



Via Mobility Services  
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A Participating Agency

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Permit No. 543



*Mobility for Life*



A Call to Action

2013 ANNUAL REPORT TO THE COMMUNITY

## The Silver Tsunami

Starting in the years following World War II until 1964, about 78 million people were born in the United States, creating a large birth cohort known as the Baby Boomers.

Unique historical and economic influences contributed to this birth surge. When the war ended in 1945, returning veterans married, started families, pursued higher education, and bought their first homes. While the formative years of the pre-boomers generation were shaped by the Great Depression, slower birth rates, poverty and insecurity of a home or job, they now entered a post-war period where it was possible to thrive on the American dream, life was simple, jobs were plentiful, and consumer demand fueled economic growth. A record number of babies were born.

While the term "silver tsunami" was initially coined to refer to the aging of the American workforce and declining labor force participation rate, it is now colloquially used to describe the profound effect this aging cohort will have on America.

## The first of the baby boomers have now entered their senior years. The silver tsunami has arrived.

### Via has done much to prepare.

You can't open a newspaper (with your hands, mouse or app) these days without reading some reference to the impact of the baby boomer generation. It's important to remember however, that a tsunami is something that strikes without warning. In fact, the demographic wave that we are looking at is an extremely well-documented phenomenon that is washing inexorably across a wide flood plain.

Our commitment to ensuring mobility has driven our work and forced us to change to meet the future needs of the populations we were founded to serve. While we started planning for this demographic shift a decade ago with growth scenario planning by community, the building of a new facility, an organizational name change, and innovative mobility options programs, we've been amazed by the demand. Can we meet our promise of mobility for life?

Not without help. This significant demographic shift compels all communities to prepare. Enhanced investment in transportation is critical in every community we serve. Research shows that seniors are driven by a desire for connectedness and that being close to friends and family is the most important factor contributing to their outlook on life, physical and mental health and getting the most from their golden years. Progressive policymakers and planners need to look at how to retrofit their communities with transportation options, housing and land-use patterns that help people keep their independence as long as possible.

Like generations before them, the baby boomers have fortified our country and shaped our world. They've made groundbreaking discoveries,



pioneered new industries and led our businesses. They have raised strong families and strengthened communities and serve as role models to future generations.

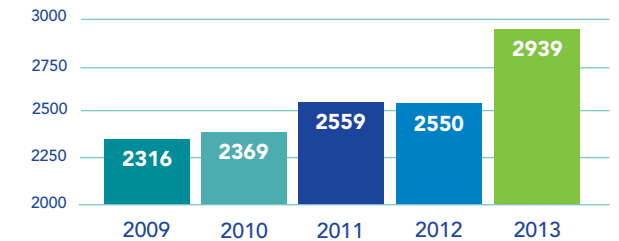
The silver tsunami is here, but we do not have to succumb to the metaphor that we will all be washed away by the force of this oncoming wave. We can move forward collectively—and interdependently—to provide an inclusive and connected community, a social hallmark of the baby boomers and a value that unites all generations.

It is important to recognize that each one of us, if fortunate, will be older some day. What kind of community do you want for yourself?

Let's start creating it now.



### Unduplicated Clients Served



## 2013 – 2014 Board of Directors

Frank Bruno  
President 2013-2014  
VP for Administration, Western Disposal

Gretchen Fapore-Wahl  
Past President 2013  
Senior VP, First National Denver

Frank Latino, Jr. CPA  
Treasurer 2013-2014  
Owner, Latino & Associates

Liz Abbott  
Vice President 2013-2014  
Director, Boulder Public Library, retired

Wendy Reynolds  
Secretary 2013-2014  
Branch President, Summit Bank & Trust

Stacy Cornay  
Member-at-Large 2013  
Owner, Communications Concepts,  
Public Relations & Marketing

Peter Powers  
Member-at-Large 2014  
Director of Business Development  
Longmont United Hospital

Don Brown President, Optimal Blue

Joan Campbell Community Volunteer

Forrest Fleming Owner, Instant Imprints

Marie Gambon\* Vice President for  
People, Boulder Brands, Inc.

Scott R. Gresser\* Vice President/CFO  
TRU Community Care

Suzanne Hoover Career Volunteer

Lenna Kottke Executive Director, Via

Ted Manning Consultant, retired

Bill Munson VP/CFO,  
Boulder Community Health

B. Scott Smith Founder and Principal,  
The Colorado Group

Sam Sussman Co-Owner,  
8 Days A Week Imaging

Sharon Svendsen\* Attorney

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



### Dear Friends,

The September floods that washed across Boulder County and other Front Range communities were a powerful reminder of the force of water. The demographic age wave that is washing over society is having powerful impacts as well. Via felt the force of both during 2013. While we have been preparing for the aging of the population for a decade, 2013 brought a dramatic increase in the number of people seeking our assistance.

This increase comes at a time when government funding is declining. We are working both to increase the efficiency of our operations and to enhance other sources of revenue. Philanthropic support continues to grow from both individuals and corporate partners, highlighting the role both play in supporting a community that values healthy aging. Our social enterprise efforts took a significant leap forward as we were awarded a new five-year contract with RTD to provide Access-a-Ride and Call-n-Ride services in the Denver region. We will be increasing our Access-a-Ride service to individuals eligible for RTD's ADA-mandated transportation program for people with disabilities by 50%.

Our Board of Directors developed new strategic goals for Via, clarifying our position as the leader in mobility options in Boulder County for older adults and people with disabilities, while also serving as a resource in the greater Denver region for mobility options and transportation services. Concurrent with these strategic planning efforts, we found ourselves responding to the devastating September floods, giving us new appreciation for the metaphor of the Silver Tsunami.

Whether the need is immediate and short-term or part of a long-term demographic shift, mobility continues to be essential to quality of life.

Lenna Kottke  
Executive Director



I've served on a number of nonprofit boards.

“What motivates me about Via is that the services we provide are very concrete and direct. We're all about transportation and mobility to help people remain independent and vital, when other more traditional forms of transportation are no longer viable. These days, we often speak of Building Community—well, that cannot be successful unless everyone has an opportunity to participate. Via provides one of the most important links in that chain of community. We help people participate who might have given up trying to engage without an organization like Via on the scene.”

Frank Bruno  
President, Board of Directors



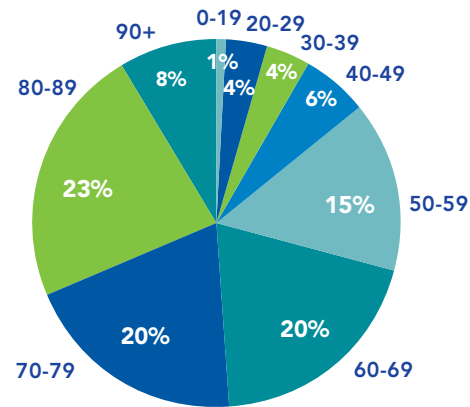
## About our clients

### Income

**36%** lived at or below federal poverty level of \$11,490 annually for a family of one

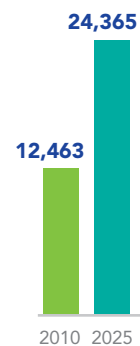
**56%** do not have the minimum income to meet The Elder Economic Security Index for Boulder County

### 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.



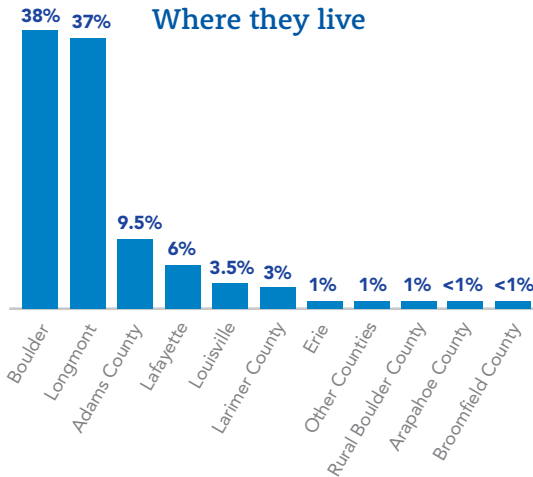
### Disability Status

**56%** lived with a disability or advanced frailty

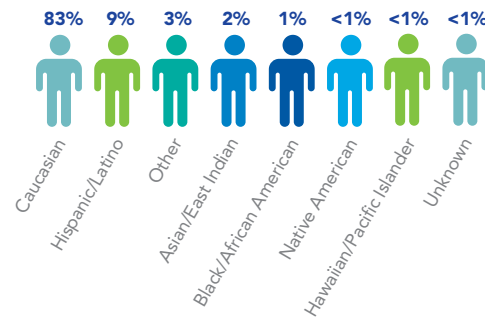
**23%** lived with a chronic disease or condition

**21%** report no disability or chronic condition

### Where they live



### Ethnicity



### Gender



## Awards

**June:** The Boulder Chamber of Commerce recognized Executive Director Lenna Kottke as one of five Women Who Light the Community.

**June:** The Colorado Green Builders Guild awarded Via the Green Building Star Award in the area of Best Green Commercial New Construction in recognition of demonstrated excellence in sustainable construction and design for our new 36,000 square-foot facility.

**September:** The Colorado Association of Transit Agencies (CASTA) recognized Via's Director of Operations, Rich Burns, and j Hastain, Mobility Manager, with the Open Category Award for Excellence in Service Coordination.



### Via Paratransit

The paratransit program provided 143,719 total trips.

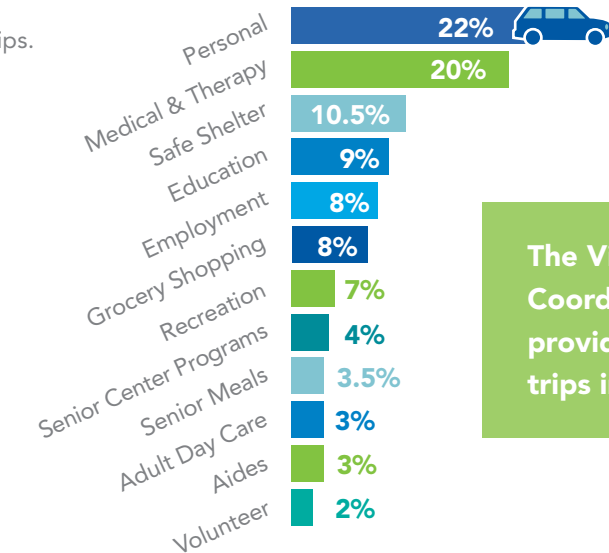
- 116,645 on-demand trips were provided.
- 2,639 unduplicated individuals were served.

- 15,032 trips were provided for individuals experiencing homelessness in order to secure safe shelter during the winter.
- 28,942 trips were provided for medical or therapy purposes.
- 16,606 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 4,011 trips.
- Partnering with Boulder County, Via operated summer shuttles to improve access to rural areas; 8,031 trips were provided.
- 122,444 trips were provided in Boulder County.
- 37,115 trips were provided in the Longmont community.
- The volunteer driver collaboration with American Red Cross, which ended mid-year, provided 529 trips.
- The Medical Mobility volunteer driver collaboration with Boulder County CareConnect provided 3,291 trips.
- The average cost per trip was \$26.51.
- 617,377 miles were traveled and 66,728 revenue hours were provided.

### IMPACT

The 2013 Program Outcome Measurement Evaluation indicated that 95% of riders agreed or strongly agreed Via helps them to be more self-sufficient and 94% agreed or strongly agreed we help them to be more independent.

### Trips by Purpose

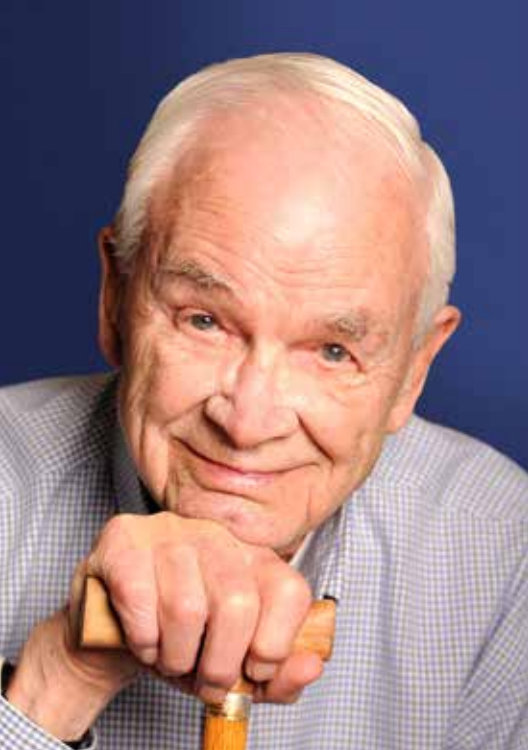


The Via/Call-n-Ride Coordination project provided 40,750 trips in Longmont.

“Dear Bryan,

THANK YOU for teaching Josh how to use the RTD bus to travel to and from his new school! This has been such a big change from The Joshua School, but it's been so good for him and us. He's more independent than we ever thought, and can adapt if he makes a mistake. You are such a special person, and we just wanted to let you know how it is paying off for Josh and his family. We hope to meet up again sometime, but are glad many get the benefit of you specifically as a travel trainer.

— Love,  
Jeff, Tami, Josh, Ben  
and Michaela”



## Via makes it possible for me to keep in contact with society.

“ I have given up my driver’s permit and I live alone. Via makes it possible for me to keep in contact with society. I get a ride to the Estes Park Senior Center 5 times each week. Without the ride I am lost and alone. I hope I will have the ride for the rest of my life. ”

— Frank G., Age 92



### Travel Training Program

- 55 individuals were served in the comprehensive one-on-one mobility assessment and travel training program. Successful trainees used public transit for an average of 12 round trips per month.
- 11 *Seniors on the Move* group travel training classes were conducted with 92 participants.
- 19 *Transportation 101* classes were conducted with 257 participants.
- 10 *Train the Trainer* seminars were conducted.
- 3 Colorado communities received program replication consultation.

#### IMPACT

The year-end Program Outcomes Measurement Evaluation indicated that 83% of successful trainees agreed or strongly agreed that they felt more independent than before they received the training and 83% agreed or strongly agreed that they have more confidence in their ability to get to where they need to go as a result of the travel training.



### Mobility Options and Individual Travel Planning

Via’s mobility specialists provide intake assessments and develop individual travel options plans (ITP) maximizing the use of all transportation resources available, as well as provide information and referral based on individual travel needs.

- 1,583 individuals received intake or information and referral services.
- 585 had individual travel plans developed.

#### IMPACT

Two-month evaluations indicated that more than 50% were successfully using their individual travel options plans to get where they needed to go.

## 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 3,343,371 miles and completed the year averaging 0.6 preventable accidents per 100,000 miles driven.
- 133 drivers were recognized for driving at least 1,000 hours behind the wheel (or 500 hours for part-time employees) with no infractions or preventable accidents.
- Via achieved a 13% reduction in preventable accidents.

### Our Standard

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 amount.



## Significant Achievements

- A total of 2,939 unduplicated individuals were served in the paratransit, travel training and mobility options programs.
- Via’s paratransit program provided a total of 143,719 trips.
- The financial year ended with a 3.95 percent margin of operating revenue over expenses.
- The HOP, Call-n-Ride and Access-a-Ride contract services provided 1,114,669 passenger trips.
- Via achieved a safety record of 0.6 preventable accidents per 100,000 miles driven.

## Response to the Flood

- Via employees worked tirelessly during the 2013 September Flood to evacuate people from health care and assisted living centers; from churches where some had sought refuge to emergency shelters; and transported individuals from flooded neighborhoods to evacuation centers throughout Boulder County. For several weeks post-flood, Via provided flood victims with free on-demand transportation to FEMA Disaster Assistance Centers as well as to health care, food pantries, housing or other essential services to help stabilize their lives. Via provided 434 trips related to the flooding and its aftermath.

## Social Enterprise

Social enterprise in the nonprofit sector may be defined as improving the effectiveness and sustainability of the organization by employing earned income contracts to achieve social objectives.

As a nonprofit organization, Via ensures that all profits from the three earned income contracts are reinvested to enhance our mission services, to nurture the well-being of our organization, to reinforce our commitment to the communities we serve and to make our organization's vision a reality.



### The HOP

**Total Passenger Trips 882,270**

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.



### Access-a-Ride

#### Access-a-Ride

**Total Passenger Trips 98,111**

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. As the regional public transit provider, RTD is legally responsible to fund and ensure this service is available to eligible individuals.



### Call-n-Ride

#### Call-n-Ride

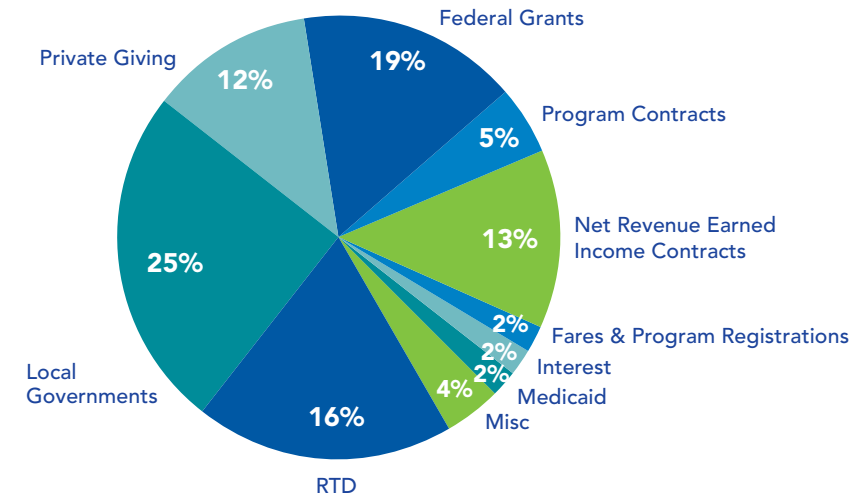
**Total Passenger Trips 134,288**

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 nine metro-Denver communities. This is a fully funded contract with RTD.

## How We Support Our Mission Services

### Paratransit, Travel Training & Mobility Options Programs

#### 2013 Mission Services Revenue Categories



#### Mission Services

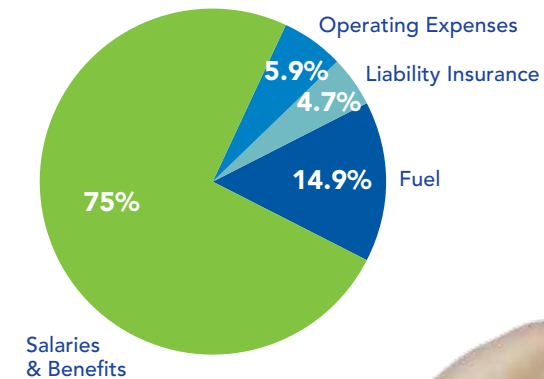
Revenue:	\$3,515,013
Expenses:	\$4,056,004
Paratransit Program	3,828,900
Travel Training and Mobility Options	227,104
<b>NET OPERATING LOSS</b>	<b>(\$540,991)</b>

#### Earned Income Contracts

(HOP, Access-a-Ride, Call-n-Ride):	
Revenue:	\$10,154,180
Expenses:	\$9,130,182
<b>NET REVENUE:</b>	<b>\$1,023,998</b>

<b>TOTAL AGENCY OPERATING REVENUE</b>	<b>\$13,669,195</b>
<b>TOTAL AGENCY OPERATING EXPENSES (excludes depreciation)</b>	<b>\$13,186,186</b>
<b>NET AGENCY OPERATING INCOME</b>	<b>\$483,009</b>

#### 2013 Mission Services Expense Categories



## Via Mobility Services Statement of Financial Position

December 31, 2013 and 2012

<b>Assets</b>	<b>2013</b>	<b>2012</b>	<b>Liabilities &amp; Net Assets</b>	<b>2013</b>	<b>2012</b>
<b>Current assets:</b>			<b>Current &amp; total liabilities:</b>		
Cash & cash equivalents	\$1,883,060	\$1,095,795	Accounts payable, trade	\$297,031	\$257,705
Accounts receivable:			Accrued payroll and vacation	801,357	732,112
Trade	2,394,555	2,782,715	Payroll taxes & related liabilities	18,459	22,388
Other	77,300	171,386	Unearned income	132,846	103,487
Pledges receivable	3,515	99,902	<b>TOTAL LIABILITIES</b>	<b>\$1,249,693</b>	<b>\$1,115,692</b>
Deposits	10,388	22,203	<b>Net assets:</b>		
Prepaid expenses & other	260,505	303,399	Unrestricted:		
<b>TOTAL CURRENT ASSETS</b>	<b>\$4,629,323</b>	<b>\$4,475,400</b>	Operating	5,634,031	5,184,377
<b>Investments limited as to use</b>	<b>1,206,169</b>	<b>1,044,440</b>	Net investment in property & equipment	12,476,316	12,452,056
<b>Property &amp; equipment, at cost:</b>			Board designated	1,071,272	921,656
Facility	7,988,020	7,988,020	<b>TOTAL UNRESTRICTED</b>	<b>\$19,181,619</b>	<b>\$18,558,089</b>
Land	2,501,137	2,501,137	Temporarily restricted	55,273	187,762
Maintenance equipment	401,779	395,607	Permanently restricted	134,897	122,784
Office furniture & equipment	1,352,434	1,148,268	<b>TOTAL NET ASSETS</b>	<b>\$19,371,789</b>	<b>\$18,868,635</b>
Vehicles	5,705,142	5,142,770	<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$20,621,482</b>	<b>\$19,984,327</b>
<b>SUBTOTAL</b>	<b>17,948,512</b>	<b>17,175,802</b>			
Accumulated depreciation	5,472,196	4,723,746			
<b>TOTAL PROPERTY &amp; EQUIPMENT, NET</b>	<b>\$12,476,316</b>	<b>\$12,452,056</b>			
<b>Other assets:</b>					
Inventory	117,986	73,019			
Investments	2,191,688	1,939,412			
<b>TOTAL OTHER ASSETS</b>	<b>\$2,309,674</b>	<b>\$2,012,431</b>			
<b>TOTAL ASSETS</b>	<b>\$20,621,482</b>	<b>\$19,984,327</b>			

## 2013 Financial Highlights

### Net Income

The Board of Directors directs staff to manage the organizational annual budget to realize a three percent margin of organizational revenue over expenses. In 2013, this margin was 3.95 percent. Net revenue is used to maintain required operating, facilities and vehicle reserves.

### Solar Panel Lease

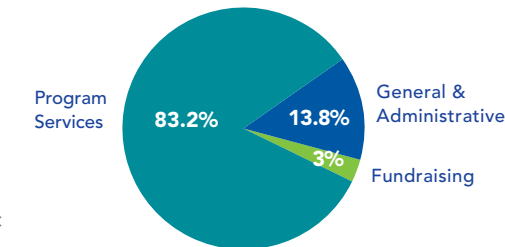
In December 2010, Via entered into an agreement with an outside party to lease 7,500 square feet of space located on the roof of our newly constructed headquarters. Under the agreement, the outside party is obligated to construct and maintain a solar photovoltaic power generation system on the roof to provide solar generated power to Via. The agreement provides specific rates Via will pay to the outside party for power generated from the system, with rates increasing 3% per year over the 20 year term of the agreement. The agreement provides for one five-year renewal period and provides the option for Via to purchase the system on the sixth anniversary of commercial operation of the system, unless donated by the owner, and each subsequent anniversary at the greater of the fair market value or the buyout value of the system, as defined in the agreement.

### Net Assets Released from Donor or Board Restrictions

Net assets released from restrictions for the year ended December 31, 2013 represents funds released related to capital purchases of additional functionality to existing software, the purchase of ten vehicles and rehabilitation costs of certain vehicles.

### Fundraising Expenses

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



## May the White Vans Keep Rolling!

“I hope you receive all the funding you need to keep up the great work you do. I’m convinced that, without Via, my rehab program would have failed, since I don’t drive and have no car. So thanks again, and may the white vans keep rolling.”

— Ann M., Age 71 Boulder

## Annual Fund Gifts

### Individuals

Liz and Dave Abbott  
Lois Abbott  
Joan and Paul Acker  
Holly Adamek  
Mark and Polly Addison  
Felicitas Aguirre  
Kathleen Ahl  
Randall and Susan Ahlberg  
Vicky and Rodney Ahlberg  
Irene Ahrens  
Vera Albritton  
Laura Alexander  
Rabia and Umrao Ali  
Renate Alpert  
Kathy and Al Alrubaiy  
Judith Altstadt  
Penelope Amabile  
Audrey and Robert Ambler  
Andy and Annette Anderson  
Craig and Judith Anderson  
Mariette and Herman Anderson  
Jessie Andrews  
George and Pam Angel  
Anonymous (25)  
Norma Antony  
Karl Anuta  
Margaret Archibald  
Alex and Nancy Ariniello  
Charles Arnold  
Tom Aron  
Patrick Ashburn  
Dennis Atwood  
Brenda and Bobby Avery  
Maria and Jesse Aweida  
Dr. Boulous and Suzanne Ayad  
Kaye Bache-Snyder  
and Howard Snyder  
Thelma Bachman  
Nancy Bachus  
Bennie and Jannette Balke  
Gwendolyn Ball  
Paula and Kenneth Ball  
Charlene Balsinger  
Mary and Jay Balzer  
Paula Bara  
Donna Barela  
Steven and Lynne Barnett  
Albert Bartlett  
Debra Baskett  
Clara Baughman  
Sam and Hilda Baum  
John Baylor

Heather Beadle  
Chauncey and Nancy Beagle  
Renee Beauregard  
Mildred Beavers  
David Becher  
Ingrid and Harold Becher  
Sara J. Beery  
Joseph Levine and  
Ruth Beiersdorf  
Deborah Bell  
Margaret Bell  
Stephen Bendit  
Doris Bennitt  
William and Jeanne Bensema  
Gloria and Jorge Bensus  
Gary D. Berg  
Wilmar and Lorna Bernthal  
Ann Berry  
James Berryhill  
Ray Bertrand  
Nancy Betancourt  
Helen and Gregory Beylkin  
Patty Jo and Kevin Bice  
Nancy Bigelow  
June Bills  
Nancy and Doug Birchmeier  
Suzanne and Peter Birkeland  
Thomas K. Birkle  
Harriet and Willard Bissell  
David Black  
Timothy and Mary Black  
Herbert Blacker  
Nancy Blackwood  
Gordon R. Blakey  
Marie and Howard Blaney  
John and Carolyn Bliley  
Jessma Blockwick  
Joan and Bernard Bloom  
Mary K. Blue and Tom Cobb  
Joseph and Ann Bobers Schmidt  
Janis Bohan  
Maxine Bondurant  
Patricia Booton  
Lynn and Mary Bopp  
Helen Bosley  
Barbara Bowman  
Fern Bowman  
Sandy and Sally Bracken  
Barbara Bradt-Ryan and  
Victor Ryan  
David Brandon  
Catherine and Stephen Breeding  
Janet Brennan  
Toni and Dan Brennand  
Joan Brett

Diane and John Briggie  
Charles and Debra Brindis  
Robert and Madeline Brockish  
Shirley and Eric Brod  
Andria Bronsten  
Don and Karen Brown  
MaryRose Brown  
Stanley Brown  
Paul and Helen Browne  
Teresa and Gerardo Brucker  
Frank and Shelly Bruno  
Ruth H. Buchholz  
Stephanie Buller  
Richard Burns  
Maggie Burrall  
Gary D. Berg  
Virjean Butler  
Barbara Buttenfield  
Jenny Bux  
William and Carol Byerly  
Roger and Elle Cabbage  
Assunta and Salvatore  
Campagna  
Joan Campbell  
Susan and Marco Capitelli  
Leslie and Edward Capizzi  
Eleanor and Christian Cares  
Whitney Carman and Nada  
Diachenko  
Steve and Barbara Carnes  
Anne and Peter Carpenter  
Juliet Carpenter  
Frederick and Vivien Carter  
Phill Carter  
Alexander Carver  
Delphine and Joseph Casey  
Ramona Castillo  
Barbara Caven  
Jeanette Chadwick  
Rachel Chaney  
Lois Chapman  
Denise and Larry Chartrand  
Cuiying Chen and Kun Cen  
Michael and Mary Cherochak  
Tom Chesney  
Jim and Susan Chrisman  
Vera Chromy  
Roger and Norma Cichorz  
Dave Clabots  
Andrew Clark  
Noel and Pauline Clark  
Margaret E. Cleary  
Jesse Cleveland  
Kenneth Cline and  
Rebecca Cooper

Mary Cobb  
Richard Coble  
R. Dianne Coffelt  
Joanne Cole  
Sharon Cole  
James and Claudia Colwell  
Diane Compton  
Esther Concha and Eric Zarate  
Chris and Cathy Conery  
Susan Connelly  
William and Sherry Conner  
Genevieve and Michael Connors  
Shirley and Tom Conquest  
Michael Conrin  
David Cook  
Evelyn W. Cooper  
Mary Copeland  
Max and Barbara Coppom  
Sue Corbett  
William and Rita Corn  
Stacy and Paul Cornay  
Laura and Jack Cottrell  
Juana Covarrubias  
Edwin and Eleanor Crow  
George Curtis  
Carolyn Cutler  
Robert D'Alessandro  
Maria G. Davila  
Helen Davis  
Kenneth and Betsy Davis  
David and Karen Dawson  
Joan and Pete Dawson  
Lillian Dawson  
Nancy Dawson  
Mary and Tom Deany  
Danny E. Deaver  
Diana and Joseph DeBrohun  
Julia Dees  
Carol Delker  
Mark and Kati Detsky  
Marilyn DeYoung  
Margaret and Randolph  
Didomenico  
Linda and Don Diebert  
Gretchen Diefenderfer  
Chris Dinkins  
Ronald Dobbins  
Robert and Renee Dobransky  
Whitney Dodd  
Barbara Dolder  
Theresa Doucet  
Margaret E. Cleary  
Jesse Cleveland  
Kenneth Cline and  
Rebecca Cooper

Jeffrey Dreyfuss  
Fran Dugan  
Helen Duhon  
Renee Durland  
Anton and Jeanne Dworak  
Dixie and Al Dworak  
Carol Dwyer  
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“After reading your most recent letter, I felt like just opening up my wallet and handing over every cent.” — Ann M., age 71

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Via is grateful for the individuals and organizations listed here who gave generously from January 1 to December 31, 2013. 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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## “Giving up the car keys without giving up what I love to do.”



I am a 90-year old senior and was absolutely convinced that I still had sufficient marbles left that I was an invincible driver, in spite of my son's fear to the contrary. The conversations I had with him about giving up the car keys were most difficult and I resisted all the way.

My son and I participated in a program that encourages conversation between the generations about this issue. We were amazed at how we could understand (finally!) each other's viewpoints, which made my decision much more acceptable.

I made my own decision that it was time and jumped into the abyss, I thought, of losing my independence, my flexibility, dependence on others (guilt, guilt, guilt!) and locating alternate means of transportation. For me, and I know for many others, the decision to stop driving is emotional, debilitating, humiliating and limiting and was perhaps the third most traumatic event in my life (the others were an untimely mate's death and a divorce). Especially, I would miss the weekend visits with Ginger, my sweetheart of 20 years, who lives in Brighton.

When I learned about Via's travel training program, I enrolled and learned how to take the RTD bus, which had a stop right near my home, to get to Brighton and close to Ginger's house. Now, instead of driving, I board the bus equipped with a book and favorite libation, and passing the time in relative ease, continue to have my weekly visit with Ginger. I also discovered other options Via provides to get around, and though it took me several months to adjust, I have emerged with nary a blip in my lifestyle.

I would be most happy to volunteer to address the issues with individuals who are as much at sea with this problem as I was. If I could do it, anyone can.

— Russ M., Age 90 Boulder

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