



Via Mobility Services
2855 N. 63rd Street | Boulder, Colorado 80301
www.viacolorado.org | 303.447.2848



A Participating Agency

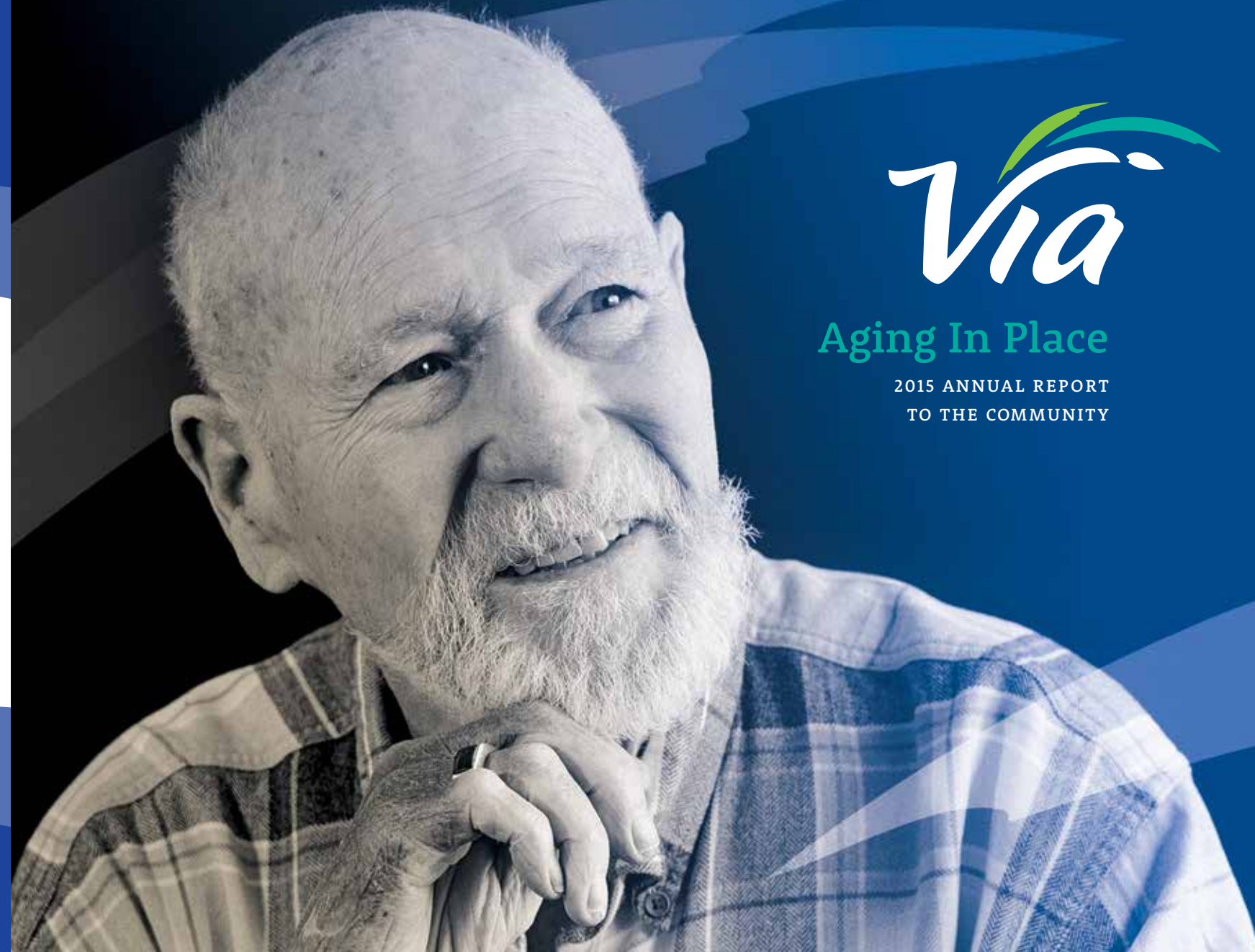


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Aging In Place

2015 ANNUAL REPORT
TO THE COMMUNITY



Aging In Place

Aging happens to be a very democratic process, disregarding ethnicity and income. If we are lucky, it will happen to each one of us.

As individuals age, each person will have a preference for how and where they wish to live. Some may choose congregate housing accommodations with amenities; some may choose living with friends or relatives; and some may down-size into more modest quarters. Most people say they wish to age in place in their own home. All want to maintain their independence.

As we look back on the last year, our focus has been on facilitating aging in place. Two assumptions are implied in the “aging in place” expression—an individual has an affordable and reasonable place to live, and has the ability to move from home into the community to access services and maintain community connections. The link between affordable housing and accessible transportation, two of the most talked about topics in Boulder County (and elsewhere), is immutable.

The current dialogue must consider the relationship between affordable housing and accessible transportation. Research shows that typical households in auto-dependent neighborhoods spend about 25 percent of their income on transportation costs, but this number drops to nine percent in neighborhoods with a variety of mobility options. The savings of dedicated affordable housing and decreased transportation costs allow greater independence and choice as well as increased ability to spend on essential services such as healthcare.

Bold and effective measures to increase and maintain affordable housing will require similarly bold measures to ensure available and accessible transportation. To build housing, hospitals and other facilities needed by older adults and others with limited mobility on the periphery of communities—where there is little or no accessible transportation—is sure

to contribute to increased isolation as well as increased cost of supportive services such as those Via provides.

If someone lives in an affordable location, yet can’t access the community, then what benefit has been achieved?



Via is an effective part of the solution and has much to contribute to the debate over transportation needs of the future and its link to affordable housing. For the thousands of people Via served last year through its family of services, and who, with our help, continued to live as independently as possible in their own homes—well, this could be considered aging in place and affordable housing at its very best.

Housing is a basic need. Mobility is a basic need.



Jim “Yoshi” Yoshihara,
VIA PARATRANSIT DRIVER
SINCE 2008

A Perfect Encore Career

“Everyone at Via has the common purpose of providing mobility for life—and providing it with respect and care. Hands down it’s the best job I’ve ever had. Via has accepted me and I am so grateful for my Via family—including the many riders I look forward to serving every day.”

We envision a future where all people, regardless of age, health, disability, income or ethnicity have easy access to the mobility options they need to enhance their independence and quality of life.

Our Mission

Our mission is to promote independence and self-sufficiency for people with limited mobility by providing caring, customer-focused transportation options.

We provide a variety of specialized transportation and mobility options that improve the quality of life for older adults, individuals with disabilities, and others with limited mobility in the many communities we serve.

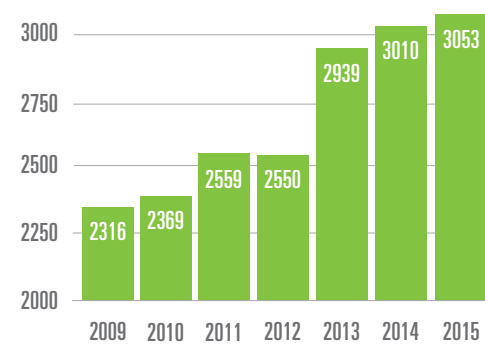
We believe...

- ▶ All people are entitled to live as independently as possible within their life circumstances.
- ▶ Freedom of movement is a basic human need in our society.
- ▶ Everybody counts, regardless of age, health, disability, income or ethnicity, and has a contribution to make to the community in which they live.

We are guided by values...

- ▶ Integrity in all our business dealings
- ▶ Respect for individuals
- ▶ Teamwork and positive problem-solving
- ▶ Caring—for our customers, for our community and for each other

Unduplicated Clients Served



Dear Friends,

A variety of trends are now coming together with the potential to disrupt, and perhaps vastly improve, how people access their communities. The long-predicted “age wave” has arrived, and new technologies are changing the way we think about how we get around. These converging trends were evident at Via in 2015 and they continue to influence how we plan for the future of mobility in our communities.

The number of people calling for assistance in dealing with mobility challenges—for themselves or for a loved one—increased dramatically again in 2015. From an average of 70 new callers a month five years ago, our mobility specialists now talk to nearly 200 new individuals each month who need help in understanding and accessing travel options in their communities. We registered more than 1,000 new riders in 2015 who are now eligible to use our Via Paratransit Service for at least some of their trips.

Yet we realize that we cannot expect simply to add more paratransit buses and drivers as needs increase. To supplement our paid driving staff and fleet of vehicles, we launched a volunteer driver program in December. Our “Via Vital Volunteers” are helping us meet needs during peak travel periods and in communities where capacity constraints have led to higher rates of trip request denials.

On the technology front, we implemented online trip request capability for those wanting to request trips from digital devices. And Via was one of three agencies in the country to receive a federal “Mobility Services for All Americans” grant to advance the state of the art in exchanging trip data among multiple transportation providers with different software systems to increase efficiency and reduce duplication of service.

In general, public funding has not kept pace with the steep increase in the number of individuals needing assistance with transportation. Philanthropic giving from individuals, corporations and foundations has become ever more important to sustaining our mission.

The future of mobility for older adults and people with disabilities will be customer-driven and will require a cohesive, yet dynamic network of options. Via will continue to play a vital role in connecting individuals with their communities, both now and in the future.

Lenna Kottke
Executive Director



Via Management Staff

Lenna Kottke
Executive Director

Rich Burns
Director of Operations

Mary Cobb
Director of Communications

Robert D’Alessandro
Director of Customer and Community Services

Carolyn Jannsen
Director of Development

Bill Patterson
Director of Finance Jul–Dec

Tonya Runnels
Director of Human Resources

Alex Salvo
IT Manager

Sandy Sisneros
Director of Finance Jan–Jul



About Our Clients

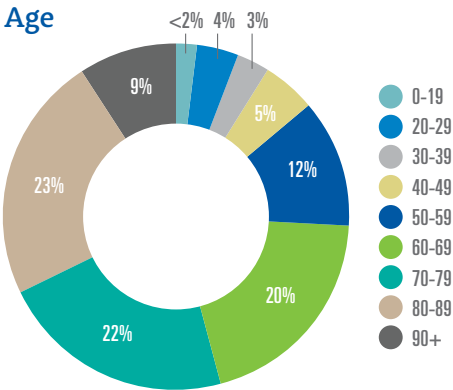
Disability Status

- 55% lived with a disability or advanced frailty
- 25% lived with a chronic disease or condition
- 20% reported no disability or chronic condition

Gender

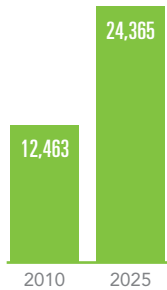


Age



Population in Service Area

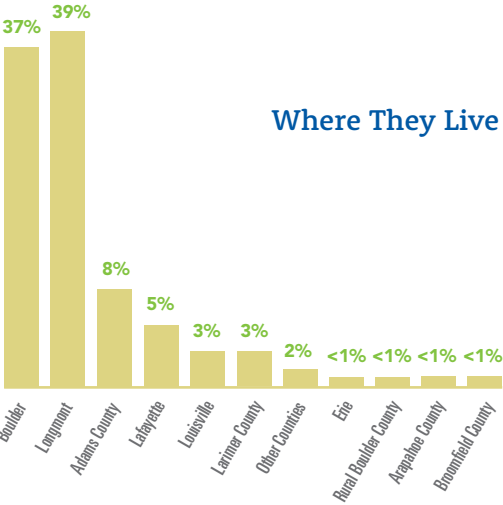
According to the 2010 Census, the population of older adults and people with disabilities in Via's service area is expected to grow 95% between 2010 and 2025.



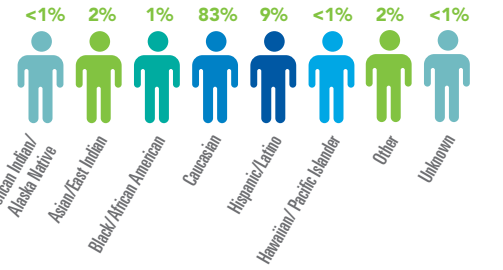
Income

- 36% lived at or below federal poverty level of \$11,770 annually for a family of one
- 48% did not have the minimum income to meet The Elder Economic Security Index for Boulder County

Where They Live



Ethnicity



Via Paratransit

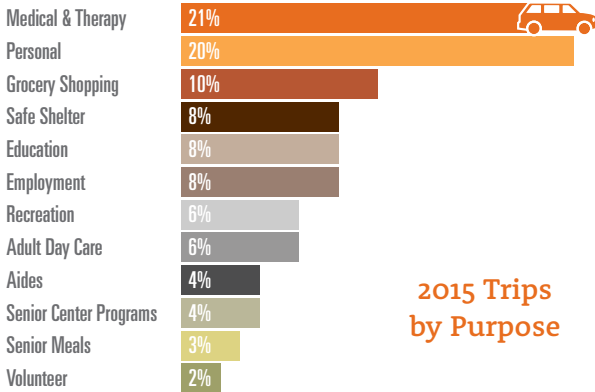
The paratransit program provided a total of 136,452 trips.



- 114,263 on-demand trips were provided.
- 2,626 unduplicated individuals were served.
- 10,057 trips were provided for individuals experiencing homelessness in order to secure safe shelter during the winter.
- 27,233 trips were provided for medical or therapy purposes.
- 19,762 trips were provided to ensure access to food and nutrition programs.
- The Climb, a transportation program serving the mountain communities of western Boulder County, provided 4,710 trips.
- Partnering with Boulder County, Via operated summer shuttles to improve access to rural open space areas; 7,422 trips were provided.
- 119,082 trips were provided in Boulder County.
- 36,946 trips were provided in the Longmont community.
- The Medical Mobility volunteer driver collaboration with Boulder County Care Connect provided 3,784 trips.
- The collaboration with Veterans Helping Veterans Now provided 650 trips.
- Via started its own volunteer driver program; 71 trips were provided by year end.
- The average cost per trip was \$30.89.
- 671,720 miles were traveled and 71,256 service hours were provided.
- 129,496 trip scheduling calls were completed in the Call Center.

IMPACT

The Program Outcome Measurement Evaluation proved that 98% of riders agreed or strongly agreed Via helps them to be more self-sufficient and 96% agreed or strongly agreed we help them to be more independent.



2015 Trips by Purpose



Carol C., age 80

VIA PARATRANSIT RIDER

I'd Recommend Via to Anyone Who Wants To Stay Mobile

"I remember one particular February day...we had terrible weather, but I had to get to the doctor, so I called Via. It turned out to be such a relaxing trip. The driver played very soothing, beautiful music. The other lady on the bus and I just had the most enjoyable time, visiting while we traveled through a winter wonderland!"



AWARDS

Via's Travel Training Program Coordinator Susan Unger received the 2015 Jack Gorelick Achievement award for her passionate commitment and perseverance to the growth of the profession of travel instruction. The Award was given during the national Association of Travel Instruction (ATI) annual conference in Boston.

Travel Training Program

- ▶ 108 individuals were served in the comprehensive one-on-one mobility assessment and travel training program. Successful trainees used public transit for an average of 28 trips per month.
- ▶ 17 *Seniors on the Move* group travel training classes were conducted with 189 participants.



IMPACT

The Program Outcomes Measurement Evaluations showed that on average: 76% of successful trainees agreed or strongly agreed that they felt more independent than before they received the training; 83% agreed or strongly agreed that they have more confidence in their ability to get to where they need to go; 94% agreed or strongly agreed that the training completely prepared them to use public transit.

Mobility Options and Individual Travel Planning

Via's mobility specialists provide intake assessments, develop individual travel options plans that maximize the use of all transportation resources available to an individual, as well as provide information and referral based on individual travel needs.

- ▶ 2,320 individuals received new rider intake or information and referral services.
- ▶ 583 mobility options/individual travel plans were developed.
- ▶ 3 Transportation 101 classes were conducted in Boulder and Longmont.



The Safety of Our Passengers is Our Highest Priority

The safety of our passengers, drivers and the public continues to be our highest priority.

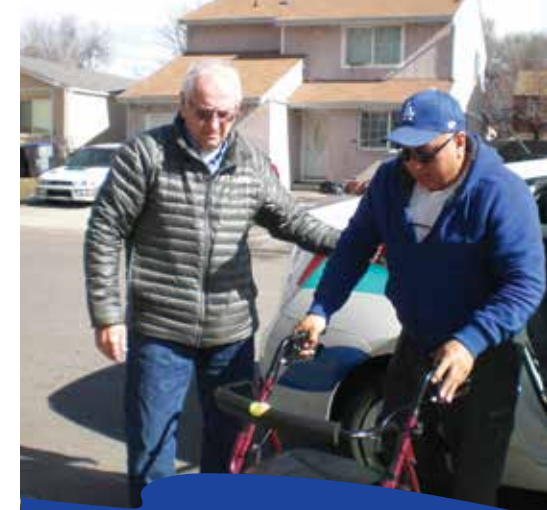
- ▶ Drivers in the four divisions drove a total of 3,994,605 miles and completed the year averaging 0.8 preventable accidents per 100,000 miles driven.
- ▶ 120 drivers completed the year without a single safety infraction or preventable accident.

VIA'S DEFINITION OF AN ACCIDENT

Any time a vehicle comes in contact with anything other than the tires touching the ground resulting in property damage or injuries of any nature.

Significant Achievements

- ▶ A total of 3,053 unduplicated individuals were served in the paratransit, travel training and mobility options programs.
- ▶ Via's paratransit program provided a total of 136,452 one-way trips.
- ▶ The financial year ended with a 1.6 percent margin of operating revenue over expenses.
- ▶ The HOP, Call-n-Ride and Access-a-Ride contract services provided 1,066,112 passenger trips.
- ▶ Via achieved a safety record of 0.8 preventable accidents per 100,000 miles driven.



Jack Belchinsky,
VIA'S 1ST VOLUNTEER DRIVER

It's About Helping Others

It was while Jack was helping his mother deal with the effects of Alzheimer's that he realized seniors need advocates. He saw that this population had considerable mobility issues, including isolation, and realized he could help by volunteering to drive for Via.

"Helping people is just part of my being; it makes me feel good to be able to do it."



Social Enterprise Business Model

The quest for sustainability and new sources of revenue has led many nonprofits to consider social enterprise, generally defined as mission-related businesses that have promise for producing income directly benefiting the nonprofit’s clients or enhancing its ability to fulfill its mission. The social enterprise business model challenges nonprofits to think in a more precise business frame of mind—but one that includes commitment to the nonprofit’s mission and purpose.

Via has operated as a social enterprise business model for 21 years. The profits from the HOP, Access-a-Ride and Call-n-Ride contracts enhance our mission services, reinforce our commitment to the communities we serve and help to make our vision a reality.



The HOP
Total Passenger Trips 796,722

The HOP is the heart of Boulder’s Community Transit Network. The HOP is a high frequency circulator shuttle connecting the primary retail, social and educational centers in the city of Boulder, including the University of Colorado. The HOP is a fully funded contract with the City of Boulder, CU-Boulder and RTD. The HOP celebrated its 21st birthday in October.



Access-a-Ride
Total Passenger Trips 136,989

Access-a-Ride is an on-demand paratransit program mandated by the Americans with Disabilities Act (ADA) and is provided throughout RTD’s (Regional Transportation District) fixed route service area. Riders on Access-a-Ride must be certified as having a disability that prohibits them from using the fixed route system. This is a fully funded contract with RTD. Despite a challenging driver recruitment environment, a nine percent increase in trips was provided over the prior year.

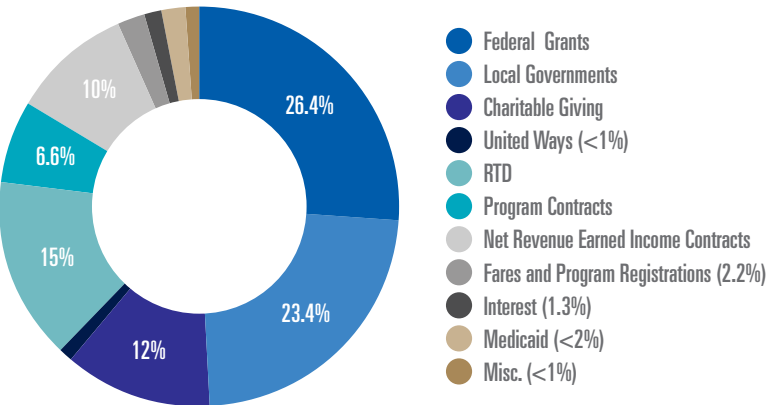


Call-n-Ride
Total Passenger Trips 132,401

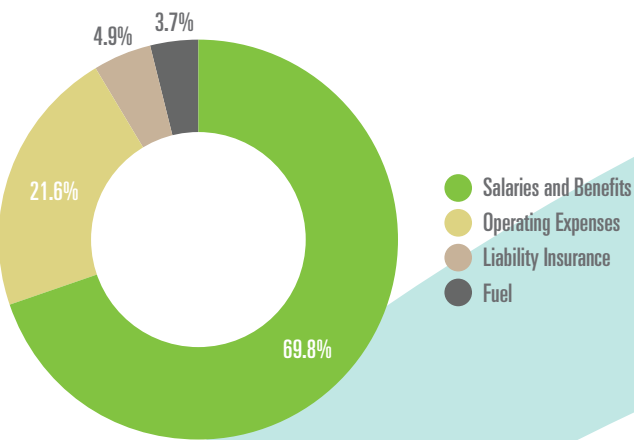
Call-n-Ride is a hybrid demand-responsive service established to serve residents living in specific communities where fixed routes are generally not cost effective. Designed to connect people to the RTD Park-n-Rides during peak hours, the service is open to anyone living or working within the defined geographic area for general transportation purposes. Via provides Call-n-Ride services in seven metro-Denver communities. This is a fully funded contract with RTD.

How We Support Our Mission Services Paratransit, Travel Training & Mobility Options Programs

2015 Mission Services Revenue Categories



2015 Mission Services Expense Categories



Mission Services	
Revenue	\$4,154,810
Expenses	\$4,638,493
Paratransit Program	\$4,206,125
Travel Training and Mobility Options	\$432,368
NET OPERATING LOSS	(\$483,683)

Earned Income Contracts (HOP, Access-a-Ride, Call-n-Ride)	
Revenue	\$11,827,810
Expenses	\$11,140,957
NET REVENUE	\$686,853

TOTAL AGENCY OPERATING REVENUE	\$15,982,619
TOTAL AGENCY OPERATING EXPENSES (excludes depreciation)	\$15,779,449
NET AGENCY OPERATING INCOME	\$203,170



Via Mobility Services Statement of Financial Position

December 31, 2015 and 2014

Assets	2015	2014
Current assets		
Cash & cash equivalents	\$1,885,089	\$2,658,555
Accounts receivable		
Trade	2,124,571	1,832,580
Other	22,422	140,526
Deposits	115,303	11,972
Prepaid expenses & other	399,255	254,173
TOTAL CURRENT ASSETS	\$4,546,640	\$4,897,806
Investments limited as to use	1,276,670	1,235,866
Property & equipment, at cost		
Facility	7,988,020	7,988,020
Land	2,501,137	2,501,137
Maintenance equipment	421,096	421,096
Office furniture & equipment	1,504,999	1,468,261
Vehicles	6,196,410	5,813,987
SUBTOTAL	18,611,662	18,192,501
Accumulated depreciation	7,205,701	6,353,391
TOTAL PROPERTY & EQUIPMENT, NET	\$11,405,961	\$11,839,110
Other assets		
Inventory	118,107	214,778
Investments	2,256,031	2,257,330
TOTAL OTHER ASSETS	\$2,374,138	\$2,472,108
TOTAL ASSETS	\$19,603,409	\$20,444,890

Liabilities & Net Assets	2015	2014
Current & total liabilities		
Accounts payable, trade	\$191,710	\$264,683
Accrued payroll and vacation	557,616	888,675
Payroll taxes & related liabilities	104,683	43,340
Unearned income	162,045	96,170
TOTAL CURRENT LIABILITIES	\$1,016,054	\$1,292,868
Long-term liabilities		
Gift annuity payments due	21,637	—
TOTAL LIABILITIES	\$1,037,691	\$1,292,868
Net assets		
Unrestricted		
Operating	5,858,943	5,936,924
Net investment in property & equipment	11,405,961	11,839,110
Board designated	1,151,105	1,103,758
TOTAL UNRESTRICTED	\$18,416,009	\$18,879,792
Temporarily restricted	24,144	140,122
Permanently restricted	125,565	132,108
TOTAL NET ASSETS	\$18,565,718	\$19,152,022
TOTAL LIABILITIES & NET ASSETS	\$19,603,409	\$20,444,890



2015 Financial Highlights

Net Income

The Board of Directors charges staff to manage the organizational annual budget to realize a two percent margin of operational revenue over expenses. In 2015, this margin was 1.6 percent. Net income is used to invest in the organization as well as to maintain required operating, facilities and vehicle reserves.

Fundraising Expenses

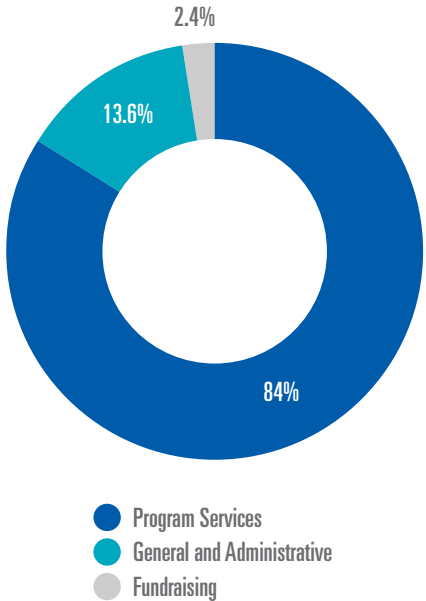
Fundraising expenses reflected in the financial statements include salary expenses for employees who share other functional responsibilities outside of fundraising activities including communications, media and government relations, graphic design and website administration.

Board Designated Funds

Via has established endowments with two local foundations and funds these endowments with available unrestricted net assets and contributions. In addition, the Board established a quasi-endowment fund during 2004 with the transfer of available unrestricted net assets of \$225,000. It is the intent of the Board that the principal of the quasi-endowment fund shall not be invaded

until the principal value of the fund reaches a minimum of \$1M. Any income earned in the quasi-endowment may be distributed for organizational purposes as approved by the Board. The balance in these restricted and quasi-endowment funds as of December 31, 2015 was \$1,276,670.

2015 Mission Services Expense Categories



Strategic Goals

- Be the leader in mobility options in Boulder County for older adults and those with disabilities.
- Support environmental sustainability by taking meaningful steps to reduce our carbon emissions and minimize our contribution to climate change.
- Be financially sustainable to meet current and future needs.
- Be a resource in the region for mobility options and transportation services.



Annual Fund Gifts

INDIVIDUALS

Liz and Dave Abbott
Lois Abbott
Nathaniel Abbott
Rick Accountius
Joan and Paul Acker
Holly Adamek
Louise Bhadriah
Kathleen Ahl
Irene Ahrens
Vera Albritton
Mary and Samuel Allen
Renate Alpert
Penelope K. Amabile
Lilia Ananyan
Craig and Judith Anderson
Daniel Anderson
Lawrence Anderson
Mariette Anderson
George and Pam Angel
Robert Angelo
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Marilyn Armijo
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Gloria Badrena
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Gwendolyn Ball
Mary Balzer
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Donna Barela
David Baril
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Louise and Charles Barth
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Heather Beadle
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Mildred J. Beavers
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Ingrid and Harold Becher
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Sara J. Beery

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Katherine Bernhardt
Wilmar and Lorna Bernthal
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S. Ann Berry
Ray Bertrand
Helen and Gregory Beylkin
Louise Bhadriah
Kreighton Bieger
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Suzanne and Peter Birkeland
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Harriet and Willard Bissell
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Michelle Bixler
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Dorothy L. Brown
Kathryn Brown
Margo and Floyd Brown
Robert E. Brown
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Stephanie Buller
Ruth Burlingame
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Richard Burns
Maggie Burrall

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Aphrodite Chellos
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Noel and Pauline Clark
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Mary Cobb

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Shannon Evins
David and Deborah Fahey
Claudia and John Falvey
Lutgarde Faniano
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Mary Ann and John Farrington
Mary Faulkner
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Preston Field
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Ingrid Klose-Fischer
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June Follett
Donald and Judy Forkner
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Menucha Greenberg
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Michael Greenwood
Helen Greschler
Scott Gresser
Werner Gumpert
Shandele Gumucio
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Judith Gunkler
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Calvin Hanson

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Peary and Theresa Harman
Susan and Stephan Harman
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Kathleen Harrach
Irma Galusha and
Robert Harrington
Jean and Herbert Harris
Marlies Harris
Richard and Catherine Harris
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Catherine Heckel
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Bette Hemenway
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Diane and Eugene Henderson
Ray and Jeannine Henderson
Gregg Hendry
Carl and Judy Herbet
Rebecca and Thomas Herman
Marianela Hernandez
Betty Herring
Katherine Herzegh
Alex and Nancy Herzog
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Brent and Lori Hight
David and Joan Hill
David and Myhra Hill
Ronald Hill
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Caroline Himes
Comer Hobbs Jr.
David Hodges
Jean W. Hodges
Geraldine Hogsett
Annaliese and David Holland
Donald Holmes
Thomas and Catherine Holzer
Dennis Holzinger
Stewart and Karen Hoover
Suzanne and David Hoover
Dudley Hopkins
Joyce and Ken Horner
Elizabeth Horton

“I am very, very grateful to every donor, funder or supporter who makes my rides possible.” – Kati P., age 89

Gordon R. Blakey
Marie and Howard Blaney
Cheryl Blankenship
Karen Blatchford
John and Carolyn Bliley
Anne Bliss
Joseph and Ann Boberschmidt
Janis Bohan
Maxine Bondurant
Susan Bonfield and David Schimel
Patricia Booton
Lynn and Mary Bopp
Barb Borg
Helen Bosley
Katharine Vorhaus and
Douglas Boucher
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Lynn Boyer
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Eric and Kathleen Bracke
Sandy and Sally Bracken
Catherine and Stephen Breeding
Toni and Dan Brennand

Maxine Busch
Barbara Buttenfield
Joan Byers
Roger and Elle Cabbage
Mary Cady
Carmen Calarco
John Callahan
Nancy Calvert
William Camery
Maureen Van Camp
Assunta and Salvatore Campagna
Jessie Campbell
Joan Campbell
Cynthia Cannon
Richard and Patricia Cantwell
Susan and Marco Capitelli
Leslie and Edward Capizzi
Charles Cares
Eleanor and Christian Cares
Jeffry and Sherree Carlson
Judith Carmichael
Steve and Barbara Carnes
Juliet Carpenter
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Mary K. Blue and Tom Cobb
Richard Coble
Sarah Coe
Stephen Cohen
Terry Cohen
James and Claudia Colwell
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THE RIDE OF YOUR LIFE CAPITAL CAMPAIGN

Marcelee Gralapp

Via is grateful for the individuals and organizations listed here who gave generously from January 1 to December 31, 2015. We have made every effort to produce accurate lists. If we have misspelled or inadvertently omitted a name, please accept our apologies. Call the Development Office with corrections at 303.473.2883.

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An open letter to the community...



We live in one of the best places in the country. Many of you are able to enjoy the many hiking and biking trails so characteristic of this beautiful place. Perhaps you don't think about the services that are needed for an old lady like me.

I moved to Boulder 24 years ago. As a nurse and a mother, I have always been a very independent lady. I drove my own car or took the bus and loved being enthusiastically involved in so many of the wonderful activities offered by this community.

When I was 68, I had a pulmonary embolism, an event that changed my life in a moment's time. I couldn't drive anymore or walk to a bus stop. I felt my life was over.

The hospital referred me to an organization now known as Via. I couldn't bear asking for help, but I had no choice. How was I to get to doctor or physical therapy appointments or get food to feed myself?

I had such strong resistance to being helped and when I got on that Via bus, I would sit in the back feeling sorry for myself. One day, there were a few other people riding with me and one woman who was going to her church choir asked if she might practice her song. While she sang, some kind of shift took place in me because I experienced thoughtfulness, kindness and respect. I moved from the back of the bus to the front. I felt there's a little community on this bus that I need to explore.

I have been a rider with Via for 20 years now. I needed help from Via and I got it, but I've still felt independent. Every single person at Via cares about my well-being. I feel safe. I feel cared for. And I couldn't live the life I live without Via.

I still live by myself. I'm still very independent and part of that independence is the blessing of Via. I am very, very grateful to every donor, funder or supporter who makes my rides possible.

– Kati P., age 89

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