



**Rural Resort Region Focus for 2009:  
Seniors in Our Mountain Communities  
Challenges and Opportunities**

*Presentations, reports, and  
additional information from this meeting  
available on NWCCOG's website: [www.nwc.cog.co.us](http://www.nwc.cog.co.us)*

**Topic:** Transportation  
**Date:** September 24, 2009  
**Location:** Aspen, Colorado

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The Rural Resort Region chose to focus on ***Seniors in our Mountain Communities: Challenges and Opportunities*** in 2009. The September topic was **Transportation**. Below is a summary of information presented at that meeting.

**Topic: Transportation Services for Seniors in the Region**

*(There is a more comprehensive summary of senior transportation services provided in each County included later in this meeting summary. The section below is a summary of additional information presented by county representatives who were present at the meeting)*

**Eagle County**

*Kelley Collier & Harry Taylor - ECO Transit; Sara Fisher - Eagle County Commissioner*

[www.eaglecounty.us/eco\\_transit](http://www.eaglecounty.us/eco_transit)

[www.eaglecounty.us/seniors](http://www.eaglecounty.us/seniors)

ECO Transit provides a fixed route system to all ages. Eco offers \$1 per ride, or a bus for seniors 60+. The majority of rides on ECO are for employment or recreation; it is not widely used for medical appointments.

**Garfield County**

*Mildred Alsdorf - The Traveler*

[www.garfield-county.com](http://www.garfield-county.com)

The Traveler's mission is to serve as a specialized transit organization linking seniors and the disabled with independent lifestyles through mobility. The Traveler provides wheelchair accessible, door-to-door, demand responsive, driver-assisted transportation to Garfield County residents, sixty years or older or disabled, who have difficulty using public or private transportation because it is unavailable, inaccessible or unaffordable. Garfield County seems to be meeting its senior transportation needs.

**Summit County**

*Kathryn Grohusky - Summit County Senior Services*

Summit Stage - [www.summitstage.com](http://www.summitstage.com)

[www.co.summit.co.us/seniors](http://www.co.summit.co.us/seniors)

The Summit Stage provides fixed route free bus service throughout Summit County. Mountain Mobility provides Para transit service. This para transit service is not door to door, and riders have to have the ability to get to the end of their driveway. There is a volunteer program using the County's motor pool. Transit is also provided through the Breckenridge Recreation Center for social trips for a fee.

**Pitkin County**

*Marty Ames - Pitkin County Senior Services*

Pitkin County Senior Services provides a senior van and volunteer rides. They provide taxi rides whereby the County pays half the fare, and the rider pays half the fare, to supplement this. They primarily use volunteers for out of town medical appointments

### **Independent Life Center - Craig, CO**

*Evelyn Tileston*

Craig is a central hub to a transportation area that includes Jackson, Grand, Routt, Rio Blanco, and Moffat Counties. The Independent Life Center is not age related. They have a van for medical appointments and for a few meal sites 5 miles outside of Craig. They use human service volunteers and reimbursed the IRS rate. They are trying to develop a medical transportation system.

### **Jackson County**

*John Rich, County Commissioner*

The County has one van and 3 drivers. They offer trips to Laramie, WY 2 times per month, and occasional social trips on a first come, first served basis. The system seems to work well and the county seems to be meeting its senior transportation needs.

### **Lake County**

*Bud Elliott, Mayor of Leadville*

Lake County has a van for shopping, local medical appointments and social trips. Lake County is in the midst of a transportation study that will be exploring the local and regional needs of seniors. The County has inadequate services for local needs.

### **Grand County**

*Sharon Schoenberger - Grand County Council on Aging*

Grand County Council on Aging provides senior transportation services for Seniors 60+. They have 6 mini busses that are handicap accessible for local medical appointments, errands, grocery shopping, and for trips to the nutrition sites. They do two trips per month to Denver and one trip per month to Wal-Mart in Frisco. These trips have a suggested donation. They are heavily funded by Grand County and by private funders.

<b>Topic: Current Gaps in Service &amp; Anticipated Increase in Demand</b>
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Issues Mentioned:

### **Summit County**

- Some clients cannot get to senior center, medical appointments on the Summit Stage
- Congregate meal sites sees very low numbers due to lack of transportation
- Periodic transportation (perhaps weekly?) to medical appointments in Denver
- Errand transportation (maybe volunteer?)
- Reimbursement for volunteer drivers
- Projected to see a lot of growth
- Currently do not have any dedicated senior transit services right now
- Need better use of volunteers; use the younger baby boomers for this; to and from the hospital; grocery, errand, social service
- Reason people come to our community – some degree of independence.
- Dedicated senior housing – needs to fit with whatever transit system we are going to create in the future

- Many people aren't aware of services; many are intimidated

### **Pitkin County**

- Have a limited service area; Pitkin County has a lot of arteries that are not being served. As the population ages, there are many aging people in the outlying areas.
- Issue in the Roaring Fork Valley – no way to get to the bus stop (bus runs up and down one main road).
- Need to consider a regional effort with subcommittees (a) The SRC Evergreen Volunteer Program is a great model; (b) connecting ECO and RFTA

### **Lake County**

- More than half of the population goes out of the county for work and for the doctor (i.e. either to Summit or Eagle County). We are going to have to have some type of volunteer program.

### **Eagle County**

- Reduction in sales tax has caused ECO to cut routes
- Maybe link ECO with RFTA – looking at the feasibility of this
- ECO Regional Transportation System – understand what services are available in your area and what their purpose is. Public transit cannot provide all the services needed in an area as its primary purpose is to take workers from residential areas to work zones, and therefore oftentimes public transit is straight line.

### **All Counties**

- Transportation is the key to the quality of life component in our mountain communities, be it for second homeowners, long term senior, or newly transplanted senior.
- Need more feeder routes to/from bus stops.
- Challenge: big mountain passes between us all!
- Challenge: Public transit system is very good; arterial system (i.e. how you get TO that system) is poor.

### **Resources - Brainstormed Ideas**

- Volunteer Driver Program – Senior Resource Center - "How To" guide – could work really well in the rural areas (i.e. works well in Evergreen)
- NCST – Easter Seals – [www.ncst.org](http://www.ncst.org) – workshops and funding available.
- Commission on Rural Transportation (state-level) – may have some resources
- Intermountain transportation planning region – apply for CDOT funds – must write into grants that you are part of a coordinating council.
- Study: Governor's Office of Community Services Needs Assessment

### **Best Practices in Senior Transportation** *(links to these resources posted on [www.nwc cog.co.us](http://www.nwc cog.co.us))*

#### **Links to Best Practices:**

- Knoxville, TN: **Knoxville-Knox County Community Action Committee** - Volunteer Assisted Transportation - [www.knoxcac.org](http://www.knoxcac.org)
- Rural Appalachian Kentucky: Leslie, Knott, Letcher, Perry Community Action Council, Inc. - **Seniors on the Go (SoGo)** - [www.iklp.net](http://www.iklp.net)

- New Jersey: **Medowlink EZ Ride Community Cars** - [www.meadowlink.org](http://www.meadowlink.org)
- Minneapolis, MN: Jewish Family and Children's Services of Minneapolis - **L'Chaim Senior Services** - [www.jfcsmpls.org](http://www.jfcsmpls.org)
- Michigan: Southwest Michigan Planning Commission - **Regional Coordination of Senior and Rural/Small Urban Transit Services in Southwest Michigan** - [www.swmpc.org](http://www.swmpc.org)
- Pittsburg, PA and U.S. - **ACCESS Transportation Systems** - [www.accesstransys.com](http://www.accesstransys.com)
- SW Washington - Human Services Council - **Sponsor-A-Ride** - [www.hsc-wa.org](http://www.hsc-wa.org)
- Philadelphia, PA - Mid County Senior Services - **Chore Connection** - [www.senrs.org](http://www.senrs.org)
- Larimar County, Colorado - **Senior Alternatives in Transportation (SAINT) Program** - [www.saintvolunteertransportation.org](http://www.saintvolunteertransportation.org)
- Wisconsin - **Mobility Management in the State of Wisconsin** - [www.dot.wisconsin.gov](http://www.dot.wisconsin.gov)
- Denver, Colorado - **Seniors Resource Center Transportation Program** - [www.srcaging.org](http://www.srcaging.org)
- Canyon County, ID - **Treasure Valley Transit** - [www.treasurevalleytransit.com](http://www.treasurevalleytransit.com)
- Missouri - **Older Adults Transportation Service (OATS, Inc.)** - [www.oatstransit.org](http://www.oatstransit.org)
- Rochester, NY - **Medical Motor Service** - [www.medicalmotors.org](http://www.medicalmotors.org)

There are links to other senior transportation resources on NWCCOG's website as well.

### Senior Transportation Services Provided in the Rural Resort Region

<p><b>Eagle</b></p>	<p>Transportation is provided to Eagle County residents to and from nutrition sites and to run errands. Transportation services are available to persons over the age of 60 and disabled adults. Senior Services operates van and bus service at all three sites on nutrition days. See our <a href="#">directory</a> for phone numbers and addresses.</p> <ul style="list-style-type: none"> <li>• Minturn: Meal Transportation, Wednesday &amp; Friday, Shopping every Friday</li> <li>• Eagle: Meal Transportation, Shopping, Post Office, and local medical appointments, Tuesday &amp; Thursday</li> <li>• Basalt: Meal Transportation, Tuesday &amp; Thursday, Shopping and Post Office every Thursday</li> <li>• Medical Van to Glenwood Springs from Eagle, last Monday of each month</li> </ul> <p><b>Eagle County Health &amp; Human Services</b>  Phone: 970.328.1352  <b>Address:</b> 715 Broadway Eagle, CO 81632  Provides Case Management for adults at risk of institutionalization, congregate and home delivered meals, health, wellness and disease prevention activities, <b>transportation services</b> and life-long learning opportunities  RSVP Program -Cheryl Thomas, 970.328.1352</p> <p><b><u><a href="#">ECO Transit</a></u></b>  <b>Phone Number:</b> (970) 328-3520  <b>Address:</b> 3289 Cooley Mesa Rd Gypsum, CO 81637  Public transportation service throughout Eagle County. Call or visit our website for routes and fare information.</p> <p><b><u><a href="#">Town of Avon Transit</a></u></b>  <b>Phone Number:</b> (970) 748-4120  The Town of Avon public transit system provides free scheduled bus service year-round.</p>
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	<p><a href="#">Town of Vail Transit</a>  <b>Phone Number:</b> (970) 479-2178  <b>Address:</b> 75 S Frontage Rd Vail, CO 81657  The Town of Vail Transit Department provides FREE year-round bus service throughout Vail.</p> <p><a href="#">Vail Valley Salvation Army</a>  <b>Phone Number:</b> (970) 926-3704  <b>Address:</b> 90 Lariat Loop Edwards, CO 81632  Provides emergency services, food, clothing, shelter, transportation and medical care.</p> <p><a href="#">Wheels for Eagle</a>  <b>Phone Number:</b> (970) 471-4668  <b>Address:</b> PO Box 4537 Eagle, CO 81631  Provides transportation via a 15 passenger van for Eagle County nonprofits.</p>
<b>Garfield</b>	<p>The Traveler’s mission is to serve as a specialized transit organization linking seniors and the disabled with independent lifestyles through mobility. The Traveler provides wheelchair accessible, door-to-door, demand responsive, driver-assisted transportation to Garfield County residents, sixty years or older or disabled, who have difficulty using public or private transportation because it is unavailable, inaccessible or unaffordable.  To schedule a ride on any week day on the Traveler, <b>please remember to call at least 24 hours in advance.</b> The hours of operation are Monday through Friday from 8:00 a.m. to 5:00 p.m.</p> <p>New Castle to Parachute/Battlement Mesa call <b>625-1366</b>  Glenwood Springs to Carbondale call <b>945-9117</b>  Monthly trip to Grand Junction call <b>945-9117</b></p> <p><b>Suggested Client Contribution:</b> \$2.00 per ride in town; \$3.00 between towns and \$20.00 for round trip to Grand Junction. Driver’s cannot make change – but can sell tickets for your ride.  When you call the Traveler, please have the following information available for the dispatcher:  <b>Name, Phone Number, Your Address, Your Destination Address, Appointment Time.</b>  <b>Cancellations:</b> if you need to cancel a ride, please call as soon as possible. Your advance cancellation notice helps our program provide a ride to another person.</p> <p><b>To contact staff:</b>  Judy Martin, Manager (970) 945-9191 extension 3061 or <a href="mailto:jumartin@garfield-county.com">jumartin@garfield-county.com</a>  Debby Sutherland, Program Coordinator (970) 945-9191 extension 3084 or <a href="mailto:dsutherland@garfield-county.com">dsutherland@garfield-county.com</a>  Mildred Alsdorf, Transportation Director (970) 945-9117 or <a href="mailto:malsdorf@rfta.com">malsdorf@rfta.com</a></p>
<b>Grand</b>	<p>Have 6 vehicles (3 minivans &amp; 3 minibuses); do some scheduled trips and some "demand response" trips. Service for medical appointments, nutrition sites, grocery shopping, recreational and social activities,  Grand County Council on Aging - 970.887.3222</p>
<b>Jackson</b>	<p>Jackson County Council on Aging (JCCA) has one van with three authorized drivers, one of which does most of the trips. They have two regularly scheduled trips each month to Laramie, WY for medical appointments.</p> <p>They also transport upon request, called an escort trip, both locally and beyond to Denver, Fort</p>

	<p>Collins, Cheyenne, and other locations. Trips are mostly for medical purposes, but they also take people who need to get to DIA, and they also schedule some fun trips, such as an outing to see the fall colors. Rides are scheduled by calling the JCCA at 970-723-3203 or Mark White at home.</p> <p>There is a suggested donation for seniors that varies depending on the destination. For example, \$40 for a round-trip to Denver or \$25 for a round-trip to Granby. Non-seniors are required to pay the suggested donation amount plus 20%.</p> <p>This service is marketed through ads in the local newspaper, the JCCA newsletter, and announcements at the JCCA potluck lunches. This service is grant funded.</p>
<b>Lake</b>	<p>Bus for shopping and local doctors appointments (Mon - Thurs) Leadville Senior Center - 719.486.1774</p>
<b>Pitkin</b>	<p><b>RFTA Bus Services for Seniors</b> <i>FREE</i> bus services for seniors age 65+. Limited to regular bus routes and times. Be prepared to show driver proof of age.</p> <p><b>Senior Van</b> (in conjunction with RFTA) <i>FREE</i> door-to-door service for appointments, shopping, errands and senior programs. For seniors age 60+, wheelchair accessible. Available Monday, Wednesday, Fridays 8-4 &amp; Thursdays 8:30 A.M. to 3:30 P.M. To arrange a pick-up, call <b>Senior Services 920-5432</b>, 24-hours advance notice.</p> <p><b>ADA Van</b> Free service for <b>disabled</b> residents and visitors for transportation in and around Aspen, wheelchair accessible. Available for transportation needs, 7 days a week. <b>24-hour notice required, call 925-4482</b> for arrangements.</p> <p><b>Mt. Valley Dial-a-Ride</b> Call 920-9999 for door-to-door service. <i>FREE</i> for persons 65yrs of age &amp; over. \$1 for others. Operates during regular RFTA hours (summer 6:30am-1:45am). Departs Lupine Dr. at :00 &amp; :30 past each hour.</p> <p><b>Taxi</b> Use only for essential trips where other options cannot serve. <i>HALF-PRICE</i> service from Mountain High Taxi. Senior Services pays half and client pays half. Call 925-TAXI (8294). Available when ever the Senior Van is not operating.</p> <p><b>Volunteer Escort</b> Available for unusual situations, e.g. out-of-town medical visits or special assistance needs. Call Senior Services 920-5432, to discuss this option and we will try to find a volunteer.</p>

<b>Summit</b>	<p>Summit County Seniors are fortunate to have access to the local transportation system, Summit Stage for in-county transportation. The bus routes are convenient to most neighborhoods. Route schedules can be picked up at the Center or at the bus stops throughout the County. Mountain Mobility is another form of transportation available to individuals unable to access the regular county transportation. Call 970-668-0999 to schedule rides on Mountain Mobility.</p> <p>Summit Stage provides transportation for seniors to attend organized activities both in and out of the county. When signing up for a trip with the Seniors make sure you ask whether transportation is provided through Summit Stage.</p> <p>Medical trips to Denver are provided through volunteers working with the Retired and Senior Volunteer Program. To arrange for a trip to Denver call the Center at 970-668-2940 at least 5 days in advance.</p>
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**Draft Policy Recommendations:**

*(These draft policy recommendations were suggestions made by participants at the meeting. They will be re-examined in November at the wrap-up meeting of this initiative, and subject to clarification and possible changes).*

- Create more volunteer opportunities to provide transportation for seniors and the disabled.
- Provide liability insurance coverage for those serving as volunteers providing transportation services to seniors. These may be some "common sense" provisions put into writing to make formal.
- Allow Para transit services in our counties to go a bit further than ADA allows (i.e. ADA allows for a very short distance (i.e. less than a mile in many cases) from the main route.
- Be inclusive of serving all seniors for whatever reason, for whatever length of time, not dependent on residence in transportation, due to the fact that this is the Rural RESORT Region and many of our communities have a resort element to them. Recognize that they are seniors SOMEWHERE...they may not reside here all the time.
- Advocate for federal government agencies to allow local agencies to comingle federal funds within certain blocks of funds so that more efficient use of (transportation) funds can be realized. (For example, a county may have two different vehicles right next to each other, but not used efficiently due to the built in discrimination [be it for age, residency, etc.] for the use of federal funds to operate these vehicles.
- Provide more support for volunteers. Provide effective and adequate training for volunteers.
- Encourage county senior services departments to work toward integrating communities - i.e. integrate people from various backgrounds and ages. They have a value in terms of sustainability in the community.
- Encourage friends and family to be transportation volunteers through county public assistance departments.
- Create a volunteer training program within the Rural Resort Region whereby all volunteer training is provided centrally by one organization (similar to the NWCCOG's Elevator Inspection Program).
- Develop a Volunteer Community Corp whereby unemployed individuals volunteer their time. In exchange, they receive "resume building experience".

## **List of Attendees:**

Dave	Sturges	City of Glenwood Springs
Bud	Elliott	City of Leadville
Debra	Stewart	Colorado Commission on Aging
Dennis	Fisher	Colorado Dept. of Human Services
Sara	Fisher	Eagle County
Amy	Berens	Eagle County Adult Services
Kelley	Collier	ECO Transit
Harry	Taylor	ECO Transit
Judy	Martin	Garfield County Department of HHS Garfield County Senior Services - The
Mildred	Alsdorf	Traveler
Deb	Dunaway	Independent Life Center
Evelyn	Tileston	Independent Life Center
John	Rich	Jackson County
Jean	Hammes	NWCCOG
Rachel	Lunney	NWCCOG
Liz	Mullen	NWCCOG
Gary	Severson	NWCCOG
Rachel	Richards	Pitkin County
Doris	Downey	Pitkin County RAC Representative
Deborah	Overeynder	Pitkin County Senior Council
Marty	Ames	Pitkin County Senior Services
Mary	Barbour	Pitkin County Senior Services
Cheryl	Thomas	RSVP - Eagle/Summit County
Christi	Nelson	Summit County RSVP
Anne	Crane	Summit County Seniors
Kathryn	Grohusky	Summit County Seniors
Lorie	Williams	Summit County Seniors
John	Hoffman	Town of Carbondale
Don	Parsons	Town of Dillon
Jeff	Shroll	Town of Gypsum
Vince	Lanuza	Town of Silverthorne
Dirk	Ramsey	Town of Walden