

# Londonderry Senior Transportation Survey Results

**Conducted by:**

Laurie Renke, Senior Transportation Coordinator  
Department of Senior Affairs  
Town of Londonderry, NH 03053  
603.432.8554

**Prepared by:**

The Southern New Hampshire Planning Commission  
438 Dubuque St.  
Manchester, NH 03102  
603.669.4664

October 2019



# Londonderry New Hampshire

## Londonderry Senior Transportation Survey October 2019

### Background:

In October of 2019, the Town of Londonderry conducted a survey to understand the transportation needs of its residents as well as gauge the knowledge and current usage of the Town's existing transportation services. The survey was available online as well as in paper format. Post cards with directions on how to take the survey were handed out at local meeting places throughout Londonderry by the Town's Senior Transportation Coordinator of the Department of Senior Affairs. An example of the post card can be found below. Paper copies of the survey were available at the Library, the Senior Center and the Town Hall. By October 31, a total of 426 respondents had participated in the survey, providing valuable insight to Londonderry town staff on transportation use and needs in town.

### Survey Summary:

- Of the 426 respondents who participated in the Londonderry Senior Transportation Survey, 389 (91.5%) were from Londonderry and 36 people were not from Londonderry. Towns represented from outside of Londonderry can be found in Figure 2.
- Most respondents who answered the survey were ages 65 – 74 (124 total respondents). The next highest age bracket represented was 75 and older with a total of 77 respondents. Although the intended audience for this survey was seniors, about 35% of survey respondents were under the age of 55.
- Almost all survey respondents hold a current, valid New Hampshire driver's license. 3.7% indicated they do not have a license.
- 55% of the survey respondents have heard of CART: Cooperative Alliance for Regional Transportation, but 44.5% have not.
- Of the survey respondents who said they *have* heard of CART, 95% revealed they have never utilized CART's transportation services.
- When asked if respondents have heard of Community Caregivers, almost half indicated they have (51%) and half have not (48%).
- Similar to CART, of those who *have* heard of Community Caregivers, 90% of survey respondents indicated they have never utilized its transportation services.
- Of the 388 people who answered the question "how many times per month do you hire a taxi," 95% (371 total respondents) indicated they never hire a taxi - or "zero times per month."
- Many people have utilized the park and ride lots off I-93 Exit #4 and Exit #5. 37% of survey respondents have never utilized either park and ride lot.
- Approximately 53% of the survey respondents have never hired a Transit Network Service (TNC) such as UBER while 46% have.
- More survey respondents have taken a Boston Express bus than a Concord Coach bus (56% vs. 42%).
- Just about half of the survey respondents have taken an airport shuttle before, and the majority took that shuttle to the Boston airport.



# Londonderry New Hampshire

- 55% of survey respondents have utilized the Londonderry Rail Trail and 90% indicated they use the rail trail for walking. 40% said they use the rail trail for biking and approximately 9% wrote in other activities such as running, snowshoeing and cross-country skiing (respondents were able to choose more than one option)
- Approximately 20% of the survey respondents indicated that someone else drives them to appointments, grocery shopping and other activities. 50% of those respondents indicate that a family member drives them. 40% said their spouse drives them.
- Almost 84% of the survey respondents are not members of the Londonderry Senior Center and 38% are interested in an educational session on the various transportation services available to them in Londonderry.
- Of those who are interested in an educational session on transportation services available in Londonderry, 56% say that a meeting in the daytime would work better for them.

## LONDONDERRY SENIOR TRANSPORTATION SURVEY

In an effort to gather and share information with the residents of the Town of Londonderry, we are conducting a survey with regard to the varied transportation programs and services currently available in Londonderry.



*-As always, thank you for your support!*

To take the survey, type the following link in to your internet browser by 10/31/19:

[tiny.cc/seniortransit](http://tiny.cc/seniortransit)

**PAPER SURVEYS** available at: Londonderry Senior Center, Leach Library, Londonderry Town Hall

Please direct questions to:  
Laurie Renke, Senior Transportation Coordinator,  
Department of Senior Affairs, Town of Londonderry  
Email: [Lrenke@londonderrynh.org](mailto:Lrenke@londonderrynh.org)  
Phone: (603) 432-8554 x233



## Londonderry New Hampshire

Survey post card handed out at local  
meeting places in Londonderry



# Londonderry New Hampshire

## Question 1. Are you a Londonderry resident?

Answered: 425

Skipped: 1

Approximately 92% of respondents indicated they were residents of the Town of Londonderry. About 8.5% of survey respondents were from towns outside of Londonderry. Towns represented included: Bedford, Derry, Goffstown, Hudson, Litchfield, Manchester, Nashua, Sandown, Stratham and Windham.

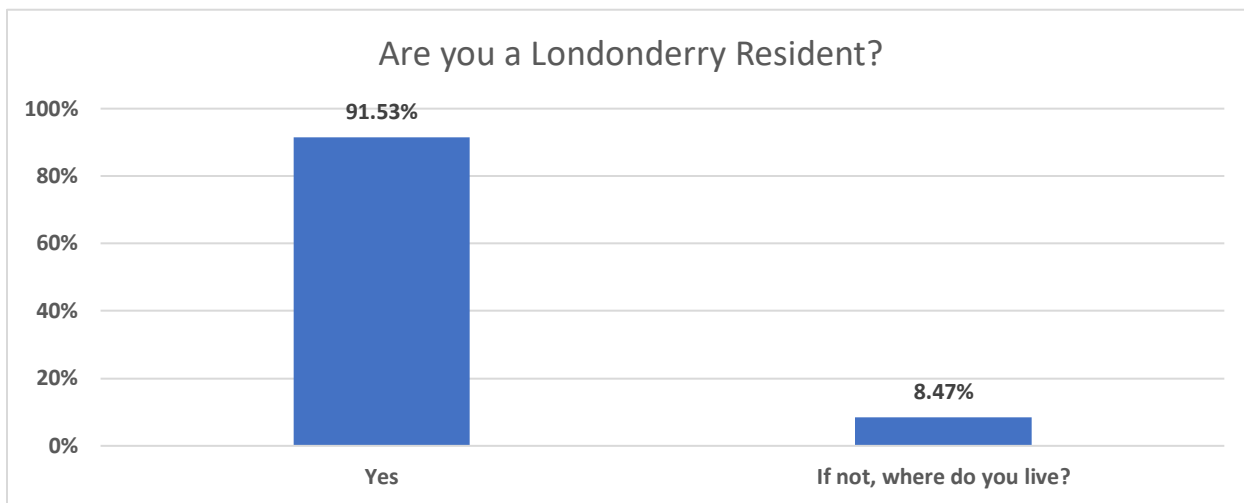


Figure 1: Are you a Londonderry Resident?

### If not, where do you live?

Town	Percent of Survey Respondents
Derry	4.0%
Manchester	1.4%
Litchfield	1.2%
Windham	0.5%
Bedford	0.2%
Goffstown	0.2%
Hudson	0.2%
Nashua	0.2%
Sandown	0.2%
Stratham	0.2%

Table 1: If not, where do you live?



# Londonderry New Hampshire

## Question 2: What is your Age?

Answered: 420

Skipped: 6

Most respondents who answered the survey were ages 65 – 74 (124 total respondents). The nexthighest age bracket represented was 75 and older with a total of 77 respondents. Although the intended audience for this survey was seniors, about 35% of survey respondents were under the age of 55.

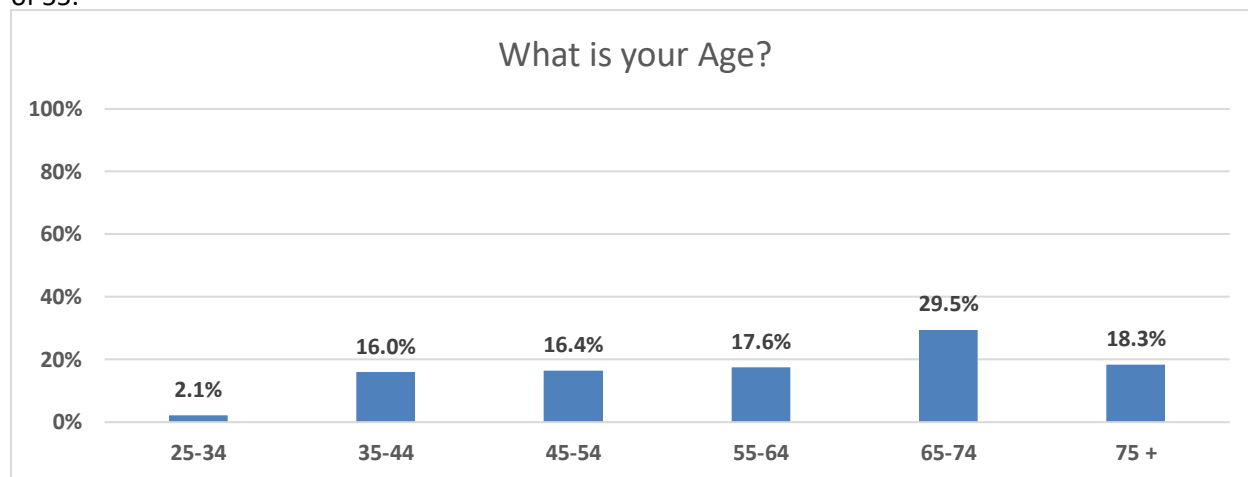


Figure 2:What is your age?

## Question 3: Do you hold a current valid NH driver's license?

Answered: 423

Skipped: 3

Almost all (96%) respondents indicated they hold a valid New Hampshire driver's license. 16 respondents (3.7%) said they do not hold a valid license.

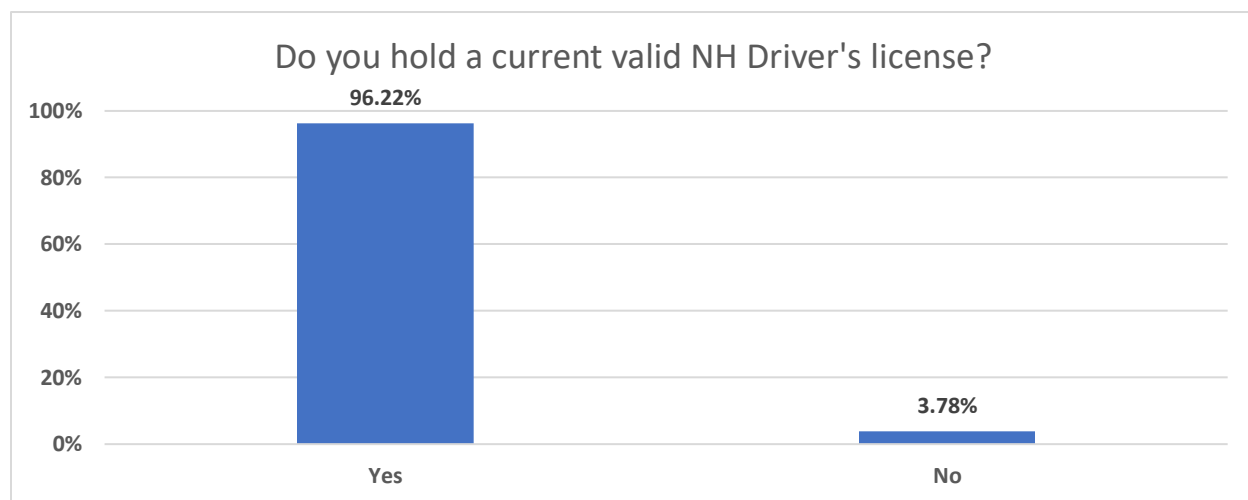


Figure 3:Do you hold a valid NH driver's license?



## Question 4: Have you heard of CART: Cooperative Alliance for Regional Transportation SHARED RIDE Program?

Answered: 424

Skipped: 2

A little over half (55%) of the survey respondents have heard of CART, while almost 45% have not heard of CART.

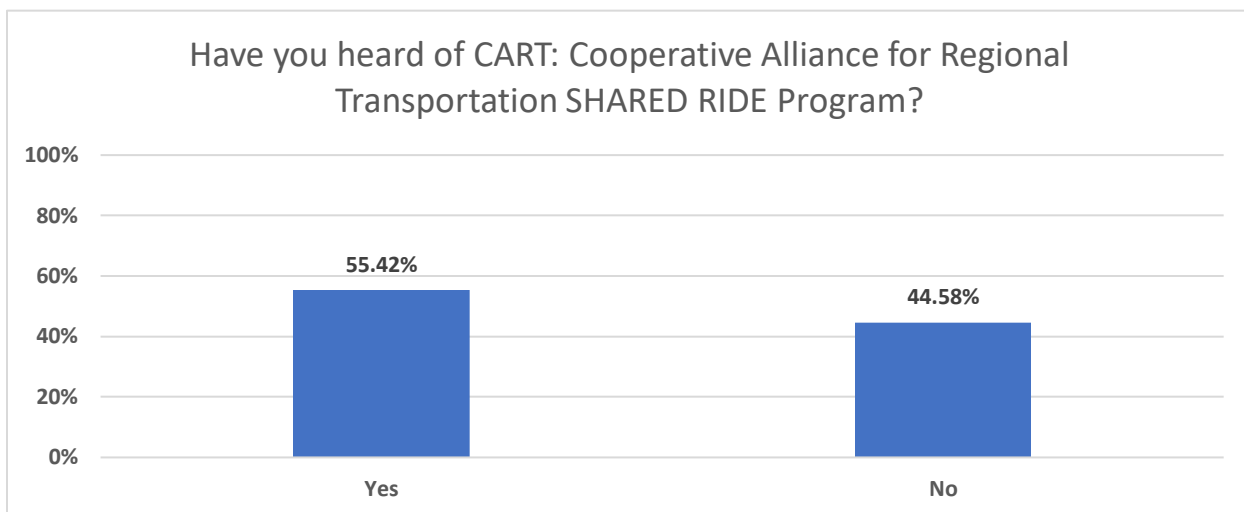


Figure 4: Have you heard of CART?

## Question 5: If yes, have you ever shared a ride on a CART bus/shuttle?

Answered: 316

Skipped: 110

Although over half of the survey respondents have heard of CART, almost all (95%) indicated they have never shared a ride on a CART bus or shuttle.

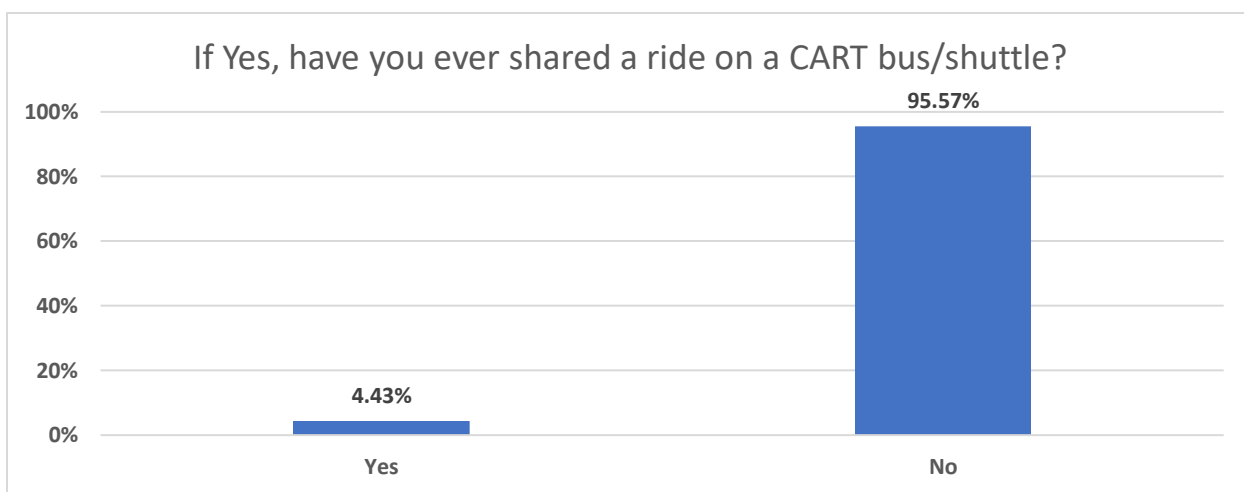


Figure 5: If yes, have you ever shared a CART ride?



## Question 6: Have you heard about Community Caregivers?

Answered: 421

Skipped: 5

Just over half (51%) of survey respondents have heard of Community Caregivers, while almost half (48%) have not heard of Community Caregivers.

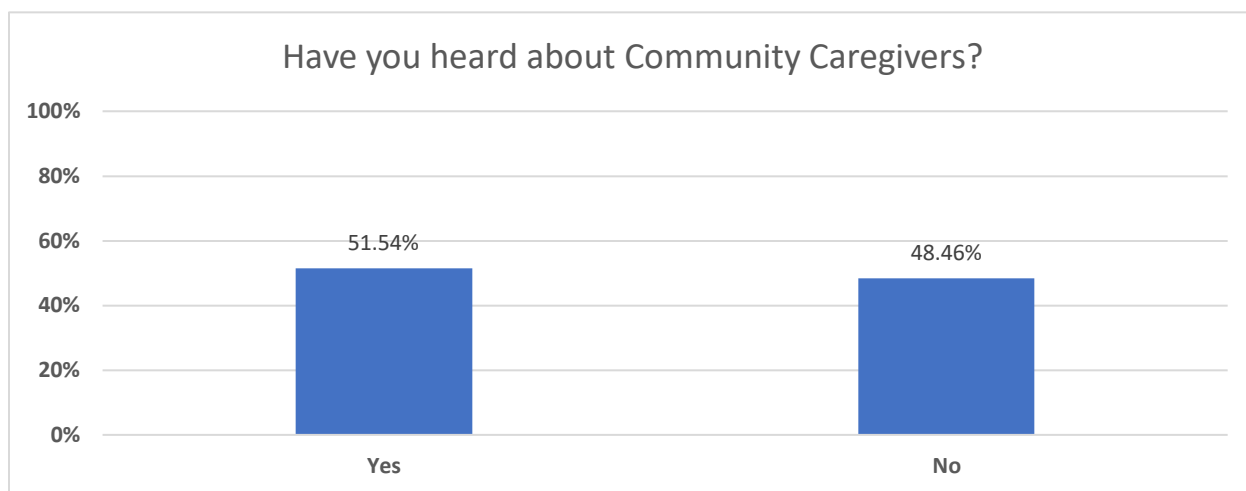


Figure 6: Have you heard of Community Caregivers?

## Question 7: If yes, have you ever used any of Community Caregivers' services?

Answered: 311

Skipped: 115

Similar to CART, although over half of survey respondents indicated they have heard of Community Caregivers, almost all (90%) said they have never utilized any of its services. Almost 10% said they have utilized services offered by Community Caregivers.

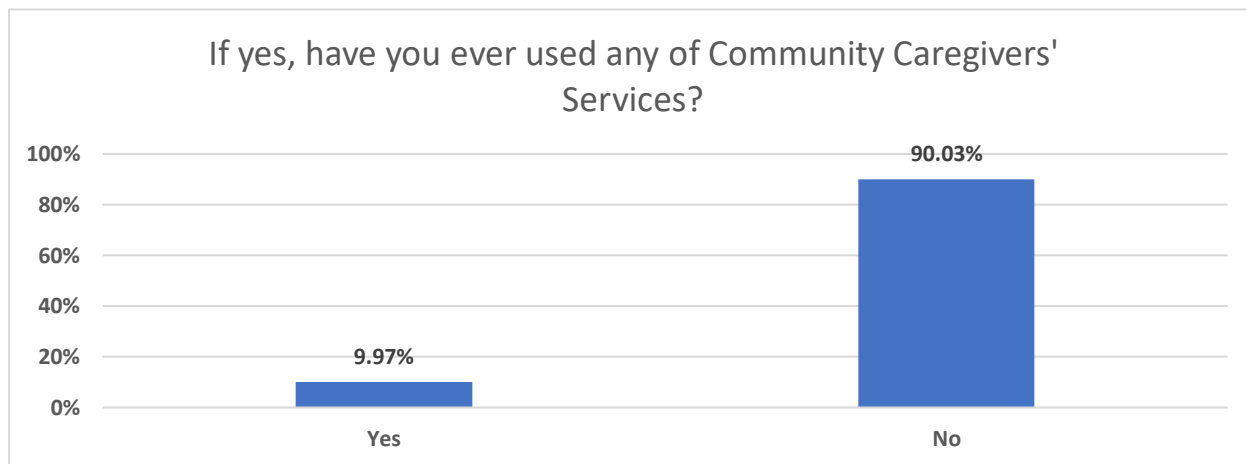


Figure 7: If yes, have you ever used any of Community Caregivers' services?



## Question 8: How often do you hire a taxi? \_\_\_\_x month

Answered: 388

Skipped 38

Of the 388 respondents who answered this question, 371 (95%) wrote that they hire a taxi “zero times per month.” 13 respondents indicated they may hire a taxi occasionally but no more than 1-2 times per month. Four respondents wrote in that they hire a taxi more than 5 times per month.

## Question 9: have you ever utilized the Londonderry Park & Ride parking lots? (respondents were able to choose more than one answer)

Answered: 422

Skipped: 4

Most respondents have used the park & ride lot at Exit 5 in Londonderry (47.6%). Almost 42% of the survey respondents indicated they have used the park and ride lot at Exit 4. 37% answered that they have never utilized either of the park & ride lots in Londonderry.

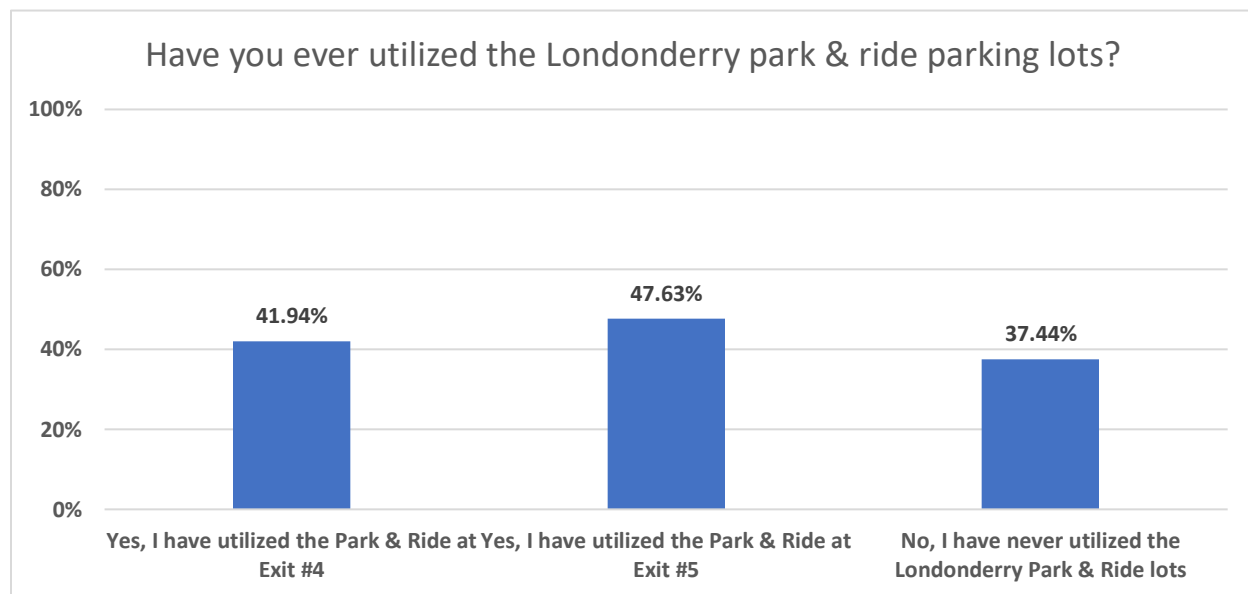


Figure 8: Have you every utilized the Londonderry park & ride lots?





## Question 10: Have you ever hired Uber or another private ride service?

Answered: 423

Skipped: 3

Just over half of the survey respondents said they have never hired a private ride service such as Uber, while almost half (46%) said that they have.

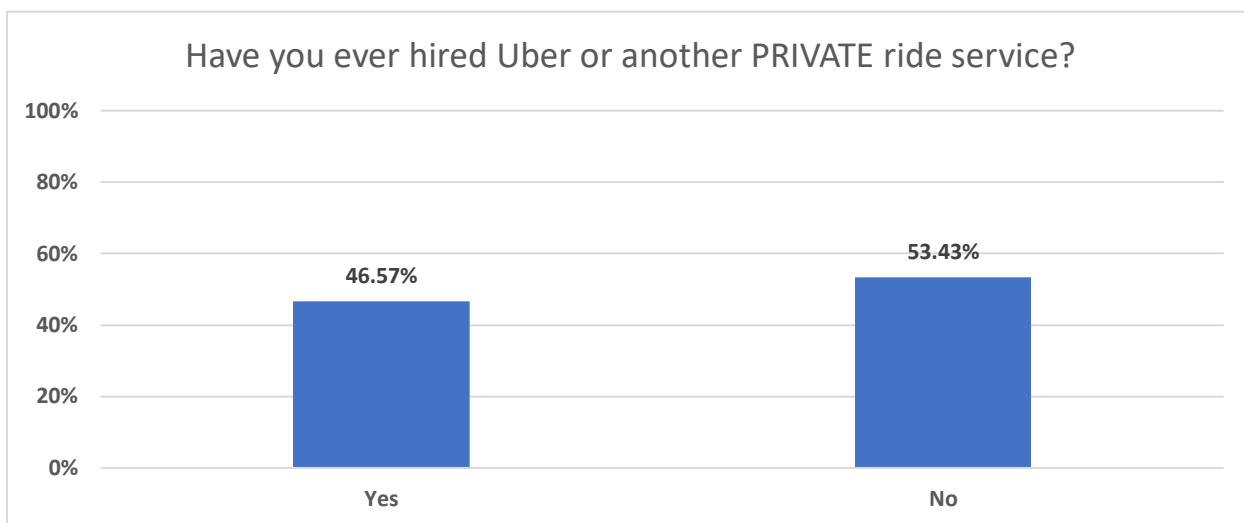


Figure 9: Have you ever hired Uber or another private ride service?

## Question 11: Have you ever taken a Concord Coach Bus?

Answered: 412

Skipped: 14

236 survey respondents (57%) indicated they have never taken a Concord Coach bus, while 176 (42%) indicated they have.

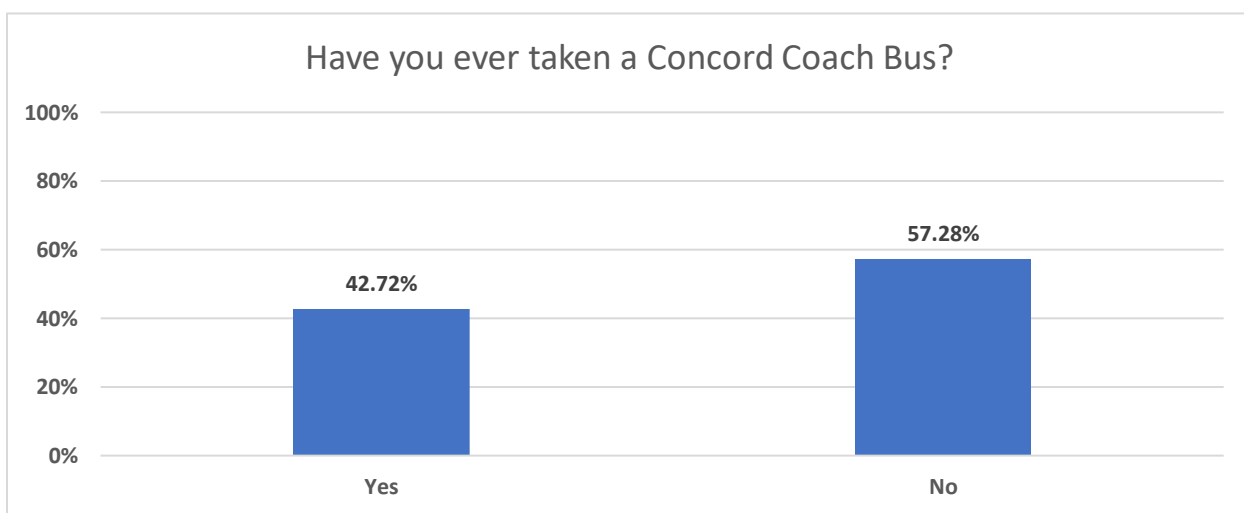


Figure 10: Have you ever taken a Concord Coach Bus?



## Question 12: Have you ever taken a Boston Express bus?

Answered: 416

Skipped: 10

Similar to the Concord Coach bus, 56% of survey respondents (233) have taken a Boston Express bus while 44% (183) have not.

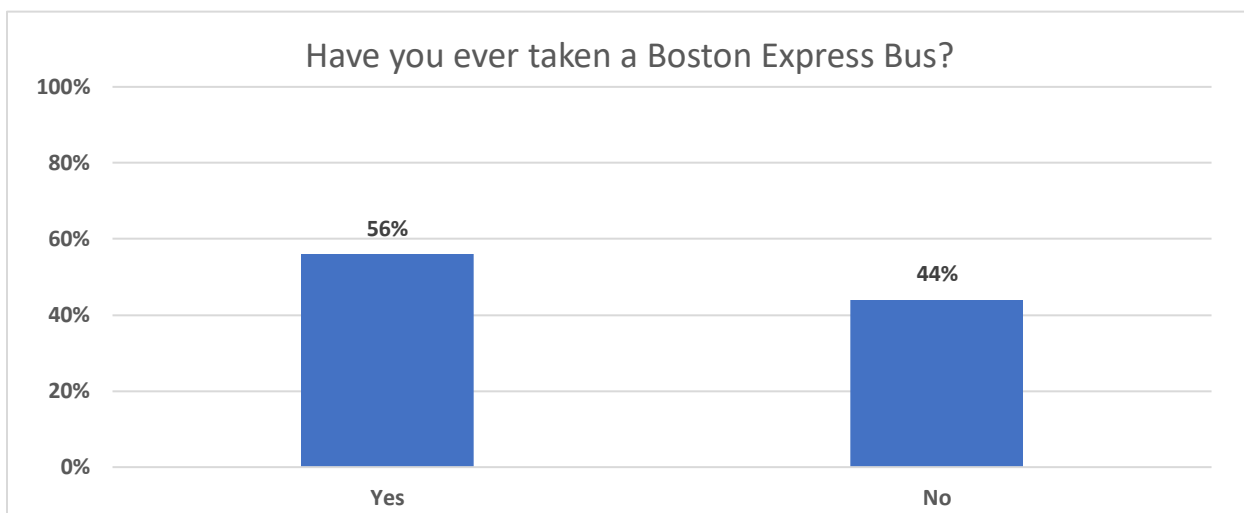


Figure 11: Have you ever taken a Boston Express bus?

## Question 13: Have you ever taken an airport shuttle ride to the airport?

Answered: 413

Skipped: 13

Responses were just about divided equally among respondents. 206 respondents answered that they have taken an airport shuttle and 207 indicated they have not.

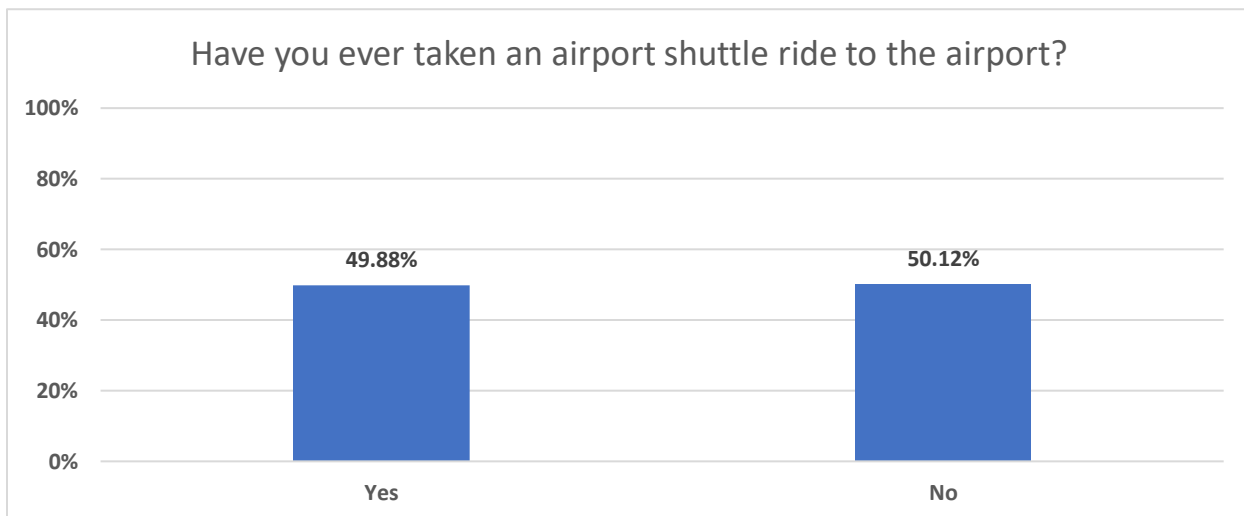


Figure 12: Have you ever taken an airport shuttle?



# Londonderry New Hampshire

## Question 14: If yes, which airport did you go to?

Answered: 218

Skipped: 208

Of the 218 people who answered this question, 78% indicated they used an airport shuttle to get to the Boston airport, 19% said they used an airport shuttle to get to the Manchester NH airport and 4.5% indicated that they used a shuttle to get to an airport other than Manchester and Boston. Many people indicated they have gone to both the Manchester and Boston airports.

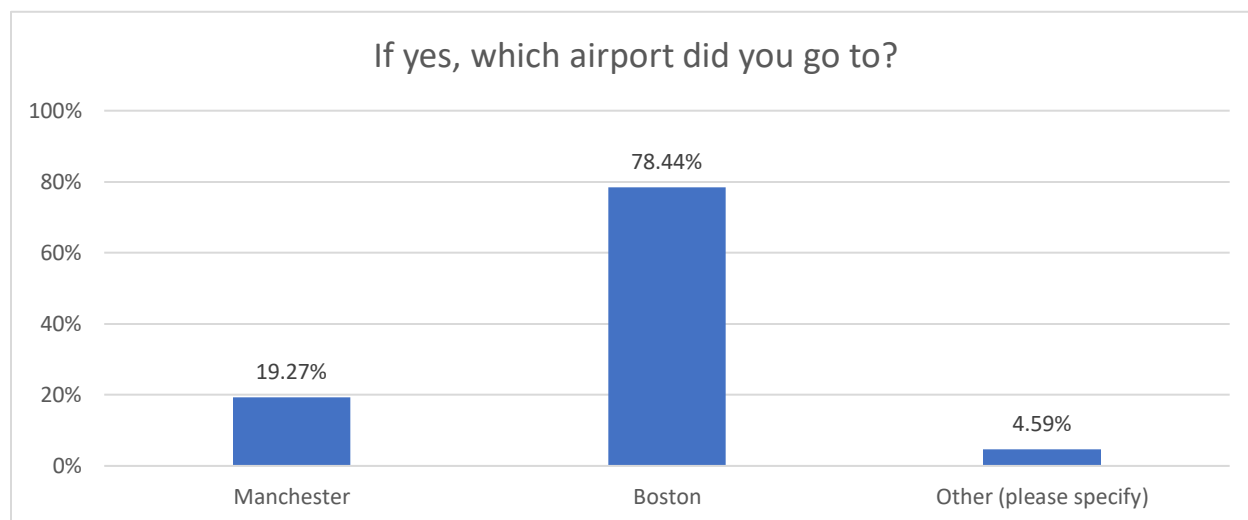


Figure 13: If yes, which airport did you go to?

## Question 15: Have you utilized the Londonderry Rail Trail system?

Answered: 416

Skipped: 10

55% of survey respondents indicated they have used the Londonderry rail trail while almost 45% revealed they have not.

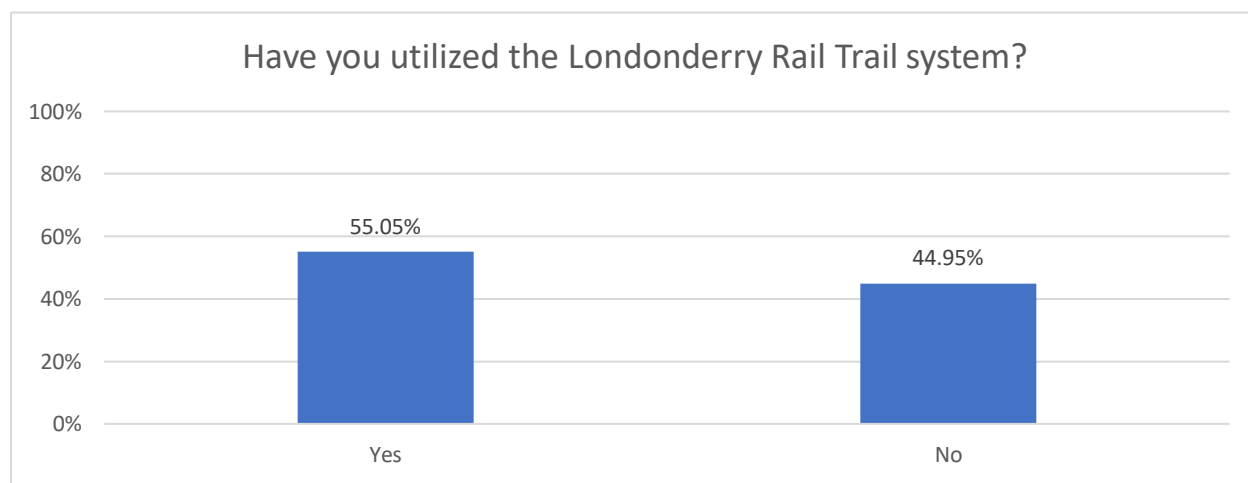


Figure 14: Have you utilized the Londonderry rail trail?



## Question 16: If yes, how do you utilize the rail trail? (respondents able to select more than one)

Answered: 233

Skipped: 193

Most respondents indicated that they use the rail trail to walk (90.9%) while 39% indicated that they use the trail to bike. 15 people (8%) wrote in running and snow sports such as snowshoeing, cross-country skiing and in-line skating.

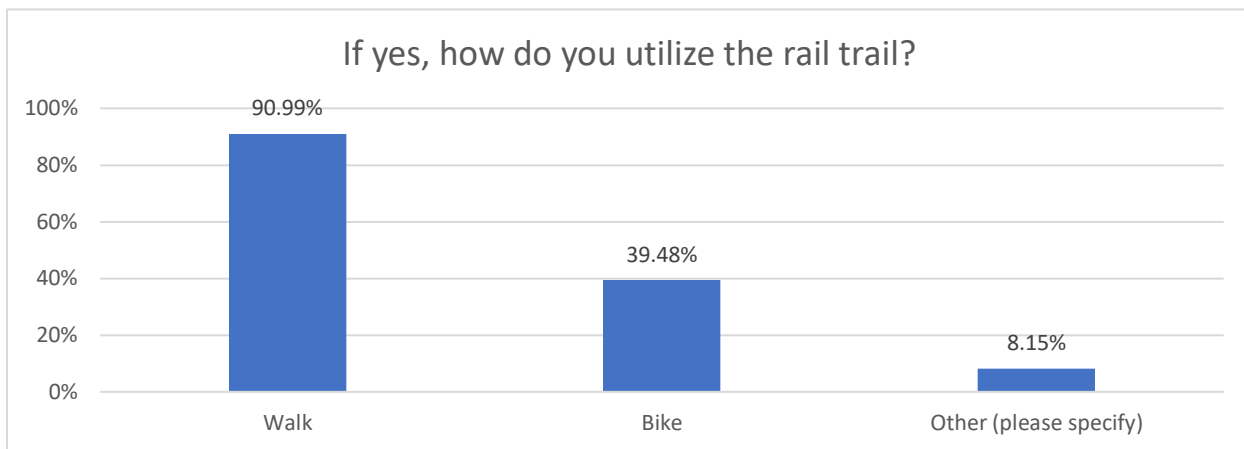


Figure 15: If yes, how do you utilize the rail trail?

## Question 17: Does someone else give you rides to appointments /shopping/ other?

Answered: 413

Skipped: 13

Almost 80% of the survey respondents who answered this question said they do not have someone else drive them to appointments and other activities. 20% indicated that someone else does drive them.

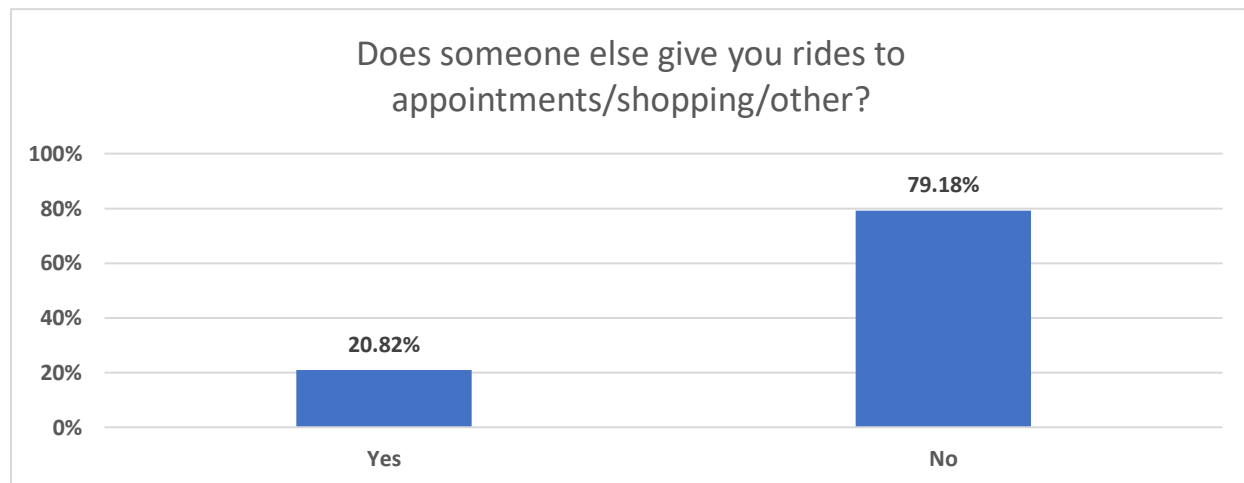


Figure 16: Does someone else give you rides to appoints, shopping, etc.?



## Question 18: If yes, what is the driver's relationship to you? (respondents able to choose more than one)

Answered: 95

Skipped: 331

Of those who answered, almost 50% indicated that a family member drives them to appointments, shopping and other activities. 40% indicated a spouse drives them, followed by friends (24%), neighbors (7%), Community Caregivers (4%), paid driver service (3%) and CART (2%).

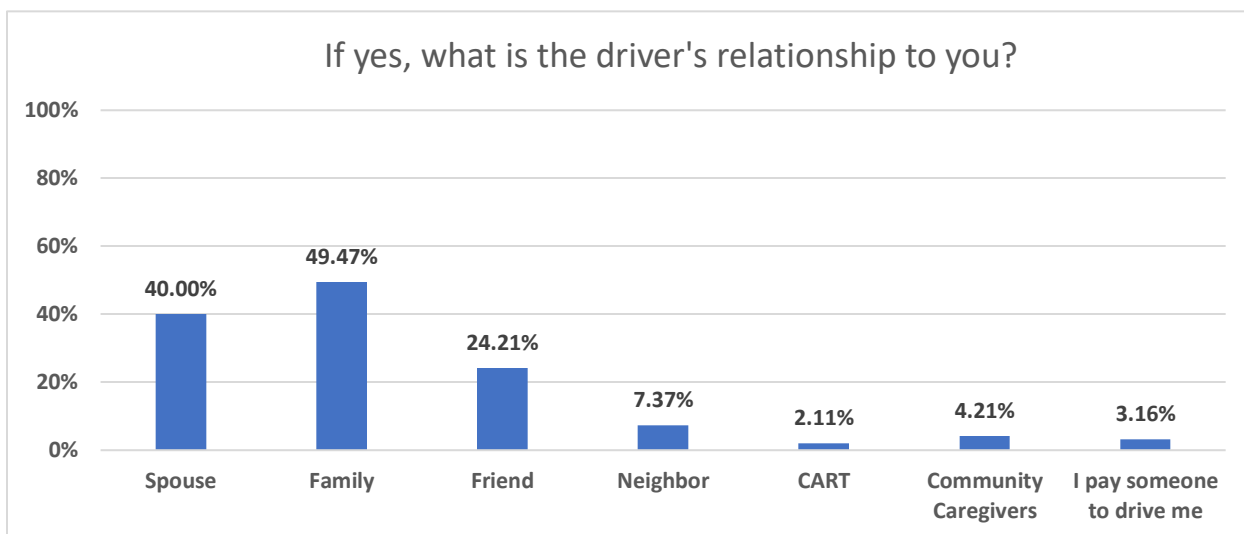


Figure 17: If yes, what is the driver's relationship to you?

## Question 19: Are you a member of the Londonderry Senior Center?

Answered: 416

Skipped: 10

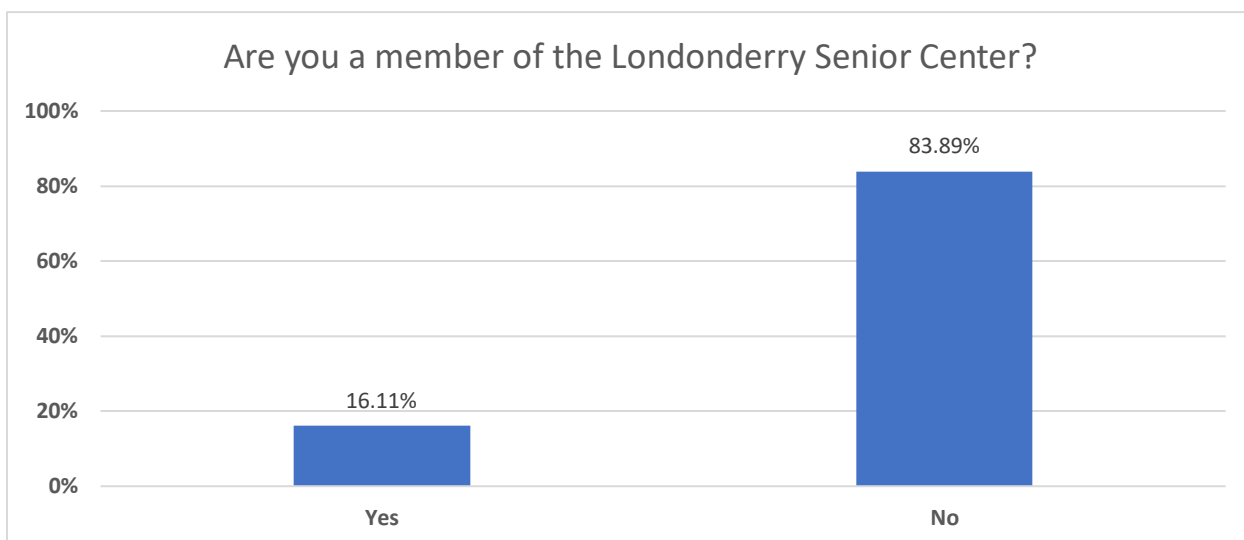


Figure 18: Are you a member of the Londonderry Senior Center?



**Question 20: Would you be interested in attending an informational presentation about the different types of public and private transportation services available in Londonderry & surrounding communities?**

Answered: 399

Skipped: 27

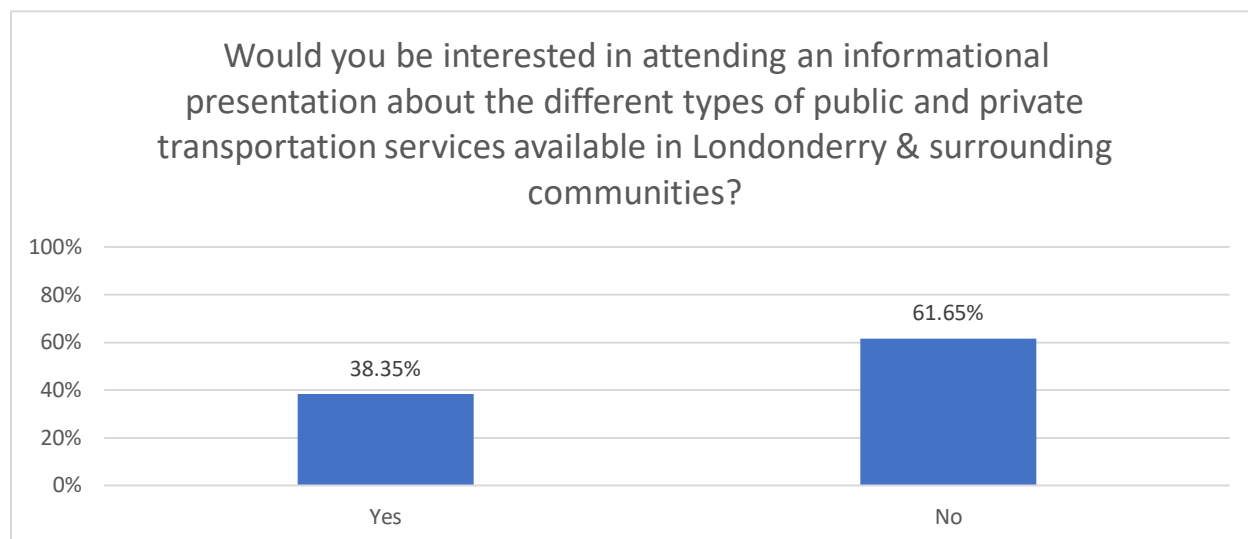


Figure 19: Would you be interested in attending a presentation about the transportation services available in Londonderry?

**Question 21: If yes, would days or evenings work better for you?**

Answered: 151

Skipped: 275

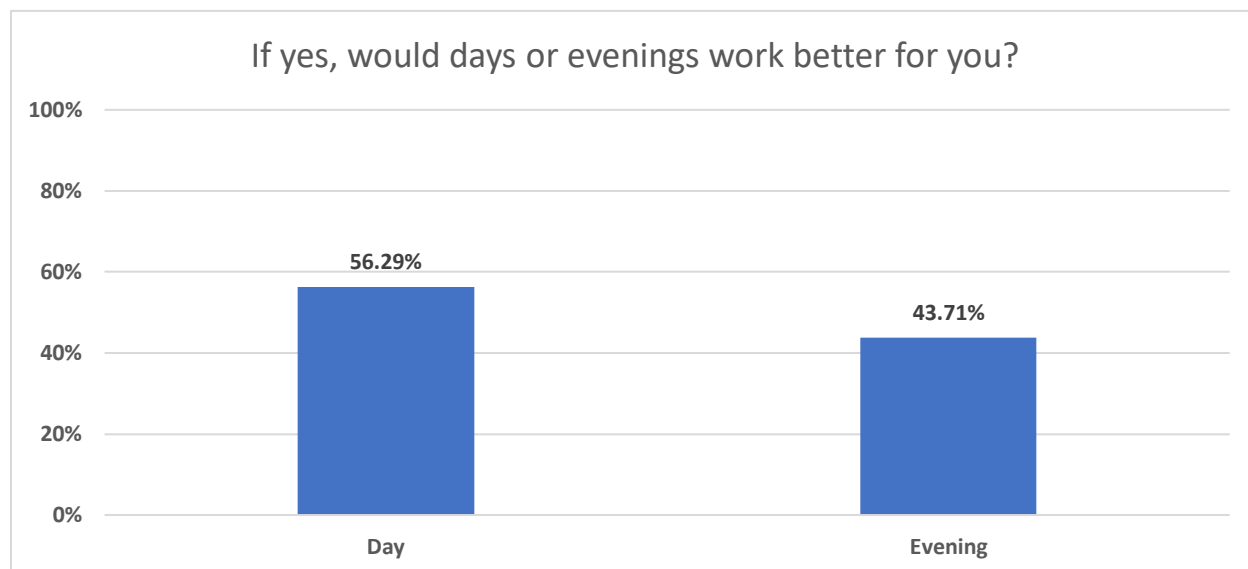


Figure 20: If yes, would days or evenings work better for you?