Douglas County Integrated Transit and Multimodal Study Focus Groups

Older Adult Priorities

Service Types

- Prioritize day-of service options.
- Prioritize door-to-door service for people with mobility issues.
- Provide transit to key destinations (medical centers, shopping areas, food banks, agencies) and to and from appointments.
- · Address night and weekend gaps.
- Provide services to active older adults so current transit providers can focus on one-on-one and wheelchair services.
- Provide services to older active adults who drive locally but may not feel comfortable driving to other cities.

User Experience

- Consider a call center or points of contact for ride scheduling.
- Provide "travel training" to teach people how to use the transit options.

Commuters & Businesses Priorities

Service Types

- Prioritize transit for shift workers whose schedules do not align with typical bus times and feel unsafe at stops.
- Prioritize a circulator in Castle Rock (high density) over Highlands Ranch (low density).
- Provide transit to younger workers who are more willing to use services.
- Connect Highlands Ranch and Parker.

User Experience

- Prioritize safety on board and at pick-up and drop off-sites.
- Place transit stops within a ¼ mile of destinations.

Common Priorities

- Free or low cost transit
- Frequency and reliability
- Multimodal, transit, and micromobility connectivity
- Connections between and to other cities
- Easy to use booking and payment systems
- Safety at transit stops and on vehicles



Youth Priorities

Service Types

- Address the need for school transit when buses don't run and for families to attend school gatherings.
- Provide options for the 3,000+ students who need to access after-school activities, athletics, jobs, parks, and social activities.
- Provide transit for charter school families that are typically underserved by transit.

User Experience

- Make sure that transportation options feel safe for minors.
- Ensure consent outside of district-provided transportation.
- Ensure accessibility for students with disabilities.



CONMUTERS AND BUSINESSES

Vulnerable Populations Priorities

Service Types

- Serve income-based housing complexes.
- Consider lessons learned from RTD's Access-on-Demand program.

User Experience

• Improve trip times for short distances.



