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Ridership and Focus Group Assessment

Understanding Mobility Needs of Older Adults and People with Disabilities in San Antonio

Prepared by the
University of North Texas at Denton

In Partnership with the
University of Massachusetts Boston

Contributors

Dr. Sowmya Balachandran, Dr. Laura Keyes, Dr. Simon Andrew, Dr. Jintak Kim, & Sara Ford

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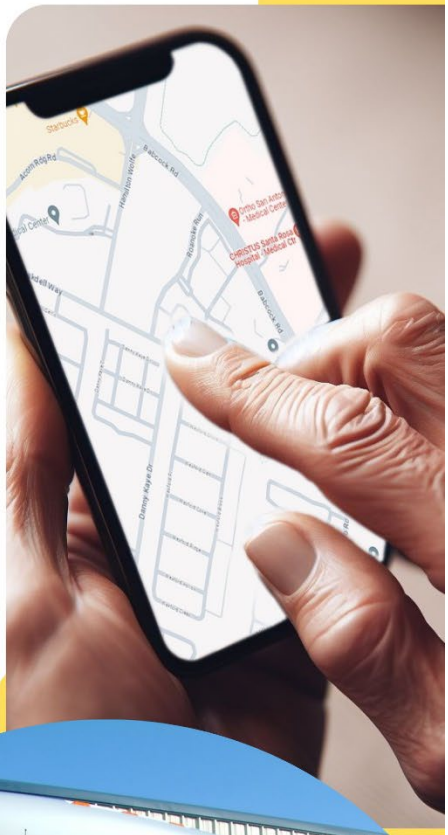

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Executive Summary

This report comprehensively assesses older people and people with disabilities in San Antonio and Bexar County, focusing on their socio-economic characteristics, travel needs, and current travel behavior. The findings are derived from over 538 survey responses and six focus groups conducted around the city, with over 60 participants from the target group of transportation disadvantaged.

This Ridership Assessment Survey was open to all older people and those with disabilities residing in the city of San Antonio and Bexar County, not just the transportation disadvantaged, the target population of focus for the previous tasks of this research. Findings show that respondents aged 65 and older, especially those aged 65-74 with disabilities, are overrepresented, whereas those aged 75 and over are underrepresented among people with disabilities. This indicates that our instruments investigate the groups most likely to use community-based transportation services reasonably well. Further analysis of rider characteristics shows that older adults and people with disabilities heavily rely on public transportation, with higher proportions of riders over 60 with disabilities compared to non-riders.

Riders report poorer health, a greater need for mobility aids, and higher utilization of curb-to-curb and door-to-door services, indicating significant mobility challenges. Focus group discussions emphasize that reliable and accessible transportation is crucial for participation in community life and accessing essential services. Participants shared systemic issues, such as inaccessible bus stops and inadequate coverage of transportation services. These challenges cause inconvenience, pose safety risks, and violate the Americans with Disabilities Act.

Reliable and accessible transportation is central to supporting an individual's ability to participate in community life, access employment and education, healthcare, and other essential daily living needs. A recent focus group participant of this project shared a scenario describing a systemic issue:

"I rode the bus to Ingram Mall and got off the bus, but there was no way to get over the curb. The bus stop was located on a median surrounded by a curb without any curb cuts. Someone in a manual chair was able to bounce over the curb. I wasn't going to do that [in my electric wheelchair]. I got back on the bus, and the bus driver wouldn't drop me off at the driveway [10 feet past the median] to exit the bus safely and access the mall. He said it was not allowed and was a liability issue. VIA and the mall blamed each other for the issue. I had to just take the bus back to my home."

Another focus group participant shared the experience they face due to insufficient coverage of transportation:

"I live on the edge of the service area. The nearest bus stop is a mile and ½ away. This area does not all get covered because. They have told me I need to walk a mile away to be able to actually get paratransit. I am in a donut between 2 major bus routes, but I am in the city, and they tell me I am not eligible. They told me to go to the Shell station inside 1604, and they would pick me up. Not covering a wide enough service area."

These gaps tend to affect the transportation disadvantaged disproportionately. Addressing this issue and similar experiences is fundamental to creating an efficient and sustainable 1C1C centralized transportation system for San Antonio, which requires seamless cooperation and better resource allocation among all transportation providers.

Abbreviations and Important Concepts

1C1C—One-Call/One-Click Transportation System

3C—Comprehensive, coordinated, and continuous

AAA—Area Agency on Aging

AAMPO—Alamo Area Metropolitan Planning Agency

AACOG—Alamo Area Council of Governments

ACS – America Community Survey (U.S. Census Data)

ART—Alamo Regional Transit

COSA—City of San Antonio

DHS—Department of Human Services as the City of San Antonio

FACTS San Diego—Facilitating Access to Coordinated Transportation in San Diego is the name of the 1C1C system

FPL— Federal Poverty Level

FTA—Federal Transit Administration

GIS—Geographic Information Systems

GRASP—Greater Randolph Area Services Program

IVR—Interactive Voice Response

NCR—National Church Residences

NESA—Northeast Senior Assistance, a community-based transportation provider.

NEMT—Non-emergency medical transportation

PRESA—PRESA describes a geographic region of San Antonio and is the name of a community center that provides various services, including transportation.

RCT—Ride Connect Texas

SAAFdn—San Antonio Area Foundation

SACRD—San Antonio Community Resource Directory

SALSA—Successfully Aging and Living in San Antonio

TDAI—Transportation Disadvantaged Accessibility Index

TD—Transportation-disadvantaged. This designation refers to the population of older people above age 65 and below the federal poverty line and any individual with a disability below the federal poverty line.

VIA—VIA Metropolitan Transit. VIA is San Antonio's designated public transit provider.

VIAtrans—VIA paratransit service

WAVs—Wheelchair-accessible vehicles

1.0 Introduction

1.1 Scope and Content of the Report

Ride Connect Texas (RCT), in collaboration with its SALSA affiliates, has initiated a comprehensive study through a partnership with the University of North Texas at Denton's Department of Public Administration, further extending a sub-award to the University of Massachusetts Boston. This study aims to evaluate the feasibility of developing an advanced mobility management system in San Antonio and Bexar County, specifically designed to serve the transportation needs of disadvantaged groups. The proposed system, commonly called a "One Call/One Click" (1C1C) platform, provides a wide range of services. These include door-to-door and door-through-door assistance, professionally trained drivers, the capability for same-day travel arrangements, and a unified approach to scheduling and payments for those facing transportation challenges.

This report addresses Task 5 within the project's scope of work to better understand the travel patterns and mobility needs of older adults and people with disabilities who live in the City of San Antonio and the surrounding Bexar County.

The following sub-tasks were carried out in preparation of this report:

Sub-Task 1: Focus Group Discussion

With assistance from the San Antonio Area Foundation and the City of San Antonio (COSA), the research team conducted six focus groups in February 2024. Four were hosted at COSA Senior Centers, and two were at Connectability (a nonprofit based in San Antonio whose mission is to connect adults and children with disabilities to community resources and other supportive services). The focus groups included older adults and people with disabilities who utilize public transit or other community-based transportation services.

Each focus group was asked a series of open-ended questions focusing on personal transportation preferences, neighborhood mobility, city mobility, and participants' experience with ride services in San Antonio. At the end of each focus group, a short survey was conducted to assess the characteristics participants would want in a 1C1C system.

Sub-Task 2: Ridership Survey

In collaboration with the Advisory Group, the research team developed a ridership survey that captured demographic information, ridership behavior, and self-reported health.

Demographic Information: Age, race, car ownership, special needs, cell phone ownership, education level, and housing and household details.

Ridership Behavior: Modes of transportation, frequency of trips and missed trips to work and non-medical and medical appointments, travel cost, and travel time.

Self-reported Health: Caregiving responsibilities to other adults or children, ability to walk for more than 15 minutes, and medical devices utilized.

Ride Connect Texas (RCT) purchased several electronic tablets to aid in survey distribution. Additionally, flyers with the QR code to access the survey were posted in offices and uploaded to social media accounts. The ridership survey was available in English and Spanish, the San Antonio dialect. The University of North Texas Institutional Review Board (IRB) reviewed and approved all survey questions.

1.2 Project Update

This project was initiated in September 2023 by creating an Advisory Group consisting of community groups and transportation providers. The Advisory Group attended a Kick-Off Event on November 3, 2023, at the San Antonio Area Foundation. During the event, we shared our initial findings from Task 2's review of national 1C1C systems with the attendees. Additionally, the attendees participated in exercises to identify gaps in San Antonio's existing transportation network and potential funders for the 1C1C system.

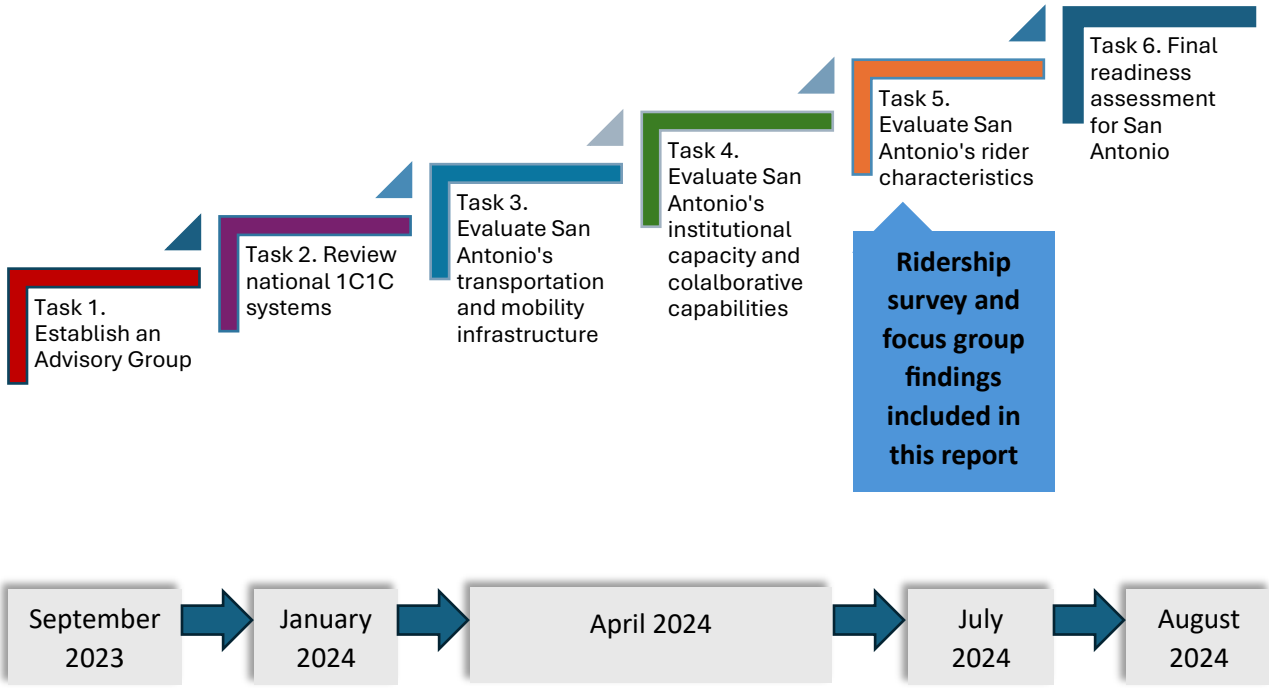

Figure 1 Updated scope of work timeline

We completed and shared the draft of the Task 2 report, titled "The Dynamics of One-Call/One-Click Transportation Systems Insights from 21 National Case Studies," with Ride Connect Texas and Advisory Group members in November 2023. We presented the Task 2 findings to Advisory Group members over Zoom on December 11, 2023. Subsequently, we received feedback from Ride Connect Texas and the San Antonio Area Foundation on January 4, 2024, and submitted the final report for Task 2 by the end of January 2024.

Image 1 1C1C Advisory Group Kick-Off Event

To prepare for the report covering Tasks 3 and 4, we received surveys from twelve San Antonio institutions in December 2023. These surveys helped us determine institutional capacity, identify gaps in capacity, and assess institutional interest in a 1C1C system. In January 2024, we visited San Antonio to conduct in-person interviews with transportation service providers, planning agencies, and philanthropic organizations. Due to scheduling conflicts, we conducted six in-person interviews and two over Zoom. Simultaneously, we further collected census track data, GIS shapefiles, and origin-destination data from ride providers to create maps that address the distribution of transportation-disadvantaged populations in San Antonio and city walkability to analyze institutional capacity further. We presented the findings of the Systems and Institutional Analysis to the San Antonio Advisory Group in two parts over Zoom during the months of April and May. Two research team members also facilitated a small group meeting of the Advisory Group in mid-May to deep dive into some of the specific findings on data management, accessibility, and eligibility to explore opportunities for next steps and early wins.

Image 2 In-person focus group at San Antonio Senior Center.

Task 5 includes a ridership survey and focus groups with transportation disadvantaged groups. Ride Connect Texas collaborated with members of the Advisory Group to administer the survey across different platforms, including posted flyers in senior centers and residences, social media and websites, and emails from member agencies to their clients. The research team traveled to San Antonio in February 2024 and conducted six in-person focus groups: four hosted at senior centers and two at Connectability. While in San Antonio, we met with Ride Connect Texas and the San Antonio Area Foundation to discuss the status of Task 5 activities and the overall timeline for the project. Ride Connect Texas and the San Antonio Area Foundation proposed using additional methods to increase ridership survey participation during March 2024, including hosting pizza parties at senior centers and distributing the survey through local businesses. The ridership survey closed on March 31, 2024. We are on track to complete the final deliverable, Task 6, in August 2024.

2.0 Ridership Assessment Methodology

2.1 Ridership Survey

What did we want to achieve?

The primary goal of the Ridership Assessment survey was to understand the travel patterns and mobility needs of older adults and persons with disabilities, the original target population of this research. This survey was not limited to only transportation-disadvantaged individuals as previously defined in earlier deliverables (including those 60 years of age and older and individuals with disabilities living below the poverty level). This survey was, instead, open to all older adults and people with disabilities in San Antonio and Bexar County.

What types of questions were included?

The survey, informed by both the literature and the goals of the Advisory Group and SALSA working group, includes various questions designed to explore the travel behavior of older adults and persons with disabilities. Key areas covered in the survey include:

- Transportation Mode: What modes of transportation are used (i.e., public transportation, paratransit, community-based transportation, personal vehicle, etc.)?
- Travel Characteristics: Additional questions related to travel preferences and needs, including level of mobility aid and type of service needed (i.e., curb to curb, door to door, door through door).
- Personal Characteristics: Demographic and socioeconomic characteristics are used to understand the respondents better.
- Technology Access: Do respondents have access to a Smartphone and technology access that can assist with transportation needs?
- Types of Trips: What types of trips are most taken (i.e., medical, grocery store, social visits)?
- Frequency of Trips: How often do respondents take these trips?
- Missed Trips: How frequently do respondents miss trips they must take and why?
- Living Arrangements: Information on respondents' living situations.
- Cost of transportation every week.
- Cost of housing and utilities monthly.

How did we administer the survey?

The primary method for administering the survey was online. To ensure compliance with Institutional Review Board (IRB) guidelines, all members of the UNT Team responsible for administering the survey completed Human Subjects Research Training. Strict protocols were maintained to limit access to identifiable human subjects' data. Because of the IRB protocols established by UNT, respondents were allowed to skip survey questions or terminate the survey before completion. Therefore, the totals and percentages between questions will vary. However, the findings will still contribute to an improved understanding of the demographics and travel behavior of older adults and people with disabilities in San Antonio and Bexar County.

The research team developed the online survey, accessible via a QR code or website link. Flyers describing the survey opportunity were provided in English and Spanish (San Antonio Dialect). These flyers were distributed through various channels, including:

- Shared on the Ride Connect Texas and City of San Antonio Department of Human Services websites.
- Emailed to members of clients of various nonprofit groups in the City of San Antonio.
- Promoted on social media platforms of different government and nonprofit agencies in the community.
- Available at the front desk of senior centers for senior center members as the check-in and on center bulletin boards.
- Distributed by Ride Connect Texas and other ride providers, as well as members of the Advisory Group and SALSA Transportation Working Committee, serving the target population for this study.
- Provided to focus group participants that attended the six focus groups organized by the Advisory Group at senior centers and Connectability, a nonprofit providing services to individuals with disabilities.

What challenges did we encounter?

Administering the survey faced several challenges, including a lower response rate than anticipated. The Advisory Group's multiple goals required additional survey questions, resulting in a longer survey. Capturing respondents' travel behavior for medical, grocery, and social visits added further questions for completion. Budget limitations prevented using an app to collect travel behavior data and made gift card incentives cost-prohibitive. The target population also faced barriers to accessing the necessary technology to complete the survey, often relying on friends or family for support. Although the Advisory Group discussed offering incentives such as a pizza dinner in council districts representing the target population, this action was not taken. It was recognized that more vulnerable respondents, including those with limited English proficiency, faced additional barriers to completing the survey. To address this, the UNT Team made additional efforts to administer the survey to the 60-plus participants of the study's focus groups.

What is the quality of the output?

This survey aimed to collect data on the needs of transportation-disadvantaged populations. A total of 538 individuals interacted with the survey. However, the response rate varies across questions because, as discussed earlier, the survey did not make any questions mandatory to comply with IRB requirements. This allowed respondents to skip questions, resulting in incomplete answers for some questions. Descriptive statistics and analysis are based only on the subset of data where respondents provided answers. Missing responses are excluded from each table to focus on the usable data. In the analysis, any data where respondents did not select any options or provide responses is considered missing. This approach ensures that the analysis reflects only the available and answered data.

Table 1 Response rate per question category

Question Category	Response Rate
Ride Service Needs	57%
Devise Usage	59%
Personal Characteristics	60%
Household Features	53%
Work Trips	10%
Grocery Trips	36%
Medical Trips	31%
Social/Recreation Trips	29%
Health/Medical Devices	38%

Service Needs: Questions in this category relate to respondents' service needs and usage. The average response rate for these questions is 57%. Text response questions are excluded from the response rate calculation since they only provide responses for specific items in each question. Except for the payment question (Q5), the response rate for other questions exceeds 60%.

Device Usage: Questions in this category ask respondents about their mobile/digital device usage. The average response rate for these questions is 59%. The question asking whether they have a home phone is excluded since it shows a low response rate (below 5%).

Personal Characteristics: Questions in this category ask respondents about their individual characteristics, including age, gender, race, employment status, and education. Health condition questions are not included in this category. The average response rate for these questions is 60%. Questions that ask for text responses or show a low response rate are excluded from this calculation.

Household Features: Questions in this category ask respondents about their household characteristics, including size of household, housing type, annual household income, and monthly costs. The average response rate for these questions is 53%. A question that asks for a text response is excluded from this calculation.

Work Trip: Questions in this category ask respondents about their experience in work-related trips. Due to the composition of the survey, which shows a high ratio of older/disabled populations, the response rate in this category is only 10%. Questions that ask for text responses or show a low response rate are excluded from this calculation.

Grocery Trip: Questions in this category ask respondents about their experience in grocery-related trips, including frequency, travel time, types of vehicles, and missed trips. The average response rate for these

questions is 36%. Questions that ask for text responses or show a low response rate are excluded from this calculation.

Medical Trip: Questions in this category ask respondents about their experience in medical-related trips, including frequency, travel time, types of vehicles, and missed trips. The average response rate for these questions is 31%. Questions that ask for text responses or show a low response rate are excluded from this calculation.

Social/Religious Trip: Questions in this category ask respondents about their experience in social/religious activities trips, including frequency, travel time, types of vehicles, and missed trips. The average response rate for these questions is 31%. Questions that ask for text responses or show a low response rate are excluded from this calculation.

Health Condition/Medical Devices: Questions in this category ask respondents about their overall health conditions and medical device usage. The average response rate for these questions is 38%. Questions about medical device usage show a lower response rate than other health conditions questions in this category.

Further, due to funding constraints associated with the project contract, the survey did not use a random sampling method, so there may have been selection bias. Individuals with easier access to the Internet and computers may have higher representation; however, 22% of respondents indicated they did not have access to technology. Individuals with significant disabilities or those living in severe poverty may have difficulty accessing the survey, leading to the underrepresentation of these groups. Surveys also do not capture the full experience of the respondents.

The focus groups provide an important supplement to the survey findings. The relatively small sample of respondents, 538, relative to the 77,000 individuals recognized as TD, may make it difficult to draw a strong conclusion about the barriers that TD populations face. The survey and focus group findings should be used in part with the findings from the institutional and systems analysis of ride providers relative to making informed policy recommendations.

2.2 Focus Group Discussions

What did we want to achieve?

The purpose of the focus groups was to gain a deeper understanding of the travel patterns and mobility challenges of older adults and individuals with disabilities. The focus group discussions aimed to gain insight into the specific needs and barriers experienced by these populations, inform strategies to improve transportation services, and learn about this group's interests and necessary features for them to use and rely on a centralized call-one-click transportation system.

What types of questions were included?

The focus group questions were important to understanding the travel patterns and mobility challenges of older people and persons with disabilities. The importance of these questions is to help gauge how often participants need transportation and their dependency on it for different purposes. The questions also help to identify immediate mobility challenges in local support structures in their community. We

explored the broader mobility issues that affect their longer trips and access to basic essential services in their community. Finally, the questions aimed to understand rider preferences and potential areas for improvement. Focus group participants were also asked about their preferences for the features necessary for using a one-call, one-click centralized transportation system.

Personal Preference Questions

- **In an average month, how often do you leave your home to travel by vehicle to another location in San Antonio/Bexar County?**

Neighborhood Mobility

- **How do you travel around your local neighborhood?**
- **What are the places you regularly travel to in your neighborhood?**
- **What makes it easy or difficult to travel in your neighborhood?**

City Mobility

- **If you have to leave your neighborhood and travel to another location in San Antonio/Bexar County, how do you get there?**
- **Where do you regularly go in San Antonio/Bexar County?**
- **Are there places you would like to go to but cannot? Why?**

Ride Services

- **How many of you use VIA buses or paratransit services?**
- **How many of you have used a nonprofit ride provider?**
    - **What nonprofit ride providers do you use?**

What factors do you consider when you select a ride provider, either public transit or nonprofit? Factors could include cost, convenience, location of pick up/drop off, already having an established relationship with the ride provider, etc.

What changes could ride providers make to their services to improve your travel mobility?

1C1C System Characteristics

How did we administer the focus group?

The project Advisory Group identified 6 locations to host focus group discussions, including four senior center locations: West End Park, Dorris Griffin Senior One-Stop Center, Southside Lions, and Northeast Senior Center, and two focus groups hosted by the nonprofit Connectability. Diverse participants of the focus groups representing older people, including older people with a disability, were recruited with the assistance of Ride Connect Texas in partnership with the City of San Antonio's Department of Human Services and the senior center managers. The staff at Connectability assisted in recruiting individuals with a disability 18 years of age and older. Neither group was limited to only those identified as Transportation Disadvantaged, and all focus groups represented three categories of rides: curb-to-curb, door-to-door, and door-through-door. Each focus group had between 10 and 20 representatives of the target population.

The research team developed a detailed protocol for facilitating the focus groups to ensure consistency, using the same list of questions provided above. Focus groups were conducted in English and Spanish. Each focus group lasted approximately 1.5 – 2 hours, allowing participants to share their experiences about their transportation behavior and challenges.

What challenges did we encounter?

The Advisory Group did an excellent job scheduling and planning for all the focus groups. The only challenges related to the interest of more than ten individuals participating in each focus group. The additional participants added the challenge of facilitating feedback among many individuals; however, the additional information adds value to the research team's understanding of a diverse range of transportation challenges and experiences in the community among the transportation disadvantaged.

What is the quality of the output?

The research team conducted a comprehensive analysis of the focus group output, coding the data based on relevant themes to understand the travel behavior and needs of the focus group participants.

Approximately 20 individuals attended the four focus group sessions hosted by the San Antonio Senior Centers, with 10 attendees participating in each session hosted by Connectability.

A key limitation of the focus group methods for learning about the transportation needs of older people is the predominant focus on trips to senior centers. Since the participants of the focus groups are mainly members of senior centers, and the meetings for this target population were hosted at senior centers, the primary travel discussion involved trips to senior centers. Other trips for this group are generally dependent on family assistance. These findings may not broadly capture the challenges older people face, especially those not currently using the San Antonio senior centers. Additionally, older people residing in apartments and single-family homes may not be represented in the focus groups, limiting a complete understanding of community-dwelling older adults' transportation needs and barriers.

3.0 Representativeness of the Survey Sample

The tables in this section provide an overview of the representativeness of the Ridership Assessment Survey respondents compared to various aspects of the San Antonio Population. We review the broad characteristics of older adults and people with disabilities in San Antonio (below and above FPL) from ACS to compare the ridership survey response ratios to these San Antonio populations. Most of the survey's percentages are rounded up to the nearest whole number. The exception is in section 7.4, which discusses the average number of trips, missed trips, and trip costs and the appendix table.

As shown in Table 2, the survey respondents aged 65 and older are overrepresented compared to the broader San Antonio population, aligning well with individuals aged 65-74 with disabilities. However, for those aged 75 and over, the sample is underrepresented among people with disabilities.

Table 2 Survey representation of age groups

Age group	San Antonio (People with Disabilities)		Survey Sample (People with Disabilities)	
	Population	Percentage	Sample (N)	Percentage
18 to 34	32,464	16%	21	6%
35 to 64	90,427	45%	118	35%
65 to 74	37,487	19%	109	32%
over 75	39,159	20%	93	27%

Table 3 below compares respondents' race with various characteristics of the San Antonio population. The ridership survey shows 45% Hispanic respondents. This is lower than the broader San Antonio population (66%) but higher than the percentage of Hispanics aged 65+ in San Antonio and those with disabilities.

White respondents make up 36% of the ridership survey, which is significantly higher than the broader San Antonio population (19%) and the 65+ population. Black respondents account for 9% of the survey, slightly lower than the broader San Antonio population but align more closely with the 65+ population. Multi-racial respondents constitute 10% of the survey, slightly higher than the broader San Antonio population and slightly lower than the 65+ population.

The ridership survey overrepresents the white population compared to the broader San Antonio population and the 65+ demographic. The Hispanic population is underrepresented in the survey compared to the broader San Antonio population but slightly overrepresented compared to the 65+ demographic. The representation of Black and Multi-racial respondents in the survey is relatively consistent with their representation in the broader San Antonio population and among people with disabilities.

Table 3 Survey representation of race

Race	San Antonio (People with Disabilities)		San Antonio (65+)		Survey Sample	
	Population	Percentage*	Population	Percentage	Sample (N)	Percentage
Black	14,126	7%	9,910	6%	30	9%
White	53,909	26%	65,959	37%	115	36%
Hispanic	128,589	63%	95,430	54%	145	45%
Multi-racial	6,334	3%	5,418	3%	33	10%

*Total percentage not equal to 100% due to rounding

The table below shows that the ridership survey significantly overrepresents individuals with household incomes under $25,000 compared to the broader San Antonio population and other groups.

The survey representation for middle-income households is lower compared to people with disabilities and the general San Antonio population but higher than the 65+ age group.

A notable underrepresentation of higher-income households in the ridership survey is present compared to the broader San Antonio population and other demographic groups.

Table 4 Survey representation of household income levels

Considering people with transportation disadvantages in San Antonio, our survey sample distribution is over representative of older adults with and without disabilities. Adults under the age of 65 with disabilities are underrepresented when compared with the San Antonio population

Income Level of 65+	Survey Response	ratio	San Antonio	ratio
Less than $25,000	65	36%	32,523	28%
$25,000–$50,000	51	28%	27,315	23%
$50,001–$75,000	17	9%	19,564	17%
over 75,000	25	14%	37,831	32%
Prefer not to say	24	13%		

The survey respondents in this table include adults over 65 with and without disabilities. As a comparison group, the San Antonio population covers adults over 65.

Table 5 Survey representation of TD indicators

TD Indicators	San Antonio		Survey Sample	
	Population	Percentage	Sample (N)	Percentage
Adults over 65	106,173	33%	191	44%
Adults under 65 with disabilities	139,040	43%	84	19%
Adults over 65 with disabilities	74,766	23%	160	37%
TOTAL	319,979	100%	435	100%

4.0 Rider characteristics by on-demand ride usage

4.1 Race

Table 6 Non-riders and riders by race

Race	Non-Rider	Rider
Multi-racial	9%	11%
Black	6%	12%
White	41%	32%
Hispanic	45%	45%
Total %	100%	100%

For non-riders, the demographics are 45% Hispanic, 41% white, 6% black, and 9% multi-racial. The demographics of on-demand riders are 45% Hispanic, 32% white, 12% black, and 11% multi-racial.

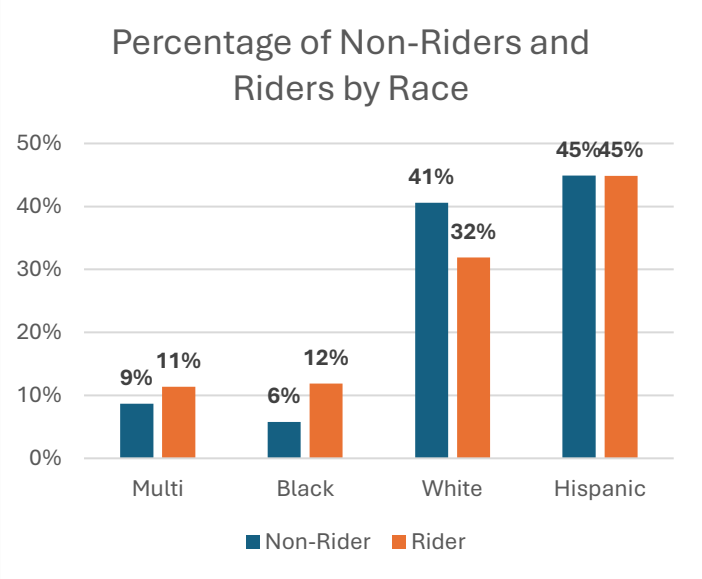

Figure 2 Percentage of non-riders and riders by race

Table 7 highlights that among non-riders a higher proportion are adults over 60 with a disability (38.51%). A majority of non-riders among adults over 60 were White (16%) and there is a high Hispanic representation among adults over 60 with a disability (16%) and adults under 60 with a disability (11%). For those that are riders, almost 50% are adults over 60 with a disability. There is also a high Hispanic representation among adults over 60 with a disability (23%) and adults under 60 with a disability (11%).

Table 7 Non-riders and riders by TD indicators and race

TD Indicators + Race	Non-Riders	Riders
Adults under 60 with a disability	**23%**	**23%**
Hispanic	11%	11%
White	7%	6%
Black	1%	3%
Multi-Racial	1%	4%
Not Listed	3%	0%
Adults over 60 with a disability	**39%**	**50%**
Hispanic	16%	23%
White	14%	16%
Black	3%	7%
Multi-Racial	4%	3%
Not Listed	2%	2%
Adults over 60	**39%**	**27%**
Hispanic	15%	9%
White	16%	9%
Black	2%	2%
Multi-Racial	3%	4%
Not Listed	2%	3%
Total %	**100%**	**100%**

4.2 Age

Young adults (18-25 years) constitute a small proportion of non-riders and riders. The age group 66-75 years forms the largest segment, with 34% non-riders and a slightly lower percentage of riders at 30%. There is a slight drop in riders and non-riders in the oldest demographic.

Table 8 Non-riders and riders by age groups

Age	Non-Rider	Rider
18-25	2%	3%
26-35	4%	4%
36-45	3%	6%
46-55	4%	8%
56-65	23%	23%
66-75	34%	30%
75 and above	29%	26%
Total %	100%	100%

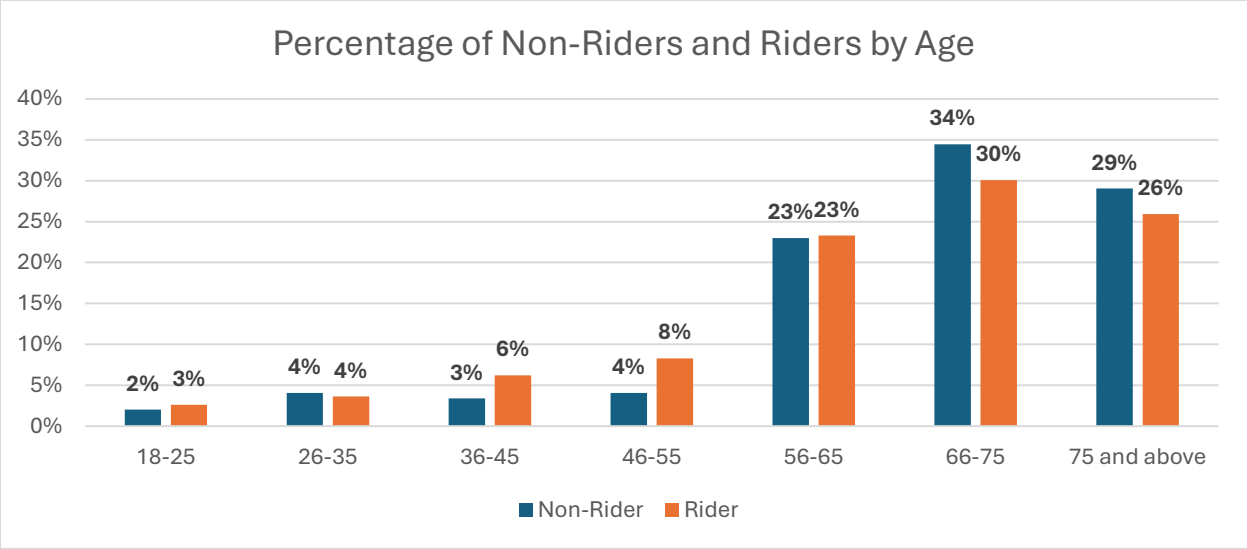

Figure 3 Percentage of non-riders and riders by age

4.3 TD Indicators

This table highlights key differences among TD groups based on age and disability status. Those below 60 with a disability constitute 23% of the total non-riders and riders. For those above the age of 60 with a disability, non-riders are 39%, and riders are 50%. For individuals above 60, non-riders make up 39%, and riders make up 27%.

Table 9 Non-riders and riders by TD indicators

TD Indicators	Non-Rider	Rider
Below 60 with a disability	23%	23%
Above 60 with a disability	39%	50%
Above 60	39%	27%
Total %	**100%**	**100%**

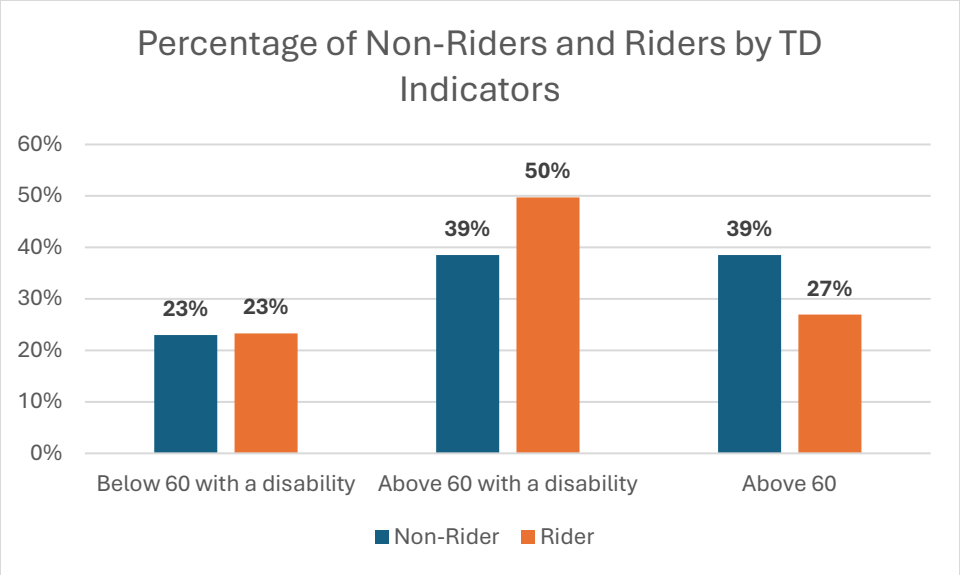

Figure 4 Percentage of non-riders and riders by TD indicators

4.4 Income Level

The data suggests that lower-income individuals are more dependent on community-based and public transportation services. Of those reporting less than $25,000, 45% are riders, with only 23% being non-riders. The category $25,000-$50,000 shows non-riders at 20% and riders at 27%. There is still a higher dependency on rides at this income level.

Table 10 Non-riders and riders by income levels

Income Level	Non-Rider	Rider
Less than $25,000	23%	45%
$25,000–$50,000	20%	27%
$50,001–$75,000	12%	9%
$75,001 - $100,000	15%	5%
$100,000 - $125,000	2%	1%
$125,000 - $150,000	2%	0%
$150,000 or more	5%	1%
Prefer not to say	20%	12%
Total %	**100%**	**100%**

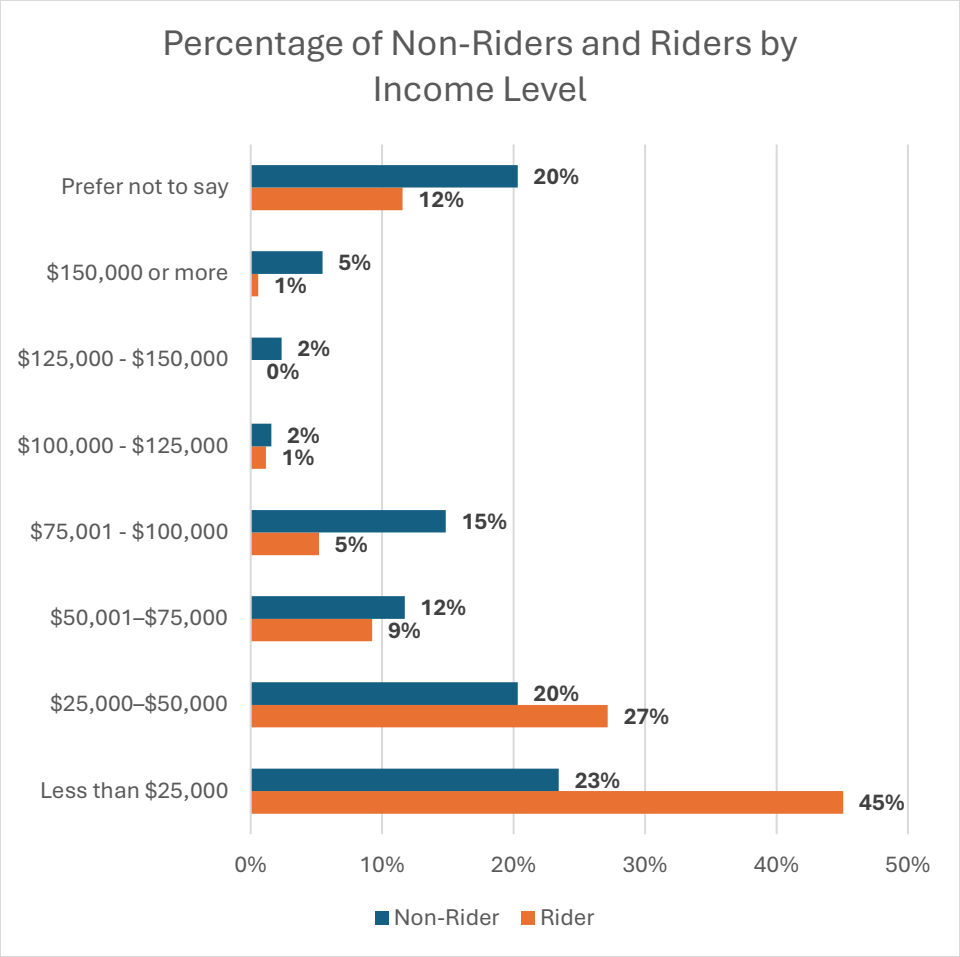

Figure 5 Percentage of non-riders and riders by income level

Table 11 Non-rider and rider by TD indicators and income levels

TD Indicators + Income Level	Non-Rider	Rider
Adults under 60 with a disability	**22%**	**25%**
<$25,000	5%	10%
$25-50k	3%	6%
$50-75k	2%	4%
$75-100k	1%	2%
$100-125k	1%	1%
$125-150k	1%	0%
$150k+	2%	0%
Prefer not to say	7%	2%
Adults over 60 with a disability	**40%**	**51%**
<$25,000	14%	23%
$25-50k	6%	18%
$50-75k	6%	3%
$75-100k	5%	1%
$125-150k	1%	0%
$150k+	2%	0%
Prefer not to say	6%	6%
Adults over 60	**38%**	**24%**
<$25,000	4%	12%
$25-50k	11%	3%
$50-75k	3%	2%
$75-100k	9%	3%
$100-125k	1%	0%
$125-150k	1%	0%
$150k+	2%	1%
Prefer not to say	7%	3%
Total %	**100%**	**100%**

The table above highlights the income distribution among transportation-disadvantaged individuals, emphasizing the significant presence of low-income individuals in the rider and non-rider categories. Adults under 60 with a disability who are riders are more likely to have lower incomes compared to non-riders. The highest representation among riders is in the <$25,000 income bracket (10%). Among riders, 51.45% are over 60 with a disability. Additionally, there is a high level of representation of those with income <$25,000 among adults over 60 with a disability (23%) and adults under 60 with a disability (10%). Higher-income brackets ($125k+ and $150k+) have minimal or no representation among riders.

Focus Group Call Out - Frequency of Travel

- "I travel to the senior center 5 days a week."
- "Grocery store about 2 times a week - drive to the grocery."
- "The senior center will take us to the grocery store once a week."
- "5 days a week to the senior center"
- "Church on the weekend – friend drives her"
- "I don't leave the weekend from my house"
- "My children pick me up, but it is not every weekend."
- "With the wheelchairs it is hard for Uber or Lyft, they don't help and don't have the vehicle."
- "I haven't found Uber or Lyft that can take a wheelchair."
- "6 round trips a week for doctor's appts, volunteering, work"

Key Themes from Focus Group Findings

- Daily trips to senior center – Many participants rely on transportation services to the senior centers, with the center as the main destination.
- Variation in frequency – Travel varies, with some traveling daily and multiple times per week, often for medical visits as the primary destination. Other trips included personal errands and volunteering.
- Reliance on family members – Many rely on family and friends for transportation.

4.5 Household Composition

Individuals living with a spouse or partner are less likely to use ride services. Those living with a roommate have a higher dependency on such services.

Table 12 Non-riders and riders by household composition

Household Composition	Non-Rider	Rider
Live with spouse or partner	53%	44%
Live with spouse, partner, and other family	1%	3%
Live with roommate	3%	13%
Live with roommate and other family	0%	1%
Live with other family members	43%	38%
Total %	**100%**	**100%**

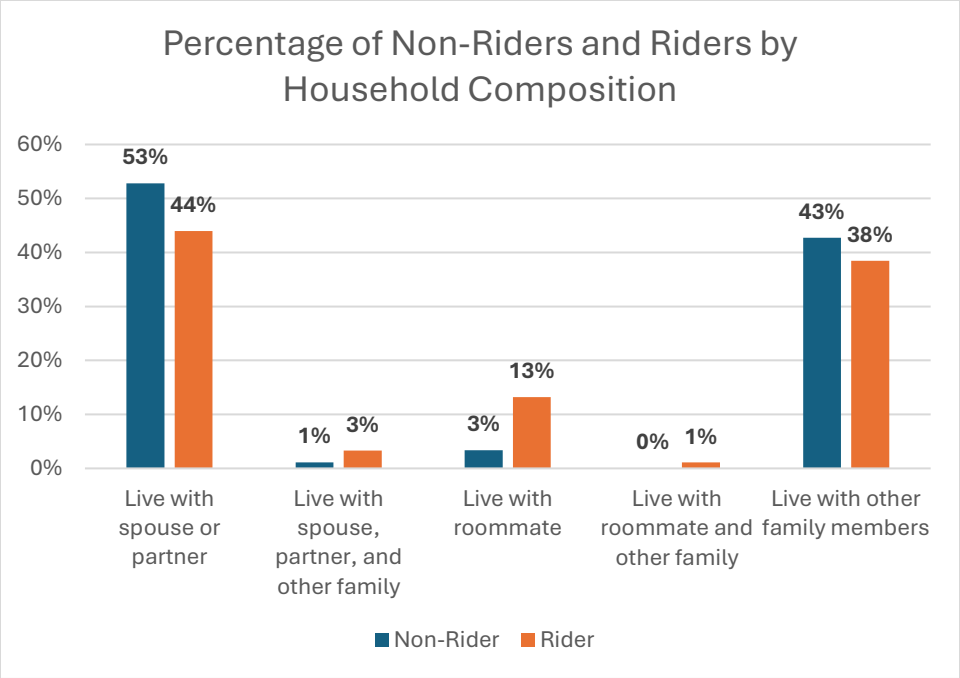

Figure 6 Percentage of non-riders and riders by household composition

4.6 Cell Phone Ownership and Cell Phone Type

While cellphone ownership is prevalent among non-riders and riders, riders are more likely to own basic cellphones and slightly less likely to own Smartphones compared to non-riders. A small percentage of both groups do not own a cell phone, with 9% of non-riders and 8% of riders falling into this category.

Table 13 Non-riders and riders by cell phone ownership and cell phone type

Cell Phone Ownership & Cell Phone Type	Non-Rider	Rider
No Cell Phone	**9%**	**8%**
Has a Cell Phone	**91%**	**92%**
Basic	17%	24%
Not Listed	3%	2%
Smartphone	71%	66%
Total %	**100%**	**100%**

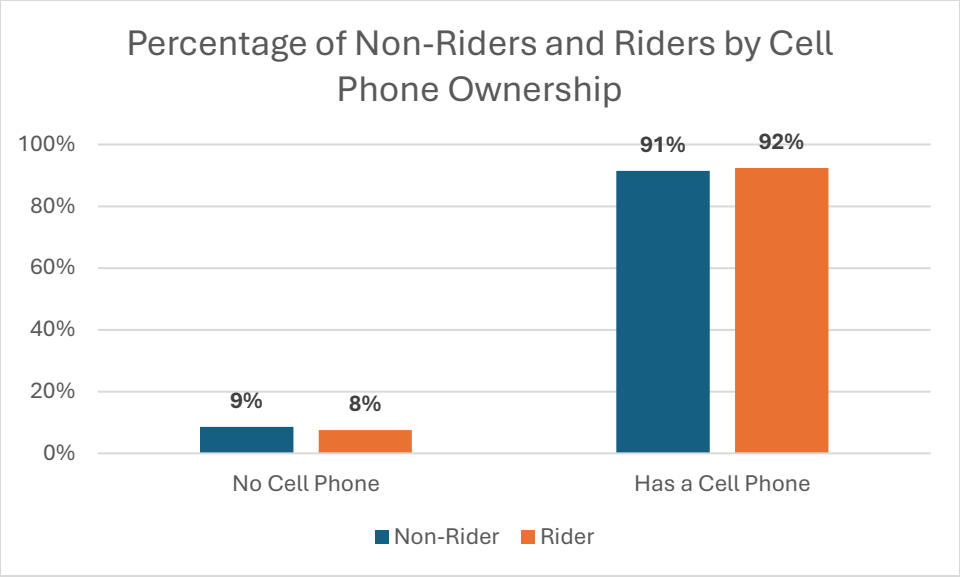

Figure 7 Percentage of non-riders and riders by cell phone ownership

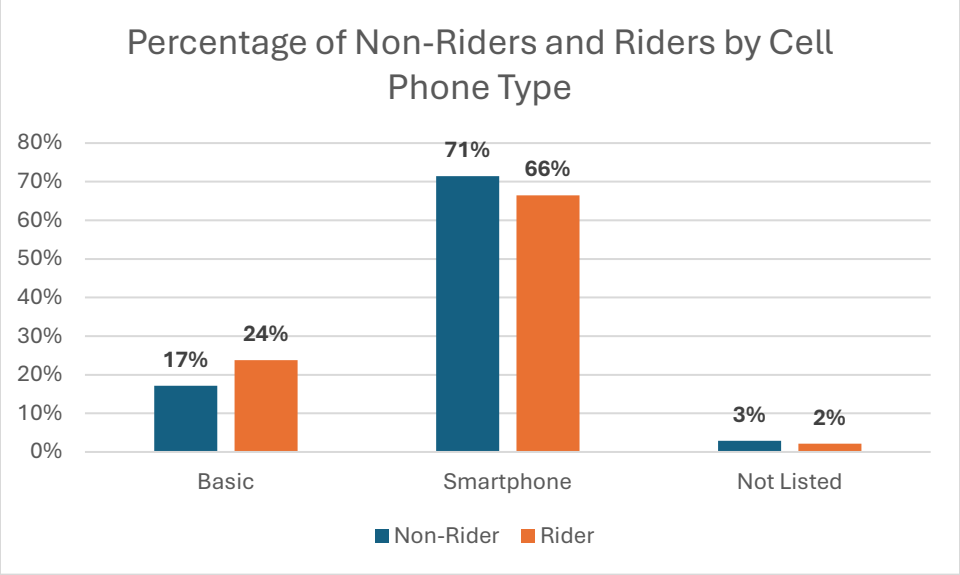

Figure 8 Percentage of non-riders and riders by cell phone type

The table below (Table 14) shows that among those who use basic cell phones, usage is higher among riders over 60 with a disability (17%) compared to non-riders (10%). For those with Smartphones and the Internet, usage is highest among non-riders over 60 (38%) but significantly lower among riders in the same age group (19%). Adults under 60 with a disability show a higher usage of Smartphones among riders (20%) compared to non-riders (16%). Smartphone usage is higher among riders across all age groups, indicating a preference or need for internet-connected devices to access transportation services. Basic cell phone usage is generally lower among both non-riders and riders but slightly higher among older adults and those with disabilities who are riders.

Overall usage of basic cell phones is relatively low across all groups.

Table 14 Non-riders and riders by TD indicators and cell phone type

TD Indicators + Cell Phone Type	Non-Rider	Rider
Adults under 60 with a disability	**20%**	**23%**
Basic cell phone	4%	2%
Smartphone with Internet	16%	20%
Adults over 60 with a disability	**37%**	**51%**
Basic cell phone	10%	17%
Smartphone with Internet	27%	34%
Adults over 60	**43%**	**26%**
Basic cell phone	5%	7%
Smartphone with Internet	38%	19%
Total %	**100%**	**100%**

Table 15 Non-riders and riders by TD indicators and Internet-connected devices at home

TD Indicators + Internet-connected devices at home	Non-Riders	Riders
Adults under 60 with a disability	**22%**	**24%**
Has Internet-connected devices at home	14%	17%
No Internet-connected devices at home	8%	7%
Adults over 60 with a disability	**39%**	**51%**
Has Internet-connected devices at home	27%	25%
No Internet-connected devices at home	12%	26%
Adults over 60	**39%**	**26%**
Has Internet-connected devices at home	33%	14%
No Internet-connected devices at home	7%	12%
Total %	**100%**	**100%**

There is a higher presence of Internet-connected devices among non-riders, particularly older adults, suggesting that those who do not rely on community-based or public transportation have more access to Internet-connected devices at home. The lack of Internet-connected devices is more prevalent among riders, especially adults over 60 with disabilities, highlighting a potential barrier to accessing information and services online.

Focus Group Call Out - Traveling Around San Antonio/Bexar County:

- "I used to take public transportation, but now they changed the bus routes, which used to be convenient, making route changes difficult."
- "Don't know how to get a bus."
- "I don't ride a bus, but they don't speak English when they try to get the schedule. When they call, they go through the IVR to get to Spanish, and they give up and hang up. It is too frustrating. They need to streamline this for Spanish speakers."
- "I have a friend with dialysis who has to be there at 6 and be done at 11, and VIA paratransit may not get her home until 3."
- "I think the buses are efficient. In inclement weather, we don't know how to drive around here."
- "We ride the VIA, and it is hard to ride the bus when it rains. Most stops don't have shelters. When it is too hot, this is a problem."
- "Not all the bus stops have a covering, and not all have a shelter to sit down to wait, a safe place to sit and rest."
- "I had an appointment at 1 last Monday, and Via Trans picked them up at 10:20 in the morning. They dopped me off at the medical center 10:45 and had to wait there until 1:00 for my meeting. For this one they couldn't find it to pick me up to I had to call and get them to come back and pick me up."
- "There is no VIA where I live."
- "The time it takes VIA to get to where I need to go is too long."
- "It is difficult for blind and visually impaired we don't know the vehicle is there. If the driver doesn't have the proper training to make verbal contact, we have no clue the vehicle is in front of the building. Even though the pickup sheet tells them to pick us up."

Key Themes from Focus Group Findings

- Bus transfers – Participants expressed difficulty with bus transfers and long wait times, especially on Sundays.
- Accessibility issues – Participants expressed issues with bus rams and then need for board assistance.
- Weather – Hot weather and unsheltered stops make it complicated to use public transportation.
- Reliability – Inconsistent schedules, drivers not waiting long enough for boarding, and poor communication from VIA.

5.0 Health Condition of Riders

5.1 Self-Reported Health

Table 16 Non-riders and riders by reported health

Reported Health	Non-Rider	Rider
Excellent	11%	4%
Very Good	22%	11%
Good	32%	31%
Fair	23%	40%
Poor	11%	13%
Total %	**100%**	**100%**

Non-riders generally perceive their health to be better than riders, with higher percentages reporting excellent and very good health. Conversely, riders are more likely to report fair health, indicating potential health challenges within this group.

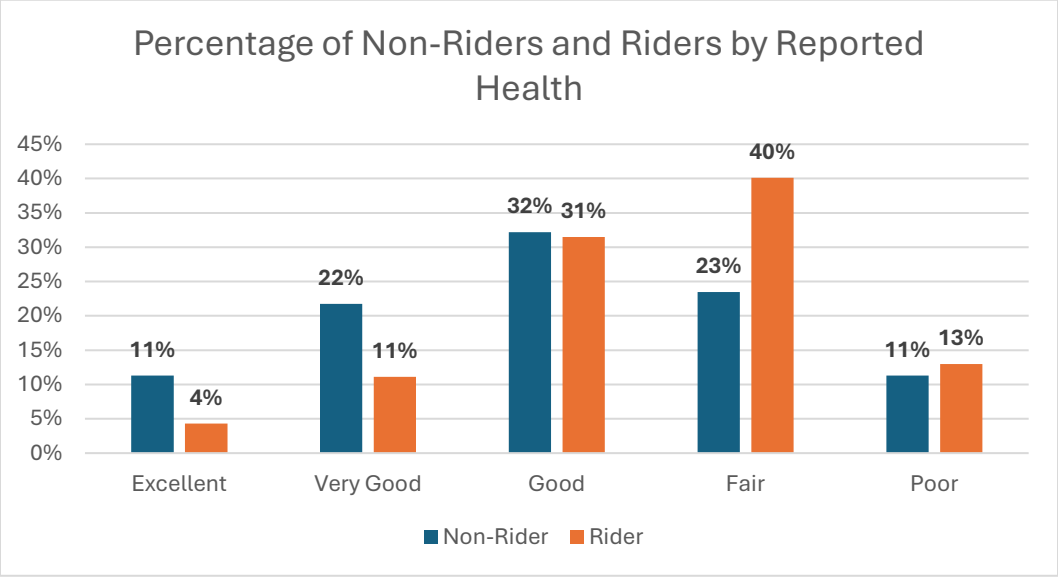

Figure 9 Percentage of non-riders and riders by reported health

Focus Group Call Out

- "My issue is I have bad eyesight and cannot see clear at night. I can get around because I know the area, but I don't go out past my area."
- "I live alone have condition, have a vehicle, and drive only in my neighborhood, but I worry I will blackout, it makes me concerned about taking VIA because I don't want to pass out on the public bus, and I am interested in Ride Connect and private drivers."
- "I can get to the car by myself and usually they are nice about folding my walker and putting them in the truck."

5.2 Adult Caregivers

Table 17 Non-riders and riders by being an adult caregiver for another adult

Adult Caregiver	Non-Rider	Rider
Caregiver	12%	14%
Non-Caregiver	88%	86%
Total %	100%	100%

The majority of both non-riders and riders are not caregivers for other adults. A slightly higher percentage of riders (14%) report serving as adult caregivers compared to non-riders (12%).

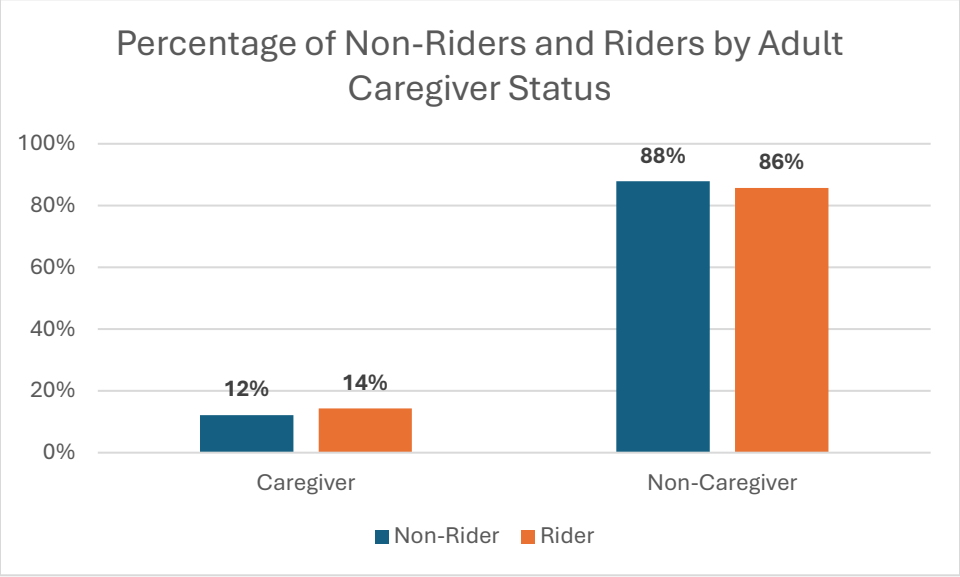

Figure 10 Percentage of non-riders and riders by adult caregiver status

5.3 Child Caregivers

Table 18 Non-riders and riders by being a caregiver for a child

Child Caregiver	Non-Rider	Rider
Always	3%	3%
Sometimes	14%	10%
Never	78%	83%
Prefer not to say	4%	4%
Total %	100%	100%

The majority in both groups do not have child caregiving responsibilities, non-riders are slightly more likely to occasionally take on such roles compared to riders.

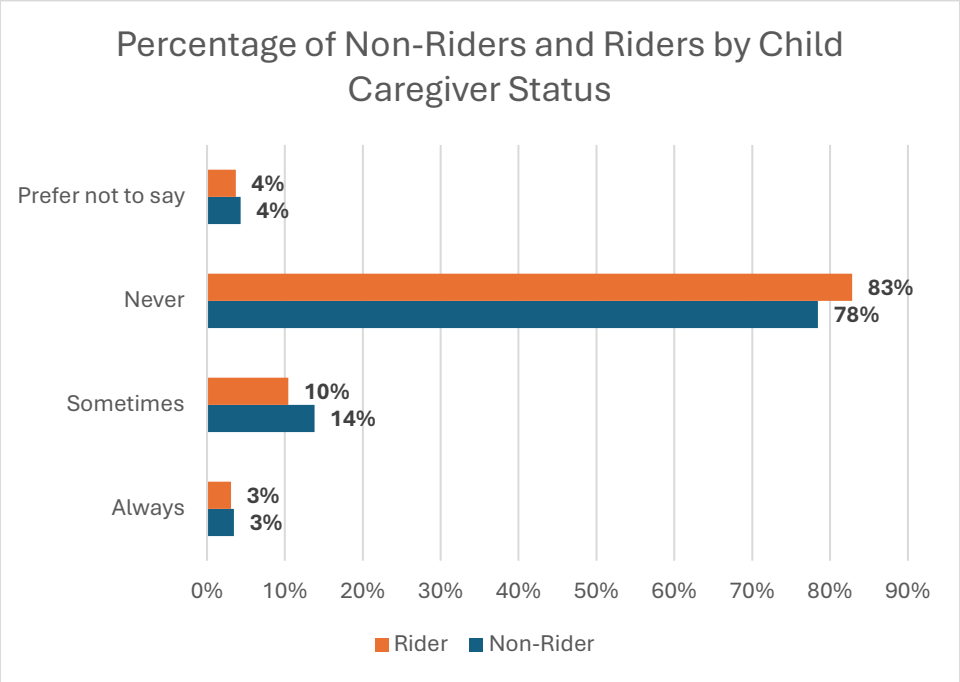

Figure 11 Percentage of non-riders and riders by child caregiver status

5.4 Ability to Walk for More than Fifteen Minutes

Table 19 Non-riders and riders by the ability to walk more than 15 minutes at a time

Walk for > 15 min	Non-Rider	Rider
Always	47%	33%
Sometimes	22%	39%
Never	29%	27%
Prefer not to say	2%	1%
Total %	100%	100%

More riders (39%) report sometimes being able to walk for more than fifteen minutes compared to non-riders (22%). This 17% difference suggests that riders have a higher variability in their walking ability.

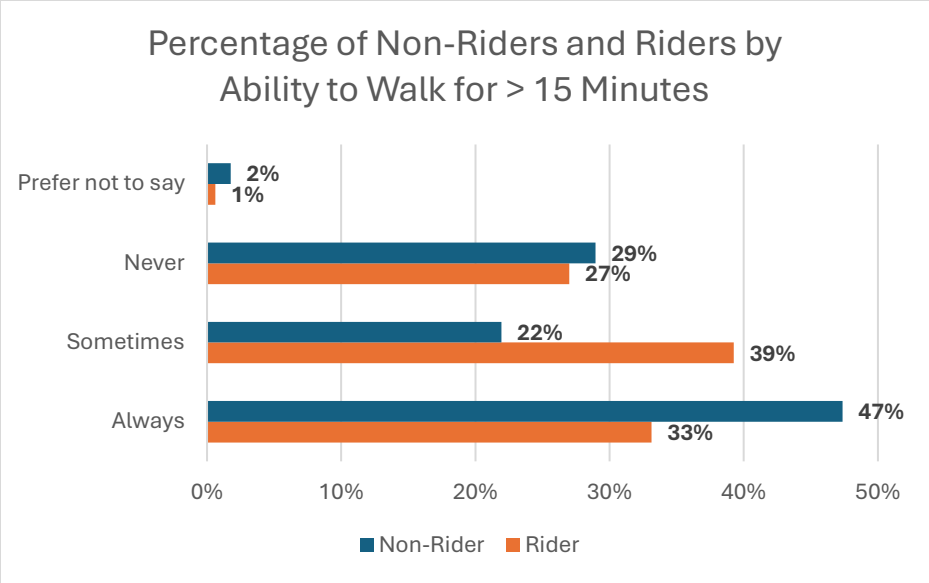

Figure 12 Percentage of non-riders and riders by the ability to walk for more than 15 minutes

Table 20 Non-riders and riders by TD indicators and mobility aid usage

TD Indicators + Mobility Aids	Non-Rider	Rider
Adults under 60 with a disability	**23%**	**23%**
No Need	9%	9%
Care Giver/Animal	1%	3%
Vision Support	1%	1%
Walking Support	4%	3%
Wheel Chair	6%	8%
Not Listed	2%	0%
Adults over 60 with a disability	**39%**	**50%**
No Need	16%	12%
Care Giver/Animal	1%	1%
Vision Support	0%	3%
Walking Support	17%	25%
Wheel Chair	3%	7%
Not Listed	1%	2%
Adults over 60	**39%**	**27%**
No Need	26%	13%
Care Giver/Animal	1%	1%
Vision Support	2%	1%
Walking Support	8%	8%
Wheel Chair	1%	2%
Not Listed	1%	2%
Total %	**100%**	**100%**

The table above highlights that more riders (8%) than non-riders (6%) use wheelchairs among adults under 60 with a disability, while walking support is more commonly used by non-riders (4%) than riders (3%).

For adults over 60 with a disability, Walking support is notably more common among riders (25%) than non-riders (17%). Wheelchair usage is higher among riders (7%) than non-riders (3%). Vision support is used by 3 % of riders, whereas any non-riders do not use it.

Finally, for adults over 60, the percentage of non-riders (39%) is higher than riders (27%). A greater proportion of non-riders report no need for mobility aids (26%) compared to riders (13%). Walking support and wheelchair usage are slightly more common among non-riders.

Mobility aid usage is higher among riders, particularly in adults over 60 with disabilities, indicating a greater reliance on transportation services among those with mobility challenges. Among those who do not need a mobility aid, this is more prevalent among non-riders, especially older adults, suggesting they might not face the same mobility challenges or have alternative support systems in place. For respondents with disabilities, riders with disabilities show a higher usage of walking support and vision support, emphasizing the need for accessible transportation options.

Table 21 Non-riders and riders by TD indicators and service needs

TD Indicators + Service Need	Non-Rider	Rider
Adults under 60 with a disability	**22%**	**24%**
Curb-to-Curb	14%	10%
Door-to-Door	4%	4%
Door-through-Door	0%	1%
Can walk to public transit stops	4%	9%
Adults over 60 with a disability	**40%**	**51%**
Curb-to-Curb	18%	26%
Door-to-Door	8%	10%
Door-through-Door	2%	4%
Can walk to public transit stops	12%	11%
Adults over 60	**38%**	**24%**
Curb-to-Curb	20%	14%
Door-to-Door	2%	4%
Door-through-Door	0%	1%
Can walk to public transit stops	15%	7%
Total %	**100%**	**100%**

Among those adults under 60 with a disability, the table above highlights that a notable proportion of riders can walk to public transit stops (9%) compared to non-riders (4%). Curb-to-curb service is more common among non-riders (14%) than riders (10%).

For those respondents over 60 with a disability, a higher percentage of riders (51%) compared to non-riders (40%). Curb-to-curb service is significantly more utilized by riders (26%) than non-riders (18%).

Door-to-door and door-through-door services are more utilized by riders, indicating a greater need for comprehensive support. And for those adults over 60, non-riders (38%) are more prevalent than riders (24%). A larger proportion of non-riders use curb-to-curb services (20%) and can walk to public transit stops (15%) compared to riders. Door-to-door service usage is higher among riders (4%) than non-riders (2%).

Adults over 60 with disabilities show the highest need for specialized services among both riders and non-riders. Curb-to-curb service is the most commonly required service type, especially among adults over 60 with disabilities. Walking to public transit stops is more common among riders under 60, suggesting a slightly higher level of mobility independence within this group.

Focus Group Call Out: Neighborhood Mobility

- "I walk to my house to the corner."
- "Close by there are some stores."
- "Dangerous crosswalks"
- "I don't walk I am afraid to walk because there are a lot of car accidents near my house. The bus runs through there. There is construction."
- "It is difficult because I don't have a way to get to the bus station it is too far from my house."
- "I walk around my neighborhood."
- "Because of the loose dogs I don't walk anymore."

Key Themes from Focus Group Findings

- Walking – Some participants can walk safely in their neighborhood to access essential services.
- Sidewalks—Poor sidewalk conditions, including cracks and narrow access, create barriers to walking and access to bus stops.
- Dogs – Loose dogs pose a safety threat and discourage walking.

6.0 Housing Condition of Riders

6.1 Home Type

Table 22 Non-riders and riders by home type

Home Type	Non-Rider	Rider
Nursing Home	0%	1%
Group Home or Assisted Living Community	0%	3%
Multi-family Home	2%	4%
Independent Living Community	3%	5%
Other	2%	5%
Apartment Building	21%	25%
Single-family Home	71%	57%
Total %	100%	100%

Riders are more likely to reside in various types of communal or multi-family living arrangements, whereas non-riders predominantly live in single-family homes. A significantly higher percentage of non-riders (71%) live in single-family homes compared to riders (57%). Riders (25%) are more likely to live in apartment buildings than non-riders (21%).

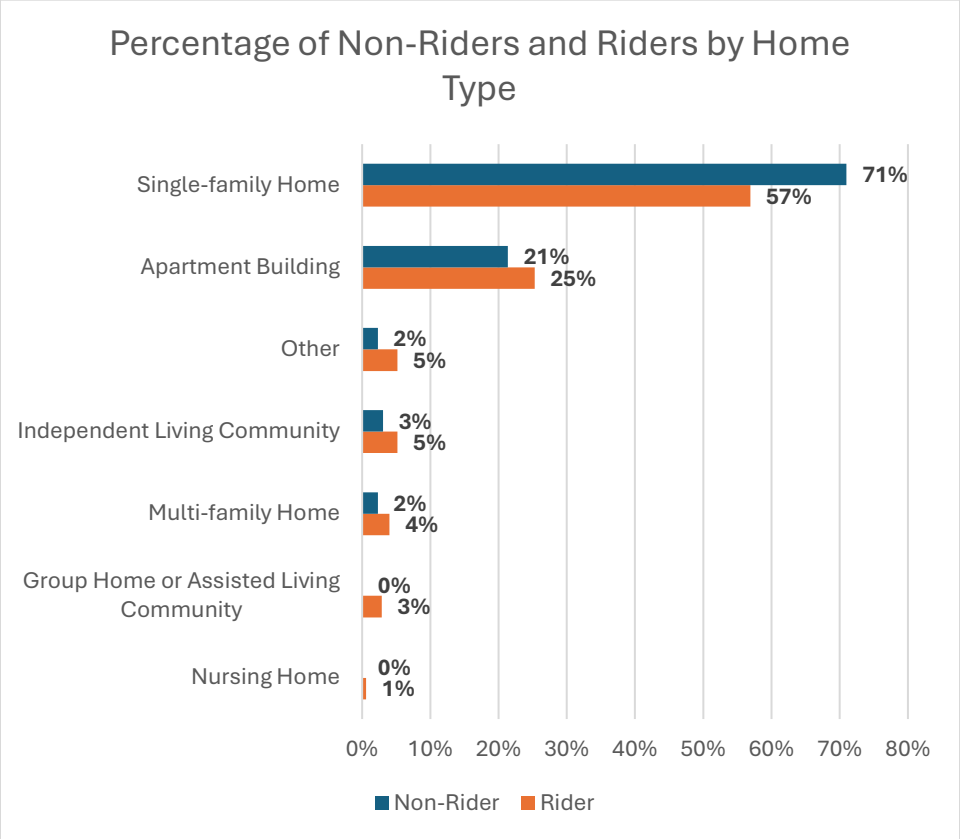

Figure 13 Percentage of non-riders and riders by home type

6.2 Home Ownership

Table 23 Non-riders and riders by home ownership

Home Ownership	Non-Rider	Rider
Own Home	60%	44%
Rents Home	31%	40%
Neither	8%	15%
Prefer not to say	1%	1%
Total %	100%	100%

Non-riders are more likely to own their homes, while riders are more likely to rent or have other housing arrangements. A higher percentage of non-riders (60%) own their homes compared to riders (44%). Riders (40%) are more likely to rent their homes compared to non-riders (31%).

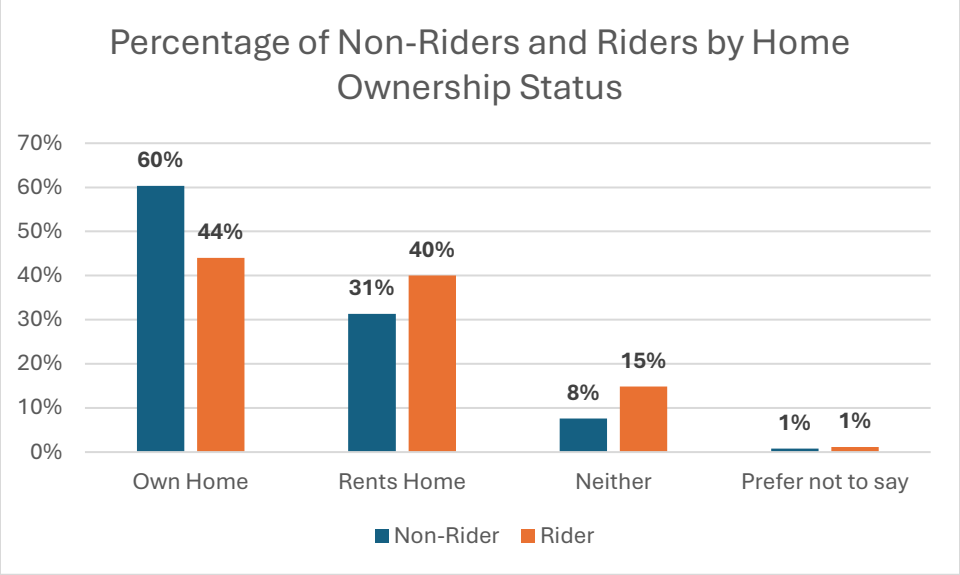

Figure 14 Percentage of non-riders and riders by home ownership status

6.3 Household Size

Table 24 Non-riders and riders by household size

Household Size	Non-Rider	Rider
1 person	31%	45%
2 people	47%	30%
3 people	14%	12%
4 people	3%	4%
5 people	3%	1%
6 people	2%	3%
7 people	1%	1%
Prefer not to say	0%	3%
Total %	100%	100%

Riders (45%) are more likely to live alone, while non-riders (47%) are more likely to live in two-person households.

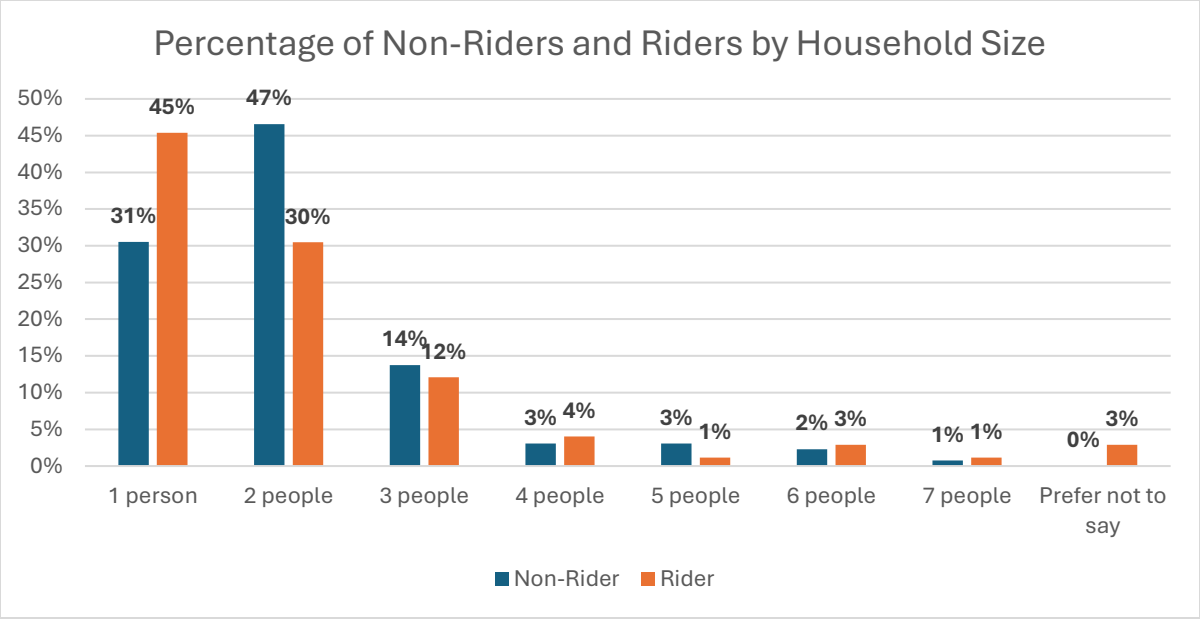

Figure 15 Percentage of non-riders and riders by household size

Focus Group Call Out: Assistance and Rider Services

- "If my car is broken down, that is a problem. I rely on friends to help me. Lacking food is not a problem."
- "My daughter is the only one that always goes to HEB. She takes off everything. I just go to the convenience store nearby."
- "We rely on someone to take us; family has to take us."
- "Senior center will take to the grocery store once a week – it is a shorter trip about 35 minutes. There is a bag limit to what you can carry. 2 bag limit."
- "Sometimes as long as you can carry it – you can bring it on the bus."

Key Themes from Focus Group Findings

Grocery Shopping:

- Family assistance – Most participants rely on friends and family for help with grocery shopping.
- Limited capacity – VIA Trans allows only two bags, which poses a challenge for some participants.

Ride Services:

- Awareness – Participants had limited awareness of the services of nonprofit community-based providers such as Ride Connect Texas, NESA, and Presa.

Preference for Via Trans due to better training and reliability of drivers.

6.4 Monthly Housing Costs-to-Income Ratio

Table 25 Non-riders and riders by monthly housing costs-to-income ratio

Monthly Housing Costs to Income Ratio	Non-Rider	Rider
0-30%	20%	20%
31-50%	8%	7%
51% +	72%	73%
Total %	100%	100%

Most (73%) of the respondents who use on-demand ride services have a monthly housing cost-to-income ratio above 51%. Similarly, most non-rider respondents also report the same high monthly housing-to-income ratio.

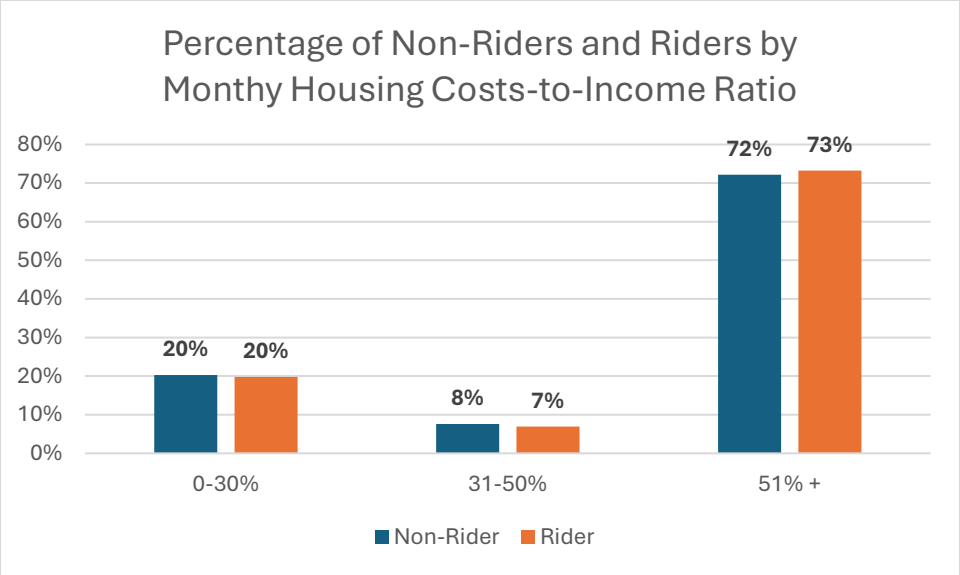

Figure 16 Percentage of non-riders and riders by monthly housing costs-to-income ratio

Table 26 Non-rider and rider by TD indicators and monthly housing costs-to-income ratio

TD Indicators by Monthly Housing Costs-to-Income Ratio	Non-Rider	Rider
Adults under 60 with a disability	**20%**	**24%**
0-30%	1%	5%
31-50%	0%	1%
51% +	19%	18%
Adults over 60 with a disability	**33%**	**50%**
0-30%	10%	9%
31-50%	4%	5%
51% +	19%	37%
Adults over 60	**47%**	**26%**
0-30%	9%	6%
31-50%	4%	1%
51% +	34%	19%
Total %	**100%**	**100%**

Of those adults under 60 with a disability, 18% have a monthly housing cost-to-income ratio of over 51%. Adults over 60 with a disability account for 50% of riders who completed the survey and of those adults, 37% have a monthly housing cost-to-income ratio over 51% compared to 19% for non-riders. Adults over age 60 without disabilities account for 26% of riders compared to 47% of non-riders. While the other two TD indicator groups had either a small difference or more riders than non-riders with 51% housing-to-income ratio, 34% of non-riding adults over 60 are in the 51% category while only 19% of riders.

6.5 Monthly Transportation Cost-to-Income Ratio

Table 27 Non-riders and riders by monthly transportation costs-to-income ratio

Monthly Transportation Costs-to Income Ratio	Non-Rider	Rider
0-5%	10%	21%
6-10%	29%	21%
11-15%	11%	11%
16-20%	39%	35%
21-25%	5%	4%
25% +	5%	9%
Total %	100%	100%

Riders are more likely to have lower transportation costs relative to their income (0-5%, 6-10%) or very high costs (25%+), while non-riders are more evenly distributed, particularly in the mid-range (6-10% and 16-20%).

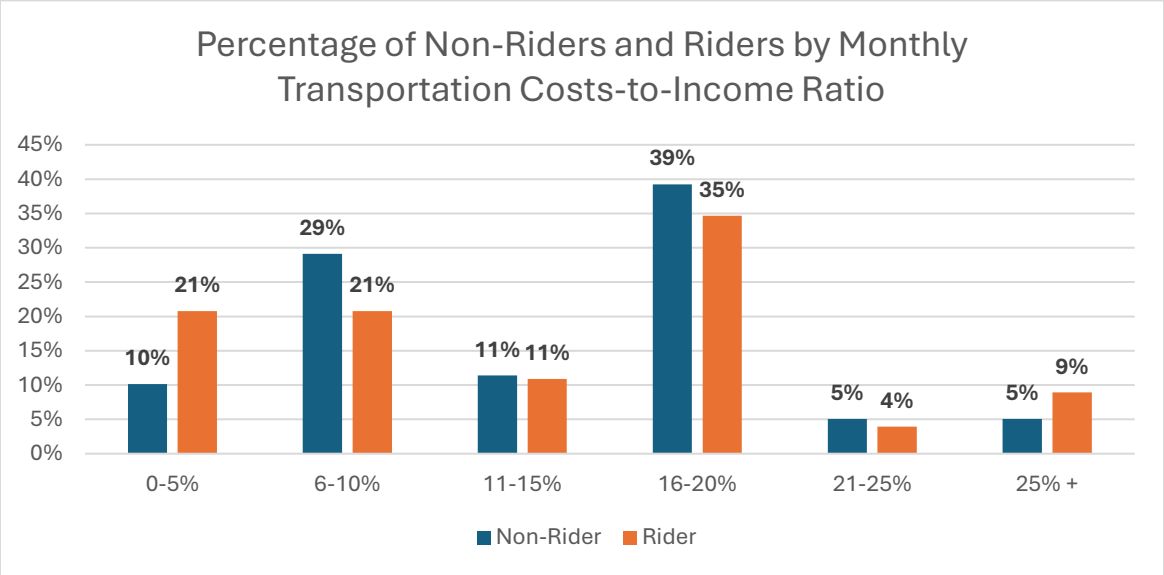

Figure 17 Percentage of non-riders and riders by monthly transportation costs-to-income ratio

7.0 Crucial Trips and Travel Characteristics

7.1 Travel for Work

Table 28 Non-riders and riders who missed work in the past month due to ride cost by TD indicators and race

Missed work in the past month due to ride cost	Non-Rider	Rider
Adults under 60 with a disability	**0%**	**100%**
Black	**0%**	**100%**
Total %	**0%**	100%

The table shows that a significant issue for adults under 60 with disabilities is the inability to find a ride, leading to missed work for both riders and non-riders.

Table 29 Non-riders and riders who missed work in the past month due to the inability to find a ride by TD indicators and race

Missed work in the past month due to the inability to find a ride	Non-Rider	Rider
Adults under 60 with a disability	**100%**	**50%**
White	100%	33%
Black	0%	17%
Adults over 60 with a disability	**0%**	**33%**
White	0%	33%
Adults over 60	**0%**	**17%**
Black	0%	17%
Total %	**100%**	**100%**

For adults over 60 with disabilities, the issue of missing work due to transportation is only reported among riders, indicating a specific challenge for this group. Adults over 60 without disabilities reported missing work due to transportation issues only among riders, and this was exclusively among Black respondents.

Table 30 Non-riders and riders who missed work in the past month due to ride cost by TD indicators and cell phone type

Missed work in the past month due to ride cost	Non-Rider	Rider
Adults under 60 with a disability	**0%**	**100%**
Basic cell phone	0%	100%
Total %	**0%**	**100%**

Table 31 Non-riders and riders who missed work in the past month due to the inability to find a ride by TD indicators and cell phone type

Missed work in the past month due to the inability to find a ride	Non-Rider	Rider
Adults under 60 with a disability	**100%**	**50%**
Basic cell phone	0%	17%
Smartphone with internet	100%	33%
Adults over 60 with a disability	**0%**	**33%**
Smartphone with internet	0%	33%
Adults over 60	**0%**	**17%**
Basic cell phone	0%	17%
Total %	**100%**	**100%**

For adults under 60 with a disability, all non-riders (100%) who missed work due to the inability to find a ride have Smartphones with internet access. Among riders, 50% reported missing work, with 17% having basic cell phones and 33% having Smartphones with internet access.

For those adults over 60 with a disability, no non-riders reported missing work. Among riders, 33% reported missing work, all of whom have Smartphones with internet access. Among adults over 60, no non-riders reported missing work. Among riders, 17% reported missing work, all of whom have basic cell phones.

7.2 Travel to Non-Medical (Grocery and Social Trips)

Table 32 Non-riders and riders who missed a non-medical trip in the past month due to ride cost by TD indicators and race

Missed non-medical trip in the past month due to ride cost	Non-Rider	Rider
Adults under 60 with a disability	**36%**	**30%**
Hispanic	23%	10%
White	5%	7%
Black	5%	5%
Asian	5%	8%
Adults over 60 with a disability	**59%**	**51%**
Hispanic	14%	23%
White	23%	16%
Black	14%	8%
Asian	9%	3%
Adults over 60	**5%**	**19%**
Hispanic	0%	10%
White	0%	5%
Black	5%	4%
Asian	0%	1%
Total %	**100%**	**100%**

Non-riders under 60 years of age with a disability were more likely to miss trips than riders at 36% and 30% respectively due to ride costs. Missed trips due to ride costs were greater among Hispanic non-riders in this group (23%)

Non-riders over 60 with a disability (59%) and non-riders and riders over 60 (19%) were also most likely to miss trips due to ride costs. This was higher among white individuals (23%). Hispanic riders over 60 with a disability are more likely to miss trips due to ride costs (23%).

Table 33 Non-riders and riders who missed a non-medical trip in the past month due to the inability to find a ride by TD indicators and race

Missed non-medical trip in the past month due to the inability to find a ride	Non-Rider	Rider
Adults under 60 with a disability	**29%**	**32%**
Hispanic	18%	11%
White	6%	7%
Black	3%	4%
Asian	3%	9%
Adults over 60 with a disability	**59%**	**53%**
Hispanic	21%	27%
White	21%	19%
Black	9%	5%
Asian	9%	2%
Adults over 60	**12%**	**15%**
Hispanic	6%	5%
White	0%	2%
Black	0%	5%
Asian	6%	2%
Total %	**100%**	**100%**

Among those under 60 with a disability, both riders and non-riders miss rides due to the inability to find rides (29% and 32%, respectively). In this category, Hispanic non-riders and riders miss the most trips.

Adults over 60 with a disability face significant challenges in securing rides for non-medical trips, with a high percentage of missed trips among both non-riders (59%) and riders (53%). The Hispanic and White populations within this group report particularly high rates of missed trips.

Additionally, among adults over 60, a higher percentage of riders (15%) compared to non-riders (12%) missed non-medical trips due to the inability to find a ride, with the Hispanic and Black populations among riders showing notable difficulties.

Table 34 Non-riders and riders who missed a non-medical trip in the past month due to ride cost by TD indicators and cell phone type

Missed non-medical trip in the past month due to ride cost	Non-Rider	Rider
Adults under 60 with a disability	**38%**	**31%**
Basic Cell Phone	19%	4%
Smartphone with internet	19%	27%
Adults over 60 with a disability	**57%**	**49%**
Basic Cell Phone	29%	25%
Smartphone with internet	29%	24%
Adults over 60	**5%**	**19%**
Basic Cell Phone	0%	9%
Smartphone with internet	5%	10%
Total %	**100%**	**100%**

Adults under 60 with a disability report significant missed trips due to ride costs, with non-riders at 38% and riders at 31%. For this group, a higher percentage of non-riders own basic cell phones (19%) compared to riders (4 %), while smartphone ownership is higher among riders (27%).

Among adults over 60 with a disability, missed trips due to ride costs are also high, with 57% of non-riders and 49% of riders reporting missed trips. Basic cell phone ownership is relatively similar between non-riders (28%) and

riders (25%), while smartphone ownership is slightly lower among riders (24%) compared to non-riders (29%).

For adults over 60, the percentage of missed trips due to ride costs is higher among riders (19%) than non-riders (5%). This group shows a significant difference in basic cell phone ownership, with no non-riders owning basic cell phones compared to 9% of riders. Smartphone ownership is also higher among riders (10%) compared to non-riders (5%).

Table 35 Non-riders and riders who missed a non-medical trip in the past month due to the inability to find a ride by TD indicators and cell phone type

Missed non-medical trip in the past month due to the inability to find a ride	Non-Rider	Rider
Adults under 60 with a disability	**28%**	**34%**
Basic Cell Phone	7%	4%
Smartphone with internet	21%	31%
Adults over 60 with a disability	**59%**	**49%**
Basic Cell Phone	24%	24%
Smartphone with internet	34%	26%
Adults over 60	**14%**	**16%**
Basic Cell Phone	3%	7%
Smartphone with internet	10%	9%
Total %	**100%**	**100%**

Among adults under 60 with a disability, non-riders reported fewer missed trips (28%) compared to riders (34%). Smartphone ownership is higher among riders (31%) than non-riders (21%).

For adults over 60 with a disability, a higher percentage of non-riders (59%) missed trips compared to riders (49.41%). Basic cell phone ownership is similar between non-riders (24%) and riders (24%). Non-riders have a higher percentage of smartphone ownership (34%) compared to riders (26%).

Among adults over 60, missed trips are slightly higher for riders (16%) compared to non-riders (14%). Basic cell phone ownership is higher among riders (7%) than non-riders (3%), while smartphone ownership is relatively similar between the two groups.

The inability to find a ride significantly impacts the mobility of adults with disabilities and older adults. Additionally, the data indicates that smartphone ownership may play a role in mitigating some of these challenges, especially for riders under 60 with a disability. However, this survey did not ask about respondent's perceived level of digital literacy so it is not clear if technology could reduce the number of missed trips.

Focus Group Call Out – Nonmedical Missed Trips

- VIA is free for older people on Saturday and Sunday.
- "Sometimes, I cannot get food because of transportation and unsheltered bus stops; sometimes, my family is not available to take me. Family is busy and I don't want to bother them."
- "Lack of access to transportation limits my ability to get food"
- "I would like to go to HEB. It is cheaper than the store near me. But I can't get there. It is too far away distance."
- "Would like to go but no transportation."
- "I would like to go to family."
- "I would like to go to outlets."
- "I would like to go to Bucee's."
- "I would like to go to the casino."
- "I would like to go downtown to have fun, and these days, kids are busy; we don't have anyone to take us to travel around and have fun downtown. Something convenient, take us to the Zoo.
- "We would pay for rides to do this if they are in our budget, has to be in our budget with our pension."

Key Themes from Focus Group Findings

City Mobility:

- Service Area Limits – Participants living on the edge of service areas have difficulty accessing transportation.
- Safety – Issues with safety during late-night travel and the reliability of pick-up services.

7.3 Travel for Medical (Medical care and Pharmacy)

Table 36 Non-riders and riders who missed a medical trip in the past month due to ride cost by TD indicators and race

Missed a medical trip in the past month due to ride cost	Non-Riders	Riders
Adults under age 60 with a disability	**43%**	**36%**
Hispanic	43%	15%
White	0%	12%
Black	0%	3%
Asian	0%	6%
Adults over age 60 with a disability	**57%**	**61%**
Hispanic	14%	33%
White	21%	15%
Black	14%	9%
Asian	7%	3%
Adults over age 60	**0%**	**3%**
Black	0%	3%
Total %	**100%**	**100%**

Of riders that missed medical trips in the past month due to ride cost, 36% were adults under age 60 with a disability, 61% were adults over age 60 with a disability, and 3% were adults over age 60 without a disability. Hispanics are the largest demographic group in both categories of riders with disabilities.

Table 37 Non-riders and riders who missed a medical trip in the past month due to the inability to find a ride by TD indicators and race

Missed a medical trip in the past month due to the inability to find a ride	Non-Riders	Riders
Adults under age 60 with a disability	**39%**	**24%**
Hispanic	28%	8%
White	11%	6%
Black	0%	2%
Asian	0%	8%
Adults over age 60 with a disability	**61%**	**64%**
Hispanic	11%	26%
White	22%	28%
Black	17%	8%
Asian	11%	2%
Adults over age 60	**0%**	**12%**
Hispanic	0%	6%
White	0%	2%
Black	0%	4%
Total %	**100%**	**100%**

There is a higher incidence of missed trips due to the inability to find rides among riders over the age of 60 with a disability (64%). Of riders above age 60 with a disability, whites and Hispanics miss the most rides at 26% and 28% respectively.

Table 38 Non-riders and riders who missed a medical trip in the past month due to ride cost by TD indicators and cell phone type

Missed a medical trip in the past month due to ride cost	Non-Rider	Rider
Adults under 60 with a disability	**46%**	**35%**
Basic Cell Phone	23%	6%
Smartphone with internet	23%	29%
Adults over 60 with a disability	**54%**	**61%**
Basic Cell Phone	31%	32%
Smartphone with internet	23%	29%
Adults over 60	**0%**	**3%**
Basic Cell Phone	0%	3%
Total %	**100%**	**100%**

The table shows the percentage of adults who missed a medical trip in the past month due to ride cost, categorized by rider status, age, and disability status. Adults over 60 with a disability are most affected, with 61% of riders and 54% of non-riders missing trips. Among adults under 60 with a disability, 46% of non-riders and 35% of riders missed trips, with higher Smartphone usage among riders.

Table 39 Non-riders and riders who missed a medical trip in the past month due to the inability to find a ride by TD indicators and cell phone type

Missed a medical trip in the past month due to the inability to find a ride	Non-Rider	Rider
Adults under 60 with a disability	**38%**	**26%**
Basic Cell Phone	13%	4%
Smartphone with internet	25%	22%
Adults over 60 with a disability	**63%**	**63%**
Basic Cell Phone	25%	26%
Smartphone with internet	38%	37%
Adults over 60	**0%**	**11%**
Basic Cell Phone	0%	4%
Smartphone with internet	0%	7%
Total %	**100%**	**100%**

The percentage of adults who missed a medical trip in the past month due to the inability to find a ride, categorized by rider status, age, and disability status is displayed in this table. Adults over 60 with a disability are most affected, with 63% of riders and 63% of non-riders missing trips. Among adults under 60 with a disability, 38% of non-riders and 26% of riders missed trips, with higher Smartphone usage among both groups.

Focus Group Call Out

- "I used to travel every day, but I have cut back because of VIA – about 3 days – 1 round trip with VIA; if you travel with VIA, you will never get home."
- "I have been taking a bus for a long time. You can go around on the bus and change buses wherever you stop."
- "The clinic provides transportation."
- "Affordability is an issue, I can't afford to pay an extra, currently my insurance pays for Uber."

7.4 Estimation of Average Daily Trip Rate

Table 40 Average number of rides per week for non-medical and medical trips

Average number of Rides per week	Non-Rider	Rider
Non-Medical Trip	1.8 trips per week	1.8 trips per week
Medical Trip	0.5 trips per week	0.6 trips per week

The data indicates that the average number of non-medical trips per week is identical for non-riders and riders, at 1.8. However, riders make slightly more medical trips per week (0.6) than non-riders (0.5).

Table 41 Average travel time in minutes for non-medical and medical trips

Average travel time (in minutes)	Non-Rider	Rider
Non-Medical Trip	16.7	20.1
Medical Trip	22.1	26.8

The data indicates that riders generally have longer travel times compared to non-riders for both non-medical and medical trips. Riders spend an average of 3.4 minutes more on non-medical trips and 4.7 minutes more on medical trips than non-riders.

Table 42 highlights transportation modes for non-medical trips. Among respondents, the primary mode for non-riders, the majority (54.17%) driving themselves, followed by relying on friends or family members (29.69%). Riders rely on friends or family members (40.00%), followed by driving themselves (21.22%) and using public transit (19.59%). Public transportation usage is higher among riders (19.59%) than non-riders (14.06%). Most riders (40.00%) rely on friends or family members for transportation, which is higher than non-riders (29.69%). Vehicle or cab usage is higher among riders (11.02%) than non-riders (1.56%). Walking and using a wheelchair is more common among riders (6.94% and 1.22%, respectively) than non-riders (0.52% and 0.00%).

Table 42 Transportation modes for non-medical trips

Transportation Mode for Non-Medical Trips	Non-Rider	Percentage	Rider	Percentage
Vehicle or cab	3	2%	27	11%
Public transit	27	14%	48	20%
Walk	1	1%	17	7%
Wheelchair	0	0%	3	1%
Drive myself	104	54%	52	21%
Friend or family member	57	30%	98	40%
Total	**192**	100%	**245**	100%

Among respondents, Table 43 shows a significantly higher percentage of riders who use vehicles or cabs for medical trips compared to non-riders. Riders use public transit for medical trips more frequently than non-riders. Very few non-riders walk to medical appointments, and no riders reported walking. No respondents from either group reported using a wheelchair as their mode of transport for medical trips. A higher percentage of non-riders drive themselves to medical appointments compared to riders. Both non-riders and riders rely heavily on friends or family members for transportation to medical appointments, with slightly more riders doing so.

Table 43 Transportation modes for medical trips

Transportation Mode for Medical Trips	Non-Rider	Percentage	Rider	Percentage
Vehicle or cab	5	4%	42	28%
Public transit	16	14%	29	19%
Walk	1	1%	0	0%
Wheelchair	0	0%	0	0%
Drive myself	56	49%	28	19%
Friend or family member	37	32%	50	34%
Total	**115**	100%	**149**	100%

Table 44 Monthly and weekly transportation expenses

Transportation Expenses	Non-Rider	Rider
Monthly	$354.07	$297.63
Weekly	$81.77	$68.74

Non-riders incur higher monthly transportation expenses, averaging $354.07, compared to riders who spend $297.63 monthly. This indicates that non-riders face an additional $56.44 in monthly transportation costs. Similarly, non-riders have higher weekly transportation

expenses, averaging $81.77 per week, whereas riders spend $68.74 weekly. This shows that non-riders spend $13.03 more per week on transportation than riders.

These data points suggest that riders benefit from lower transportation expenses both monthly and weekly, which could contribute to overall savings and improved financial stability.

Table 45 Missed non-medical trips per person per week

Average number of missed non-medical trips per person per week	Non-Rider	Rider
Due to the inability to find a ride	0.9 trips per week	1.1 trips per week
Due to ride cost	1.2 trips per week	1.2 trips per week

Riders miss an average of 1.1 nonmedical trips per week because they cannot find a ride, compared to non-riders who miss 0.9 trips per week for the same reason. This indicates that riders are slightly more affected by the availability of transportation options. Both non-riders and riders miss an average of 1.2 nonmedical trips per week due to the cost of rides. The financial burden of transportation costs equally affects both groups.

Table 46 Missed medical trips per person per week

Average number of missed medical trips per person per week	Non-Rider	Rider
Due to the inability to find a ride	0.4 trips per week	0.4 trips per week
Due to ride cost	0.5 trips per week	0.4 trips per week

Both the inability to find rides and the cost of rides contribute to missed medical appointments, with non-riders experiencing a marginally higher financial impact.

Riders are missing more non-medical trips per week compared to medical trips, which could indicate they are prioritizing medical care over social, religious, or grocery trips.

8.0 Access to Food, Pharmacy, Parks, and Transportation

This section examines the location characteristics of survey respondents for whom geographic data was available. We seek to examine respondents access to grocery stores, pharmacies, parks, and transportation.

Neighborhood poverty, access to on-demand transportation, grocery, pharmacy, health care, parks and playgrounds. The table below compares the proximity of survey respondents to essential services in the community, highlighting that the majority of respondents live within 1 mile of these services.

The majority of respondents live within 1 mile of essential services such as grocery stores, pharmacies, parks, and public transit stops.

Parks have the highest percentage of respondents living within 1 mile at 93.5%.

Grocery stores and pharmacies are similarly accessible, with around 84.1% and 86.0% of respondents living within 1 mile, respectively.

Public transit stops are also highly accessible, with 90.8% of respondents living within 1 mile.

A very small percentage of respondents live greater than 5 miles from these services, with the highest being for pharmacies at 0.5%.

Table 47 Percentage of respondents near community amenities by distance

Distance to	Percentage of survey respondents who live			
	Within 1 Mile	1 to 3 miles	3 to 5 miles	Greater than 5 miles
Grocery	84%	15%	1%	0%
Pharmacy	86%	13%	1%	1%
Parks	94%	5%	1%	1%
Public transit stops	91%	7%	1%	1%

While the data shows that services are geographically close to most respondents, the focus group participants highlighted important safety and infrastructure concerns about sidewalks and surrounding neighborhood conditions. These issues impede their ability to access these services easily.

Focus Group Call Out

- "I don't walk I am afraid to walk because there are a lot of car accidents near my house. The bus runs through there. There is construction."
- "When I go to Walmart, I have to cross Evers Way and it has so much traffic. They have dangerous cross streets and don't have crosswalks. And don't have the crosswalk lights for the seniors."
- "One time, I was crossing Ingraham to go to La Fiesta. There was a walk sign, and a car was coming the other way, and the car touched me when he turned. He should have waited for me to cross."
- "Getting around the area that we live in is getting access to accessibility such as the sidewalks. The sidewalks are not accessible; in some places, there is no sidewalk. It makes getting around even more challenging. There are poles in the sidewalk. Even right here I have to go into the street to get to Walmart."

9.0 Conclusion

The findings from the ridership assessment and focus groups highlight the importance of demographic considerations in efforts to coordinate and expand access to transportation services and create a one-call one-click transportation system. Key insights include the following:

- Riders and non-riders differ significantly in their demographics, with a notable proportion of riders being low-income and having disabilities.
- Riders often report poorer health compared to non-riders, indicating a higher need for accessible and reliable transportation options for medical appointments.
- Walking ability and living arrangements also influence transportation needs. Services should be designed to accommodate those with limited mobility and those living in communal or multi-family housing.
- Riders are more likely to rent their homes and live alone, while non-riders are more likely to own their homes and live with a partner.
- High housing cost-to-income ratios among both riders and non-riders indicate financial strain. Implementing cost-saving measures and ensuring affordable transportation can help mitigate this issue.
- Riders miss more trips due to cost and availability of transportation compared to non-riders.
- The variability in walking ability among riders suggests the need for door-to-door services and improved pedestrian infrastructure around transit stops.

The demographics indicate a significant need for transportation services among Hispanic, white, black, and multi-racial communities, particularly for older adults and individuals with disabilities. The diverse demographic profile of riders and non-riders highlights the need for inclusive transportation solutions:

- That support Hispanic, white, black, and multi-racial communities, particularly focusing on older adults (66 and accessibility of on-demand ride services among non-riders, particularly targeting low-income and disabled individuals. T
- Continually increase awareness and outreach programs to educate communities about available transportation services.

Standardizing data collection and management across nonprofits and public transit agencies will ensure accurate tracking of service usage, demographics, and needs. This can lead to better resource allocation and service improvements. Steps to implement may include:

- Development of a unified data management system that integrates information from various service providers, ensuring consistency and accessibility.

- Standardize eligibility criteria for transportation services to streamline access for all users, focusing on those with disabilities and low-income individuals.
- Improved accessibility by addressing specific barriers such as poor sidewalk conditions, bus ramp issues, and the need for better communication from transit providers.

The data shows that transportation costs are a significant barrier to accessing rides, with more riders likely to miss a trip due to the expense. Even with the expansion of access and available transportation services, these riders need financial assistance programs or vouchers to overcome barriers to transportation and reduce the frequency of their missed trips.

Opportunities through Travel Training

Insights from the focus groups reveal a significant gap in awareness regarding available nonprofit transportation services among participants. Many older adults are unaware of the transportation options that could greatly benefit them.

Focus Group Key Takeaways

Senior Centers: Essential in sustaining the well-being and independence of older adults. Outside of senior centers, other trips are less frequent, with participants relying mainly on friends and family.

Driver Training and Communication: Needs improvement. Participants' experiences with VIA fixed routes vary; those with shelter and easy access find it beneficial, while others face significant challenges.

Sidewalk Infrastructure: Needs enhancement to improve neighborhood-level accessibility for seniors.

Service Area Expansion: Providers need to expand their service areas to improve accessibility for the transportation-disadvantaged (TD) population and assess the reliability and safety of their transportation services.

Marketing and Awareness: Better marketing and awareness of available transportation services are needed.

Priorities in Transportation: Participants prioritize reliability, safety, and cost-effectiveness when selecting a transportation provider.

Grocery Shopping: Dependency on others limits personal options for grocery shopping. Some participants prefer in-person shopping to choose their own groceries.

Participants highlighted various accessibility challenges, such as inadequate sidewalk infrastructure, non-functional bus ramps, and insufficient driver training. Addressing these issues is essential to making public transit more accessible and reliable for older adults. VIA's travel training programs can include practical guidance on navigating these challenges, thereby empowering older adults to use public transportation more confidently and independently. Training drivers to better assist older adults and ensuring that all public transit infrastructure is accessible will further enhance the usability of these services. Ensuring timely and safe transportation services emerged as a priority for focus group participants. Concerns about long wait times, unreliable pickups and drop-offs, and safety during late-night hours were prevalent. Travel training can help alleviate these concerns by educating older adults on how to effectively plan their trips, use public transit schedules, and what to do in case of service disruptions.

Focus Group Sample of Findings Related to Travel Training		
Location	**Focus Group Comment**	**Interpretation**
West Park Senior Center	"I used to take public transportation, but now they changed the bus routes, which used to be convenient, making route changes difficult."	VIA needs to engage in travel training, especially in neighborhoods with high concentrations of older adults.
Dorris Griffin One Stop Center	"We ride the VIA, and it is hard to ride the bus when it rains."	Travel training and improved bus stop conditions should be prioritized.
Southside Lion Senior Center	"Sometimes, the bus drivers don't pay attention and go right past the stop even when you pull the bell."	Travel training for drivers to assist older adults more effectively.
Connectability	"I used to travel every day, but I have cut back because of VIA."	Travel training for drivers and better communication about service changes.
Connectability	"I feel like drivers aren't getting enough training to work with people with visual impairments or who rely on wheelchairs."	Both passenger travel training and specialized driver training are needed.

Offering travel training at senior centers and other public venues is vital for enhancing the mobility and independence of older adults in San Antonio/Bexar County. These sessions will increase service awareness, address accessibility issues, enhance reliability and safety, promote the use of senior centers, and support low-income and disabled individuals. By implementing comprehensive travel training programs, VIA can ensure that older adults are well-equipped to navigate the transportation systems.

10.0 Appendix

Question	Items	Count	%
Race	Black	30	9.30%
	White	115	35.60%
	Hispanic	145	44.90%
	Multiracial+	33	10.20%
	TOTAL	**323**	**100%**
Age	18 to 25	8	2.3%
	26 to 35	13	3.8%
	36 to 45	17	5.0%
	46 to 55	22	6.5%
	56 to 65	79	23.2%
	66 to 75	109	32.0%
	over 75	93	27.3%
	TOTAL	**341**	**100%**
TD Indicators	Adults over 60	191	40.6%
	Adults under 60 with a disability	84	17.9%
	Adults over 60 with a disability	160	34.0%
	Neither	35	7.4%
	TOTAL	**470**	**100%**
Income Level	Less than $25,000	108	35.9%
	$25,000–$50,000	73	24.3%
	$50,001–$75,000	31	10.3%
	over 75,000	43	14.3%
	Prefer not to say	46	15.3%
	TOTAL	**301**	**100%**
Household Composition	Live with spouse or partner	86	48.0%
	Live with roommate	15	8.4%
	Live with other family members	73	40.8%
	Not Applicable	-	0.0%
	Live with spouse & Family	4	2.2%
	Live with roommate & Family	1	0.6%
	TOTAL	**179**	**100%**
Cell Phone Ownership	Yes	299	92.0%
	No	26	8.0%
	TOTAL	**325**	**100%**
Cell Phone Type	Basic	68	23.4%
	Smart Phone	223	76.6%
	TOTAL	**291**	**100%**

Question	Items	Count	%
Self-reported Health	Excellent	20	7.2%
	Very good	43	15.5%
	Good	88	31.8%
	Fair	92	33.2%
	Poor	34	12.3%
	TOTAL	**277**	**100%**
Adult Caregivers	Yes	37	13.4%
	No	239	86.6%
	TOTAL	**276**	**100%**
Child Caregivers	Always	9	3.2%
	Sometimes	33	11.8%
	Never	226	81.0%
	Prefer not to say	11	3.9%
	TOTAL	**279**	**100%**
Ability to Walk	Always	108	39.0%
	Sometimes	89	32.1%
	Never	77	27.8%
	Prefer not to say	3	1.1%
	TOTAL	**277**	**100%**
Home Type	Single-family home	191	62.8%
	Multi-family home (duplex, triplex)	10	3.3%
	Apartment building	72	23.7%
	Group home or assisted living community	5	1.6%
	Independent living community	13	4.3%
	Nursing home	1	0.3%
	Other	12	3.9%
	TOTAL	**304**	**100%**
Home Ownership	Own	155	50.8%
	Rent	111	36.4%
	Neither	36	11.8%
	Prefer not to say	3	1.0%
	TOTAL	**305**	**100%**
Household Size	1	119	39.0%
	2	114	37.4%
	3	39	12.8%
	4	11	3.6%
	5	6	2.0%
	6	8	2.6%
	7	3	1.0%
	Prefer not to say	5	1.6%
	TOTAL	**305**	**100%**

Question	Items	Count	%
Monthly Housing Expense	Less than $800	109	37.1%
	$800 to $1500	102	34.7%
	$1500 to $2500	53	18.0%
	$2500 to $3500	19	6.5%
	More than $3500	11	3.7%
	TOTAL	**294**	**100%**
Monthly Housing Expense	Less than $300	184	63.0%
	$300 to $500	65	22.3%
	$500 to $1000	32	11.0%
	$1000 to $1500	6	2.1%
	More than $1500	5	1.7%
	TOTAL	**292**	**100%**
Ride Service Use	Yes	193	56.6%
	No	148	43.4%
	TOTAL	**341**	**100%**
Internet-Connected Devices at Home	Yes	203	63.0%
	No	119	37.0%
	TOTAL	**322**	**100%**
Mobility Aids	Walking Support	111	33.9%
	Wheelchair	48	14.7%
	Vision Support	13	4.0%
	Caregiver/Animal	12	3.7%
	No Need	143	43.7%
	TOTAL	**327**	**100%**
Service Needs	Curb-to-Curb	162	50.5%
	Door-to-Door	54	16.8%
	Door-through-Door	13	4.0%
	Can walk to public transit stops	92	28.7%
	TOTAL	**321**	**100%**
Missed Work due to inability to find a ride	Yes	8	13.3%
	No	52	86.7%
	TOTAL	**60**	**100%**
Missed Work due to ride cost	Yes	1	3.7%
	No	26	96.3%
	TOTAL	**27**	**100%**
Missed Nonmedical due to inability to find a ride	Yes	130	25.3%
	No	384	74.7%
	TOTAL	**514**	**100%**

Question	Items	Count	%
Missed Nonmedical due to ride cost	Yes	95	18.6%
	No	417	81.4%
	TOTAL	**512**	**100%**
Missed Medical due to inability to find a ride	Yes	68	26.0%
	No	194	74.0%
	TOTAL	**262**	**100%**
Missed Medical due to ride cost	Yes	47	17.7%
	No	218	82.3%
	TOTAL	**265**	**100%**