

English



Default Question Block

Survey: How can transportation for older adults and people with disabilities be improved in the Boston region?

If you live in one of the [Boston Region Metropolitan Planning Organization's \(MPO\) 97](#) cities and towns, we're looking for your input on public transit needs for older adults and people with disabilities, and ways to address those needs.

Your input will be used to update the region's Coordinated Public Transit–Human Services Transportation Plan, which supports improved coordination of transportation for older adults and people with disabilities.

The survey should take about seven minutes to complete. All of your answers will be kept confidential.

Due to limitations of the Qualtrics software, this survey may not be completely accessible to respondents using screen readers. If you use a screen reader, please use the modified version of the survey: bit.ly/MPO-CP23-SR

Contact Stella Jordan at 857.702.3675 (phone), 617.570.9193 (TTY), or sjordan@ctps.org to learn more about the Coordinated Plan or if you have questions about this survey.

Block 1

Which best describes your affiliation?

- Regional Transit Agency
- Council on Aging (COA)
- Disability Commission or other municipal disability commission
- Other municipal government (not a COA or disability commission)
- State agency (such as Massachusetts Department of Transportation)
- Regional Coordinating Council
- Private transit provider (such as a Transportation Management Association or hospital)
- Private citizen
- Other (please specify)

If you are affiliated with an organization, please enter its

name:

Block 2

The following questions are about public transit needs and improvements in your community and/or the communities you serve. You may answer with either in mind.

Which infrastructure improvements would most effectively improve mobility for older adults and/or people with disabilities? Select top two.

- Improve accessibility and comfort at transit stations and stops (with features such as high-level platforms, elevators, escalators, benches, and bus stop shelters)
- Ensure that sidewalks and street crossings adjacent to public transit stations and stops are safe and ADA-compliant
- Improve maintenance of stations, stops, and the surrounding pedestrian environments (such as snow removal)
- Improve the comfort of the pedestrian environment adjacent to public transit stops and stations (with features such as benches and street-level lights)

Other:

Which public transit service improvements or expansions would most effectively improve mobility for older adults and/or people with disabilities? Select top two.

- Provide new or expand existing transit service that provides access to non-medical destinations (such as jobs)
- Expand existing transit service schedules to improve access to destinations throughout the day and/or on weekends
- Provide same-day, on-demand transit service
- Improve first- and last-mile transit service from transit stations to expand connections with senior centers and housing
- Improve customer service by providing training to vehicle operators to better meet the needs of older adults and/or people with disabilities
- Other:

Which improvements to the coordination of transit services would most effectively improve mobility for older adults and/or people with disabilities? Select top two.

- Provide new transit service between municipalities that have limited or no service
- Expand existing transit service between municipalities to reach more destinations

- Improve coordination between existing transit services to reduce transfers and travel times
- Develop collaborations and partnerships between transit service providers, including rideshare companies, to more efficiently meet common needs
- Other:

Which education improvements would most effectively improve mobility for older adults and/or people with disabilities? Select top two.

- Provide training opportunities for older adults and people with disabilities to learn which transportation services are available and how to use them
- Provide assistance navigating transit tracking and requesting tools such as smartphone apps
- Provide assistance for adult drivers who are giving up their cars to help them transition to using public transit
- Expand awareness of available transportation services for seniors and people with disabilities through advertising
- Other:

Please rank your selections from highest (1) to lowest (8) priority.

Improve accessibility and comfort at transit stations and stops (with features such as high-level platforms, elevators, escalators, benches, and bus stop shelters)

Ensure that sidewalks and street crossings adjacent to public transit stations and stops are safe and ADA-compliant

Improve maintenance of stations, stops, and the surrounding pedestrian environments (such as snow removal)

Improve the comfort of the pedestrian environment adjacent to public transit stops and stations (with features such as benches and street-level lights)

$\$ \{q://QID5/ChoiceTextEntryValue/5\}$

Provide new or expand existing transit service that provides access to non-medical destinations (such as jobs)

Expand existing transit service schedules to improve access to destinations throughout the day and/or on weekends

Provide same-day, on-demand transit service

Improve first- and last-mile transit service from transit stations to expand connections with senior centers and housing

Improve customer service by providing training to vehicle operators to better meet the needs of older adults and/or people with disabilities

$\$ \{q://QID6/ChoiceTextEntryValue/6\}$

Provide new transit service between municipalities that have limited or no service

Expand existing transit service between municipalities to reach more destinations

Improve coordination between existing transit services to reduce transfers and travel times

Develop collaborations and partnerships between transit service providers, including rideshare companies, to more efficiently meet common needs

$\$ \{q://QID7/ChoiceTextEntryValue/5\}$

Provide training opportunities for older adults and people with disabilities to learn which transportation services are available and how to use them

Provide assistance navigating transit tracking and requesting tools such as smartphone apps

Provide assistance for adult drivers who are giving up their cars to help them transition to using public transit

Expand awareness of available transportation services for seniors and people with disabilities through advertising

$\$ \{q://QID8/ChoiceTextEntryValue/5\}$

What other transportation changes would you suggest to improve mobility and better address the transportation needs of older adults and/or people with disabilities?



New Demographics October 2022

Demographic Questions

The following questions help us to understand whether our surveys are reaching a diverse audience.

How do you self-identify by race and/or ethnicity? (Check all that apply.)

- American Indian or Alaskan Native
- Asian
- Black or African American
- Hispanic, Spanish origin or Latino/a/x
- Native Hawaiian or other Pacific Islander
- White
- Prefer not to answer

Other (please specify)

How many people are in your household? Include yourself.

What is your annual household income?

- Less than \$30,000
- \$30,000 or more
- Prefer not to answer

What is your annual household income?

- Less than \$35,000
- \$35,000 or more
- Prefer not to answer

What is your annual household income?

- Less than \$45,000
- \$45,000 or more

Prefer not to answer

What is your annual household income?

- Less than \$55,000
- \$55,000 or more
- Prefer not to answer

What is your annual household income?

- Less than \$65,000
- \$65,000 or more
- Prefer not to answer

What is your annual household income?

- Less than \$75,000
- \$75,000 or more
- Prefer not to answer

What is your annual household income?

- Less than \$85,000
- \$85,000 or more
- Prefer not to answer

What is your annual household income?

- Less than \$95,000
- \$95,000 or more
- Prefer not to answer

What is your annual household income?

- Less than \$110,000
- \$110,000 or more
- Prefer not to answer

Do you have a disability?

- Yes
- No
- Prefer not to answer

What is your age?

- Under 18
- 18 - 21
- 22 - 34
- 35 - 44
- 45 - 64
- 65 - 74
- 75 and older
- Prefer not to answer

How do you identify by gender?

- Man
- Woman
- Non-binary
- Prefer to self-describe
- Prefer not to answer

What is your home zipcode?



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