Londonderry Senior Transportation Survey Results

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Londonderry Senior Transportation Survey
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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.
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](https://tiny.cc/seniortransit)

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

Please direct questions to:
Laurie Rauka, Senior Transportation Coordinator,
Department of Senior Affairs, Town of Londonderry
Email: Lrauka@londonderry.nh.org
Phone: (603) 432-8554 x233

Survey post card handed out at local meeting places in Londonderry
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.

<table>
<thead>
<tr>
<th>Town</th>
<th>Percent of Survey Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Derry</td>
<td>4.0%</td>
</tr>
<tr>
<td>Manchester</td>
<td>1.4%</td>
</tr>
<tr>
<td>Litchfield</td>
<td>1.2%</td>
</tr>
<tr>
<td>Windham</td>
<td>0.5%</td>
</tr>
<tr>
<td>Bedford</td>
<td>0.2%</td>
</tr>
<tr>
<td>Goffstown</td>
<td>0.2%</td>
</tr>
<tr>
<td>Hudson</td>
<td>0.2%</td>
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<tr>
<td>Nashua</td>
<td>0.2%</td>
</tr>
<tr>
<td>Sandown</td>
<td>0.2%</td>
</tr>
<tr>
<td>Stratham</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

Table 1: If not, where do you live?
Question 2: What is your Age?
Answered: 420
Skipped: 6

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.

![What is your Age?](image)

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.

![Do you hold a current valid NH Driver's license?](image)

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.

![Have you heard of CART?](image)

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.

![If yes, have you ever shared a ride on a CART bus/shuttle?](image)

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.

![Bar chart showing 51.54% have heard of Community Caregivers and 48.46% have not.]

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.

![Bar chart showing 90.03% have never used Community Caregivers’ services and 9.97% have used.]

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.

![Bar chart showing utilization of the Londonderry Park & Ride lots.](image)

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?](chart)

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?](chart)
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 46% (183) have not.

![Graph showing 56% yes and 44% no for Boston Express bus](image1)

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.

![Graph showing 49.88% yes and 50.12% no for airport shuttle](image2)

Figure 12: Have you ever taken an airport shuttle?
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.

![If yes, which airport did you go to?](image1.png)

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.

![Have you utilized the Londonderry Rail Trail system?](image2.png)

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.

![If yes, how do you utilize the rail trail?](image1)

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.

![Does someone else give you rides to appointments/shopping/other?](image2)

Figure 16: Does someone else give you rides to appointments, 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%).

![Graph showing driver’s relationship to the respondents.]

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

![Graph showing membership status.]

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

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

![Bar chart showing responses to Question 20]

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

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

![Bar chart showing responses to Question 21]

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