth rates in New Hampshire and is one of the state's urbanized areas. Here, as in the Concord area, it was found that while transportation service does exist, it is not coordinated and does not provide the level of service necessary to be a true alternative to the car, which is a necessity if local residents who cannot drive are to continue to remain active participants in their communities. The Derry-Salem study resulted in a highly detailed implementation plan for a regional transportation district that would eventually offer fixed route transportation in addition to on demand service. Obstacles identified by the study are the lack of coordination of existing human service transportation and a lack of standards common to all providers. The major barrier to the implementation of the plan is access to reliable funding. While Derry-Salem is considered part of the Greater Boston metropolitan area and, as such, has potential access to federal transit funding, such access requires a local match. The study identifies raising the local match as one of the major challenges to bringing coordination and expansion of transportation services to the area. Similar efforts are under way in other regions in the state (most of which have relied on initial development funding from the Endowment for Health), all of which have identified access to reliable funding as a major hurdle to implementation or expansion of their respective regions' transportation services.

The state has already taken a major step toward meeting the need for a more well-rounded transportation system. The importance of better regional coordination of existing transportation services and the potential economic benefits to the state were recognized by the former administration and led to the creation of a Governor's Taskforce on Community Transportation. This taskforce is charged with the development of a transportation infrastructure to facilitate coordination of service delivery as well as existing funding streams and to issue a report to the Governor.

The existing regional efforts have raised awareness of the existing needs for expanded transportation and of possible solutions to the issues. Several statewide and regional summits on rural and community transportation have been held over the past five years. The State Departments of Transportation and Health and Human Services recognize the need for and potential of a strong community transportation infrastructure as evidenced in their participation on the Governor's taskforce and other efforts related to the development of transportation alternatives. This study further documents the wide support for a diversified and fully accessible New Hampshire transportation system that meets the requirements of all potential users and serves the economic, environmental and social needs of the state.

While this study provides clear evidence that New Hampshire residents support better and reliable access to community transportation, it also clearly shows that a majority of residents support several options to fund improved access. With the support of the general public, the evidence from current local efforts, as well as the work of the Governor's Taskforce, there appears to be broad support for the New Hampshire legislature to implement a mechanism that would raise the funds necessary to leverage available federal transit funding and to pave the way for consistent support to local and regional transportation service coordination and delivery.

## **Appendix A**

### **The 2005 New Hampshire Transportation Survey**

UNH Institute on Disability  
NH Transportation Survey

March, 2005

Q:INTRO

"Hello, this is the University of New Hampshire. My name is \_\_\_\_\_ and I'm calling from the University of New Hampshire Survey Center. This month, the University is conducting a short, confidential study about transportation in the state of New Hampshire and we'd really appreciate your help and cooperation."

"Do you live at this residence all year round or are you on vacation in New Hampshire?"

- 1 LIVE IN NH YEAR ROUND
- 2 SEASONAL, JUST VACATIONING → TERMINATE
  
- 99 REFUSED

Q:BIR1

"In order to determine who to interview, could you tell me, of the adults aged 18 or older who currently live in your household -- including yourself -- who had the most recent birthday? I don't mean who is the youngest, but rather, who had the most recent birthday?"

- 1 INFORMANT
- 2 SOMEONE ELSE -- ASK TO SPEAK TO THAT PERSON
- 3 DON'T KNOW ALL BIRTHDAYS, ONLY SOME
- 4 DON'T KNOW ANY BIRTHDAYS OTHER THAN OWN
  
- 99 REFUSED

IF (ANSWER=1) SKIPTO SEX

IF (ANSWER=2) SKIPTO INT2

IF (ANSWER=4) SKIPTO SEX

IF (ANSWER=99) CTRLEND

Q:BIR2

"Of the ones that you do know, who had the most recent birthday?"

- 1 INFORMANT
- 2 SOMEONE ELSE -- ASK TO SPEAK TO THAT PERSON

3 PERSON NOT AVAILABLE

9 REFUSED

IF (ANSWER=1) SKIPTO SEX  
IF (ANSWER = 2) SKIPTO INT2  
IF (ANSWER > 2) CTRLEND

Q:INT2

"Hello, this is \_\_\_\_\_ calling from the University of New Hampshire. This month, we are conducting a confidential study about transportation in the state of New Hampshire and we'd really appreciate your help and cooperation."

"You have been identified as the adult in your household who had the most recent birthday. Is this correct?"

- 1 YES
- 2 APPOINTMENT
  
- 99 REFUSAL

Q:SEX

"Thank you very much for helping us with this important study. We really appreciate your help."

"Before we begin I want to assure you that all of your answers are strictly confidential. They will be combined with answers from other people from across the state. Your telephone number was randomly selected from all families in New Hampshire. This call may be monitored for quality assurance."

"Participation is voluntary. If you decide to participate, you may decline to answer any question or end the interview at any time. The survey will take approximately 7 minutes to complete."

RECORD SEX OF RESPONDENT

- 1 MALE
- 2 FEMALE
  
- 9 NA

Q:TOWN

"First, in what town do you live?"

RECORD NUMBER OF TOWN FROM SHEET

- 997 OTHER - SPECIFY
- 998 DK - DO NOT PROBE
- 999 NA / REFUSED

Q:Q1

"Let's turn to how you get around. In general, when you need to go someplace in New Hampshire, how do you get where you need to go?" (CLICK ALL THAT APPLY)

PROBE: "Any other ways?"

- 1 DRIVE YOURSELF ALL THE TIME
- 2 DRIVE YOURSELF ONLY WHEN WEATHER PERMITS
- 3 DRIVE SELF ONLY AT CERTAIN TIMES OF THE DAY
- 4 FRIENDS / FAMILY DRIVE YOU
- 5 VOLUNTEER DRIVERS (FROM CHURCH, ETC.)
- 6 SENIOR CENTER BUS
- 7 HOSPITAL VAN
- 8 BUS OR VAN PROVIDED BY AGENCY WHERE YOU ARE MEMBER/CLIENT
- 9 TAXI
- 10 PUBLIC TRANSIT (MANCHESTER, CONCORD, PORTSMOUTH, ETC.)
- 11 DEMAND RESPONSE VEHICLES
- 12 WALK
- 13 OTHER (SPECIFY)
- 14 DK / NOT SURE - PROBE: "In general ..."
- 15 NA / REFUSED

IF (ANSWER > 4) SKIPTO Q2  
SKIPTO Q3

Q:Q2

"Are you concerned about losing your ability to drive in the next few years?"

- 1 YES
- 2 NO
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q3

"The following four questions concern your transportation habits relative to shopping, work, recreation, and health care."

“On average, how many times per week do you run errands or go shopping for groceries and other household goods?”

ENTER NUMBER OF TIMES PER WEEK

- 98 DON'T KNOW/NOT SURE
- 99 NA/REFUSED

Q:Q3A

"How are you MOST likely to get there?"

- 1 DRIVE YOURSELF ALL THE TIME
- 2 DRIVE YOURSELF ONLY WHEN WEATHER PERMITS
- 3 DRIVE SELF ONLY AT CERTAIN TIMES OF THE DAY
- 4 FRIENDS / FAMILY DRIVE YOU
- 5 VOLUNTEER DRIVERS (FROM CHURCH, ETC.)
- 6 SENIOR CENTER BUS
- 7 HOSPITAL VAN
- 8 BUS OR VAN PROVIDED BY AGENCY WHERE YOU ARE MEMBER/CLIENT
- 9 TAXI
- 10 PUBLIC TRANSIT (MANCHESTER, CONCORD, PORTSMOUTH, ETC.)
- 11 DEMAND RESPONSE VEHICLES
- 12 WALK
- 13 OTHER (SPECIFY)
- 14 DK / NOT SURE - PROBE: "In general ..."
- 15 NA / REFUSED

Q:Q4

"On average, how many times per week do you travel to get to work?"

ENTER NUMBER OF TIMES PER WEEK

- 98 DON'T KNOW/NOT SURE
- 99 NA/REFUSED

Q:Q4A

"What mode of transportation are you MOST likely to use?"

- 1 DRIVE YOURSELF ALL THE TIME
- 2 DRIVE YOURSELF ONLY WHEN WEATHER PERMITS
- 3 DRIVE SELF ONLY AT CERTAIN TIMES OF THE DAY
- 4 FRIENDS / FAMILY DRIVE YOU
- 5 VOLUNTEER DRIVERS (FROM CHURCH, ETC.)
- 6 SENIOR CENTER BUS

- 7 HOSPITAL VAN
- 8 BUS OR VAN PROVIDED BY AGENCY WHERE YOU ARE MEMBER/CLIENT
- 9 TAXI
- 10 PUBLIC TRANSIT (MANCHESTER, CONCORD, PORTSMOUTH, ETC.)
- 11 DEMAND RESPONSE VEHICLES
- 12 WALK
- 13 OTHER (SPECIFY)
- 14 DK / NOT SURE - PROBE: "In general ..."
- 15 NA / REFUSED

Q:Q5

"On average, how many times per week do you travel to participate in recreational and/or social activities such as visiting friends and family, sports, attending church etc.?"

ENTER NUMBER OF TIMES PER WEEK

- 98 DON'T KNOW/NOT SURE
- 99 NA/REFUSED

Q:Q5A

"What mode of transportation are you MOST likely to use?"

- 1 DRIVE YOURSELF ALL THE TIME
- 2 DRIVE YOURSELF ONLY WHEN WEATHER PERMITS
- 3 DRIVE SELF ONLY AT CERTAIN TIMES OF THE DAY
- 4 FRIENDS / FAMILY DRIVE YOU
- 5 VOLUNTEER DRIVERS (FROM CHURCH, ETC.)
- 6 SENIOR CENTER BUS
- 7 HOSPITAL VAN
- 8 BUS OR VAN PROVIDED BY AGENCY WHERE YOU ARE MEMBER/CLIENT
- 9 TAXI
- 10 PUBLIC TRANSIT (MANCHESTER, CONCORD, PORTSMOUTH, ETC.)
- 11 DEMAND RESPONSE VEHICLES
- 12 WALK
- 13 OTHER (SPECIFY)
- 14 DK / NOT SURE - PROBE: "In general ..."
- 15 NA / REFUSED

Q:Q6

"On average, how many times per MONTH do you travel to receive health care (ex: including mental health counseling, dental check ups, dr. appointments, and physical therapy)?"

ENTER NUMBER OF TIMES PER MONTH

- 98 DON'T KNOW/NOT SURE
- 99 NA/REFUSED

Q:Q6A

"What mode of transportation are you MOST likely to use?"

- 1 DRIVE YOURSELF ALL THE TIME
- 2 DRIVE YOURSELF ONLY WHEN WEATHER PERMITS
- 3 DRIVE SELF ONLY AT CERTAIN TIMES OF THE DAY
- 4 FRIENDS / FAMILY DRIVE YOU
- 5 VOLUNTEER DRIVERS (FROM CHURCH, ETC.)
- 6 SENIOR CENTER BUS
- 7 HOSPITAL VAN
- 8 BUS OR VAN PROVIDED BY AGENCY WHERE YOU ARE MEMBER/CLIENT
- 9 TAXI
- 10 PUBLIC TRANSIT (MANCHESTER, CONCORD, PORTSMOUTH, ETC.)
- 11 DEMAND RESPONSE VEHICLES
- 12 WALK
- 13 OTHER (SPECIFY)
- 14 DK / NOT SURE - PROBE: "In general ..."
- 15 NA / REFUSED

Q:CHECK1

CHECK FOR Q1

IF (Q1 = 1) SKIPTO Q8

SKIPTO Q7

Q:Q7

"Which of the following statements describe why you may rely on others to get you where you need to go?"

READ NUMBERS 1 TO 5 - CLICK ALL THAT APPLY

- 1 You have a condition or disability that prevents you from driving;
- 2 You have a condition that makes it difficult or impossible to walk;
- 3 You can't afford to maintain a vehicle or don't have consistent access to one
- 4 You are concerned about driving at night
- 5 You are concerned about driving under adverse weather conditions
- 6 OTHER - VOLUNTEERED
- 7 DK / NOT SURE - PROBE: "In general..."
- 8 NA / REFUSED

Q:Q8

"Over the past 12 months, how often did you rely on others, that is, friends, family, or community transportation services for your transportation needs? Would you say you almost always rely on others ... mostly rely on others ... about half and half ... mostly drive yourself ... or almost always drive yourself?"

- 1 ALMOST ALWAYS RELY ON OTHERS
- 2 MOSTLY RELY ON OTHERS
- 3 ABOUT HALF AND HALF
- 4 MOSTLY DRIVE MYSELF
- 5 ALMOST ALWAYS DRIVE MYSELF
  
- 98 DK / NOT SURE - PROBE: "In general..."
- 99 NA / REFUSED

Q:Q9

"Have you ever missed or chosen not to schedule a medical appointment because you didn't know if you could get a ride?"

- 1 YES
- 2 NO
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

IF (ANSWER = 2) SKIPTO Q11  
IF (ANSWER = 98) SKIPTO Q11  
IF (ANSWER = 99) SKIPTO Q11

Q:Q10

"How many times did this occur in the past 12 months?"

- 1 NEVER
- 2 1 TO 3 TIMES
- 3 4 TO 6 TIME
- 4 7 TO 9 TIMES
- 5 10 OR MORE TIMES
  
- 98 DK / NOT SURE - PROBE: "Just approximately ..."
- 99 NA / REFUSED

Q:Q11

"Have you ever lost or turned down a job because you didn't have a reliable ride?"

- 1 YES
- 2 NO
  
- 98 DK / NOT SURE - DO NOT PROBE
- 99 NA / REFUSED

IF (ANSWER = 2) SKIPTO Q13

IF (ANSWER = 98) SKIPTO Q13

IF (ANSWER = 99) SKIPTO Q13

Q:Q12

"How many times did this occur in the past 12 months?"

- 1 NEVER
- 2 1 TO 3 TIMES
- 3 4 TO 6 TIME
- 4 7 TO 9 TIMES
- 5 10 OR MORE TIMES
  
- 98 DK / NOT SURE - PROBE: "Just approximately ..."
- 99 NA / REFUSED

Q:CHK1

CHECK FOR Q1

IF (Q1 = 1) SKIPTO Q13

IF (Q1 = 2) SKIPTO Q13

IF (Q1 = 3) SKIPTO Q13

SKIPTO Q16

Q:Q13

"Do you give rides to friends, family members, or others in your community?"

- 1 YES
- 2 NO
  
- 98 DK / NOT SURE - DO NOT PROBE
- 99 NA / REFUSED

IF (ANSWER = 2) SKIPTO Q16  
IF (ANSWER = 98) SKIPTO Q16  
IF (ANSWER = 99) SKIPTO Q16

Q:Q14

"On average, how often do you give rides?"

- 1 THREE OR MORE TIMES PER WEEK
- 2 ONE TO TWO TIMES PER WEEK
- 3 MANY TIMES PER MONTH (ENTER NUMBER ON NEXT SCREEN)
  
- 98 DK / NOT SURE - DO NOT PROBE
- 99 NA / REFUSED

IF (ANSWER = 3) SKIPTO Q14A  
SKIPTO Q15

Q:Q14A

ENTER NUMBER OF TIMES RESPONDENT SAYS

1-31 TIMES PER MONTH

- 98 DK / NOT SURE - DO NOT PROBE
- 99 NA / REFUSED

Q:Q15

"Where do you give people rides to?"

DO NOT READ RESPONSES - CLICK ALL THAT APPLY

- 1 TO A MEDICAL APPOINTMENT
- 2 TO GET TO WORK
- 3 TO GET TO SCHOOL
- 4 TO SOCIAL EVENTS
- 5 TO SENIOR MEALS
- 6 TO RUN ERRANDS OR SHOP (GROCERY SHOP, WAL-MART)
- 7 OTHER (SPECIFY)
- 8 DK / NOT SURE - PROBE: "In general..."
- 9 NA / REFUSED

Q:Q16

"I'm going to read you several statements about the public or community transportation service in your area. For each, please tell me if you believe the statement is true or not..."

Q:Q16A

"Drivers treat me with respect"

- 1 YES, TRUE
- 2 NO, FALSE
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16B

"There is no public or community transportation where I live."

- 1 YES, TRUE
- 2 NO, FALSE
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16C

"It is available where I want to go."

- 1 YES, TRUE
- 2 NO, FALSE
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16D

"It is too slow."

- 1 YES, TRUE
- 2 NO, FALSE
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16E

"There are no accessible transportation vehicles in my area?"

- 1 YES, TRUE
- 2 NO, FALSE
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16F

"It is available during the times that I need it?"

- 1 YES, TRUE
- 2 NO, FALSE
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16G

"I'm not comfortable riding with people I don't know."

- 1 YES, TRUE
- 2 NO, FALSE
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16H

"The transportation schedule is easy to understand."

- 1 YES, TRUE
- 2 NO, FALSE
  
- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16I

"I don't know what number to call to get service."

- 1 YES, TRUE
- 2 NO, FALSE

- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16J

"It is too hard for me to get off the bus and van?"

- 1 YES, TRUE
- 2 NO, FALSE

- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16K

"I don't feel safe on a bus or van."

- 1 YES, TRUE
- 2 NO, FALSE

- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16L

"I can't afford it."

- 1 YES, TRUE
- 2 NO, FALSE

- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q16M

"I don't need it."

- 1 YES, TRUE
- 2 NO, FALSE

- 98 DK / NOT SURE - PROBE: "In general ..."
- 99 NA / REFUSED

Q:Q17

"What type of public transportation would you be likely to use if it were available when you needed it? "Any other way?"

READ RESPONSES 1 TO 6 - CLICK ALL MENTIONED

- 1 a bus;
- 2 a van;
- 3 a wheelchair accessible vehicle;
- 4 a volunteer driver in a car;
- 5 car pool; or
- 6 Some other type?" (SPECIFY)
- 7 NONE - WOULD NOT USE
- 8 DK / NOT SURE - PROBE: "In general ..."
- 9 NA / REFUSED

Q:Q18

"Which of the following transportation services would be helpful to you that are currently not available to you ...

READ RESPONSES 1 TO 6 - CLICK ALL MENTIONED

- 1 Transportation to work;
- 2 Transportation to church;
- 3 Transportation to health care appointments;
- 4 Transportation to shopping;
- 5 Transportation to participate in recreational and social activities; or
- 6 Somewhere else?" (SPECIFY)
- 7 NONE - WOULD NOT USE
- 8 DK / NOT SURE - PROBE: "In general ..."
- 9 NA / REFUSED

Q:Q19

"Which transportation service times would be helpful to you that are currently not available to you ...

READ RESPONSES 1 TO 5 - CLICK ALL MENTIONED

- 1 Evening transportation service;
- 2 Weekend transportation service;
- 3 After school transportation service;
- 4 Winter transportation service; or
- 5 Summer transportation service?"
- 6 NONE - WOULD NOT USE - VOLUNTEERED

- 7 DK / NOT SURE - PROBE: "In general ..."
- 8 NA / REFUSED

Q:Q20

"Do you understand the transportation planning process for your area?"

- 1 YES
- 2 NO
  
- 98 DK / NOT SURE - DO NOT PROBE
- 99 NA / REFUSED

IF (ANSWER = 2) SKIPTO Q22  
IF (ANSWER = 98) SKIPTO Q22  
IF (ANSWER = 99) SKIPTO Q22

Q:Q21

"Do you feel your voice is heard when it comes to transportation planning?"

- 1 YES
- 2 NO
  
- 98 DK / NOT SURE - DO NOT PROBE
- 99 NA / REFUSED

Q:Q22

"Would you support a transportation service in your area that provides accessible and affordable transportation options for ...

READ RESPONSES 1 to 5 - CLICK ALL METIONED

- 1 Adults age 65+
- 2 People with disabilities
- 3 People who can't afford to maintain their own vehicle
- 4 Children under 16
- 5 All individuals?"
- 6 WOULD NOT SUPPORT ANY - VOLUNTEERED
- 7 DEPENDS ON WHO PAYS FOR IT - VOLUNTEERED
- 8 DK / NOT SURE - DO NOT PROBE
- 9 NA / REFUSED

IF (ANSWER <= 5) SKIPTO Q23

SKIPTO D1

Q:Q23

"Which of the following funding options would you support for a more accessible and affordable transportation service ...

(READ RESPONSES - CLICK ALL METIONED)

- 1 Adding a \$5 yearly fee to car registrations;
- 2 Adding a small increase to the property tax rate; How much would you pay?
- 3 Using current gas taxes;
- 4 Innovative use of existing community resources EX: school buses
- 5 Using a percent of state road tolls;
- 6 Using a percent of parking revenues;
- 7 User fees;
- 8 or some other way?" -- RECORD
- 9 NONE OF THESE WAYS
- 10 DK / NOT SURE - DO NOT PROBE
- 11 NA / REFUSED

Q:D1

"Now a few final question..."

"What is the highest grade in school, or level of education that you've completed and got credit for ..." (READ RESPONSES)

- 1 "Eighth grade or less,
- 2 Some high school,
- 3 High school graduate, (INCLUDES G.E.D.)
- 4 Technical school,
- 5 Some college,
- 6 College graduate,
- 7 Or postgraduate work?"
  
- 8 DK (DO NOT PROBE)
- 9 NA / REFUSED

Q:D2

"Are you currently married, widowed, divorced, separated, or have you never been married?"

- 1 MARRIED (COMMON LAW MARRIAGE & SPOUSE AWAY IN MILITARY)
- 2 WIDOWED
- 3 DIVORCED

- 4 SEPARATED
- 5 NEVER MARRIED (INCLUDING ANULLMENTS)
- 6 LIVING TOGETHER NOT MARRIED (VOLUNTEERED)
  
- 99 NA / REFUSED

Q:D3

"How much TOTAL income did you and your family receive in 2004, not just from wages or salaries but from all sources -- that is, before taxes and other deductions were made? Was it ... (READ CATEGORIES)

	<u>ANNUAL</u>	<u>MONTHLY EQUIVALENT</u>
1	Less than \$15,000,	Less than \$1,250
2	\$15,000 to \$29,999,	\$1,250 - \$2,499
3	\$30,000 to \$44,999,	\$2,500 - \$3,749
4	\$45,000 to \$59,999,	\$3,750 - \$4,999
5	\$60,000 to \$74,999,	\$5,000 - \$6,249
6	\$75,000 to \$99,999, or	\$6,250 - \$8,333
7	\$100,000 and over?"	\$8,334 and over
97	REFUSED	
98	DK	
99	NA	

Q:D4

"Generally speaking, do you usually think of yourself as a Republican, a Democrat, an Independent or what?"

(IF REPUBLICAN): "Would you call yourself a strong Republican or a not very strong Republican?"

(IF DEMOCRAT): "Would you call yourself a strong Democrat or a not very strong Democrat?"

(IF INDEPENDENT, NO PREFERENCE, OR OTHER): "Do you think of yourself as closer to the Republican or to the Democratic party?"

- 1 STRONG DEMOCRAT
- 2 NOT VERY STRONG DEMOCRAT
- 3 INDEPENDENT, BUT CLOSER TO DEMOCRATS
- 4 INDEPENDENT--CLOSER TO NEITHER
- 5 INDEPENDENT, BUT CLOSER TO REPUBLICANS
- 6 NOT VERY STRONG REPUBLICAN
- 7 STRONG REPUBLICAN
- 8 OTHER PARTY

9 NA / REFUSED

Q:D5

"What is your current age?"

RECORD EXACT NUMBER OF YEARS OLD -- E.G., 45

96 NINETY-SIX YEARS OF AGE OR OLDER  
97 REFUSED  
98 DK  
99 NA

Q:D6

"How many of the persons who CURRENTLY live in your household are under 18 years of age, including babies and small children?"

0 NONE  
1 ONE  
2 TWO  
3 THREE  
4 FOUR  
5 FIVE  
6 SIX  
7 SEVEN OR MORE  
  
8 DK  
9 NA

Q:D7

"Including yourself, how many adults over 18 CURRENTLY live in your household?"

1 ONE  
2 TWO  
3 THREE  
4 FOUR  
5 FIVE  
6 SIX  
7 SEVEN OR MORE  
  
8 DK  
9 NA

Q:D8

"Not counting business lines, extension phones, or cellular phones -- on how many different telephone NUMBERS can your household be reached?"

- 1 ONE
- 2 TWO
- 3 THREE
- 4 FOUR
- 5 FIVE
- 6 SIX
- 7 SEVEN OR MORE
  
- 98 DK
- 99 NA / REFUSED

Q:END

"Thank you for your time and participation. Your input has been very valuable. Goodbye"

INTERVIEWER: ENTER YOUR ID NUMBER.

Q:MONTH

ENTER MONTH OF INTERVIEW

- |    |          |    |           |
|----|----------|----|-----------|
| 01 | JANUARY  | 07 | JULY      |
| 02 | FEBRUARY | 08 | AUGUST    |
| 03 | MARCH    | 09 | SEPTEMBER |
| 04 | APRIL    | 10 | OCTOBER   |
| 05 | MAY      | 11 | NOVEMBER  |
| 06 | JUNE     | 12 | DECEMBER  |

Q:DATE

ENTER DATE OF INTERVIEW

1 - 31

## **Appendix B**

### **Estimate of Individuals In Need of Transportation Supports**

### Estimate Calculation

The estimate of 8% for the likely proportion of people in need of transportation support was derived from the following sets of New Hampshire data drawn from the 2000 U.S. Census (www.census.gov).

- Total number of individuals ages 16 and over (960,498)
- The number of individuals ages 16-64 with a Go Outside Home disability\* (29,933).
- The number of individuals ages 65 and over with a Go Outside Home disability (22,603)
- The number of individuals ages 65 and over with no vehicle access and no Go Outside Home Disability (20,658). This number was derived from three pieces of information:
  - Number of households headed by an individual 65 years of age or older with no vehicle access (13,242 households)
  - Average household size estimate of 2.5 members per household
  - 5% PUMS (public use micro-sample) data for New Hampshire documenting that 62.4% of elder households without vehicle access have a head of household who does not have a Go Outside Home Disability
  - Calculation:  $(13,242 * 2.5) * 0.624 = 20,658$

**Total Estimate:  $(29,933 + 22,603 + 20,658) / 960,498 = 7.6\%$**

*\*Note: Definition of Go Outside Home Disability as used in the 2000 Census.*

Because of a physical, mental, or emotional condition lasting 6 months or more, does this person have any difficulty in going outside the home alone to shop or visit a doctor's office? Y N