



Fairfax County conducted numerous community and stakeholder engagement activities to inform the TSP. This is in addition to the 2018-2019 Market Survey, 2019 On-Board survey, and multiple rounds of public engagement conducted for the Bus Service Review Studies. Activities specific to the TSP development effort included:

- Three (3) virtual public meetings and survey in Winter 2021. The survey gathered responses from 2,871 individuals including 1,143 comments.
- Two (2) virtual public meetings and survey in Spring 2022. The survey gathered responses from 1,114 individuals including 1,287 comments.
- Four (4) stakeholder meetings with business and community organizations (2 in Winter 2021 and 2 in Spring 2022).
- Two (2) Technical Advisory Group meetings with internal Fairfax County and external neighboring transit system stakeholders (City of Fairfax CUE, OmniRide, DASH, Loudoun County Transit, Arlington Transit, and WMATA).

This appendix contains summaries of the Winter 2021 and Spring 2022 public outreach for the TSP.

Winter 2021 Public Outreach Summary



WINTER 2021 PUBLIC OUTREACH SUMMARY

1. Survey Overview and Promotion

This round of public outreach for the Fairfax County Transit Strategic Plan (TSP) consisted of three virtual public meetings, an online survey, and two virtual community stakeholder meetings. This document provides a summary of the public input received via the online survey, but serves as one of several sources for public input on Fairfax Connector service. The survey was developed using SurveyMonkey, a company that specializes in simple online public engagement surveys. The purpose of the survey was to gauge community preferences and priorities to assist Fairfax County in validating the vision and goals for Fairfax Connector bus service and evaluating the transit system for future improvements. The survey was available in English and in Spanish translation, and input could also be provided by e-mail, phone, and mail. The survey was comprised of three sections: (1) how frequent, occasional, and non-rider respondents travel, (2) opportunities for improvements, (3) optional demographic information of respondents. Responding to each section was optional, and participants were not required to answer each question. Many of the survey questions asked for respondents to consider their travel behaviors prior to COVID-19 when answering, but respondents were also asked to give their impressions of service when thinking about the future. This online survey was available to the public from December 30, 2020 to February 19, 2021, and was published concurrently with three virtual public meetings that occurred on January 12-14, 2021.

Community stakeholders were also engaged through two meetings that followed a similar format to the online public meetings. Stakeholder meetings were held on Monday, January 11, 2021 and Friday, January 15, 2021—one with business stakeholder and another with community organizations. A summary of these meetings is included in **Attachment B**.

The survey was promoted via the following platforms by Fairfax County Department of Transportation (FCDOT):

- Fairfax County direct mail flyers translated in 10 languages
- Study website a link to the survey was posted on the study website
- Press release to local/regional media
- Text/email Fairfax Alerts and BusTracker Alerts to subscribers
- Social media campaign Facebook, Twitter

The survey is one of several sources of public input for the TSP. Previous survey efforts, namely the 2018-2019 Market Survey and 2019 On-Board survey, are also used as input. The last page of this document contains a comparison table of these three surveys to show how they align or differ for similar questions.



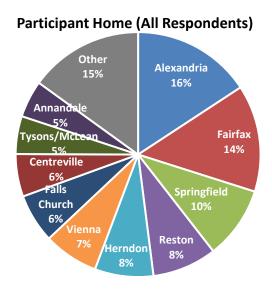
Winter 2021 Public Outreach Summary

2. Survey Responses and Respondent Characteristics

In total, the survey received 2,901 submissions. The English survey had 2,871 total responses while the Spanish survey had 30 responses. The survey received 158 responses where two or more responses shared the same IP address. These responses were reviewed (response demographic information, response date, response time, and answers to various questions) and retained because of the varying answers that were provided, especially those pertaining to demographic information. It was assumed that people from the same household may have used the same computer or respondents used public computers. The results from this survey are not statistically based and may differ from the market and on-board surveys. This survey was open to all members of the community that wished to provide input.

Participants by Home Location

Out of the 2,901 survey participants, 2,880 provided their home zip codes. These respondents included 88 unique zip codes. About 99.4 percent of the total 2,880 responses were from Virginia and the rest lived in DC and Maryland. Out of the total responses, 58 percent lived in Fairfax County. The chart and table below show the ten most common localities that were associated with the zip code responses. The "Other" category represents home zip locations not in the top ten locations. For example, Burke, Lorton, Oakton, Chantilly, Great Falls, and 24 more locations. The map below shows survey responses received by home zip code. The red areas on this map represent zip codes with a larger number of responses. **These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.** Additional cross tabulation of user types are included in **Attachment A**.

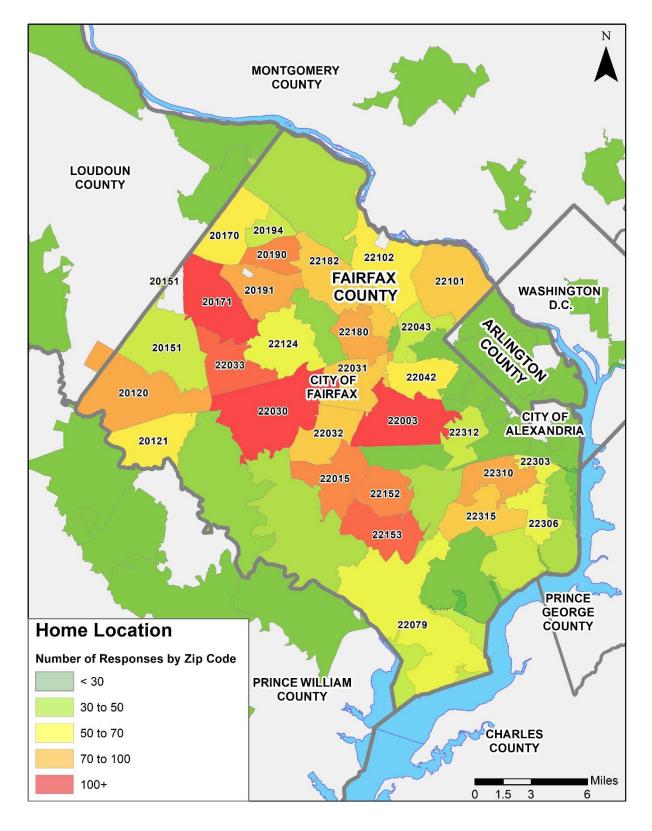






Home Location Zip Code	Count of Responses	% of Responses
Alexandria	454	16%
Fairfax	407	14%
Springfield	276	10%
Reston	245	8%
Herndon	223	8%
Vienna	209	7%
Falls Church	186	6%
Centreville	162	6%
Tysons/McLean	144	5%
Annandale	141	5%
Other	433	15%
Total	2,880	100%



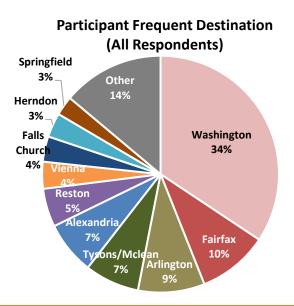




Winter 2021 Public Outreach Summary

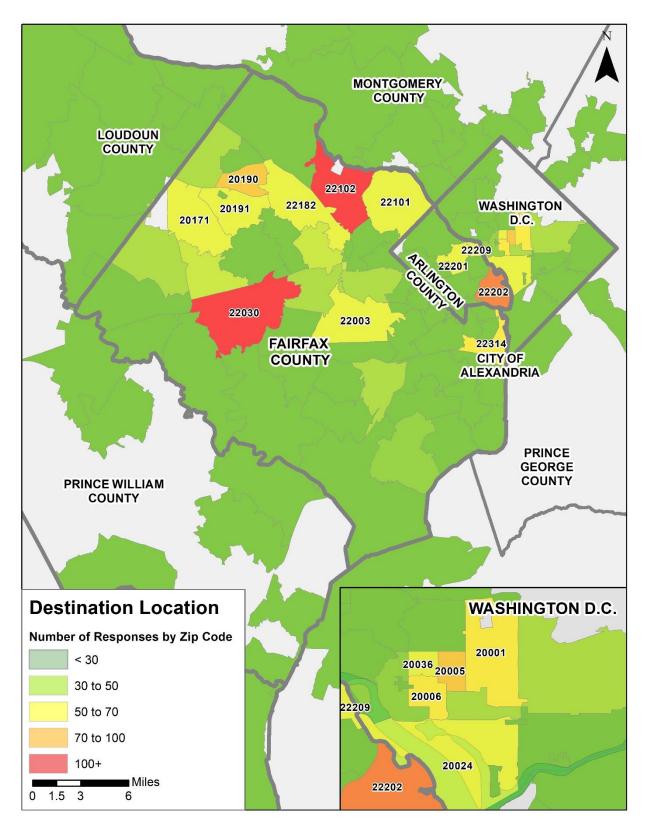
Participants by Destination Zip Code

Out of the 2,901 survey participants, 2,802 provided their frequent destination zip code. This zip code represented the most frequent place that people travel to such as work or school. These respondents included 266 unique zip codes. Overall, 53 percent of the total respondents travel to a destination outside of Fairfax County. The chart and table below show the ten most common localities that were associated with the zip code responses. The "Other" category represents destinations not in the top ten locations. For example, Annandale, Chantilly, Sterling, Burke, and 57 more locations. The map below shows survey responses received by destination zip code. The two red areas with the most responses on this map include a large portion of Tysons in 22102 and George Mason University, Fairfax City, and Fairfax Center in 22030. These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders. Additional cross tabulation of user types are included in Attachment A.



Destination Location	Count of Responses	% of Responses
Washington	962	34%
Fairfax	270	10%
Arlington	255	9%
Tysons/McLean	209	7%
Alexandria	203	7%
Reston	147	5%
Vienna	103	4%
Falls Church	97	3%
Herndon	93	3%
Springfield	74	3%
Other	389	15%
Total	2,802	100%







Winter 2021 Public Outreach Summary

Top Travel Flows of Frequent Connector Riders

The table below shows the top travel flows of the survey respondents that provided home and frequent destination zip codes, and that are considered frequent Connector riders by riding the bus at least once a week. Similar to the frequent destination section above, Washington is the major trip attractor from various areas of Fairfax County. These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.

Home Location	Destination Location	Count of Responses	% of Responses
Alexandria	Washington	80	8%
Springfield	Washington	67	7%
Fairfax	Washington	58	6%
Herndon	Washington	48	5%
Centreville	Washington	42	4%
Reston	Washington	41	4%
Alexandria	Alexandria	40	4%
Fairfax	Fairfax	31	3%
Vienna	Washington	27	3%
Springfield	Arlington	25	3%
Other Origin-Destination Combinations		509	53%
То	tal	968	100%

The following table is a cross-tabulation of travel flow (e.g., internal or external to Fairfax County) by frequency of Fairfax Connector use. It shows the most common trip is either travel to outside of Fairfax County from a home location within the county or travel between two locations within the county.

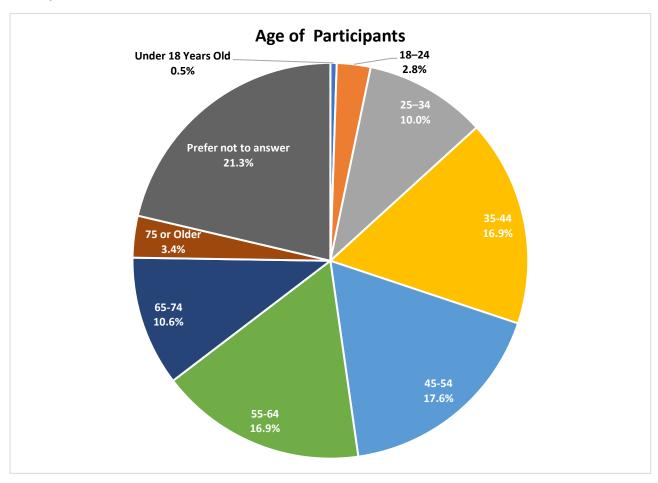
Home Location	Destination Location	All Respondents	Frequent Riders	Occasional Riders	Non-Riders
<u>Inside</u> Fairfax County	<u>Outside</u> Fairfax County	1,462 (52%)	644 (66%)	431 (49%)	387 (41%)
<u>Inside</u> Fairfax County	<u>Inside</u> Fairfax County	1,262 (45%)	299 (31%)	439 (49%)	524 (56%)
<u>Outside</u> Fairfax County	Outside Fairfax County	42 (2%)	18 (2%)	9 (1%)	15 (2%)
<u>Outside</u> Fairfax County	<u>Inside</u> Fairfax County	34 (1%)	7 (1%)	13 (1%)	14 (1%)
Tot	al	2,800 (100%)	968 (100%)	892 (100%)	940 (100%)



Winter 2021 Public Outreach Summary

Participants by Age

Out of the 2,901 survey participants, there were 2,282 respondents who provided their age range. The majority of the respondents were between the ages of 35 to 64. These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



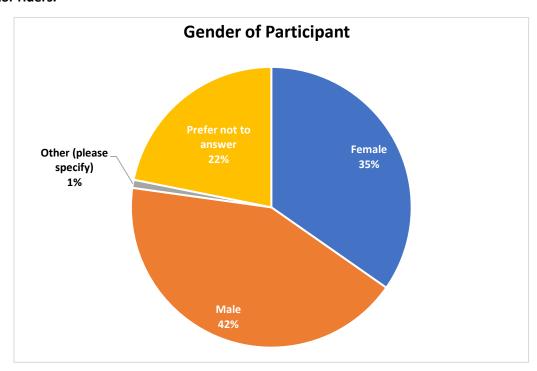
Age Range	Total Count	Percent of Responses
Under 18 Years Old	15	0.5%
18–24	80	2.8%
25–34	289	10.0%
35-44	490	16.9%
45-54	511	17.6%
55-64	490	16.9%
65-74	308	10.6%
75 or Older	99	3.4%
Prefer not to answer	619	21.3%
TOTALS	2,901	100.0%



Winter 2021 Public Outreach Summary

Participants by Gender

Out of the 2,901 survey participants, there were 2,267 respondents who provided their gender, as summarized in the chart and table below. These results represent only TSP survey respondents. The onboard survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



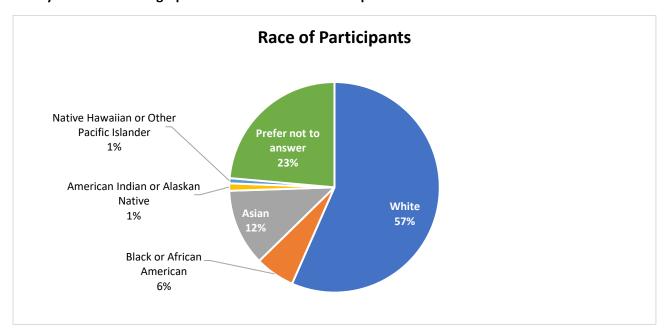
Gender	Total Count	Percent of Responses
Female	1,007	35%
Male	1,233	43%
Other	27	1%
Prefer not to answer	634	22%
TOTAL	2,901	100%



Winter 2021 Public Outreach Summary

Participants by Race

Out of the 2,901 survey participants, there were 2,191 respondents who provided their race. Respondents were able to identify by more than one type of races, resulting in 3,009 different responses. Additionally, 218 respondents identified themselves as Hispanic or Latino origin. Race is summarized in the chart and table below. These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



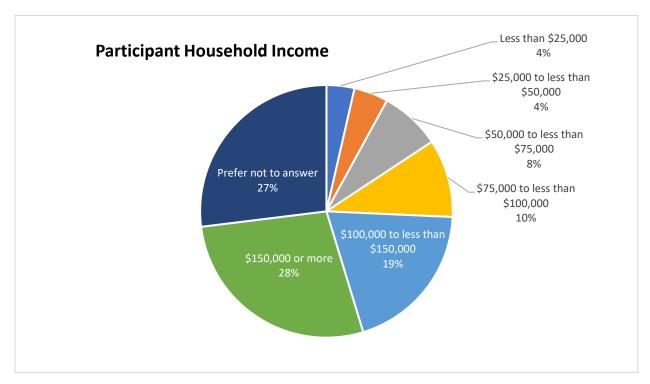
Race	Total Count	Percent of Responses
White or Caucasian	1,703	57%
Black or African American	183	6%
Asian or Pacific Islander	355	12%
American Indian or Alaskan Native	34	1%
Native Hawaiian or Other Pacific	24	<1%
Islander		
Prefer not to answer	710	24%
TOTALS	3,009	100%



Winter 2021 Public Outreach Summary

Participants by Household Income

Out of the 2,901 survey participants, there were 2,121 respondents who provided their household income, as summarized in the chart and table below. These results represent only TSP survey respondents. The onboard survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



Household Income	Total Count	Percent of Responses
Less than \$25,000	104	4%
\$25,000 to less than \$50,000	127	4%
\$50,000 to less than \$75,000	225	8%
\$75,000 to less than \$100,000	290	10%
\$100,000 to less than \$150,000	568	19%
\$150,000 or more	805	28%
Prefer not to answer	782	27%
TOTALS	2,901	100%



Winter 2021 Public Outreach Summary

3. Survey Responses

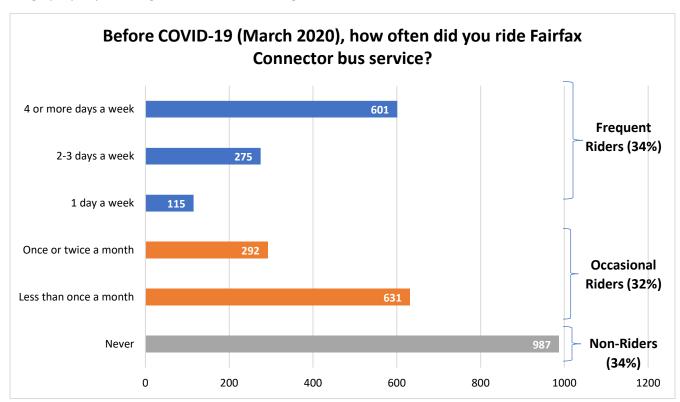
The following section details the responses received to each question of the survey. Conclusions may be drawn from this data by comparing frequent, occasional, and non-rider responses. This approach to segmenting responses was used over alternative approaches such as segmenting by household income or race because of the optional nature of the demographic questions.

Where applicable, survey responses are compared against findings from the 2018-2019 Countywide Survey (market survey) and 2019 Fairfax Connector Origin Destination Survey (on-board survey).

Current and Future Travel Patterns

Current Travel Frequency

For this analysis, frequent riders were defined as those who rode the bus at least one day a week. Occasional riders were defined as people who rode once or twice a month or less than once a month. Out of the 2,901 responses, there were about 991 frequent riders, 923 occasional riders, and 987 non-riders—roughly equal percentages in each customer segment.



- Market survey had a total of 2,624 respondents
- On-board survey had a total of 3,672 respondents

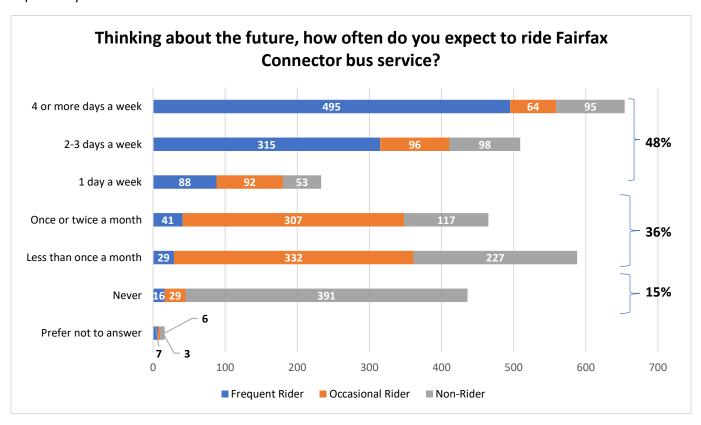


Winter 2021 Public Outreach Summary

- Market survey found that 66 percent (approximately 1,732 riders) of Fairfax County residents had never ridden a Fairfax Connector, 27 percent (approximately 708 riders) were occasional riders that have ridden a Fairfax Connector, but not in the last 30 days, and 7 percent (approximately 184 riders) were frequent riders who have ridden a Fairfax Connector bus in the past 30 days. The majority of market survey respondents were residents who never rode Fairfax Connector
- On-board survey was conducted on bus trips making all respondents occasional or frequent riders

Future Travel Frequency

Based on the survey results, respondents expect to ride Fairfax Connector bus services more often in the future as shown by the percentages in the chart below compared to the one the previous page. There were 1,396 total responses that indicated they would be frequent riders in the future, and 1,053 responses that indicated they would be occasional riders. About 550 total respondents who currently do not ride the bus expect they would ride the bus more often in the future.



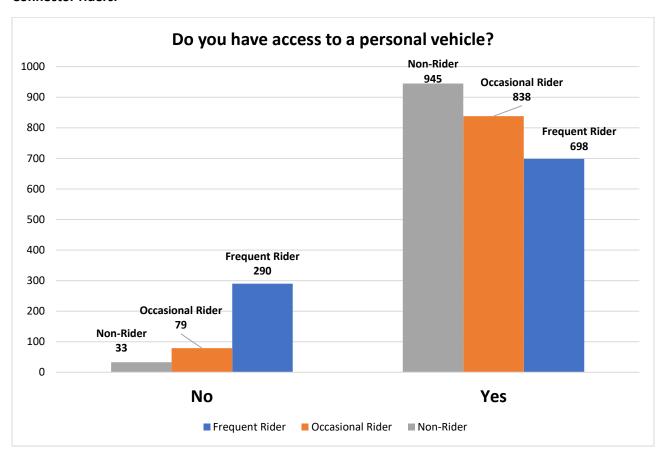
- Market survey showed that 35 percent of Fairfax County residents indicated they will use the Fairfax Connector, with 8 percent saying they will ride at least weekly in the future
 - Out of current riders, market survey showed that 13% will use the Fairfax Connector less frequently, and 60 percent will use the bus and more frequently



Winter 2021 Public Outreach Summary

Access to Personal Vehicle

About 86 percent of respondents have access to a personal vehicle. About 30 percent of the frequent riders do not have access to a personal vehicle. These results represent only TSP survey respondents. The onboard survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



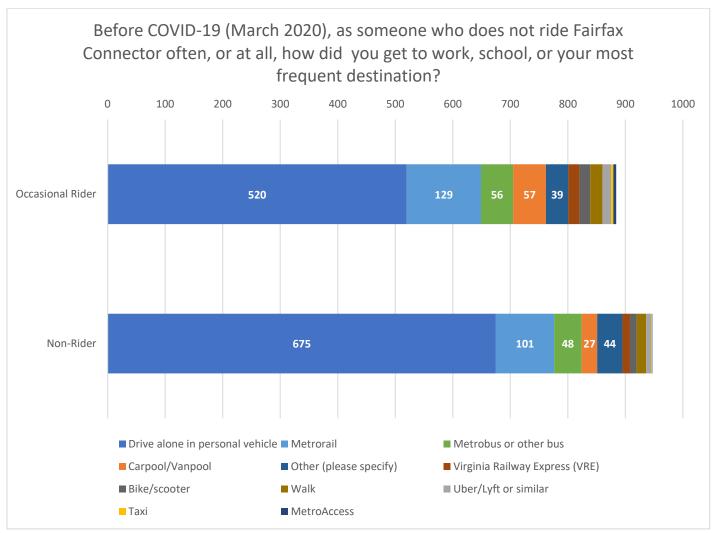
- Market survey found that 90 percent of Fairfax County residents consider their car to be their primary mode of transportation
 - 6 percent of respondents consider public transportation their primary mode of transportation
 - Out of current riders, the market survey found that 39 percent of riders consider the public transportation their primary mode of transportation, with 13 percent noting the Fairfax Connector as their primary mode
- On-board survey found that 52 percent of trips are made by riders who have at least one car
 - Only 39 percent of riders had a car available for them to use, meaning many households that have one car are still dependent on public transit as their primary mode of transportation



Winter 2021 Public Outreach Summary

Less Frequent Rider Travel Mode

Out of the occasional and non-riders, about 63 percent of them identified they drive alone in a personal vehicle to get to their most frequent destination. The second most common mode of transportation is Metrorail, consisting of about 12 percent of the total occasional and non-riders. Below is a chart summarizing the mode of transportation respondents prefer over Fairfax Connector.



Note: Categories with 25 or less responses are not labeled. Values for each category can be found in the table below





Winter 2021 Public Outreach Summary

Mode	Occasional Rider	Non-Rider
Drive alone in personal vehicle	520	675
Metrorail	129	101
Carpool/Vanpool	57	27
Metrobus or other bus	56	48
Other (ex. Combination of modes, WFH,	39	44
didn't live in the area prior, etc.)		
Walk	21	16
Virginia Railway Express (VRE)	19	13
Bike/scooter	19	12
Uber/Lyft or similar	15	9
MetroAccess	5	1
Taxi	4	1

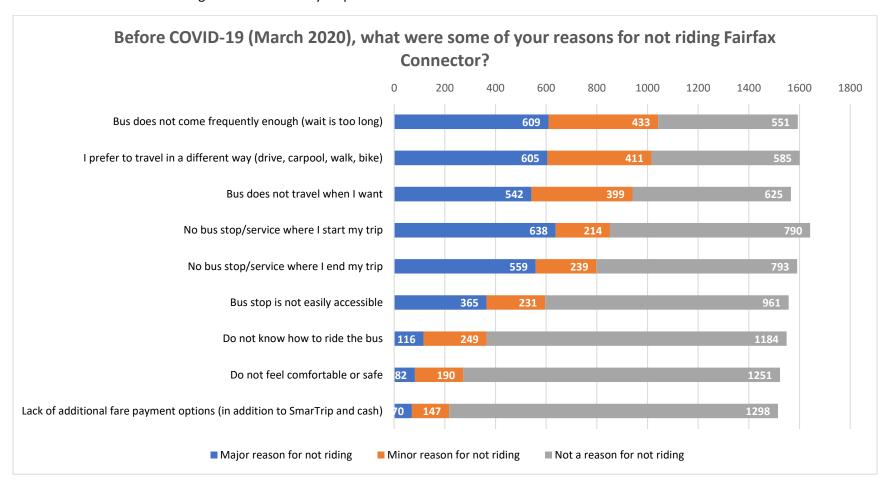
- Market survey found that 90 percent of Fairfax County residents consider their primary mode of transportation to be a personal vehicle
- On-board survey asked riders the primary mode of transportation when their Fairfax Connector routes are not available. Almost one-half of respondents indicated they would use a car. Furthermore, 23 percent of respondents would get a ride from someone else that has an available car, 21 percent would use an app-based transit service, and 21 percent would use their own vehicle.



Winter 2021 Public Outreach Summary

Less Frequent Rider Reasons for Not Riding Fairfax Connector

The top major reasons for why occasional or non-rider respondents do not ride the Fairfax Connector are due to preferring other modes of transportation, not having bus service where they start or end their trips, and bus services not running when they want and frequently enough. Comfortability, safety, and payment options were the least reported reasons for why someone may not ride Fairfax Connector. The chart and table below summarize the range of reasons to why respondents do not ride the Fairfax Connector.





Winter 2021 Public Outreach Summary

Reasons	Major reason for not riding	Minor reason for not riding	Not a reason for not riding	Total
Bus does not come frequently enough (wait is too long)	609	433	551	1,593
I prefer to travel in a different way (drive, carpool, walk, bike)	605	411	585	1,601
Bus does not travel when I want	542	399	625	1,566
No bus stop/service where I start my trip	638	214	790	1,642
No bus stop/service where I end my trip	559	239	793	1,591
Bus stop is not easily accessible	365	231	961	1,557
Do not know how to ride the bus	116	249	1184	1,549
Do not feel comfortable or safe	82	190	1251	1,523
Lack of additional fare payment options (in addition to SmarTrip		147		
and cash)	70		1298	1,515

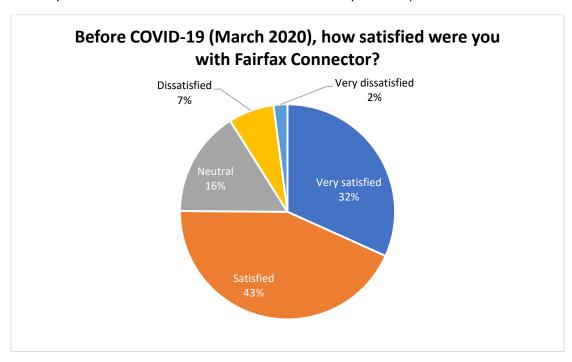
- The market survey completed a gap analysis based on a rating of attributes of Fairfax Connector compared to their primary mode of transportation. The survey found that respondent's primary mode of transportation (90 percent personal vehicle use) rated higher than the Fairfax Connector in these categories:
 - Fits into lifestyle, available when you need it, goes to the places you need to go, is a fast way to travel, is easy to use, reliability, real-time information, safe from crime, cleanliness
- The market survey asked non-riders what would make them use the Fairfax Connector. The major factors that would change behaviors are:
 - Having more stops close to where they live or go, having faster and more direct service, more frequency of service especially during off-peak hours and weekends, and reducing cost or adding rebates
- The on-board survey asked riders what would make them ride the bus more frequently. Riders had four top priorities:
 - More frequency, if buses operated later or earlier in the day, express bus service, access to stops closer to their origin and destination



Winter 2021 Public Outreach Summary

Frequent Rider Satisfaction

Out of the 961 responses from frequent riders, about 75 percent of the respondents identified as being satisfied or very satisfied with the Fairfax Connector service. Only about 9 percent were dissatisfied.



Satisfaction	Frequent Rider
Very satisfied	305
Satisfied	417
Neutral	153
Dissatisfied	66
Very dissatisfied	20
Total	961

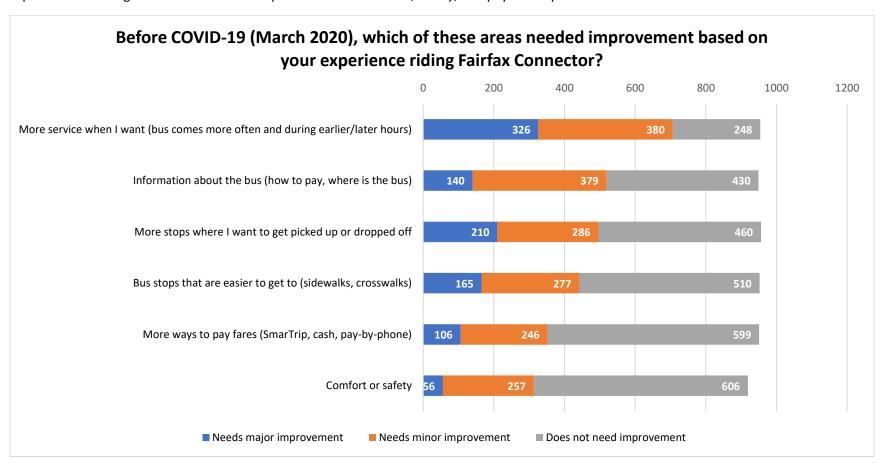
- Market survey found that current riders are generally satisfied with Fairfax Connector with majority of performance measures falling into a "strengths" category
- Market survey asked respondents to rate their general perception of Fairfax Connector on a 0 to 10 scale. The result was 65 percent of current riders rating the Fairfax Connector favorably, rating the service in the 8 to 10 range. Only 2 percent of current riders rated the system in the 0 to 3 range.



Winter 2021 Public Outreach Summary

Frequent Rider Needs for Improvements for Fairfax Connector

Based on the frequent rider responses, the most common areas that need improvements are related to providing more services when people want. This was a common theme that was expressed by many current riders and non-riders. Many expressed the need for the bus to operate more frequently and during extended hours (earlier or later). Another top area of improvement was information about the bus. The areas reported as needing this least amount of improvement are comfort, safety, and payment options.







Winter 2021 Public Outreach Summary

Improvements	Needs major improvement	Needs minor improvement	Does not need improvement	Total
More service when I want (bus comes more often and during earlier/later hours)	326	380	248	954
Information about the bus (how to pay, where is the bus)	140	379	430	949
More stops where I want to get picked up or dropped off	210	286	460	956
Bus stops that are easier to get to (sidewalks, crosswalks)	165	277	510	952
More ways to pay fares (SmarTrip, cash, pay-by-phone)	106	246	599	951
Comfort or safety	56	257	606	919

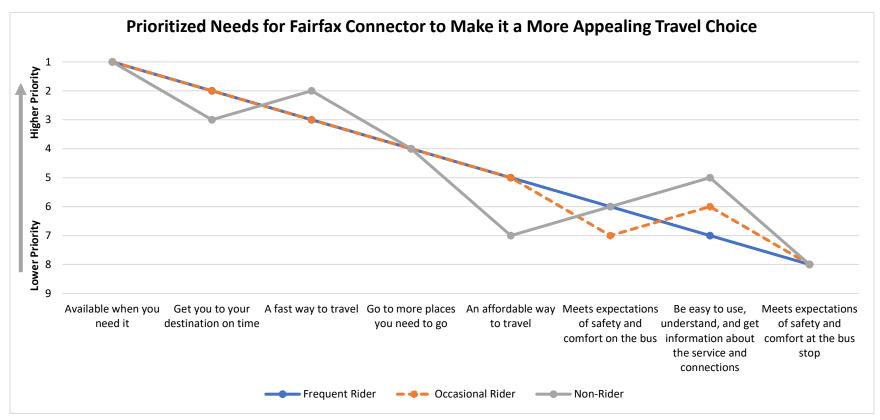
- Market survey found that current riders noted that the greatest need of Fairfax Connector is improving travel time and having the service available when needed.
- On-board survey determined rider's top priorities for improvement:
 - More frequent service, operating later or earlier in the day, adding express bus service, and more access to stops closer to origins and destinations



Winter 2021 Public Outreach Summary

Opportunities for Improvements

During a previous outreach efforts, the community identified needs for making Fairfax Connector a more appealing travel choice. In this Round one TSP survey, nine different choices were provided, and respondents ranked them from 1 through 9 with 1 being most important. Across the three types of riders, all expressed the need for 'bus services when they need it' as their top priority. This indicates needing more frequent bus service, as well as, extended hours of service earlier and later in the day. 'A fast way to travel' and 'getting to the destination on time' were the next two most important. Overall, the topmost prioritized themes were focused on the timeliness and schedule of the bus services.





Winter 2021 Public Outreach Summary

In the summary table below, the values correspond to the rank 1 through 9 with 1 being most important. Average ratings for all categories were calculated. The lower the average, the higher priority respondents assigned it. Overall rank values for each type of Fairfax Connector user group were also populated.

Category	Average Rating			Rank		
	Frequent Rider	Occasional Rider	Non-Rider	Frequent Rider	Occasional Rider	Non-Rider
Available when you need it	3.10	2.79	3.26	1	1	1
Get you to your destination on time	3.15	3.70	3.66	2	2	3
A fast way to travel	4.19	3.82	3.66	3	3	2
Go to more places you need to go	4.60	4.09	4.00	4	4	4
An affordable way to travel	4.77	5.14	5.29	5	5	7
Meets expectations of safety and comfort on the bus	5.12	5.26	5.24	6	7	6
Be easy to use, understand, and get information about the service and connections	5.30	5.21	4.93	7	6	5
Meets expectations of safety and comfort at the bus stop	5.57	5.72	5.66	8	8	8

- On-board survey determined rider's top priorities for improvement; they are ranked below:
 - 1. More frequent service
 - 2. Operating later or earlier in the day
 - 3. Offer express bus service
 - 4. Have stops closer to origins and destinations



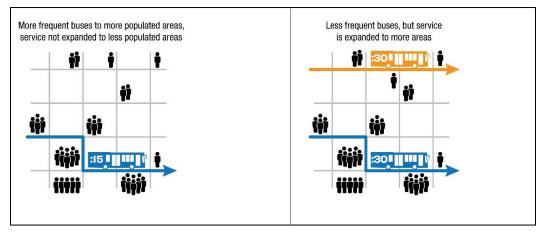
Winter 2021 Public Outreach Summary

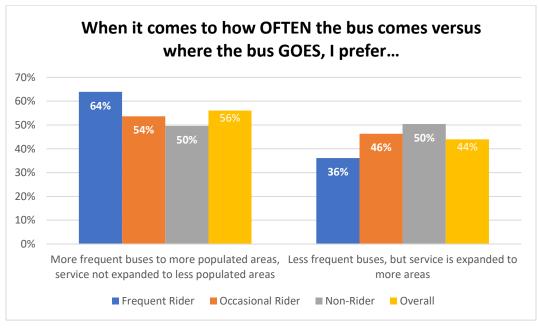
Trade-Offs and Preferences

Survey respondents were asked to provide their preference between hypothetical tradeoff scenarios. These questions can be used to understand what the community would prioritize or prefer if a decision had to be made about providing certain transit services.

When it comes to how often the bus comes versus where the bus goes, respondents prefer...

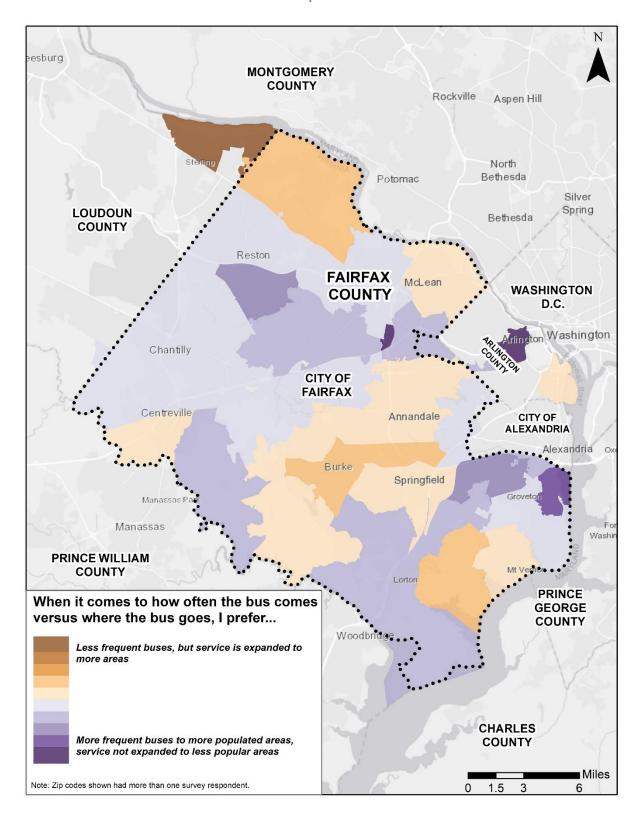
For frequent and occasional riders, majority of the respondents preferred to have more frequent bus service in populated areas. For non-riders, it was generally an even split between the two options. The data collected is shown in the figures below. The map creates a visual of the responses based on zip codes. The orange represents the preference of wanting services expanded to more areas with less frequent buses; the purple represents the preference of wanting more frequent buses to more populated areas, and service not expanded to less popular areas. *Overall, it showed a slight preference for frequency over coverage especially among frequent riders.*









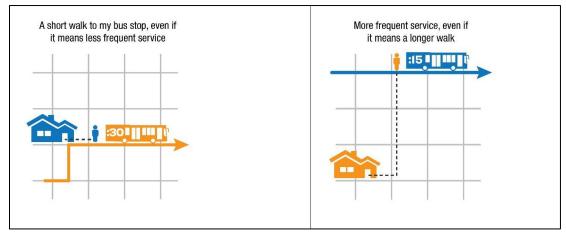


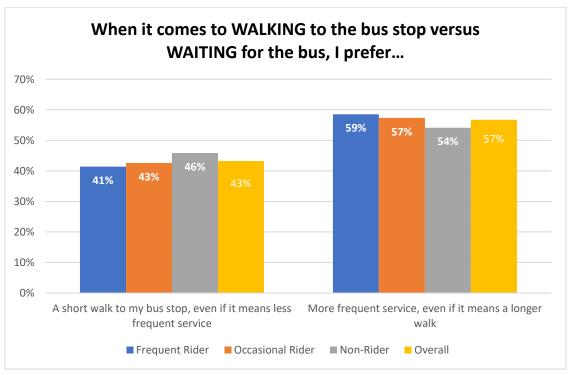


Winter 2021 Public Outreach Summary

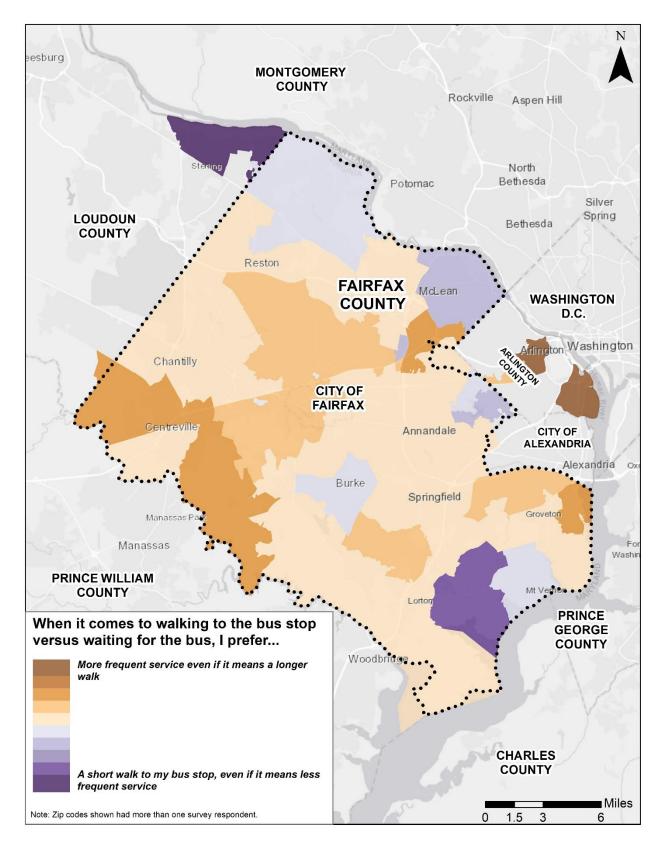
When it comes to walking to the bus stop versus waiting for the bus, I prefer...

For all types of riders, majority of the respondents preferred to walk a longer distance to get to the bus stop to be able to get more frequent service options. The data collected is shown in the figures below. The map creates a visual of the responses based on zip codes. The orange represents the preference of wanting more frequent service, even if it means a longer walk; the purple represents the preference of wanting a short walk to the bus stop, even if it means less frequent service. *Overall, it showed a slight preference for walking over waiting especially among frequent riders.*









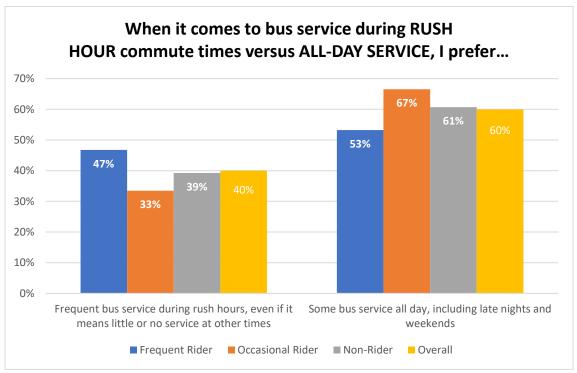


Winter 2021 Public Outreach Summary

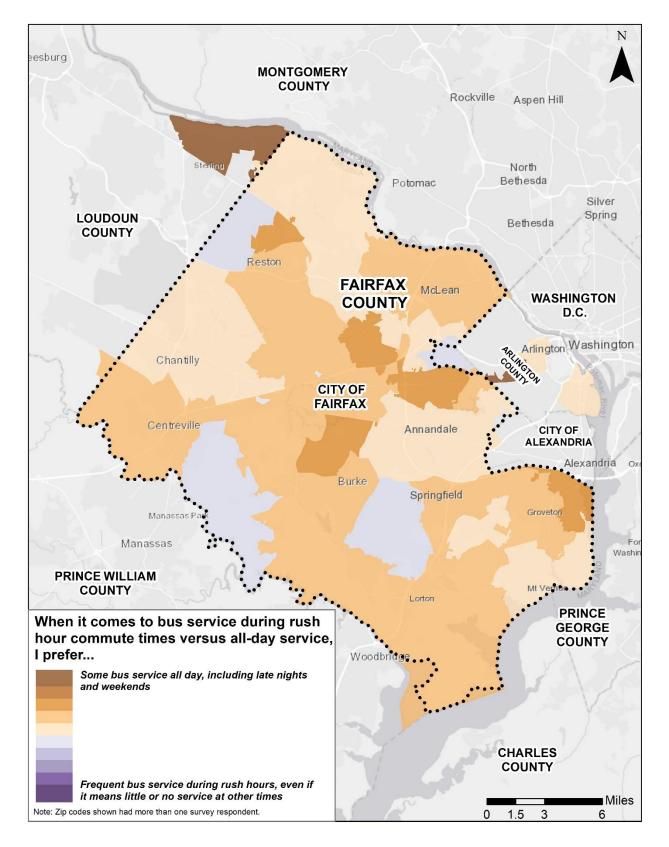
When it comes to bus service during rush hour commute times versus all day service, I prefer...

For all types of riders, majority of the respondents preferred to have some bus service all day, including late nights and weekends. This option represents the trade-off of having more frequent bus services during rush hour by providing service at other time periods. The data collected is shown in the figures below. The map creates a visual of the responses based on zip codes. The orange represents the preference of wanting some bus service all day, including late nights and weekends; the purple represents the preference of wanting frequent bus service during rush hours, even if it means little or no service at other times. *Overall, it showed a preference for all-day service over peak-only service.* This is especially true for occasional riders.







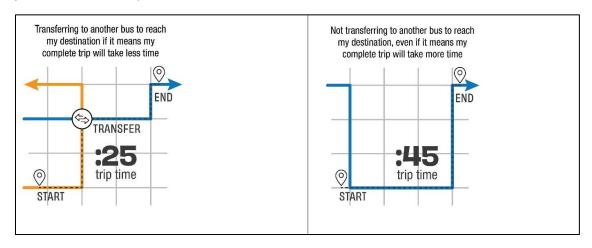


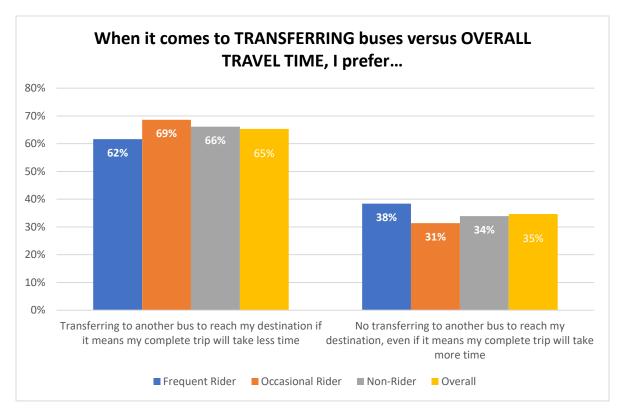


Winter 2021 Public Outreach Summary

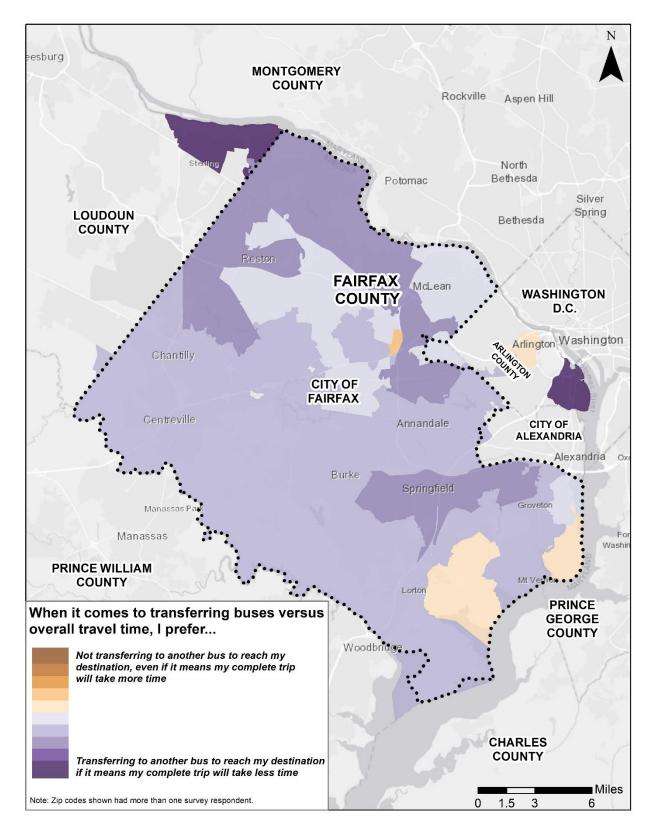
When it comes to transferring buses versus overall travel time, I prefer...

For all types of riders, majority of the respondents preferred to transfer to another bus to reach their destination if it meant that the complete trip time would be less. The data collected is shown in the figures below. The map creates a visual of the responses based on zip codes. The orange represents the preference of not wanting to transfer to another bus to reach a destination, even if it means the complete trip will take more time; the purple represents the preference of wanting to transfer to another bus to reach a destination if it means the complete trip will take less time. *Overall, it showed a willingness to transfer buses if a shorter overall trip time can be achieved.*







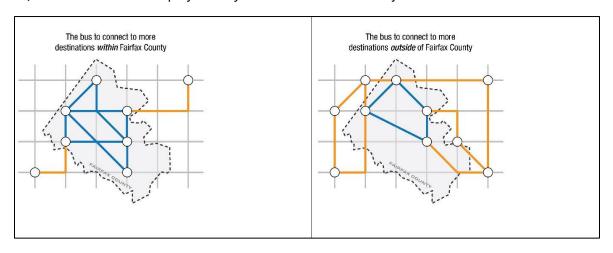


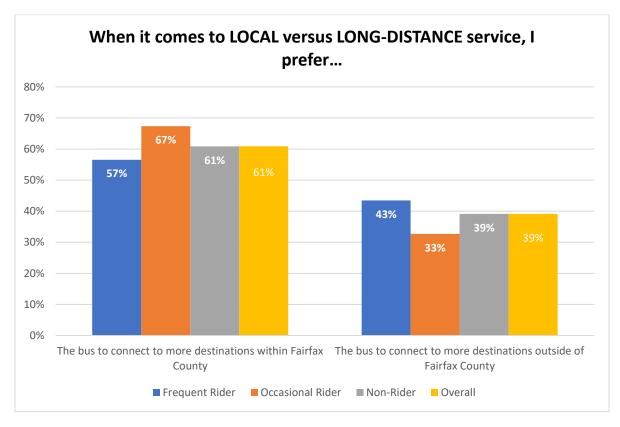


Winter 2021 Public Outreach Summary

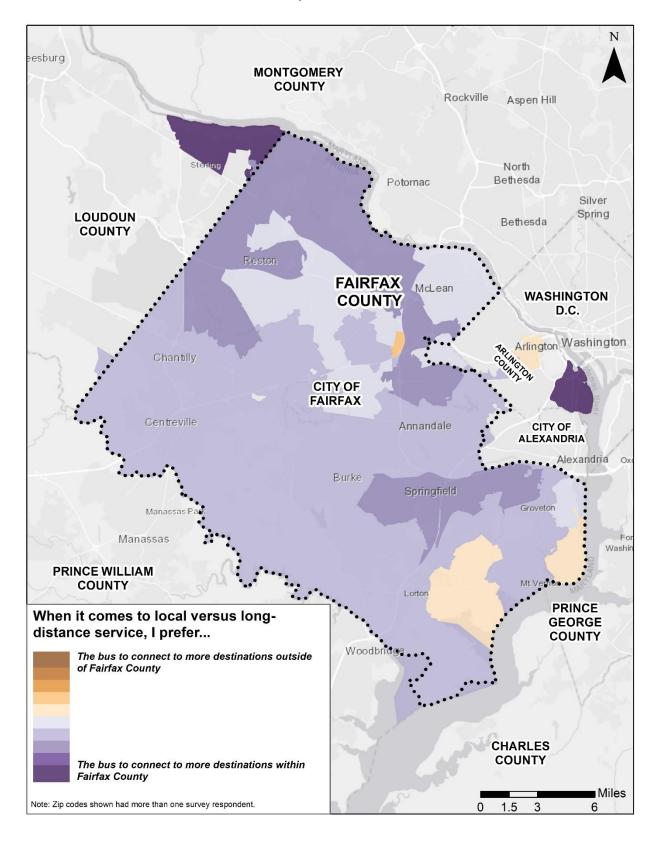
When it comes to local versus long-distance service, I prefer...

For all types of riders, majority of the respondents preferred to connect to more destinations within the Fairfax County over longer distance connections outside of Fairfax County. The data collected is shown in the figures below. The map creates a visual of the responses based on zip codes. The orange represents the preference of wanting the bus to connect to more destinations outside of Fairfax County; the purple represents the preference of wanting the bus to connect to more destinations within Fairfax County. Overall, it showed a moderate preference for local service over inter-jurisdictional service.









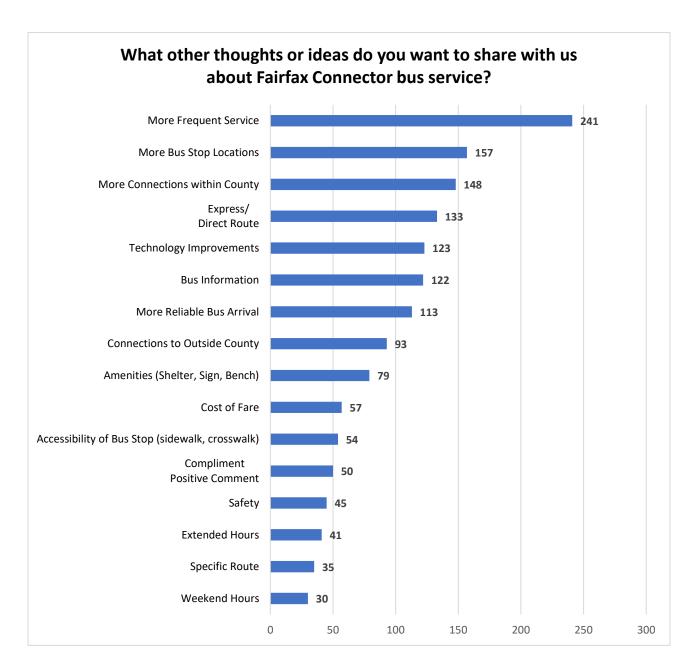


Winter 2021 Public Outreach Summary

Open-Ended Feedback

Free Response

At the end of the survey, respondents had the option to provide additional feedback and thoughts on the Fairfax Connector service. There were 1,143 free response comments provided for this section. There were 13 comments provided by mail, three by email, one by phone, and the rest via online survey. Eight of the comments were in Spanish and 1,135 comments were in English. These responses were analyzed into several themes and categories, as shown in the graphic below.





Winter 2021 Public Outreach Summary

Samples of free response comments within each theme are provided below. These are direct quotes from the survey responses and have not been reworded. A full database off all comments has been provided to FCDOT to accompany this survey summary document.

MORE FREQUENT SERVICE

- "If there will be transfers, they need to be planned so that riders can get from bus A to bus B without having to wait 30 min for the next bus. Perhaps have busses make planned meetings at certain transfer stops?"
- "Travel time to DC mostly by Metro is 40-45 minutes. Adding another 30 minutes to get to the Metro station makes workdays very hard. Would be good to have faster and frequent service for working folks."
- "The county needs to be connected by buses that run frequently and connect people with their important destinations. Accepted thinking is you don't take the bus unless you have no other option, and that is NOT what the suburb of the nation's capital should be OK with."

MORE BUS STOP LOCATIONS

- "I would love to ride the bus to cut down on car fume emissions and traffic, but it doesn't come anywhere near my home. I would love to take it from home to the Metro Station."
- "There has never been a bus stop near where I live (same address over 30 years). Closest is about a mile away. I can't walk that far. So, I seriously doubt if would ever use the bus."
- "Please add more bus stops around Fairfax County neighborhoods. We need more bus stops in the residential neighborhoods."

MORE CONNECTIONS WITHIN COUNTY

- "If there were frequent Fairfax Connector routes connecting more destinations within the county, I would be far less inclined to drive my personal vehicle."
- "More routes for people who work in Fairfax. Not everyone commutes into DC so not everyone needs to go to the Metro."
- "Thank you for your service. This bus service is so important for those who don't have access to personal vehicle. I hope the leadership will understand the importance of public transportation, so service can be expanded to everywhere in Fairfax county as needed."

EXPRESS/DIRECT ROUTE

- "Travel time to DC mostly by Metro is 40-45 minutes. Adding another 30 minutes to get to the
 metro station makes workdays very hard. Would be good to have faster and frequent service for
 working folks."
- "Many people, such as I, do not ride the bus as it is not a time effective method currently. It takes
 less overall time to drive and is cheaper for my commute rather than taking the bus. I would
 definitely take the bus or public transportation if there were better express routes that would get
 me to where I need in a shorter time."
- "More express service options, connecting major points during busy times. Example, I can take a Metrobus from my house to the Pentagon during busy travel time, with limited stops. There is no equivalent option on the Fairfax Connector for me."



Winter 2021 Public Outreach Summary

TECHNOLOGY IMPROVEMENTS

- "Eliminate cash entirely from the bus. Farecards only, with cards reloaded online or at the station.
 Dealing with cash slows down the transit part of mass transit and contributes to the challenge of maintaining a schedule."
- "A phone app that tells me the exact timing of when the bus will arrive which is often times does not align with the schedule. Also for times or destinations I'm less familiar with, a phone app which can advise not only the quickest way to get within a certain range of my destination but also advise more specificity of where the bus picks up at a given Metro station."
- "There needs to be major improvement on the tools that you provide your riders. Bus tracker and texting the 41411 number is insufficient. Especially when your drivers decide not to be seen on the tracker and turn it off. An app needs to be developed to where additional options to indicate that a rider is standing at a particular bus stop and is requesting the driver to stop and pick up. I cannot tell you how many times the bus has left me whilst I am standing at the bus stop just because they are in a rush."

BUS INFORMATION

- "It will be more user friendly if signs can be added on bus stops to show what is the bus route and the main stops next. Currently if a person see a bus stop new to him or her on a street, he or she can't tell whether it is the right bus he or she needs unless the person has done homework at home before. It will discourage new riders to use public transit."
- "Would like to install feature at bus stops to include electronic messaging that tells you how far
 away and what the estimated time the next bus is expected to arrive at the bus stop (like how DC
 Metro (subway) service is done on the overhead monitors inside the subway stations)"
- "I cannot find the bus stop list on the FCDOT website. Only the time stops are shown and listed on my route map, and the nearest is a mile away even though the bus supposedly goes down my street. Google Maps shows more stops, including one in front of my building, but I don't know if that's authoritative or up to date. I've had the misfortune of waiting hours for a bus at an abandoned stop before, so I'm not interested in a system without up-to-date or detailed maps."

MORE RELIABLE BUS ARRIVAL

- "If bus arrives early, please have driver wait until scheduled time posted for stop. Or if there are last minutes changes to times and routes please post immediately. I check constantly when bus is late, only to find out there was a change, so then I hop on the Metro and skip FX Connector."
- "I don't even care if there's less bus service; I just want reliable service. If I have to spend time waiting in the dark during a rainstorm for a bus that's 40 minutes behind schedule, I'll buy a car or leave Fairfax County. A major draw of the DC area for me was the supposed availability of public transportation."
- "More reliable service. I often take the express bus between Pentagon and Vienna station. There are many instances where (1) bus just never showed up (skip a bus) and the station manager didn't know if the bus was late or not coming. (2) I was running as the bus is about to pull away from the bay, and the bus driver is never aware there's a passenger trying to make the bus."



Winter 2021 Public Outreach Summary

CONNECTIONS TO OUTSIDE COUNTY

- "Identify major hubs (Annandale, Lincolnia, Springfield, Tysons, Merrifield, CCTY, Reston, Herndon) in FFX County and have frequent buses between them. Have local connectors serve those hubs. Link to neighboring area (Alexandria, Arlington, Leesburg, Manassas) at those hubs."
- "Additional buses that can take commuters from various locations in Fairfax County into downtown
 Washington to avoid Metro or in areas where metro is not easily accessible would have a major
 positive impact."
- "Please have your buses be able to link up to other local bus systems like Prince William County or Loudoun County so I can catch the Connector from my house, transfer to their buses, and go to farther away places."

AMENITIES (SHELTER, SIGN, BENCH)

- "You cannot expect older persons to ride if there is no seating built at most of the bus stops! They are very few and far between. It is absurd."
- "It would be very helpful to have covered stops and electronic signboards that update with the current status of the buses serving that line."
- "Weather protected stop so not standing long time in rain or can break the wind especially along Rte. 7. Good walkways as it is already a hike through some areas without sidewalks to get to stop."

COST OF FARE

- "It should be free for students. Easy to access. Maybe have an app to make an account so kids can sign up and look for any bus locations. Don't want to ride Metro but want to ride these Fairfax Connector bus service"
- "Keep low income riders in mind. I take the bus to the Metro stop as a way to be more ecofriendly and have flexibility with my schedule but not everybody has the luxury of choosing to take the bus vs. having to take the bus. Cost should also be affordable to low income riders and children younger than 15 should ride free. Additionally, instead of school buses, high school students should be able to take the bus to and from school as a way to generate more ridership, add value to our public transit, and foster the next generation of riders."
- "Price should depend on the distance, short distance should pay less"

ACCESSIBILITY OF BUS STOP (SIDEWALK, CROSSWALK)

- "Avoid having to cross a busy highway or street to get to the bus stop."
- "I live off 29 in Centreville, walking to the bus stop is not a safe option given that we have no sidewalks on our side of Bull Run stream. So, I will still need transport to the bus stop, and biking is not an option due to their not being a bike lane/shoulder/trail."
- "Fairfax County does a poor job clearing sidewalks during inclement weather. Especially during blizzards, you will see plows plowing excess snow onto sidewalks obstructing pedestrian pathways including bus stops."

SAFETY

• "There MUST be safe crosswalks to bus stops on both sides of the road. An example, the Arlington Blvd intersection with Westmoreland/Summerfield crossing."



Winter 2021 Public Outreach Summary

- "Please make the bus stops more prominent and have a safe place to wait for the bus with posted time schedules and routes."
- "Please make it safer. Especially during in the evenings and weekends. You are a sitting target on a
 bus or at a bus stop. No one does anything about verbal and physical harassment especially if you
 are female. This is also true of Metro."

EXTENDED HOURS

- "I prefer to have more frequent bus service during rush hour times, but there must be at least 1 or 2 times of late service for when you have to work late. Without that option, bus service becomes useless."
- "Late night/weekend hours are important. Once the COVID is over, the most important consideration would be to be able to return home after dinner and not get stranded, if I take public transportation out to the city."
- "I would suggest adjusting the tail end of rush hour slightly later, to allow for folks connecting from Metro and other bus systems. My planning assumes that buses at Huntington are scarce after 7 pm, so I don't even bother thinking of that. In contrast, on ART, I can still catch an express to crustal city even later in the evening."

SPECIFIC ROUTE

Refer to next section

WEEKEND HOURS

- "The Connector needs to run on weekends and in the evening, especially near Metro stops. It is
 ridiculous that the Silver Line is in McLean and you cannot take a bus to get the stops at various
 times."
- "The need here at Fairfax is a bus service for weekend and holidays to get to work and some other destinations"
- "I would prefer to not have to make trade-offs at all, I wish you had enough funding to have fast and reliable transportation everywhere, on rush-hours and weekends/late hours."

Specific Routes

Free response comments that mentioned specific route numbers were identified and categorized, and a summary of comments on the five route with the most responses are included in this section as a sample. A full database off all survey comments has been provided to FCDOT to accompany this survey summary document.

The top five routes mentioned in comments were routes 395, 401, 402, 432, and 553. Knowing this information can help direct focus for currently established routes that need improvement or are an importance to the community. Three direct quotes per route number are listed below.

ROUTE 395

- "Don't take away Route 395!"
- "395 from Gambrill to Pentagon is a great route. Please keep this route since it is essential for many of us living in Springfield, VA."



Winter 2021 Public Outreach Summary

• "For routes 305 and 395, they basically only operate during maximum commuting times. It would be more convenient if the routes were active during the entire workday. Perhaps outside of maximum commuting times they operated once an hour."

ROUTES 401 & 402

- "I live in Westwood village behind the Tysons Walmart. My commute to Dunn Loring is not easy. 401 and 402 is almost too far away from my house. The closest stop is also dangerous for pedestrians."
- "The 401 and 402 buses cover a key north-south route (from Dunn Loring Metro to Tysons) and should run at least every 15 minutes during morning and evening rush hour. As it is, the buses run only every 20 minutes or so. I think more people would ride the bus to and from work if it ran more often. "
- "Drivers drive too slowly on 395 HOV lanes. They are constantly on and off the accelerator pedal, causing a jerky, uncomfortable ride. The 401 and 402 stop too often on Backlick Road between Highland Street and Sunset Lane. Eliminate some of the stops. Remove the stop on northbound Backlick Road after Braddock road. It is too close to the busy intersection."

ROUTE 432

- "Route 432 is underused and should be eliminated."
- "The 432 bus has limited runs with a frequency of 1 hr. This should be every 20 mins during rush hour."
- "Bus 432 was added several years ago and travels through neighborhoods. The route doesn't make sense for those neighborhoods as it's too long of a trip with many other options to the Vienna or Dunn Loring metro. This bus is ALWAYS empty. Literally empty. This is a waste of taxpayer dollars to run this bus."

ROUTE 553

- "The 553 is a popular route through Viking Drive (Fox Mill Estates) please keep the route 553."
- "Please, please, keep the 553 through Viking Drive"
- "From December 2005 April 2018, I rode #553 from the end of my street to Wiehle to catch the Metro or prior to its opening to West Falls Church. I would ride the bus and Metro in a heartbeat but when I changed jobs I was heading to Springfield. The bus drivers were great as well as the people I met on the ride."



Winter 2021 Public Outreach Summary

4. Summary

This round of public outreach survey for the TSP provided an opportunity to gather information on current and future travel patterns, opportunities for improving Fairfax Connector, preferences, and open-ended comments from the public. This information will be used to inform the development of the TSP including the strategic vision documented in Chapter 1 of the TSP.

The survey is one of several sources of public input for the TSP. Findings are compared with those of two previous survey efforts that were statistically-based, the market and on-board surveys, in the table below.

The survey was responded to by roughly equal amounts of frequent riders, occasional riders, and non-riders—providing a mix of views and opinions. In general, the survey yielded similar results to previous survey efforts on Fairfax Connector service, particularly on opportunities for improving the service. Overall, the topmost priorities of survey respondents were focused on ensuring fast, timely and frequent bus service throughout the day. Survey respondents were optimistic about their future use of Fairfax Connector, with more frequent use expected when asked to think about the future. Overall, this survey met its purposes of gauging initial community preferences and priorities, which will assist Fairfax County in evaluating potential future Fairfax Connector service improvements both while developing its TSP and in the future.





Survey Topic	TSP Winter 2021 Survey	Market Survey	On-Board Survey
Current Travel Frequency	2,901 respondents34% frequent riders32% occasional riders34% non-riders	 2,624 respondents 7% frequent riders 27% occasional riders 66% non-riders 	 3,672 respondents 91% frequent riders 9% occasional riders 0% non-riders (this survey was conducted on bus trips, making all riders frequent or occasional)
Future Travel Frequency	 48% will use Fairfax Connector frequently 36% will use occasionally 15% will not use it 	 35% will use Fairfax Connector 8% will ride at least weekly in the future Out of current riders (those that rode Fairfax Connector in the last 30 days): 13% will use it less frequently 60% will use it more frequently 	N/A
Age Demographics ¹	 1% - Under 18 Years Old 4% - 18-24 13% - 25-34 21% - 35-44 22% - 45-54 21% - 55-64 18% - 65+ 	 0% - Under 18 Years Old 3% - 18-24 26% - 25-34 19% - 35-44 20% - 45-54 16% - 55-64 16% - 65+ 	 5% - Under 18 Years Old 13% - 18-24 25% - 25-34 19% - 35-44 18% - 45-54 15% - 55-64 5% - 65+
Gender Demographics ¹	44% - Female54% - Male1% - Other	51% - Female49% - Male	42% - Female58% - Male
Household Income Demographics ¹	 5% - Less than \$25k 6% - \$25k to less than \$50k 24% - \$50k to less than \$100k 27% - \$100k to less than \$150k 38% - \$150k or more 	 2% - Less than \$25k 5% - \$25k to less than \$50k 24%- \$50k to less than \$100k 24% - \$100k to less than \$150k 45% - \$150k or more 	 34% - \$30k or less 37% - \$30k to \$70k 18% - \$70k to \$125k 11% - More than \$125k





Survey Topic	TSP Winter 2021 Survey	Market Survey	On-Board Survey
Race Demographics ¹	 74% - White or Caucasian 8% - Black or African American 15% - Asian or Pacific Islander 1% - American Indian or Alaskan Native 1% - Native Hawaiian or Other Pacific Islander 26% - Net Minority 10% Hispanic or Latino 	 75% - White or Caucasian 6% - Black or African American 16% - Asian 5% - Spanish, Hispanic, or Latino 1% - Pacific Islander 1% - Middle Eastern 25% - Net Minority 	 33% - White or Caucasian 14% - Black or African American 14% - Asian 12% - Hispanic or Latino 1% - Native Hawaiian or Other Pacific Islander 1% - Some other race 4% - Two or more races 67% - Net Minority 24% Hispanic or Latino
Access to a Personal Vehicle	 90% Not Hispanic or Latino 86% have access to a personal vehicle 30% of frequent riders do not have access to a personal vehicle 	 90% of Fairfax County residents use their car as a primary mode of transportation 6% consider public transport their primary mode Out of current riders: 39% consider public transportation their primary mode 13% consider Fairfax Connector as their primary mode 	 76% Not Hispanic or Latino 52% of trips are made by riders who have at least one car at their home 39% of riders had a car available for them to use
Less Frequent Rider Travel Mode	 Out of occasional and non-riders, 63% drive alone in a personal vehicle to make their most frequent trip The second most common alternative to Fairfax Connector is Metrorail (12% of occasional and non-riders) 	90% of Fairfax County residents consider their primary mode of transportation to be a personal vehicle	 Almost 50% of riders would use a car when their Fairfax Connector routes are not available 23% would get a ride from someone else who has a vehicle 21% would use an app-based transit service 21% would use their own vehicle





Survey Topic	TSP Winter 2021 Survey	Market Survey	On-Board Survey
Less Frequent Rider Reasons for Not Riding Fairfax Connector	 Top reasons for why occasional or non-riders do not ride the Fairfax Connector: Bus does not come frequently enough Preference of other travel modes Bus does not travel when they want Not having bus service where they start or end their trips 	 Respondent's primary mode of transportation (90% personal vehicle use) rated higher than the Fairfax connector because of: Fits into lifestyle Available when you need it Goes to the places you need to go Is a fast way to travel Is easy to use Reliability 	N/A
Frequent Rider Satisfaction	 75% of respondents identified as being satisfied or very satisfied with Fairfax Connector service 9% were dissatisfied 	 Current riders are generally satisfied with Fairfax Connector 65% of current riders rated the Fairfax Connector favorably on a scale of 0 to 10, rating the service 8 to 10 range 8% of current riders rated the system in the 0 to 3 range 	N/A
Frequent Rider Needs for Improvements	 Frequent riders top areas needing improvement: More service when I want Information about the bus More stops where I want to get picked up or dropped off Bus stops that are easier to get to 	 Current riders noted that the most appealing incentives to increase ridership are: Providing accurate real-time information More frequent service Having stops closer to where you like or where you are going 	 Top priorities that would make riders ride more frequently: More frequent service Operating later or earlier in the day Offer express bus service Have stops closer to origins and



Survey Topic	TSP Winter 2021 Survey	Market Survey	On-Board Survey
Opportunities for Improvements	 Top needs for making Fairfax Connector a more appealing travel choice: Having the bus available when needed Getting to the destination on time Being A fast way to travel Going to more places you need to go 	 See above for current rider incentives What would make drivers consider using the Fairfax Connector: Having more stops close to where they live or go Having faster and more direct service Having more frequent service, especially during off-peak hours and weekends, Reduced cost or adding rebates 	 Top priorities for improvement: More frequent service Operating later or earlier in the day Offer express bus service Have stops closer to origins and destinations

¹Demographic percentages based only those respondents answering



Winter 2021 Public Outreach Summary

Attachment A

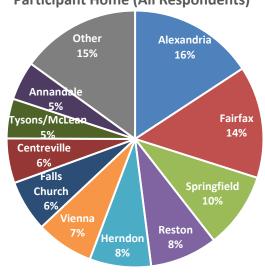
Additional Survey Results Summary

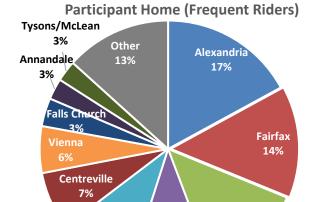


Winter 2021 Public Outreach Summary

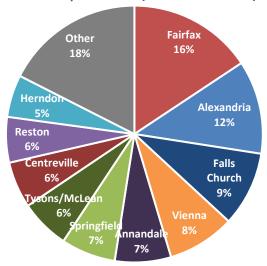
Participants by Home Location

Participant Home (All Respondents)





Participant Home (Occasional Riders)

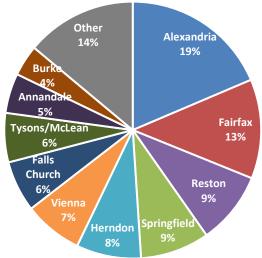


Participant Home (Non-Riders)

Reston 11%

Herndon

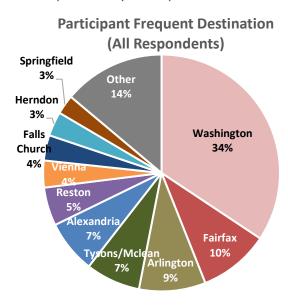
Springfield

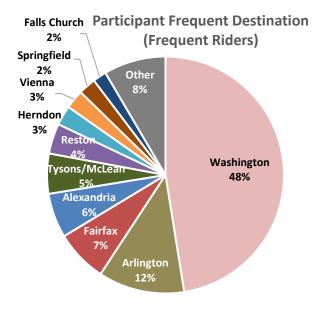




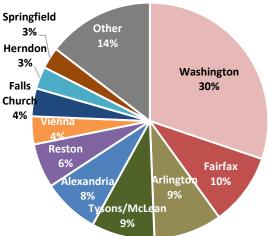
Winter 2021 Public Outreach Summary

Participants by Frequent Destination

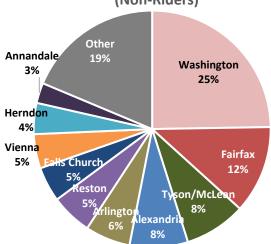








Participant Frequent Destination (Non-Riders)





Winter 2021 Public Outreach Summary

Attachment B

Business and Community Stakeholder Meetings Summary



Winter 2021 Public Outreach Summary

Meeting Summary

SUBJECT: Business and Community Stakeholder Meetings

DATE/TIME: Business Stakeholders: Monday, January 11, 2021, 1:00 p.m.

Community Stakeholders: Friday, January 15, 2021, 10:00 a.m.

LOCATION: Virtual Microsoft Teams Meetings

ATTENDEES:

Organization	Attendees		
Fairfax County Project Team	Michael Felschow (PM) Hejun Kang Randy White Christian Soughe Bissai Stuart Boggs	Fairfax County Department of Transportation	
	Kala Quintana Vincent Mendolia Bryan Hoces	Fairfax County Marketing and Communications	
	Stephen Tarditi	Economic Development Authority	
	Joan Clark	Transportation Association of Greater Springfield	
	Holly Dougherty	Mount Vernon Lee Chamber of Commerce	
	Cristin Shiffer	NVRC (Military and Government Liaison)	
Business	Peggy Tadej	NVRC (Military and Government Liaison)	
Stakeholders	Hillary Zahm	Macerich Tysons Partnership	
	Alex Joyce	Tysons Corner Center Partnership	
	Eric Christensen	Springfield Town Center	
	Ronit Dancis	Tysons Partnership	
	Karen Epperson	Rockhill Management	
	Eileen McCartin	Northern Virginia Resource Center for Deaf and Hard of Hearing Persons	
	Eleanor Vincent	Pathway Homes	
	Joan Wise	Cornerstones	
	Anne-Lise Quinn	Culmore Clinic	
	Paul Woods	Fairfax County Neighborhood Community Services	
	Avanda Williams-White	Fairfax County Public Schools	
	Jennifer Henry-Jones	Fairfax County Neighborhood Community Services	
Cit	Tracy Herand McCarty	Cunningham Park PTA	
Community Stakeholders	MaiTam Nguyen	PRS	
Stakenoiders	Katina Matthews	Fairfax County Neighborhood Community Services	
	Gary Morris	South County High School	
	Sherman Deck	Edison High School	
	Than Tran		
	Tim Boyd	Edison High School	
	Corazon Sandoval Foley	Burke/West Springfield Senior Center without Walls	
		Al-Qalam Academy	
	Lisa Whetzel	Britepaths	
	Tyler Beduhn (PM)		
Kimley-Horn Project Team	Mike Harris Danielle McCray	Project Consultants	
	Veronica Son		



Winter 2021 Public Outreach Summary

1. Introductions

2. Role of Stakeholders

 Stakeholder meetings are essential to identify challenges and opportunities for improvement. Feedback and input are appreciated and encouraged to develop a successful Transit Strategic Plan.

3. Background - Fairfax Connector

- Fairfax County currently has about 95 different routes and over 300 buses serving connections throughout the county. These are a mix of routes that operate on weekdays as well as Saturdays and Sundays. Some routes offer rush hour only service, and other routes provide several limited-stop or express services.
- There is also Metrorail service in Fairfax County, with Connector routes serving all of these stations, as well as several Metrobus routes that operate in Fairfax County.

4. TDP vs TSP

- Fairfax County completed Transit Development Plans (TDP) in 2009 and 2016.
- As of 2018, the Virginia Department of Rail and Public Transportation (DRPT) requires all large public transportation agencies like Fairfax Connector to develop a Transit Strategic Plan (TSP).
- Overall, the TSP consists of similar content to the TDP. They both provide evaluations of
 existing services to determine near- and long-term needs. Both documents assess
 opportunities to improve efficiency and improve service in underserved areas. They are
 both used for funding purposes and identify capital, operating, and maintenance needs.
- The TSP is a strategic blueprint outlining desired changes that will improve transit services within existing funding structures.
- The TSP is a 10-year plan whereas the TDP was a 6-year plan. The TSP is a living document that Fairfax County will update every year (minor annual updates after this major update).

5. Vision and Goals

- A key element of the TSP is the vision for transit in Fairfax County. Visions provide a
 guiding principle to tie back to when evaluating potential improvements to the bus
 service.
- Fairfax County Transit Strategic Plan Vision: To provide equitable, safe, reliable, clean
 and effective public transportation service that complements the other elements of the
 multi-model transportation system in Fairfax County. This vision aligns to Fairfax
 County's Comprehensive Plan.
- Goals are aligned with the four themes:
 - Choice: Provide transportation choices for people travelling short and long distances
 - Quality: Provide high-quality transportation service—this is where we consider how frequently the bus comes and how reliable is the bus
 - Efficiency: Create efficient and cost-effective transportation choices
 - Safety: Ensure and improve safety for Fairfax County riders throughout the system—safety for Connector's customers, staff, and the general public is paramount



Winter 2021 Public Outreach Summary

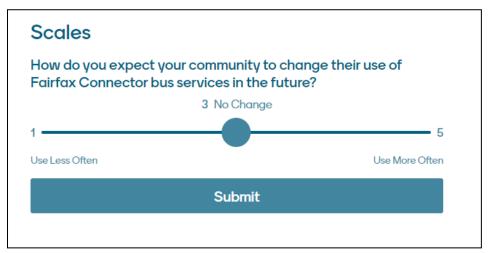
6. Fairfax County TSP Inputs

- Stakeholder input and public input will be used to validate vision, goals, and objectives for the transit service.
- Performance and operations analysis will document a cohesive systemwide analysis and show gaps and opportunities for improvements.
- The recent and ongoing Bus Service Review studies will be a primary source for service recommendations, and the TSP will tie route recommendations to gaps/opportunities identified in the performance and operational analysis.

7. Discussion

Following the introduction slides on the TSP, the project team facilitated discussions with the stakeholders. This section captures results from both Business and Community Stakeholder meetings. A virtual polling system was used to initiate dialog. Each question is shown in the following section, along with an overview of response and follow-up discussion. These responses were used to understand the communities each stakeholder represented.

QUESTION 1: How do you expect your community to change their use of Fairfax Connector bus services in the future [compared to pre-pandemic levels].



Interactive Polling Question 1

QUESTION 1 RESULTS

Overall, both Business and Community Stakeholders did not see much of a change in future Fairfax Connector ridership. They anticipated that a slight increase in Fairfax Connector use may be seen in the future, averaging and 3.50 and 3.33 scale for Business and Community stakeholders, respectively. The scale ranged from 1 (community will ride less often), 3 (no change in ridership), and 5 (community will ride more often). A summary of discussion points around this question is shown below for each meeting.



Winter 2021 Public Outreach Summary

TABLE 1: AVERAGE RESPONSE FOR QUESTION 1

Business Stakeholders	Community Stakeholders
3.50	3.33

Business Stakeholder Discussion – January 11, 2021

- Metro is looking into cutting services. As services reduce, the stakeholders anticipate more people will look to Fairfax Connector.
- In terms of future growth in the Springfield area, they foresee more people taking Connector.
 - FCDOT has worked hard to expand bus services to Springfield by adding two routes to support TSA and Town Center.
- Some business stakeholders noted that many employees are retail/service industry
 workers and have no option to telework. They foresee a consistent level if not more for
 ridership to pre-pandemic.
- There is a significant amount of growth in Tysons and Tysons Corner in businesses and retail. Moreover, the Burroughs Development area is growing significantly.
 - FCDOT correlates the TSP effort with population and employment growth in the region.
- For offices that do have means to telework, stakeholders anticipate families reducing the number of vehicles and possibly using more public transportation.
- The Department of Defense (DoD) employees are likely to see a slight increase in telecommuting. There are future efforts to increase teleworking throughout DoD.

Community Stakeholder Discussion – January 15, 2021

- The populations that the community stakeholder groups service are typically low income and do not have cars to rely on for transportation. They foresee an increase in future ridership as people are coming out of the shelters and into permanent housing. One community stakeholder proposes having more access and connections to Chantilly area.
- There is an increase in projected land uses in Fairfax County (house/business/shopping centers) and FCDOT is looking at future markets in the plan.
- One stakeholder noted that unless routes increase in frequency, the existing transit use will remain the same. It takes two hours to get from Lorton to Gerry Hyland Building. Is this a route that will be improved?
 - FCDOT understand they need to invest in cross-country routes because of the job opportunities. There is a new route being proposed 313 that will connect Franconia to Fair Oaks Mall. There are gaps in the system and the County is working to increase the number of available routes and modify existing routes to address these gaps. Ridership information is one of the available factors that the County uses when developing these modifications, however, any public comment and stakeholder feedback will help further identify needs in the region.



Winter 2021 Public Outreach Summary

QUESTION 2: What's most important to your community to meet their needs and make Fairfax Connector a more appealing travel choice? Rank top 3 choices. (7 options provided)

A fast way to travel	Get you to your destination on time	Meets expectations of safety and comfort	Easy to use, understand, and get
Available when you need it	Go to more places you need to go	An affordable way to travel	information about the service and connections

QUESTION 2 RESULTS

The Business and Community Stakeholders were asked to rank their top three factors. Overall, they both identified "an affordable way to travel" and "available when you need it" as their top two options. Their third top priority varied in that the Business Stakeholders identified "ability to go to more places" while the Community Stakeholders identified "a fast way to travel".

TABLE 2: RESPONSE FOR QUESTION 2

Rank	Business Stakeholders	Community Stakeholders
1	An affordable way to travel	An affordable way to travel
2	Available when you need it	Available when you need it
3	Go to more places you need to go	A fast way to travel

Business Stakeholder Discussion – January 11, 2021

- All are critical factors. Affordability is always an issue. Metro can get expensive for some employees, so bus services are more affordable options. Metrobus has about 1-2 lines available around the Tysons area.
- The Tysons area uses a mix of different services (Metrorail, Connector, Metrobus, etc.). They do a survey every few years to identify the modes of transportation their employees use.
- There is often an issue with weekend or late night schedules, especially for the retail and service industry. Some businesses close after the last train or bus.
- Fort Belvoir is not 9-5 jobs; alternative travel options can be challenging for those looking to take transit.



Winter 2021 Public Outreach Summary

QUESTION 3: When it comes to bus service during RUSH HOUR commute time versus ALL-DAY service, my community prefers: (1) Frequent bus service during rush hours, even it if means little to no service at other times or (2) Some bus service, include late nights and weekends, even if it mean less frequent service than the first option?

QUESTION 3 RESULTS

The consensus for both Business Stakeholders and Community Stakeholders was that majority of the community desires services at off-peak periods if a choice had to be made. They noted that a lot of their employers or community members do not work the regular 9 a.m. to 5 p.m. jobs.

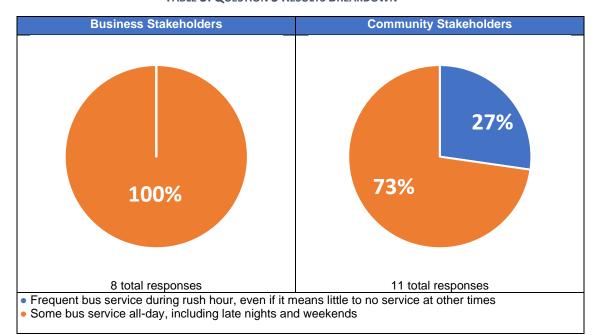


TABLE 3: QUESTION 3 RESULTS BREAKDOWN

Community Stakeholder Discussion – January 15, 2021

- People in front line jobs need the flexibility of off-peak hours and weekend services. Not everyone has a 9 a.m. to 5 p.m. job.
 - FCDOT acknowledges this to be one of the main concerns voiced during both the Business Stakeholder and the Community Stakeholder meetings. This is an ongoing concern and will be further analyzed/addressed through the study.



Winter 2021 Public Outreach Summary

QUESTION 4: When it comes to LOCAL versus LONG-DISTANCE bus service, my community prefers (1) the bus to connect to more destination WITHIN Fairfax County or (2) the bus to connect to more destinations OUTSIDE of Fairfax County?

QUESTION 4 RESULTS

This question was difficult for respondents to answer. They identified services within the County to be a priority but also mentioned there are many community members who would benefit from connections to outside jurisdictions.

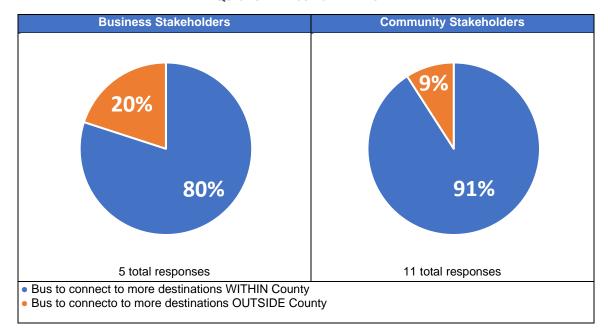


TABLE 4: QUESTION 4 RESULTS BREAKDOWN

Business Stakeholder Discussion – January 11, 2021

- This is a difficult answer to respond to. Employees are coming from everywhere—within the County and outside the County. Longer routes seem to be a popular demand.
- Is the mission to connect people to other services?
 - Connector started off with the goal of providing connections to other services. Express services provide access to longer travel options (i.e., into DC). Connector was first implemented to replace Metrobus routes in the Huntington Area. The purpose of the Connector is not to compete with Metrobus but work together. The role of Metrobus may change in the future and more Connector routes may come into play. The Metrobus and the Connector are funded via Fairfax County through the Compact. Connector may take on operations of most of the routes Metrobus operates in the County in the future.

•



Winter 2021 Public Outreach Summary

Community Stakeholder Discussion – January 15, 2021

- Is there a partnership being pursued with Loudoun County to enable frequent cross-country transportation? Getting from Reston/Herndon to Alexandria or Dulles Airport via bus is onerous.
 - o FCDOT is looking into new partnerships with other agencies.
 - The County has planned two new routes in Reston/Herndon that will connect to Loudoun County. Route 954/924 will be the first two routes to cross into Loudoun.
 The County is currently working with PRTC for possible other connections.
- The Chantilly area is comparatively disadvantaged when it comes to public transportation so much that it impacts decisions made on housing and leasing. Connections and routes from Chantilly/Centreville to Reston/Herndon area are in need.
- Students who walk or stay after school for activities will use the Connector, especially since school transportation has been declining over the years due to fewer drivers being available.
 This program greatly benefits the students because they assist in not only transportation to and from homes to schools but also to work.
 - FCDOT considers school accessibility when developing new routes or making route modifications. The County maps schools and evaluates how many schools each route provides access to within a ¼ mile buffer. These routes are prioritized over others that do not provide such connections.
- There are some pockets of high schools where Connector routes do not actually provide the
 connections students need (e.g., Hayfield to Lorton). Is there anything done to address
 meeting the needs of some of these students? Connector provides access to certain
 neighborhoods but not all.
 - FCDOT agrees this to be important and will take it into consideration. The County
 will work on not just verifying that there is a Connector route by the school but also
 understanding what connections the routes are providing to neighborhoods.
- Possible other connections identified are with Manassas, Sterling, and City of Alexandria.
 These locations not only provide employment opportunities but also affordable housing locations (Manassas and Sterling). With these partnerships, it's important to align the different operating hours of these agencies.
- The idea of free student bus passes is great. However, there is a misconception that buses are not safe. It is encouraged that more PR campaign be done to promote bus routes and target youths.



Winter 2021 Public Outreach Summary

QUESTION 5: What other innovative ideas do you have to better serve your community? (open-ended question)

OPEN DISCUSSION

Business Stakeholder Discussion – January 11, 2021

- There are many locations in need for bus shelters and bus stop improvements
 - FCDOT is working on this effort through the Bus Stop Improvement Program to add shelters, concrete pads, places to sit, etc.
- Bus Tracker has a few limitations to the software and reliability issues during schedule disruptions (e.g., weather events, strike).
 - This program is based on the schedule that is inputted via the database that gets updated every two months. Because Bus Tracker is a software that is contracted out, it is not as easy for County to update information.
 - Connector has mobile alert systems in place that informs subscribers of any specific route or stop changes.
- Fort Belvoir is interested in bus service to the new Army Museum (potential adjustment to Route 355).

Community Stakeholder Discussion – January 15, 2021

- The cost of transportation (fares) has increased just before COVID. The community stakeholder found that more clients were asking for assistance due to the fare increase. Has the county investigated fare plans or possibly using smaller buses?
 - FCDOT is performing a study to identify alternative forms of transit and are looking for grants to help with study. They are studying low density locations that are hard to get to and possibly proposing flex routes. For typical routes, smaller buses are not used because they do not last long (~7 years) and do not provide a smooth riding experience. It is not cost effective for large communities like Fairfax to use smaller vehicles.
- In leu of tokens and increased fare costs, is there an option for CBOs to purchase fares at a low cost or be given free passes?
 - FCDOT is in the early stages of working out fare costs. They have a regional study with WMATA that considers reduced fare programs. The region will be looking at the possibility of "fare capping" where once the max amount is hit for the day, week or month, the rider would not be charged additional fares.
 - FCDOT and WMATA currently has a 7-day regional pass that allows unlimited rides and transfers.
- Does the plan address the aging population and potential need for transportation with accessibility features? There has been some feedback on demand responses having long waits.
 - FCDOT considers the sensitive population (low income, student, minority, senior, etc.).
 these are all factors that are being encompassed in the transit propensity index score for each route.
- Are multiple languages on bus stop signage being considered?
 - FCDOT agrees this is an important item to consider. Fairfax County has a high minority population. The County will research what other jurisdictions have done. While the bus



Winter 2021 Public Outreach Summary

stop will not have physical maps/items, Fairfax County can consider other online options.

- External information about the routes and stops are good and accessible to the deaf and hard of hearing population. The internal bus communication needs to also be improved. Is the County considering automatic speech recognition to convey what the driver is saying?
 - FCDOT will take this into consideration. Currently there are alerts that can be sent directly to a mobile device. The County understands that the visual alerts are key to the hard of hearing and senior population.
- Now that we are transitioning from the pandemic, travel patterns will change. How is the County taking this shift in traffic and transportation modes into consideration?
 - O There isn't a definite answer to how travel patterns are changing due to the pandemic. Currently Fairfax County has all their routes running and operating. The routes are operating at a 67% ridership and at almost 100% during the off peaks (weekends). This data shows that people who need the services are still using them. The plan is to consider the pandemic as a "bump" in time and the County will hold steady with any commitments. County will wait 6 months to a year before making too many significant adjustments. The TSP is a living document that will be updated every year, which works in the County's favor in this situation.

8. Public Outreach

- Current Public Survey is open until Friday, February 19, 2021
- Additional comments and questions can be submitted through the following:
 - Email: fairfaxconnector@fairfaxcounty.gov
 - Call 703-339-7200, TTY 703-339-1608
 - Mail to:

Fairfax County Department of Transportation C/O Transit Planning – Public Comment TSP 2021 4050 Legato Road, Suite 400 Fairfax, VA 22033

Spring 2022 Public Outreach Summary



SPRING 2022 PUBLIC OUTREACH SUMMARY

This report documents the results of public outreach conducted in spring 2022 for the Fairfax County Transit Strategic Plan (TSP). This round of outreach consisted of two online community input meetings, an online survey, and two online stakeholder input meetings. This document provides a summary of the input received during these outreach activities and serves as one of several sources of public input on Fairfax Connector service used in the TSP. Fairfax County Department of Transportation (FCDOT) has conducted other public outreach that has fed into the TSP process, such as community input meetings in fall 2021 for the proposed bus service in the Centreville, Chantilly, Vienna, and Tysons (CCVT) area and the first round outreach conducted specifically for the TSP in winter/spring 2021. Previous public outreach was also conducted through bus service reviews for the Reston and Herndon area in 2019-2020 and the Franconia-Springfield area in 2018-2020.

1. Survey Overview

The public survey was developed using an online tool called JotForm. The purpose of the survey was to gauge community preferences and priorities to assist Fairfax County in validating and prioritizing the planned service improvements for the TSP. The survey was available in eleven total languages:

English

Spanish

Filipino (Tagalog)

Korear

Vietnamese

Chinese

Amharic

Arabic

Persian (Farsi)

Urdu

Hindi

Feedback could be provided by e-mail, phone, and mail. The survey structure was comprised of three sections:

- 1. How frequent, occasional, and non-rider respondents travel,
- 2. Service improvements for various areas of Fairfax County, and
- 3. Optional demographic information of respondents.

Responding to each section was optional, and participants were not required to answer each question. The survey was available to the public from March 18, 2022 to April 15, 2022, and was published concurrently with two online community input meetings that occurred the week of March 28, 2022.

The survey was promoted via the following platforms by FCDOT:

- Brochures produced by FCDOT, translated in ten languages, and mailed to every resident in Fairfax
 County
- Links to the survey posted on the Fairfax Connector website
- Press release to local/regional media
- Text/email Fairfax Alerts and BusTracker Alerts to subscribers
- Social media campaign on Facebook and Twitter



Spring 2022 Public Outreach Summary

The survey was one of several sources of public input for the TSP. Previous survey efforts, namely the TSP Winter 2021 Survey, 2018-2019 Market Survey, and 2019 On-Board Survey, were also used as input. **Attachment A** contains a comparison table of these four countywide surveys to show how they align or differ for similar questions.

2. Survey Responses and Respondent Characteristics

The survey received a total of 1,114 submissions. **Table 1** indicates the breakdown of survey responses by language.

TABLE 1: TOTAL RESPONSES

Language	Response Count
English	1,062
Spanish	20
Chinese	9
Korean	7
Arabic	5
Vietnamese	4
Amharic	2
Urdu	2
Farsi	2
Tagalog	1
Hindi	0
Total	1,114

The survey received 35 responses where two or more responses shared the same IP address. These responses were reviewed (response demographic information, response date, response time, and answers to various questions), and 21 were removed because duplicate answers were provided. For the 14 responses that were retained, it was assumed that people from the same household may have used the same computer or respondents used public computers because of varying responses, particularly to the demographic questions. The results from the survey are not statistically based and may differ from the previous TSP, market, and on-board surveys. The survey was open to all members of the community that wished to provide input. While respondent characteristics are provided in the following sections, this survey was not intended to be the primary source of demographic characteristics and travel patterns of Fairfax Connector riders. These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



Spring 2022 Public Outreach Summary

Participants by Home Location

Out of the 1,114 total survey participants, 1,076 provided their home zip codes. These respondents included 62 unique zip codes. About 99.3 percent of those providing responses resided in Virginia and the remainder resided in Washington, DC or Maryland. Out of those who provided residence responses, 96.9 percent lived in Fairfax County. **Figure 1** and **Table 1** show the ten most common localities that were associated with the zip code responses¹. The "Other Areas" category represents home zip locations outside of the top ten locations (for example Annandale, Chantilly, Oakton, and 16 more locations²). The map in **Figure 2** shows survey responses received by home zip code. The red areas on this map represent zip codes with a larger number of responses. Additional cross tabulation of user types are included in **Attachment A.**

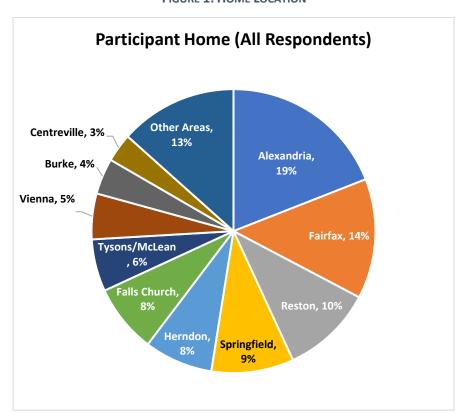


FIGURE 1: HOME LOCATION

¹ These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.

Other Areas included Annandale, Chantilly, Oakton, Fairfax Station, Lorton, Clifton, Great Falls, Fort Belvoir, Washington, Arlington, Dumfries, Manassas, Rockville, Dunn Loring, Sterling, Fredericksburg, Montgomery Village, Woodbridge, Leesburg.



Spring 2022 Public Outreach Summary

TABLE 2: HOME LOCATION

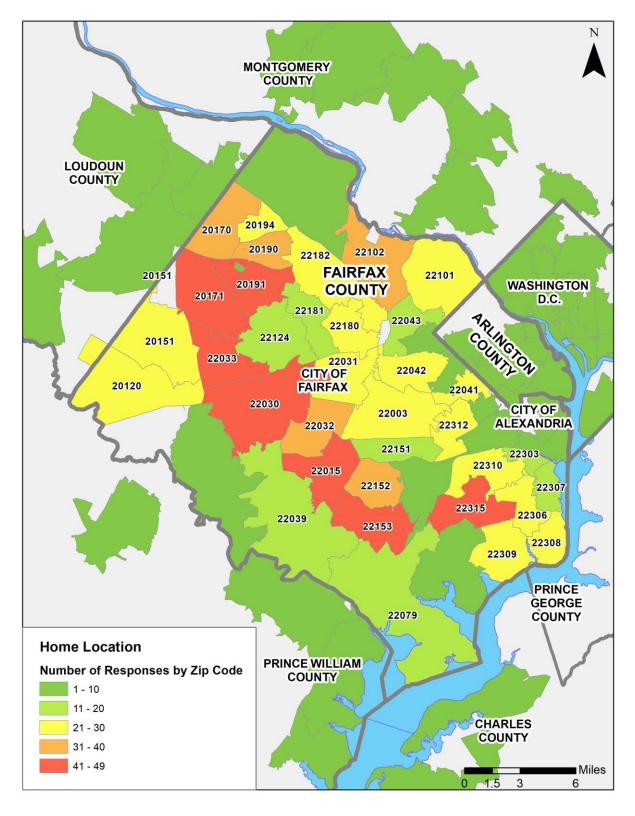
Home Location Zip Code	Count of Responses	% of Responses
Alexandria	205	19%
Fairfax	147	14%
Reston	112	10%
Springfield	101	9%
Herndon	84	8%
Falls Church	84	8%
Tysons/McLean	64	6%
Vienna	56	5%
Burke	44	4%
Centreville	35	3%
Other Areas	144	14%
TOTAL	1,076	100%





Spring 2022 Public Outreach Summary

FIGURE 2: HOME LOCATION — ZIP CODE MAP





Spring 2022 Public Outreach Summary

Participants by Destination Zip Code

Out of the total 1,114 survey participants, 1,020 provided their destination zip code for the location they travel most frequently. These respondents included 168 unique zip codes. Overall, about 49 percent of the total respondents travel to a destination within Fairfax County. **Figure 3** and **Table 3** show the ten most common localities that were associated with the zip code responses.³ The "Other Areas" category represents destinations not in the top ten locations (for example Chantilly, Burke, Annandale, and 31 more locations). The map in **Figure 4** shows survey responses received by destination zip code. The red area with the most responses on this map include a large portion of Tysons in 22102. Additional cross tabulations of user types are included in in **Attachment A.**

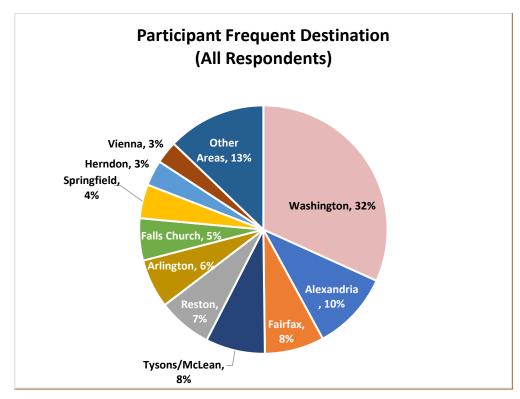


FIGURE 3: FREQUENT DESTINATION LOCATION

³ These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



Spring 2022 Public Outreach Summary

TABLE 3: FREQUENT DESTINATION LOCATION

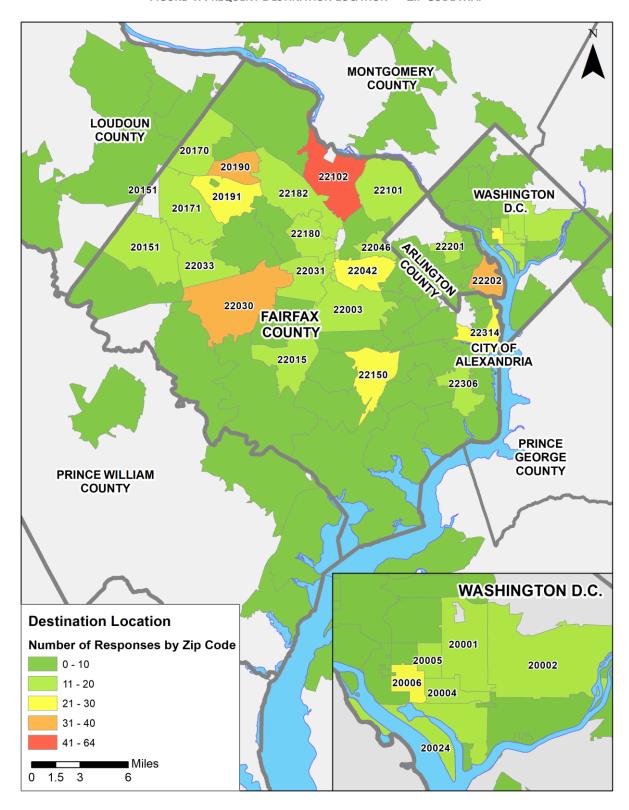
Destination Location Zip Code	Count of Responses	% of Responses
Washington	324	32%
Alexandria	105	10%
Fairfax	79	8%
Tysons/McLean	79	8%
Reston	72	7%
Arlington	65	6%
Falls Church	56	5%
Springfield	45	4%
Herndon	34	3%
Vienna	30	3%
Other Areas	131	14%
TOTAL	1,020	100%





Spring 2022 Public Outreach Summary

FIGURE 4: FREQUENT DESTINATION LOCATION — ZIP CODE MAP





Spring 2022 Public Outreach Summary

Top Travel Flows

Table 4 shows the top travel flows of the survey respondents that provided home and frequent destination zip codes.⁴ Similar to the destination section above, Washington is the major trip attractor from various areas of Fairfax County.

TABLE 4: TOP TRAVEL FLOWS OF SURVEY RESPONDENTS

Home Location	Destination Location	Count of Responses	% of Responses
Alexandria	Washington	76	8%
Alexandria	Alexandria	68	7%
Fairfax	Washington	48	5%
Reston	Reston	46	5%
Springfield	Washington	41	4%
Fairfax	Fairfax	37	4%
Tysons/McLean	Tysons/McLean	28	3%
Reston	Washington	28	3%
Falls Church	Falls Church	25	3%
Other Origin-Destination Combinations		594	61%
TOTAL		991	100%

⁴ These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



Spring 2022 Public Outreach Summary

Participants by Age

Out of the total 1,114 survey participants, there were 1,021 respondents who provided their age range, as summarized in Figure 5 and Table 5⁵. Most of the respondents were between the ages of 55 to 64.

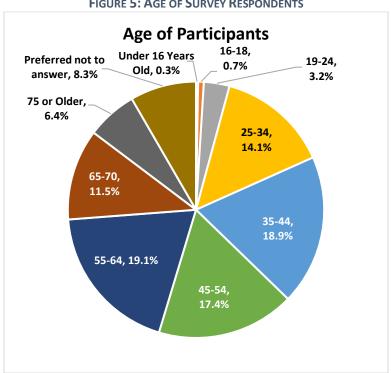


FIGURE 5: AGE OF SURVEY RESPONDENTS

TABLE 5: AGE OF SURVEY RESPONDENTS

Age Range	Total Count	Percent of Responses
Under 16 Years Old	3	0.3%
16-18	8	0.7%
19-24	36	3.2%
25-34	157	14.1%
35-44	211	18.9%
45-54	194	17.4%
55-64	213	19.1%
65-70	128	11.5%
75 or Older	71	6.4%
Prefer not to answer	93	8.4%
TOTAL	1,114	100.0%

⁵ These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



Spring 2022 Public Outreach Summary

Participants by Gender

Out of the total 1,114 survey participants, there were 1,013 respondents who provided their gender, as summarized in **Figure 6** and **Table 6.**⁶

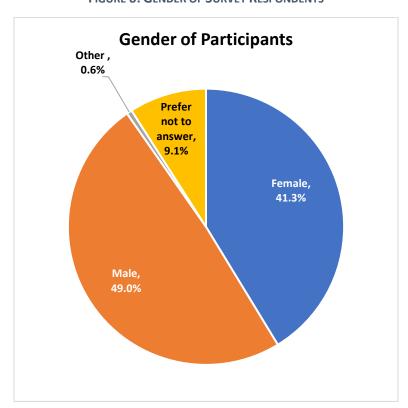


FIGURE 6: GENDER OF SURVEY RESPONDENTS

TABLE 6: GENDER OF SURVEY RESPONDENTS

Gender	Total Count	Percent of Responses
Female	460	41.3%
Male	546	49.0%
Other	7	0.6%
Prefer not to answer	101	9.1%
TOTAL	1,114	100.0%

⁶ These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



Spring 2022 Public Outreach Summary

Participants by Race

Out of the total 1,114 survey participants, there were 994 respondents who provided their race. Additionally, 97 (9 percent) of respondents identified themselves as Hispanic or Latino origin. Race is summarized in **Figure 7** and **Table 7**.

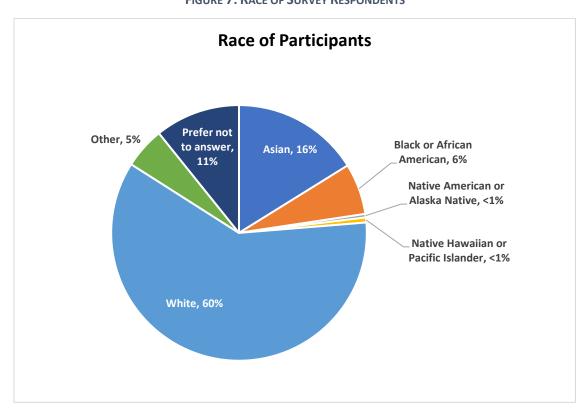


FIGURE 7: RACE OF SURVEY RESPONDENTS

TABLE 7: RACE OF SURVEY RESPONDENTS

Race	Total Count	Percent of Responses
Asian	180	16%
Black or African American	72	7%
Native American or Alaska Native	5	<1%
Native Hawaiian or Pacific Islander	7	<1%
White	672	60%
Other	58	5%
Prefer not to answer	120	11%
TOTAL	1,114	100.0%

⁷ These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



Spring 2022 Public Outreach Summary

Participants by Household Income

Out of the total 1,114 survey participants, there were 941 respondents who provided their household income, as summarized in **Figure 8** and **Table 8**. 8

Participant Household Income \$20,000 or less, 5% **Prefer not** \$20.001 to to answer, \$50,000, 16% \$50,001 to \$80,000, 11% \$150,001 \$80,001 to or more, 29% \$100,001 to \$150,000,

FIGURE 8: HOUSEHOLD INCOME OF SURVEY RESPONDENTS

⁸ These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.





Spring 2022 Public Outreach Summary

TABLE 8: HOUSEHOLD INCOME OF SURVEY RESPONDENTS

Household Income	Total Count	Percent of Responses
\$10,000 or less	31	3%
\$10,001 to \$20,000	26	2%
\$20,001 to \$30,000	30	3%
\$30,001 to \$40,000	43	4%
\$40,001 to \$50,000	36	3%
\$50,001 to \$60,000	47	4%
\$60,001 to \$70,000	31	3%
\$70,001 to \$80,000	46	4%
\$80,001 to \$100,000	96	9%
\$100,001 to \$125,000	115	10%
\$125,001 to \$150,000	117	11%
More than \$150,000	323	29%
Prefer not to answer	173	16%
TOTAL	1,114	100%

3. Survey Responses

The following section details the responses received to each question of the survey. Conclusions may be drawn from this data by comparing frequent, occasional, and non-rider responses. This approach to segmenting responses was used over alternative approaches such as segmenting by household income or race because of the optional nature of the demographic questions. Where applicable, survey responses are compared against findings from the TSP Winter 2021 Survey, 2018-2019 Countywide Survey (market survey), and 2019 Fairfax Connector Origin Destination Survey (on-board survey).

Current Travel Patterns

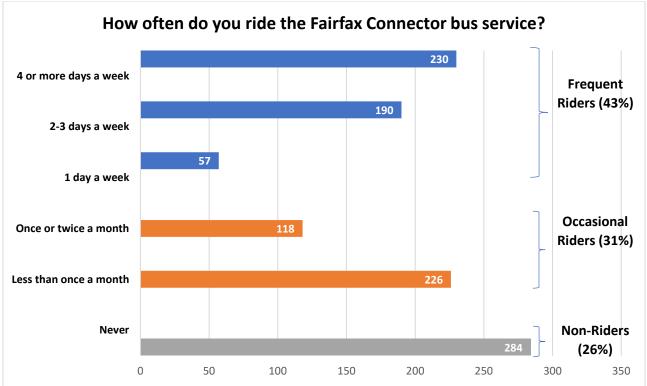
Current Travel Frequency

For this analysis, frequent riders were defined as those who rode the bus at least one day a week. Occasional riders were defined as people who rode once or twice a month or less than once a month. Out of the 1,114 responses, there were about 477 frequent riders, 344 occasional riders, 284 non-riders, and 9 did not identify (see **Figure 9**).



Spring 2022 Public Outreach Summary

FIGURE 9: CURRENT TRAVEL FREQUENCY



Comparison to TSP Winter 2021, Previous Market, and On-Board Surveys

- The TSP Winter 2021 survey had a total of 2,901 respondents
 - The TSP Winter 2021 survey found that before COVID-19 (March 2020), 34 percent (987) of respondents had never ridden a Fairfax Connector, 32 percent (923) were occasional riders that rode the Fairfax Connector once or twice a month or less, and 34 percent (991) were frequent riders who rode the Fairfax Connector at least once a week.
- The market survey had a total of 2,624 respondents
 - The market survey found that 66 percent (approximately 1,732 riders) of Fairfax County residents had never ridden a Fairfax Connector, 27 percent (approximately 708 riders) were occasional riders that have ridden a Fairfax Connector, but not in the last 30 days, and 7 percent (approximately 184 riders) were frequent riders who have ridden a Fairfax Connector bus in the past 30 days. Most market survey respondents were residents who never rode Fairfax Connector.
- The on-board survey had a total of 3,672 respondents
 - The on-board survey was conducted on bus trips making all respondents occasional or frequent riders.



Spring 2022 Public Outreach Summary

Access to Personal Vehicle

About 80 percent of respondents had access to a personal vehicle. About 35 percent of the frequent riders did not have access to a personal vehicle (see **Figure 10**).⁹

Do you have access to a personal vehicle? 100% 94% Occasional Rider 88% 90% Overall, 80% 80% Frequent Rider 65% 70% 60% 50% **Frequent Rider** 35% 40% 30% Overall, 20% Occasional Rider 20% Non-Rider 12% 6% 10% 0% No Yes ■ Frequent Rider ■ Occasional Rider ■ Non-Rider Overall

FIGURE 10: ACCESS TO PERSONAL VEHICLE

Comparison to TSP Winter 2021, Previous Market, and On-Board Survey

- The TSP Winter 2021 survey found that about 86 percent of respondents had access to a personal vehicle. About 30 percent of the frequent riders did not have access to a personal vehicle
- The market survey found that 90 percent of Fairfax County residents consider their car to be their primary mode of transportation
 - 6 percent of respondents consider public transportation their primary mode of transportation
 - Out of current riders, the market survey found that 39 percent of riders consider the public transportation their primary mode of transportation, with 13 percent noting the Fairfax Connector as their primary mode
- The on-board survey found that 52 percent of trips are made by riders who have at least one car
 - Only 39 percent of riders had a car available for them to use, meaning many households that have one car are still dependent on public transit as their primary mode of transportation

⁹ These results represent only TSP survey respondents. The on-board survey is the primary survey source for demographic characteristics and travel patterns of Fairfax Connector riders.



Spring 2022 Public Outreach Summary

Overall Impression of Fairfax Connector Service

On a scale of 1 (poor) to 5 (excellent), most frequent riders (about 24 percent) rated the Fairfax Connector a 3 based on their overall impression of the Fairfax Connector service in the area they travel the most. About 22 percent of respondents rated it a 5, and about 15 percent said the Fairfax Connector does not run where they travel most. The responses are shown in **Figure 11** and **Table 9**.

FIGURE 11: SERVICE RATING IN AREA TRAVELED MOST (FREQUENT RIDERS)

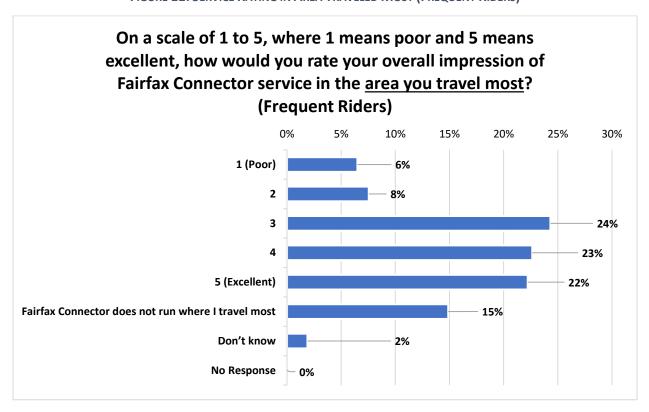


TABLE 9: SERVICE RATING IN AREA TRAVELED MOST (FREQUENT RIDERS)

Rating	Total Count	Percent of Responses
1 (Poor)	31	6%
2	36	8%
3	116	24%
4	108	23%
5 (Excellent)	106	22%
Fairfax Connector does not run where I travel most	71	15%
Don't know	9	2%
No Response	0	0%
TOTAL	477	100%



Spring 2022 Public Outreach Summary

On a scale of 1 (poor) to 5 (excellent), most frequent riders, about 33 percent, rated the Fairfax Connector a 4 based on their overall impression of the Fairfax Connector service in the area they live. About 22 percent of respondents rated it a 5, and about 4 percent said the Fairfax Connector does not run where they live. The responses are shown in **Figure 12** and **Table 10**.

FIGURE 12: SERVICE RATING IN HOME AREA (FREQUENT RIDERS)

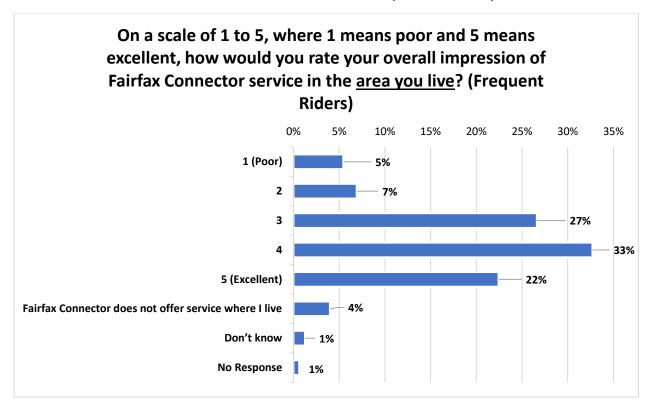


TABLE 10: SERVICE RATING IN HOME AREA (FREQUENT RIDERS)

Rating	Total Count	Percent of Responses
1 (Poor)	26	5%
2	33	7%
3	127	27%
4	156	33%
5 (Excellent)	107	22%
Fairfax Connector does not offer service where I live	19	4%
Don't know	6	1%
No Response	3	1%
TOTAL	477	100%



Spring 2022 Public Outreach Summary

Comparison to TSP Winter 2021, Previous Market, and On-Board Surveys

- The TSP Winter 2021 survey found that about 75 percent of the frequent rider respondents identified as being satisfied or very satisfied with the Fairfax Connector service. Only about 9 percent were dissatisfied.
- The market survey found that current riders are generally satisfied with Fairfax Connector with majority of performance measures falling into a "strengths" category. The market survey asked respondents to rate their general perception of Fairfax Connector on a 0 to 10 scale. The result was 65 percent of current riders rating the Fairfax Connector favorably, rating the service in the 8 to 10 range. Only 2 percent of current riders rated the system in the 0 to 3 range.

Service Improvements

Using recent transit studies and feedback received in previous public outreach, FCDOT identified improvements and new bus routes that could be implemented in the future. Survey respondents were asked to choose up to two types of Fairfax Connector service improvements that are most important to them. Respondents could provide this feedback on each proposed route in different areas of the county:

- Reston and Herndon Area Routes
- Centreville, Chantilly, Vienna, and Tysons Area Routes
- Franconia, Springfield, and Huntington Area Routes

A general, not-route-specific option was also available for each area if respondents did not want to comment on a specific route.

Table 11 shows the number of responses received for each improvement type and rider type. FCDOT can use this information to prioritize when certain types of improvements are implemented for specific routes in the future. Overall, the most important types of improvements were more frequent buses on weekdays during rush hour, adjusting routes to connect to different places, and more frequent buses on weekdays during non-rush hour. The following sections provide charts of existing, new, and general route feedback by route and rider type.

TABLE 11: IMPROVEMENT PRIORITIES

KEY: U Lowest Priori	High	est Pr	iority					
Improvement Type	Ov	erall		juent Iers		asional ders	Non-	Riders
More frequent buses on WEEKDAYS during rush hours commute times	1	560	1	291	2	158	2	93
More frequent buses on WEEKDAYS outside of rush hour commute times	3	454	3	228	3	144	3	70
More frequent buses on WEEKENDS	4	416	4	180	1	159	4	69
Earlier or later service hours on WEEKDAYS	5	289	(5)	166	6	86	6	36
Earlier or later service hours on WEEKENDS	7	178	7	79	7	77	7	18
More direct or express service with fewer stops	6	263	6	109	5	91	5	58
Adjust route to connect to different places	2	491	2	241	4	132	1	110

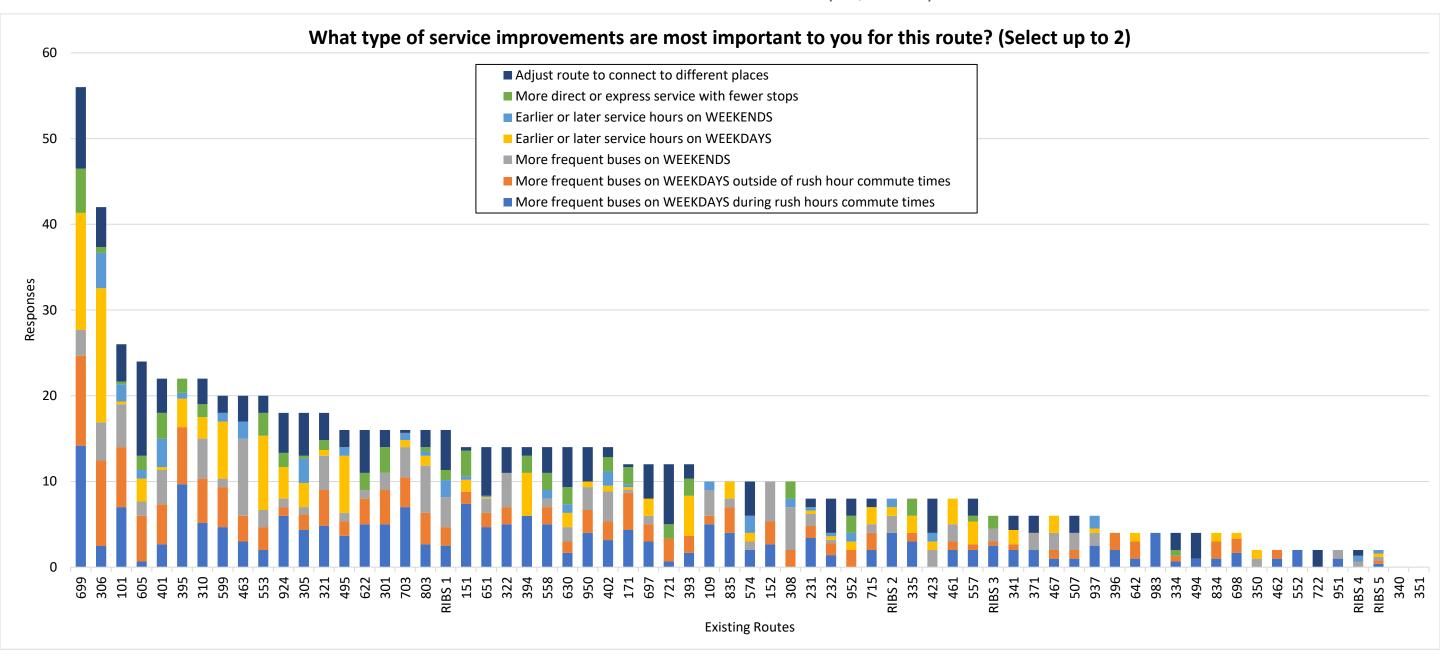


Spring 2022 Public Outreach Summary

Frequent Rider Feedback PRIORITIES FOR EXISTING ROUTES

Route 699 received the most responses from frequent riders, with routes 306, 101, 605, and 401 following behind. The most important types of improvements to existing routes for frequent riders were: (1) More frequent buses on WEEKDAYS during rush hours commute times, (2) More frequent buses on WEEKDAYS outside of rush hour commute times, and (3) Adjust route to connect to different places. **Figure 13** shows how responses varied route by route.

FIGURE 13: IMPROVEMENT PRIORITIES FOR EXISTING ROUTES (FREQUENT RIDERS)



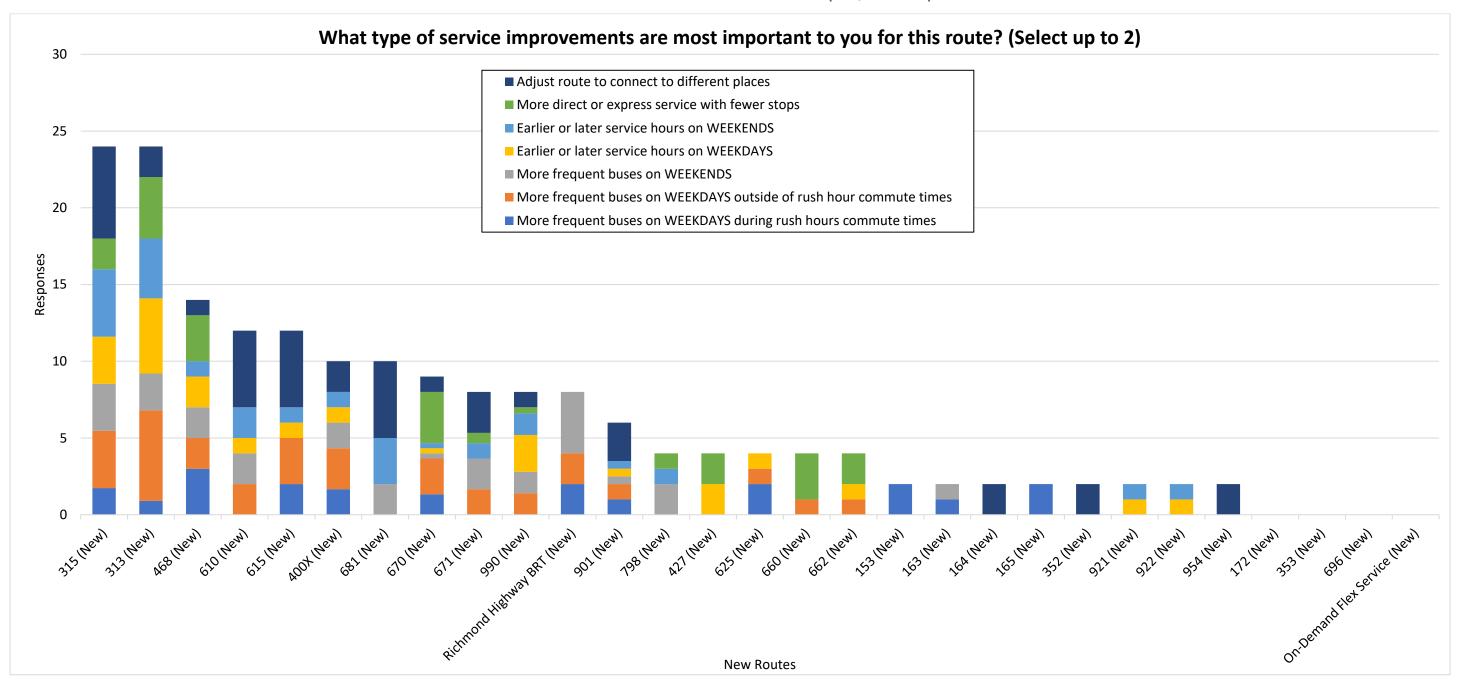


Spring 2022 Public Outreach Summary

PRIORITIES FOR NEW ROUTES

Route 315 received the most responses from frequent riders, with routes 313, 468, 610, and 615 following behind. The most important types of improvements to existing routes for frequent riders were: (1) Adjust route to connect to different places, (2) More frequent buses on WEEKDAYS outside of rush hour commute times, and (3) More frequent buses on WEEKENDS. **Figure 14** shows how responses varied route by route.

FIGURE 14: IMPROVEMENT PRIORITIES FOR NEW ROUTES (FREQUENT RIDERS)



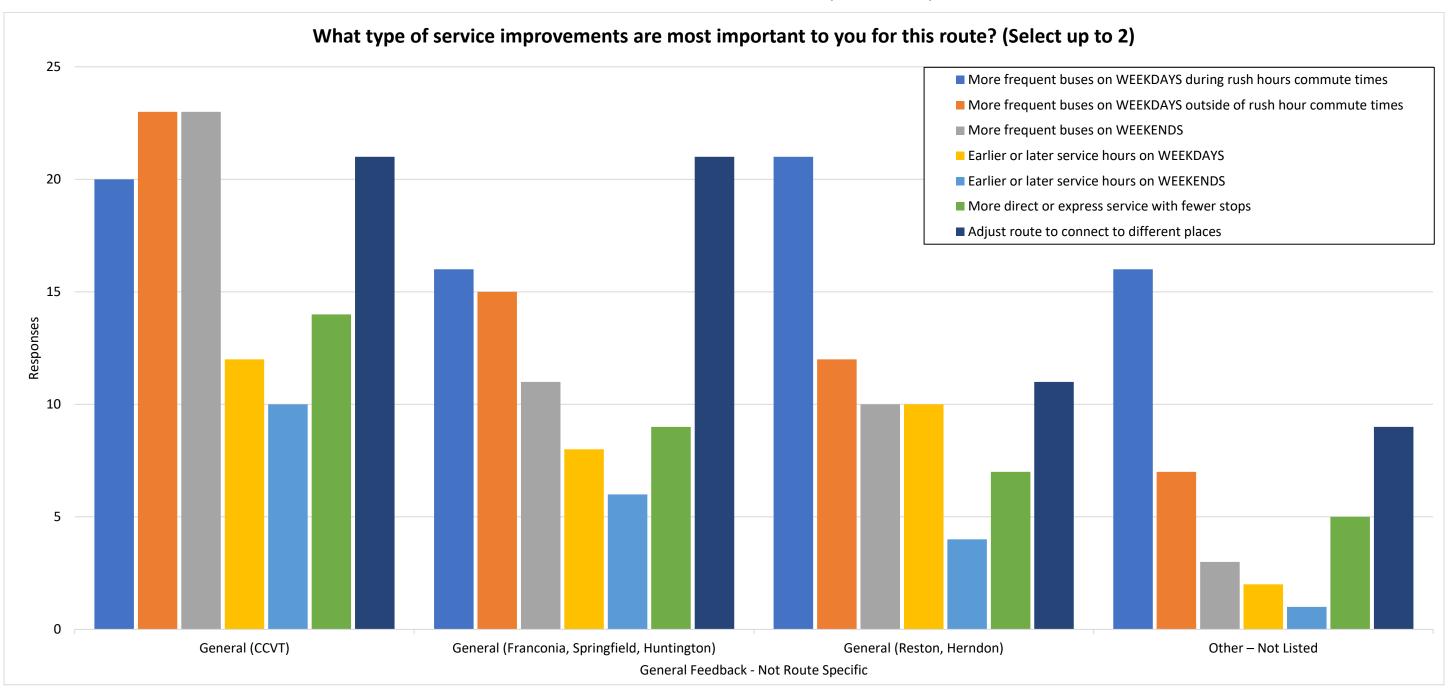


Spring 2022 Public Outreach Summary

GENERAL/NOT ROUTE SPECIFIC FEEDBACK

Respondents could also provide general feedback not specific to a particular route and provide feedback on routes not explicitly listed in the survey. Figure 15 shows this feedback from frequent riders.

FIGURE 15: IMPROVEMENT PRIORITIES FOR GENERAL AREAS (FREQUENT RIDERS)



CCVT = Centreville, Chantilly, Vienna, and Tysons area



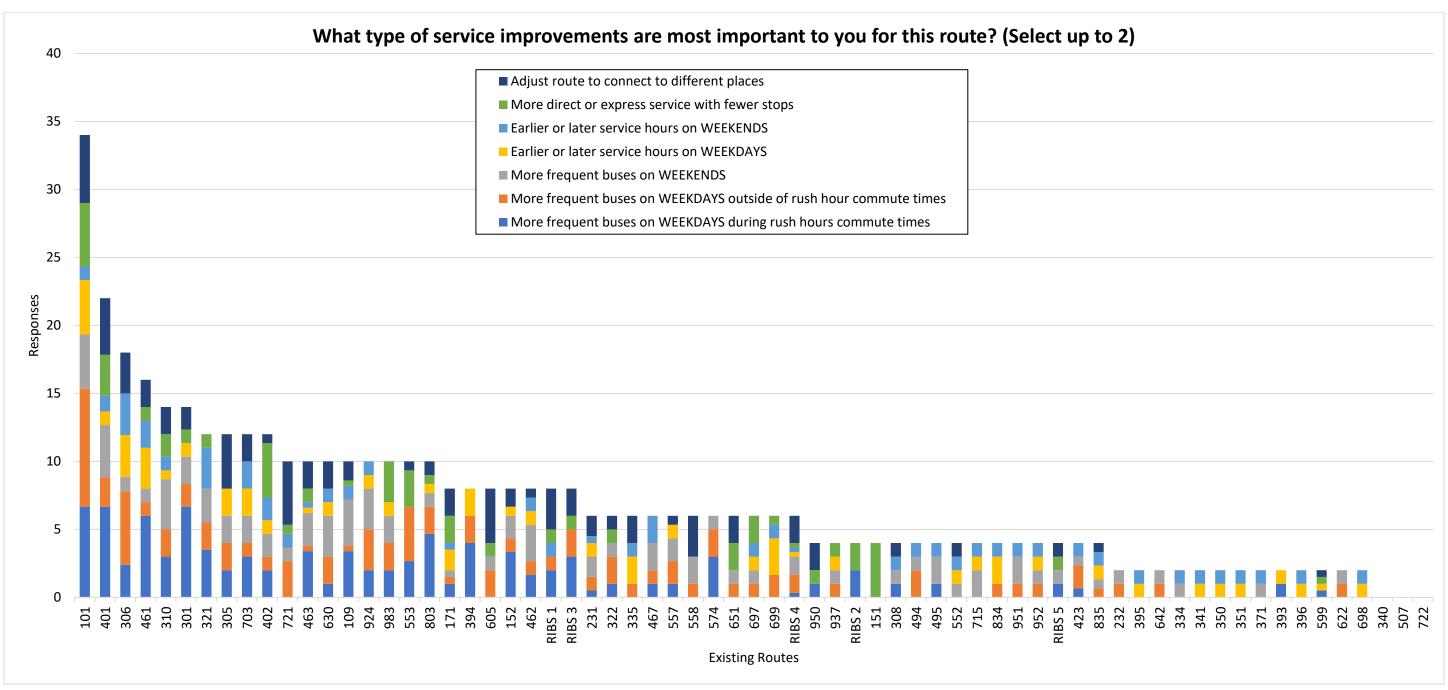
Spring 2022 Public Outreach Summary

Occasional Riders Feedback

PRIORITIES FOR EXISTING ROUTES

Route 101 received the most responses from occasional riders, with routes 401, 306, 461, and 310 following behind. The most important types of improvements to existing routes for occasional riders were: (1) More frequent buses on WEEKDAYS during rush hours commute times, (2) More frequent buses on WEEKDAYS outside of rush hour commute times, and (3) More frequent buses on WEEKENDS. **Figure 16** shows how responses varied route by route.

FIGURE 16: IMPROVEMENT PRIORITIES FOR EXISTING ROUTES (OCCASIONAL RIDERS)



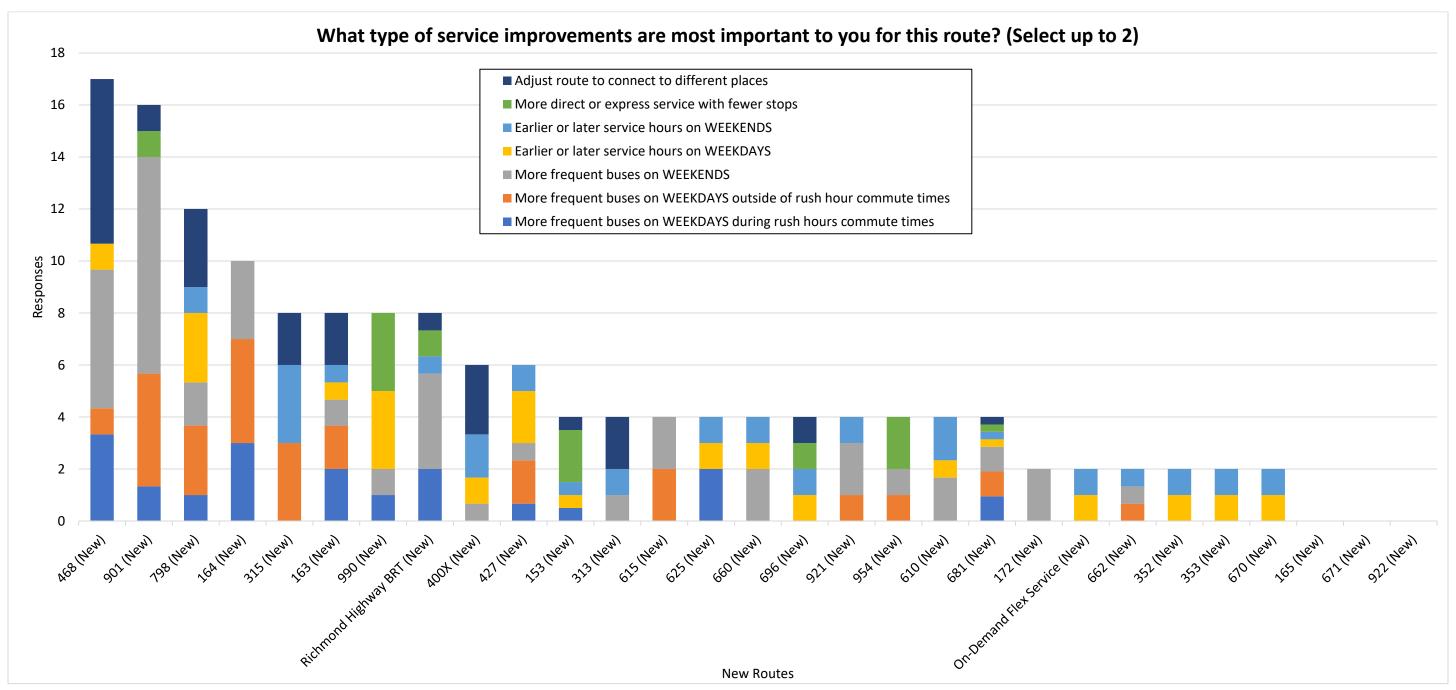


Spring 2022 Public Outreach Summary

PRIORITIES FOR NEW ROUTES

Route 468 received the most responses from occasional riders, with routes 901, 798, 164, and 315 following behind). The most important types of improvements to existing routes for occasional riders were: (1) More frequent buses on WEEKENDS, (2) More frequent buses on WEEKDAYS outside of rush hour commute times, and (3) Adjust route to connect to different places. **Figure 17** shows how responses varied route by route.

FIGURE 17: IMPROVEMENT PRIORITIES FOR NEW ROUTES (OCCASIONAL RIDERS)



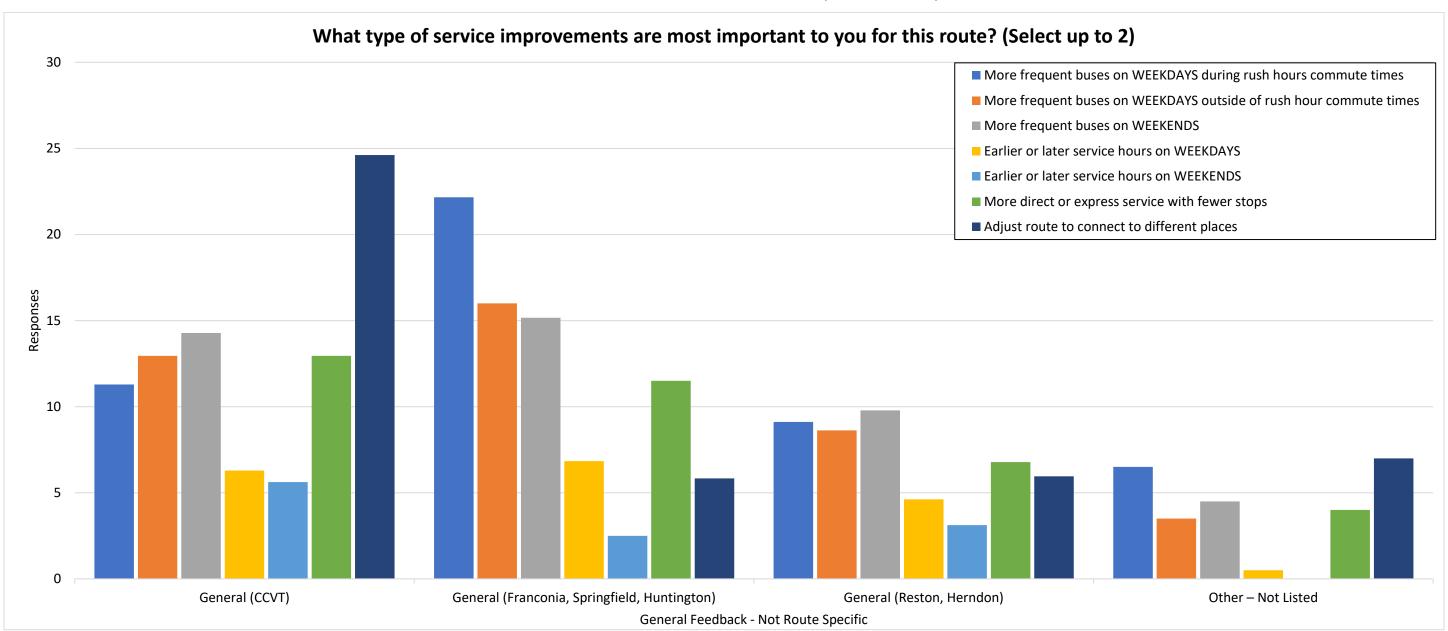


Spring 2022 Public Outreach Summary

GENERAL/NOT ROUTE SPECIFIC FEEDBACK

Respondents could also provide general feedback not specific to a particular route and provide feedback on routes not explicitly listed in the survey. Figure 18 shows this feedback from occasional riders.

FIGURE 18: IMPROVEMENT PRIORITIES FOR GENERAL AREAS (OCCASIONAL RIDERS)



CCVT = Centreville, Chantilly, Vienna, and Tysons area



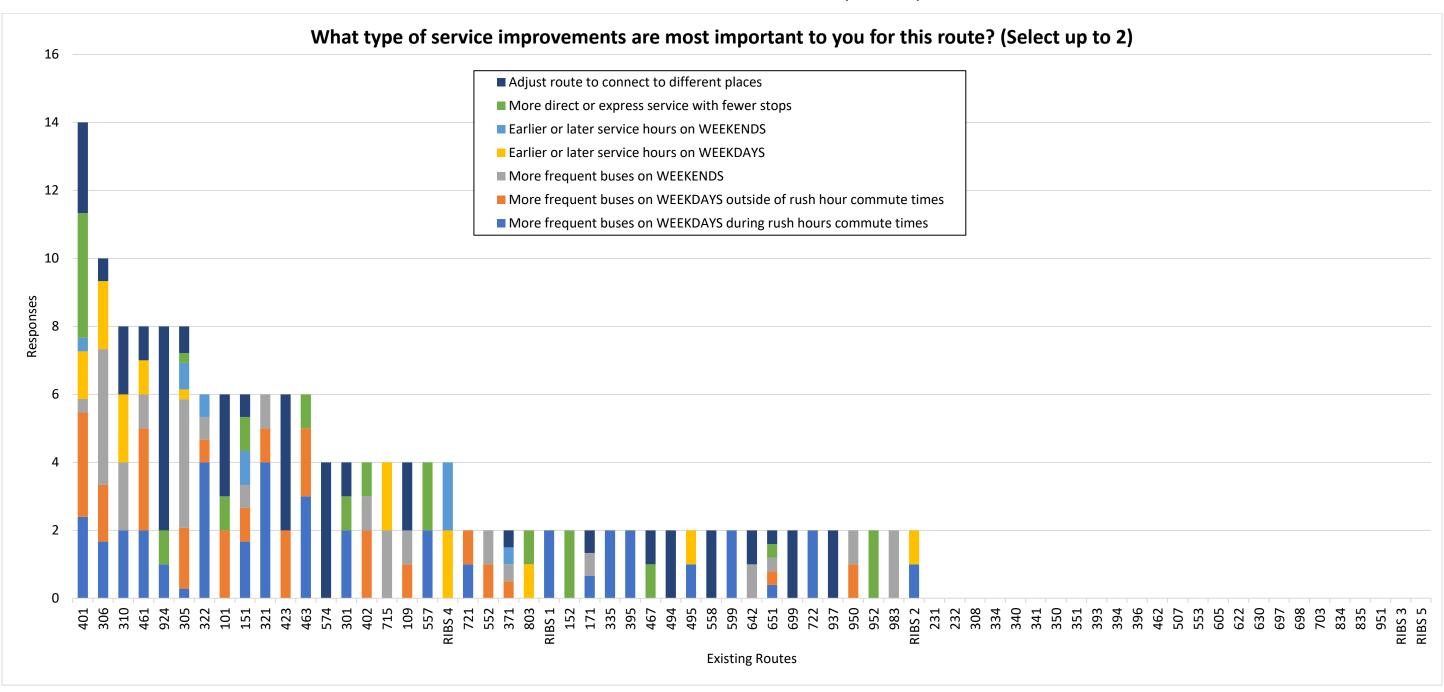
Spring 2022 Public Outreach Summary

Non-Rider Feedback

PRIORITIES FOR EXISTING ROUTES

Route 401 received the most responses from non-riders, with routes 306, 310, 461, and 924 following behind. The most important types of improvements to existing routes for non-riders were: (1) More frequent buses on WEEKDAYS during rush hours commute times, (2) Adjust route to connect to different places, and (3) More frequent buses on WEEKDAYS outside of rush hour commute times. **Figure 19** shows how responses varied route by route.

FIGURE 19: IMPROVEMENT PRIORITIES FOR EXISTING ROUTES (NON-RIDERS)



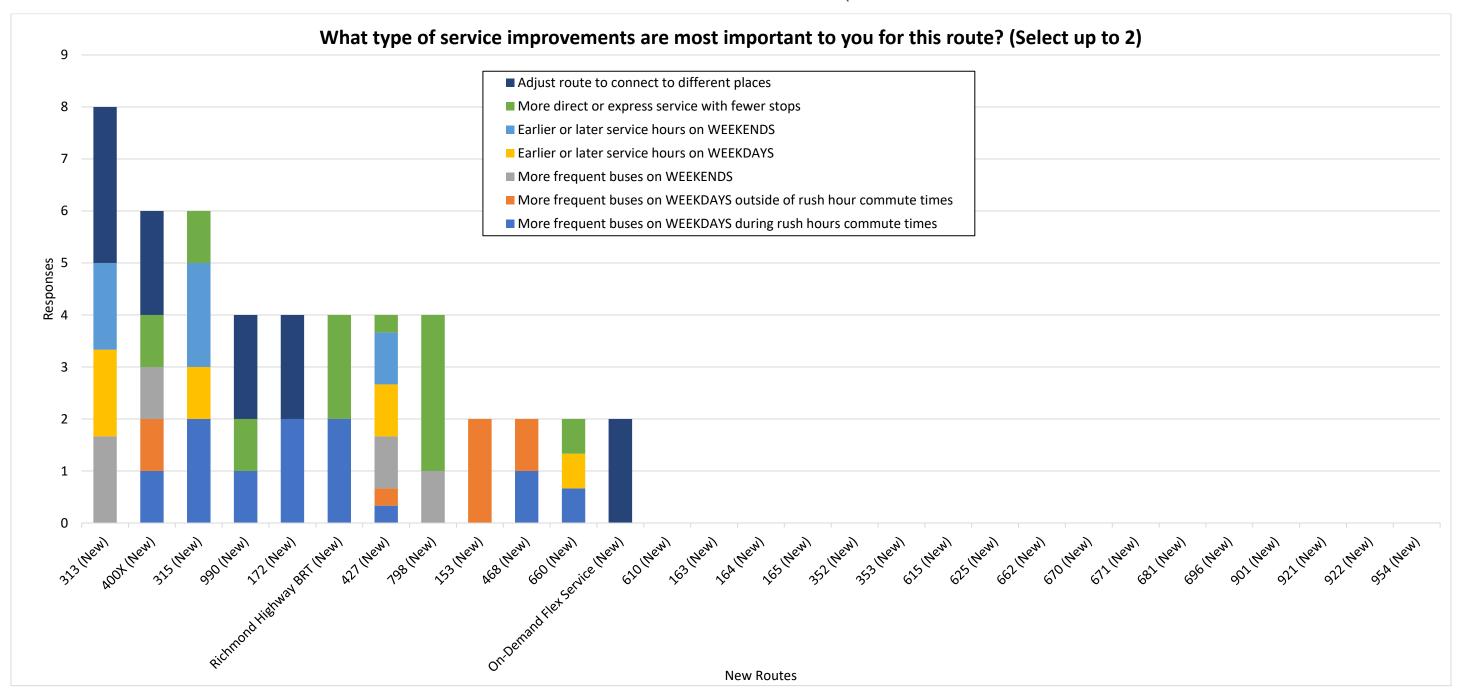


Spring 2022 Public Outreach Summary

PRIORITIES FOR NEW ROUTES

Route 313 received the most responses from non-riders, with routes 400X, 315, 990, and 172 following behind. The most important types of improvements to existing routes for non-riders were: (1) Adjust route to connect to different places, (2) More frequent buses on WEEKDAYS during rush hours commute times, and (3) More direct or express service with fewer stops. Figure 20 shows how responses varied route by route.

FIGURE 20: IMPROVEMENT PRIORITIES FOR NEW ROUTES (NON-RIDERS



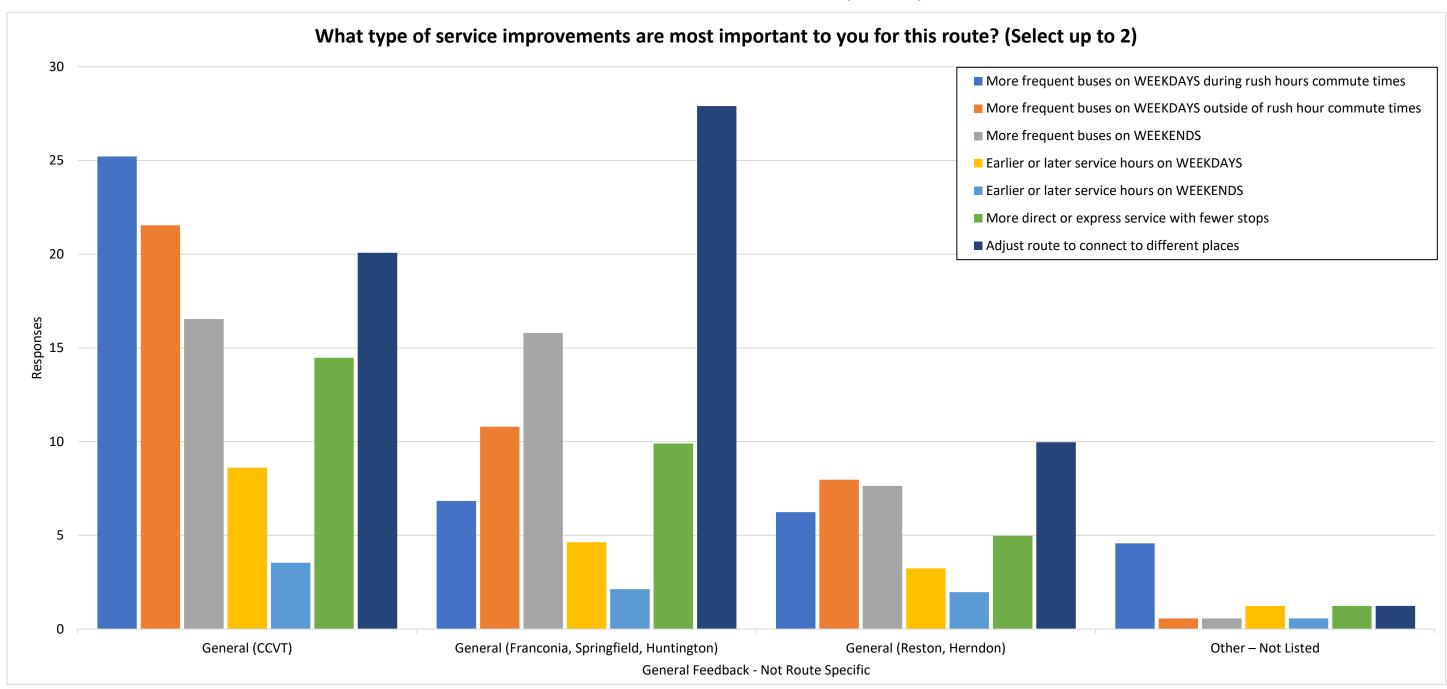


Spring 2022 Public Outreach Summary

GENERAL/NOT ROUTE SPECIFIC FEEDBACK

Respondents could also provide general feedback not specific to a particular route and provide feedback on routes not explicitly listed in the survey. Figure 21 shows this feedback from non-riders.

FIGURE 21: IMPROVEMENT PRIORITIES FOR GENERAL AREAS (NON-RIDERS)



CCVT = Centreville, Chantilly, Vienna, and Tysons area



Spring 2022 Public Outreach Summary

Other Types of Improvements

Respondents had the option to provide additional feedback on other types of service improvements. For this question, they were given eight options and they could select up to three answers. There were 945 responses from frequent riders. The top response among frequent riders was better schedule and bus arrival time information. Responses from occasional and non-riders generally followed a similar priority for the most important types of improvement. The responses are shown in **Figure 22** and **Table 12**.

What other types of improvements are most important to you? Frequent Riders Occasional Riders ■ Non-Riders 242 Better schedule and bus arrival time 148 information 108 171 More bus stop shelters 106 123 More sidewalks and crosswalks near bus stops 104 104 More bus stop benches 103 Roadway or traffic signal improvements that help buses stay on schedule 40 96 Better bus stop lighting 56 47 Dedicated bus lanes (lanes on the road that can only be used by buses) 46 16 19 Better wheelchair or stroller access to bus stops 50 100 150 200 250 300

FIGURE 22: OTHER TYPES OF IMPROVEMENTS (FREQUENT RIDERS)



TABLE 12: OTHER TYPES OF IMPROVEMENTS

Total Count / Percent of Responses						
Types of Improvements		uent ers		sional lers	Non-	Riders
Better schedule and bus arrival time information	242	26%	148	23%	108	24%
More bus stop shelters	171	18%	106	17%	80	18%
More sidewalks and crosswalks near bus stops	123	13%	104	16%	80	18%
More bus stop benches	104	11%	54	8%	32	7%
Roadway or traffic signal improvements that help buses stay on schedule	103	11%	90	14%	40	9%
Better bus stop lighting	96	10%	56	9%	47	11%
Dedicated bus lanes (lanes on the road that can only be used by buses)	90	10%	64	10%	46	10%
Better wheelchair or stroller access to bus stops	16	1%	19	3%	14	3%
TOTAL	945	100%	641	100%	447	100%



Spring 2022 Public Outreach Summary

Open-Ended Comments

Free Response

Respondents had the option to provide additional feedback and thoughts on the Fairfax Connector service. There were 1,287 free-response comments provided. There were 12 comments provided by mail, 18 by email, 1 by phone, and the rest via online survey. These responses were categorized into several common themes and topics, as shown in **Figure 23**. The most common topic was references to Metrorail connections, followed by connections to locations within Fairfax County, more bus stop locations, and more frequent service.

Topics Mentioned When Asked: What other thoughts or ideas can you share with us to improve Fairfax Connector bus service? Metrorail Connections within County More Bus Stop Locations 269 More Frequent Service 207 **Extended Hours** 166 Connections to Outside County 162 Express/Direct Route 117 Amenities (Shelter, Sign, Bench) 100 Weekend Hours 98 More Reliable Bus Arrival **Bus Information** 82 Maintain Existing Service Accessibility of Bus Stop (sidewalk, crosswalk) Transfers Metrobus 61 Safety 57 **Technology Improvements** 56 Park and Ride On-Bus/Bus 43 Cost of Fare **Bus Priority** 30 50 100 150 200 250 300 350 **Number of Mentions**

FIGURE 23: OPEN-ENDED COMMENT TOPICS



Spring 2022 Public Outreach Summary

Samples of free-response comments within each theme are provided below. These are direct quotes from the survey responses (some grammatical edits have been made). A full database off all comments has been provided to FCDOT to accompany this summary document.

METRORAIL

- "If buses could try to consider the arrival of trains when they stop at Metro stations, that would be great. For instance, if a train is arriving in the next four to five minutes, maybe the bus(es) could wait to allow people to potentially transfer."
- "Wherever possible, consider the associated Metro train or long-distance commuter bus schedules so "neighborhood" riders would arrive at transit nodes with a decent chance of transferring to another mode without a long wait."
- "Synchronize times and destinations of buses in shared routes and with Metro trains. I have to endure lengthy wait times at the Franconia-Springfield Metro Station arriving from Washington exactly when two buses (341 and 494) depart to my destination (Saratoga Park and Ride)"

CONNECTIONS WITHIN COUNTY

- "I wish Route 494 exited at Route 7 off the Beltway. It's a minimum ONE MILE walk from Galleria Boulevard to the office parks on Route 7. Crossing six lanes of Galleria Boulevard traffic is no joke. Exiting at Route 7 would open an entire office park sector that is completely UNSERVED."
- "Restoring the bus route along Sleepy Hollow Road (Route 613) and adding Tysons and East Falls Church Metro to that route would be greatly appreciated and used."
- "Fairfax Connector needs to supplement Metrobus in the Bailey's Crossroads area to make it easier
 to get to destinations in the north/south directions. There is no good way to get from Bailey's
 Crossroads to Kingstowne, Springfield, or destinations along Arlington Boulevard without long waits
 and/or having to make 2 or 3 transfers."

MORE BUS STOP LOCATIONS

- "The County keeps promoting 'multimodal transportation' but does nothing to extend bus service into areas that are car-dependent. For example, why isn't there a bus that runs from downtown McLean along Route 123 through Tysons? There's no parking at the McLean Metro station and having a reliable bus might encourage some drivers not to park all day where they shouldn't!"
- "My grandson attends Northern Virginia Community College on Little River Turnpike. We live on the intersection of Maple Street and Main Street. The nearest bus stop is University Drive and Main Street. It would be beneficial to the students living in our area to have a bus route that goes the entire length of Main Street."
- "There is no public transportation from the over-50-years-old HiddenBrooke Condo Community on Hunter Village Drive in Springfield. Some residents don't drive anymore. Would it be possible to have a small bus that could go down our street, Hunter Village Drive, throughout the day to the Springfield Metro and Springfield Plaza?"

MORE FREQUENT SERVICE

• "Shorter times between buses. This is the main reason I do not ride the bus. It is a 45-minute wait time between buses on the routes I would take."



Spring 2022 Public Outreach Summary

- "The Fairfax Connector bus service could help the community by having more accurate bus arrival time and more frequent buses. I used to live in a busy part of Maryland where buses ran every 5-15 minutes and now in Fairfax County, sometimes I'd have to wait 30 minutes to catch the next bus."
- "The buses need to be more on time than they are so that connections are not missed. The buses
 can sometimes be over five minutes late, which makes me miss my connection. Also, it would be
 great if the buses ran more frequently during rush hour like the Metro does to accommodate
 similar service frequencies."

EXTENDED HOURS

- "Commuter service should begin at 6:00 AM, not 7:00 AM. I start work in DC at 7:30 AM and would not arrive on the new schedule until 8:30 AM. That doesn't work for me. I prefer the bus to driving but won't be able to ride. (Apologies to the bus drivers who get the early routes.)"
- "Frequency will increase ridership. As someone who uses Connector exclusively on weekends,
 better frequency important for me. It's pretty painful taking the 50-minute 630 bus and the
 inflexibility it provides on when I can start my journey, and when I can head home. There's also a
 startling lack of Sunday service on some newer routes, which is concerning because Sunday is just
 as busy of a day as Saturday, and there should be no reason there's no Sunday service on these
 routes."
- "Connector should provide more limited and express cross-county service 7-days a week. I love living in Springfield but I want to be able to travel to Chantilly and Herndon for work, play, and so on without it taking literal hours to travel."

CONNECTIONS TO OUTSIDE COUNTY

- I live in the Vienna area, and it would greatly help to have options to connect with Manassas, Leesburg, and the two major airports in Northern Virginia—Dulles and Reagan.
- "Fairfax Connector needs to supplement Metrobus in the Bailey's Crossroads area to make it easier
 to get to destinations in the north/south directions. There is no good way to get from Bailey's
 Crossroads to Kingstowne, Springfield, or destinations along Arlington Boulevard without long waits
 and/or having to make 2 or 3 transfers."
- "We need more Connector routes available to and from DC, areas of MD that do not have Connector service from Virginia, and the Fairfax area, as well as Connector routes in the future from the Fairfax area to Alexandria or the southern MD area."

EXPRESS/DIRECT ROUTE

- "We need a direct route from Fair Lakes to the Dulles Airport and back to Fair Lakes. Transport to Wiehle Avenue is NOT direct and takes very long time."
- "We need direct express bus to downtown from Herndon/Reston. The Metro will not be efficient due to the numerous stops. There used to be a bus to L'Enfant Plaza. I am disappointed Metro has not considered express routes. The lack of parking at Metro stations and length of trip (in time) has me continuing to drive downtown."
- "I think you have a great service. The only comment I would like to make is there used to be a
 direct bus connection (commuter bus) between Fort Hunt/Waynewood area and Washington DC
 downtown. It would be great if that would be re-considered."



Spring 2022 Public Outreach Summary

AMENITIES (SHELTER, SIGN, BENCH)

- "Route numbers need to be placed on bus stop signs. The stop announcements on a bus, when working, do not match the actual stops on the route."
- "We definitely need more bus shelters and sidewalks, or at least a concrete pad for people to stand on. There's nothing worse than having to wait for a bus in the pouring rain with no shelter and sometimes standing in mud because there's not even a concrete pad to stand on. At least don't make us stand in mud."
- "There are several stops especially in Reston (for example, corner of Wiehle Avenue and North Shore Drive) that do not have any outdoor lighting, but the bus lights are on at night so when you get off of the bus you're blinded. It's especially bad at that corner because there's no sidewalk or anything. It's just the grass on the side of the road and you hope you don't trip and fall into traffic."

WEEKEND HOURS

- "I think ridership is so low because people don't want to wait around a long time for a bus. I would love to reduce my car usage, but the buses either run sparingly on the weekdays or not at all on the weekends. In other European cities, like London, buses are running every ten minutes, so you feel comfortable using them. I truly believe in the saying if you build it, they will come. Maybe people are not relying on buses today, but if you build a system in which they think it's an actual alternative to using their cars, not just something people use out of necessity, then people might start using them."
 - "For Route 466, it would be great to run weekend service. It also only runs on weekdays during rush hour and it's every 30 minutes, so it's not really great to take since Metro times aren't same."
- "Keep up the good work! Consider work schedules for essential workers—weekends, evenings, etc."

MORE RELIABLE BUS ARRIVAL

- "The bus service is great, but the most important thing is more predictability in the schedule. I'm fine with only seeing two buses per hour if the schedule is reliable. Fairfax County has the bus stop text message system but it might be nice to upgrade that to be more integrated with travel plans."
- "My main complaint is about the bus transfer to/from the Metro at the Vienna-Fairfax/GMU station. When I arrive at the station, I always seem to just barely miss the next bus or train. This problem is especially bad in the evenings when I usually have to wait 30-40 minutes just to catch the next bus. I can see the bus leaving when getting off the Metro some days and it is frustrating."
- "Buses should NEVER be AHEAD of schedule. I am very forgiving of getting behind schedule—that can happen for any number of reasons—but there is no reason, no excuse to ever be ahead of schedule and therefore leave before the stated time. That is unconscionable!"

BUS INFORMATION

- "Whenever I use the bus, I never know when it will arrive. Put an electronic map at each stop so I can see how much longer the wait will be or if a bus just went by, in which case I might not want to wait."
- "I would like a better way to view bus locations through the Fairfax Connector system via an application on my smart phone."



Spring 2022 Public Outreach Summary

• "It is difficult to navigate the bus service system. Any additional support with that would be helpful (better apps, better maps at bus stops and, on an app/website). I do not use the Fairfax Connector often because I am not always sure that I can get from Point A to Point B, or C."

MAINTAIN EXISTING SERVICE

- "Please keep the Annandale Road Route 803. This is the only public transportation from Annandale to the Falls Church Metro station, and a lot of people rely on it since Metrobus canceled their bus on this route."
- "Very simply, I am against you eliminating Route 585 if you do not provide any other routes that service the area of Franklin Farm east of Fairfax County Parkway. As it stands, the proposed changes have NO service in that area which is unacceptable."
- "There has been a bus traveling on Walney, Poplar Tree, and Stringfellow Roads in Chantilly for over 20 years and it should continue to provide that local service so that it is not required that everyone drive to a park and ride lot. Thank you for your attention to my comments."

ACCESSIBILITY OF BUS STOP (SIDEWALK, CROSSWALK)

- "Having to fold a stroller really impacts my utilization of Fairfax Connector buses. It is very difficult to manage children and stroller-folding next to traffic, and because of this I generally only ride when my husband and I are both available."
- "There is a bus stop on Wiehle Avenue heading north in between Baron Cameron Avenue and North Shore Drive. That bus stop is not paved and not connected to the sidewalk. Getting off at that stop can mean walking in mud or snow, in the dark, to get to the sidewalk on North Shore Drive. That needs to be fixed."
- "Lack of sidewalks/crosswalks is the biggest downside I've noticed using Fairfax Connector in Reston. Stops in my area often have sidewalks on one side of the road but not the opposite side and sometimes not even a way to cross nearby without jaywalking."

TRANSFERS

- "Synchronize times and destination of buses in shared routes and with Metro trains. I have to
 endure a lengthy wait at Franconia-Springfield Metro Station arriving from Washington exactly
 when two buses (Routes 341 and 494) depart to my destination (Saratoga Park and Ride)"
- "If buses could try to consider the arrival of trains when they stop at Metro stations, that would be great. For instance, if a train is arriving in the next four to five minutes, maybe the bus(es) could wait to allow people to potentially transfer."
- "The buses need to be more on time than they are so that connections are not missed. The buses can sometimes be late by 5 minutes or more, which makes me miss my connection. Also, it would be great if the buses ran more frequently during rush hour like the Metro does to accommodate to that."

METROBUS

• "If WMATA will not restore the 11Y express services between Mount Vernon and Washington, DC, Fairfax Connector should fill that gap. As I noted earlier in this survey, there is no direct bus service at all between Mount Vernon and Old Town, neither on the George Washington Parkway or Fort



Spring 2022 Public Outreach Summary

Hunt Road. Route 101 goes to Huntington Metro Station, which is a detour for people heading north. Getting to Old Town is half the challenge. I understand that the Fairfax Connector does not exist to serve Old Town and DC-bound commuters, but there is a need for this transportation. I, along with many co-workers, used to ride the 11Y regularly. I doubt if I will ever commute by public transportation again."

- "Please offer routes that connect Annandale and Falls Church, particularly from areas around Annandale High School to around Falls Church High School. High School students can get free bus passes for the Connector bus, but this is useless for those living near Falls Church High School who have to use the public Metrobus routes."
- "Fairfax Connector needs to supplement Metrobus in the Bailey's Crossroads area to make it easier
 to get to destinations in the north/south directions. There is no good way to get from Bailey's
 Crossroads to Kingstowne, Springfield, or destinations along Arlington Boulevard without long waits
 and/or having to make 2 or 3 transfers."

SAFETY

- "The buses leaving the bus station at Wiehle Metro have so much trouble getting into traffic. It's a very bad design with that exit. Often there is a man there to help with departing buses getting into traffic and very often he does not do anything. It is very frustrating."
- "Need to have a bus shelter and bench reinstalled at the Fairfax County Connector bus stop at the corner of Lorton Market Street near the intersection of Groom Cottage Drive in Lorton, VA. There was previously a bus shelter and bench at this stop about 12 years ago. Due to a serious wind storm, the shelter at that time was damaged and as a result was never replaced. During the winter season it is very difficult for me, being a senior, to stand out there in the cold with other ridders waiting for the bus to show up to take to work in the mornings."
- "Bus stops in Reston tend to be dark. Bus drivers occasionally don't see me when I am waiting at a stop. Are motion detector lights possible?"

TECHNOLOGY IMPROVEMENTS

- "Some kind of notification device either at a stop or on an app, and stop geofencing option to let the driver know a nonregular rider is at the stop would greatly help. I've had drivers drive pass me even when I'm waving them down because it's not my regular schedule/driver. When a stop is moved or shelter built, Connector should provide better notification of where the stop is moved to."
- "The Fairfax BusTracker is completely misleading. It is advertised as a real-time bus status system
 when in reality it is simply broadcasting the prebuilt schedule with no actual real-time updated
 information. It's not a bus tracker. It's a schedule display with a misleading name. This has to be
 fixed."
- "I appreciate the real-time information available via BusTracker, particularly when my bus is running late, but the interface could really use a refresh. (I'm in my mid-40s, so I remember when all tech interfaces looked like that.) Think about attracting younger riders: Connector needs a pleasing smartphone interface."



Spring 2022 Public Outreach Summary

PARK AND RIDE

- "It is difficult for me to get from the Wiehle Avenue/Sunset Hills Road area of Reston to my work near the Reston South Park and Ride. Service to and from the Reston South Park and Ride, even if there are connections, would be much appreciated. I think the more typical use of the Fairfax Connector is north in the morning and south in the evening. Please consider accommodating both directions in the new plan."
- "More parking is needed, though I do not see how this can be done at the Gambrill Park and Ride station because it is close to Fairfax County Parkway and it is a very busy bus line. Perhaps there is another location which is on the parkway that can be opened up for people to park during the weekdays. From where I am (I ride every day) Route 395 seems to be a very busy bus line with lots of people using it to get to the Pentagon or connect on to the Metro."
- "Repair and maintenance of bus stop shelters in Reston Park and Ride. The benches are not clean, not inviting, and the area is in disrepair with old, empty newspaper receptacles."

ON-BUS/BUS

- "I would like to hear happier instrumental sounds during onboard announcements for stop
 requests or when approaching within 2 minutes for stops/end of line. Improved illumination for
 SmarTrip fare and balance reader. Maps labeled at Metro stops with popular sites and attractions
 would also be helpful to riders."
- "If you could please keep the older buses cleaner, especially in the back of the bus, that would be great."
- "Most buses are well under maximum occupancy. Connector should implement smart traveler prediction and deploy smaller vans/buses to add more frequency but reduce the environmental impact."

COST OF FARE

- "I am a high believer that fares should be low (max of \$2.50) as public transportation is the greatest chance people from low-income areas can work in high income areas and move up in the world."
- "Connector bus service would be much enhanced if there were NO CHARGE. This would allow
 more low-income residents, especially the working poor, to ride the Connector. It would also
 speed up boarding by allowing passengers to board as well as deboard from both the front and rear
 doors."
- "Buses should be more frequent and fare free for simple things like shopping. I only use Connector with DASH Bus for connecting to Metro."

BUS PRIORITY

"Bus lanes/queue jumps should be added on Fairfax County Parkway, US 50, Centreville Road; road treatments to make all of those roads safer to cross and improve bus on-time performance are needed. In general, installing BRT features on some of the major roads will improve bus performance and encourage more people to ride, especially with high gas prices. Routes 901 (Centreville Road), 990 (Fairfax County Parkway), and any route along US 50 could benefit. If Route 901 has good ridership, a Route 901X could run express along Route 28 to better connect the Silver Line with Centreville and Manassas."



Spring 2022 Public Outreach Summary

- "Having dedicated bus lanes will help mass transit to happen faster and be more sustainable. It will allow for a better scheduling and planning."
- "I love the bus lanes in Alexandria. I think that should continue all the way down Route 1 to generate additional ridership."

Specific Routes

Free-response comments that mentioned specific route numbers were identified and categorized, and a summary of comments on the five routes with the most responses are included in this section as a sample. A full database off all survey comments has been provided to FCDOT to accompany this summary document.

The top five routes mentioned in comments were routes 101, 305, 306, 401, and 699. Four direct quotes per route number are listed below.

ROUTE 101

- "I would like to see better punctuality. It appears that sometimes buses do not show up at all or show up randomly during the rush hour period."
- "Try to connect the Connector schedule with the departure/arrival schedule of the Metro where feasible, especially at the terminal/end of the line stations."
- "Leave Route 101 the same as it is currently. The new Route 101 is USELESS to people in zip code 22308 who primarily use it to get to Huntington Metro Station. Also, sometimes high school students in the Fort Hunt corridor take this route to get to West Potomac High School. The new 164 route is USELESS to people in zip code 22308 (who want to go to Huntington Metro). The Metrobus 11Y is nearly useless as well as unreliable."
- "The route is excellent as is. Mount Vernon is a major employer and tourist destination, so direct service will maximize ridership. Consider a second route with direct service from Huntington via Fort Hunt Road to Mount Vernon Hospital, another major employer. The proposal requires a transfer at Collingwood Road; if implemented, a pedestrian walk light would be necessary. It is not clear why this route would temporarily discontinue service to Mount Vernon since it is an employment and tourism destination. In general, the presentation is somewhat confusing since the route sheets differ from the overall map."

ROUTE 305

- "Better align the stops in the morning and evening to coincide with Route 395 at Gambrill Road Park and Ride. Often Route 305 arrives a minute or so after Route 395 leaves in the morning and leaves a minute or so before Route 395 arrives in the evening. At least in the evening, the 305 should be expected to wait at the Gambrill Park and Ride if an express Route 395 is inbound to pick up transfers."
- "I would be able to take better advantage of the Route 305 bus if it ran outside of rush hour commute time and on weekends."
- "It would be helpful if you added at least one time during the day other than rush hour, e.g., noon or 1:00."
- "Add stops along Silverbrook Road between Route 123 and Hooes Road. This area has no bus service and needs better service outside of rush hours."



Spring 2022 Public Outreach Summary

ROUTE 306

- "Add the following trips that were formerly operated by Metrobus 17A: Eastbound starting at 8:05 AM, 9 AM, and between 4:09 PM and 8:58 PM; Westbound starting at 6:50 AM, 7:20 AM, 7:50 AM, 2:55 PM, 7:55 PM, 9 PM, and 10:05 PM."
- "This route needs to expand until 12 AM on weekdays and throughout the weekend for folks who need to get to another destination. The route needs to expand because George Mason University students rely on this route."
- "GMU Facilities employees all start at 6 AM, so people have to drive or rely on vanpools to commute to and from work."
- "Route 306 needs to add weekend service and extend weekday service until 11 PM or midnight."

ROUTE 401

- "Thor Drive and Gallows Road neighborhood needs to have more stop, especially on Pence Court. I barely can use the bus because of the inconvenient schedule. It's far away and inaccessible from my destinations. I'd like to use the bus to go to work in Alexandria and Downtown DC. Please add some stops near Aston St or other streets. I also believe the route should not only be going north to south. We need another route where I can get to Alexandria or DC from Thor Drive neighborhoods. The bus is a mile walk from my home and it is not easy for me to use the bus."
- "We need increased service between Tysons Corner area and Dunn Loring."
- "My comments apply to Route 402 as well. This is the ONLY bus from Annandale into Tysons, and the only bus to Dunn Loring Metro station. Frequency isn't terrible, but it's a popular route thus should have even better frequency. Why not run it every 15 minutes? My only complaint is that the route is circuitous. Once I rode from Springfield to Tysons and it took forever. Never again. The bus bays at the Inova Hospital and Dunn Loring Metro made the route much longer because of all the left turns to get into the bays. This was my primary bus from Annandale into Tysons (near the mall) but it took a long time; too long for people who have other transportation choices (i.e., drive) to use. Make it faster!"
- "The Route 401 stop at Greensboro (northbound) and Spring Hill Road is UNSAFE. At a minimum, it needs a paved patch for alighting."

ROUTE 699

- "Add a stop in Stringfellow park and ride for morning pick up and afternoon drop off."
- "Route 699 should serve multiple destinations in downtown DC—Metro Center, Gallery Place/Chinatown (to access the Capital One Arena), and other downtown destinations. This would be really helpful in reaching more destinations in the District."
- "The 699 bus is an essential service for accessing Washington, DC. Please consider increasing frequency and adding additional bus service."
- "I love the 699 bus route! Makes my commute so much better. It would be nice to have bus service from DC to Fairfax later in the evening on weekdays. Sometimes I work late or get dinner after work but then I can't take the bus home because the last westbound bus departs at 6:45 PM."



Spring 2022 Public Outreach Summary

4. Survey Summary

The public survey for the TSP provided an opportunity to gather information on current travel patterns, service improvement priorities, and open-ended comments from the public. This information will be used to guide public transit and bus service improvements over the next 10 years.

The survey is one of several sources of public input for the TSP. Findings are compared with those of three previous countywide survey efforts: the first round of public outreach for the TSP, the market survey, and the on-board survey. Summarized comparisons between the three surveys are in **Table 13** in **Attachment A**.

The survey was responded to by different amounts of frequent riders (477 respondents), occasional riders (344 respondents), and non-riders (284 respondents)—providing a mix of views and opinions but leaning more towards frequent and occasional riders. In general, the survey yielded similar results to previous survey efforts on Fairfax Connector service, particularly on opportunities for improving the service. The most important service improvements to frequent riders, occasional riders, and non-riders alike were frequency during both rush and non-rush hours and connectivity to different places. Overall, the survey met its purposes of gauging community preferences and priorities for route improvements, which will assist Fairfax County in prioritizing future Fairfax Connector service improvements.

5. Online Community Input Meeting Summary

In addition to the survey, the public could also provide input and ask questions during two online community input meetings. Meetings were held on the following dates, and recordings were posted to Fairfax Connector's website:

- Monday, March 28, 2022 at 7:00 p.m.
- Thursday, March 31, 2022 at 7:00 p.m.

The meetings consistent of a presentation from FCDOT staff and a question and answer session. The presentation provided an overview of:

- The TSP process
- Previous countywide outreach efforts and outreach conducted during development of area service plans
- What was heard from previous outreach and how that was used to develop proposed service plans for the TSP
- Levels of service for the proposed TSP service plans
- Examples of route improvements and new routes proposed in the TSP
- Ways to provide input

The majority of questions that were asked from attendees were clarifications on changes to specific areas or questions/suggestions on particular routes. This included:

Reston service changes and timing of Silver Line Phase 2 opening



Spring 2022 Public Outreach Summary

- McLean service clarifications
- Interest in student passes for Manassas and Manassas Park
- Chantilly, Centreville, and Fair Oaks service clarifications and interest in timed transfers at Monument Drive Garage
- Falls Church service clarification and interest in WMATA coordination and plans for Metrobus improvements
- Interest in increased weekend service so it is more in line with weekday service
- Interest in upgraded bus fleet for more consistency
- Interest in understanding how service changes will be communicated in the future
- Route 101—concern over indirect service
- Route 151—clarification of midday service
- Route 341—request for increased frequency
- Route 401/402/400X—service clarification on how Route 400X will work
- Route 651—request for later service
- Route 681—request to introduce this service sooner
- Route 798—service clarification
- Route 901—interest in connections with Route 983

6. Online Stakeholder Input Meeting Summary

Community stakeholders were also engaged through two meetings that followed a similar format to the online community input meetings. Stakeholder meetings were held on Tuesday March 29, 2022—one with business stakeholder and another with community organizations. A summary of these meetings is included in **Attachment B**.

Input received from stakeholders included:

- The most important types of service improvements of the business and community stakeholders were more frequent buses on weekdays during both rush hour and non-rush hour commute times, earlier or later service hours on weekends, and more direct or express service with fewer stops.
- The most important types of other improvements were better schedule and bus arrival time information, more sidewalks and crosswalks near bus stops, more bus stop shelters, and roadway or traffic signal improvements that help buses stay on schedule.
- Effective communication strategies for sharing future bus service changes with the community included use of multiple social media platforms, communication on the bus or at stations in multiple languages, Board newsletters, and messaging around the benefits of increased travel options.
- The importance of safe sidewalk connectivity to bus stops was emphasized by multiple stakeholders.



Spring 2022 Public Outreach Summary

Attachment A

Additional Survey Results Summary



1742

Survey Comparison Summary

TABLE 13: HIGH-LEVEL SURVEY COMPARISON

Survey Topic	TSP Spring 2022 Survey	TSP Winter 2021 Survey	Market Survey	On-Board Survey
Current Travel Frequency	 1,114 respondents 43% frequent riders 31% occasional riders 26% non-riders 	 2,901 respondents 34% frequent riders 32% occasional riders 34% non-riders 	 2,624 respondents 7% frequent riders 27% occasional riders 66% non-riders 	 3,672 respondents 91% frequent riders 9% occasional riders 0% non-riders (this survey was conducted on bus trips, making all riders frequent or occasional)
Future Travel Frequency	N/A	 48% will use Fairfax Connector frequently 36% will use occasionally 15% will not use it 	 35% will use Fairfax Connector 8% will ride at least weekly in the future Out of current riders (those that rode Fairfax Connector in the last 30 days): 13% will use it less frequently 60% will use it more frequently 	N/A
Age Demographics ¹	 1% - Under 19 Years Old 4% - 19-24 15% - 25-34 21% - 35-44 19% - 45-54 21% - 55-64 19% - 65+ 	 1% - Under 18 Years Old 4% - 18-24 13% - 25-34 21% - 35-44 22% - 45-54 21% - 55-64 18% - 65+ 	 0% - Under 18 Years Old 3% - 18-24 26% - 25-34 19% - 35-44 20% - 45-54 16% - 55-64 16% - 65+ 	 5% - Under 18 Years Old 13% - 18-24 25% - 25-34 19% - 35-44 18% - 45-54 15% - 55-64 5% - 65+



Survey Topic	TSP Spring 2022 Survey	TSP Winter 2021 Survey	Market Survey	On-Board Survey
Gender Demographics ¹	45% - Female54% - Male1% - Other	44% - Female54% - Male1% - Other	51% - Female49% - Male	42% - Female58% - Male
Household Income Demographics ¹	 6% - \$20k or less 12% - \$20k to \$50k 23% - \$50k to \$100k 25% - \$100k to \$150k 34% - \$150k or more 	 5% - Less than \$25k 6% - \$25k to less than \$50k 24% - \$50k to less than \$100k 27% - \$100k to less than \$150k 38% - \$150k or more 	 2% - Less than \$25k 5% - \$25k to less than \$50k 24%- \$50k to less than \$100k 24% - \$100k to less than \$150k 45% - \$150k or more 	 34% - \$30k or less 37% - \$30k to \$70k 18% - \$70k to \$125k 11% - More than \$125k
Race Demographics ¹	 68% - White 7% - Black or African American 18% - Asian 1% - Native American or Alaska Native 1% - Native Hawaiian or Pacific Islander 	 74% - White or Caucasian 8% - Black or African American 15% - Asian or Pacific Islander 1% - American Indian or Alaskan Native 1% - Native Hawaiian or Other Pacific Islander 	 75% - White or Caucasian 6% - Black or African American 16% - Asian 5% - Spanish, Hispanic, or Latino 1% - Pacific Islander 1% - Middle Eastern 	 33% - White or Caucasian 14% - Black or African American 14% - Asian 12% - Hispanic or Latino 1% - Native Hawaiian or Other Pacific Islander 1% - Some other race 4% - Two or more races
	 32% - Net Minority 10% Hispanic or Latino 90% Not Hispanic or Latino 	 26% - Net Minority 10% Hispanic or Latino 90% Not Hispanic or Latino 	• 25% - Net Minority	 67% - Net Minority 24% Hispanic or Latino 76% Not Hispanic or Latino
Access to a Personal Vehicle	 76% have access to a personal vehicle 34% of frequent riders do 	 86% have access to a personal vehicle 30% of frequent riders do not have access to a personal vehicle 	• 90% of Fairfax County residents use their car as a primary mode of transportation	 52% of trips are made by riders who have at least one car at their home 39% of riders had a car available for them to use



Survey Topic	TSP Spring 2022 Survey	TSP Winter 2021 Survey	Market Survey	On-Board Survey
			 6% consider public transport their primary mode Out of current riders: 39% consider public transportation their primary mode 13% consider Fairfax Connector as their primary mode 	
Less Frequent Rider Travel Mode	N/A	 Out of occasional and non-riders, 63% drive alone in a personal vehicle to make their most frequent trip The second most common alternative to Fairfax Connector is Metrorail (12% of occasional and non-riders) 	90% of Fairfax County residents consider their primary mode of transportation to be a personal vehicle	 Almost 50% of riders would use a car when their Fairfax Connector routes are not available 23% would get a ride from someone else who has a vehicle 21% would use an appbased transit service 21% would use their own vehicle





Survey Topic	TSP Spring 2022 Survey	TSP Winter 2021 Survey	Market Survey	On-Board Survey
Less Frequent Rider Reasons for Not Riding Fairfax Connector	N/A	 Top reasons for why occasional or non-riders do not ride the Fairfax Connector: Bus does not come frequently enough Preference of other travel modes Bus does not travel when they want Not having bus service where they start or end their trips 	 Respondent's primary mode of transportation (90% personal vehicle use) rated higher than the Fairfax connector because of: Fits into lifestyle Available when you need it Goes to the places you need to go Is a fast way to travel Is easy to use Reliability 	N/A
Frequent Rider Satisfaction	 82% of frequent riders rated the Fairfax connecter service at least a 3 on a scale of 1 (poor) to 5 (excellent) in the area they travel most and in the area they live 69% of frequent riders rated the Fairfax connecter service at least a 3 on a scale of 1 (poor) to 5 (excellent) in the area they travel most 	 75% of respondents identified as being satisfied or very satisfied with Fairfax Connector service 9% were dissatisfied 	 Current riders are generally satisfied with Fairfax Connector 65% of current riders rated the Fairfax Connector favorably on a scale of 0 to 10, rating the service 8 to 10 range 8% of current riders rated the system in the 0 to 3 range 	N/A
Frequent Rider Needs for Improvements	 Frequent riders' top service priorities: More frequent buses on WEEKDAYS during 	 Frequent riders' top areas needing improvement: More service when I want 	 Current riders noted that the most appealing incentives to increase ridership are: 	 Top priorities that would make riders ride more frequently: More frequent service





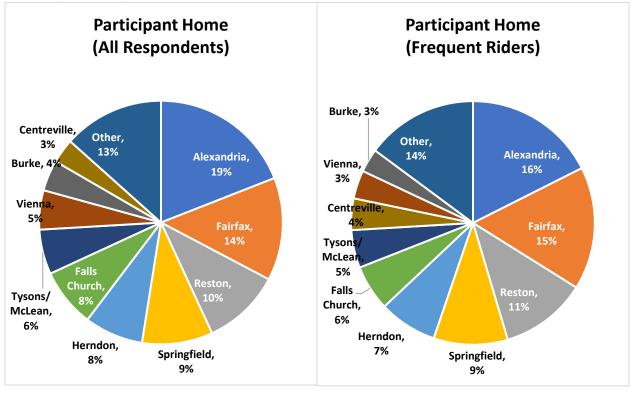
Survey Topic	TSP Spring 2022 Survey	TSP Winter 2021 Survey	Market Survey	On-Board Survey
	rush hours commute times 2. Adjust route to connect to different places • Frequent riders' top 3 areas of improvement: 1. Better schedule and bus arrival time information 2. More bus stop shelters 3. More sidewalks and crosswalks near bus stops	 Information about the bus More stops where I want to get picked up or dropped off Bus stops that are easier to get to 	 Providing accurate realtime information More frequent service Having stops closer to where you like or where you are going 	 Operating later or earlier in the day Offer express bus service Have stops closer to origins and
Opportunities for Improvements	 All respondents top service priorities: More frequent buses on WEEKDAYS during rush hours commute times Adjust route to connect to different places More frequent buses on WEEKDAYS outside of rush hour commute times 	 Top needs for making Fairfax Connector a more appealing travel choice: Having the bus available when needed Getting to the destination on time Being A fast way to travel Going to more places you need to go 	 See above for current rider incentives What would make drivers consider using the Fairfax Connector: Having more stops close to where they live or go Having faster and more direct service Having more frequent service, especially during off-peak hours and weekends, Reduced cost or adding rebates 	 Top priorities for improvement: More frequent service Operating later or earlier in the day Offer express bus service Have stops closer to origins and destinations

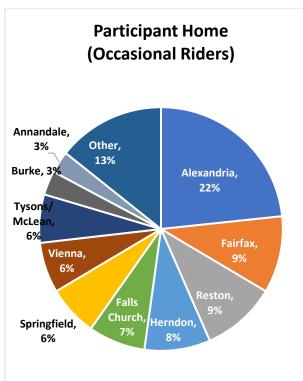
¹Demographic percentages based only those respondents answering

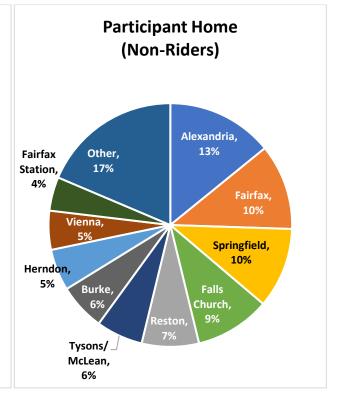


Spring 2022 Public Outreach Summary

Participants by Home Location—Additional Tabulation



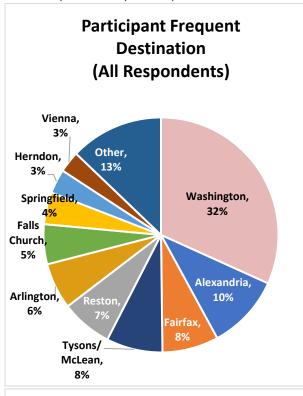


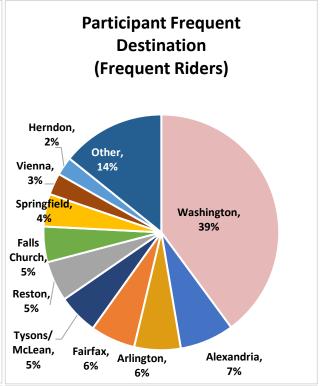


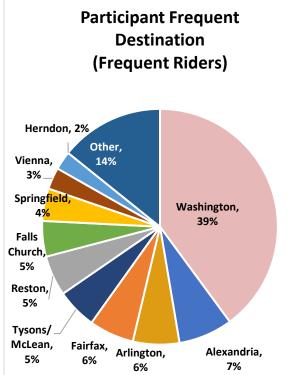


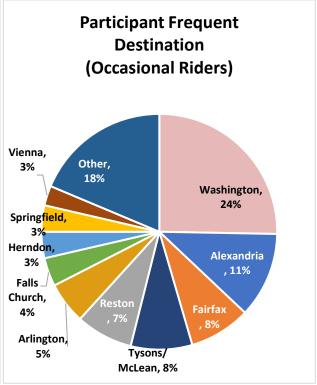
Spring 2022 Public Outreach Summary

Participants by Frequent Destination—Additional Tabulation











Spring 2022 Public Outreach Summary

Attachment B

Business and Community Stakeholder Meetings Summary



Spring 2022 Public Outreach Summary

Meeting Summary

SUBJECT: Business and Community Stakeholder Meetings

DATE/TIME: Business Stakeholders: Tuesday, Marcy 29, 2022, 10:00 a.m.

Community Stakeholders: Tuesday, Marcy 29, 2022, 1:00 p.m.

LOCATION: Virtual Microsoft Teams Meetings

ATTENDEES:

Organization	Attendees		
Fairfax County Project Team	Michael Felschow (PM) Hejun Kang Christian Soughe Bissai Ed Reid Stuart Boggs Kyla Davis	Fairfax County Department of Transportation	
Kala Quintan Nicole Daly	Kala Quintana Nicole Daly	Fairfax County Marketing and Communications	
	Colin Horner	The Rotunda Condominium	
Business	Joan Clark	Transportation Association of Greater Springfield	
Stakeholders	John Boylan	Dulles Chamber of Commerce	
	Deena Gordon Parla		
	Tracy McCarty	Cunningham Park PTA	
Community	Jane Materna	Fairfax County Commission for Women	
Stakeholders	Steve Lee	Korean American Association of Greater Washington	
	Carey Galloway	Friend of Guest House	
Kimley-Horn Project Team	Tyler Beduhn (PM) Sina Musie	Project Consultants	

1. TSP Background

- Stakeholder meetings are essential to identify challenges and opportunities for improvement. Feedback and input are appreciated and encouraged to develop a successful Transit Strategic Plan.
- Fairfax County currently has about 100 different routes. These are a mix of routes that operate on weekdays as well as Saturdays and Sundays. Some routes offer rush hour only service, and other routes provide several limited-stop or express services.
- There is also Metrorail service in Fairfax County, with Connector routes serving all of these stations, as well as several Metrobus routes that operate in Fairfax County.
- The TSP is a 10-year plan that acts as a blueprint outlining desired changes that will improve transit services. It is a living document that can adapt to changes in the community in the coming years.
- Inputs to the TSP include market surveys, on-board surveys, bus service reviews, stakeholder input such as this, and public meetings which are also occurring this week.
- Service recommendations for the TSP have been gathered from the Bus Service Reviews.
- Fairfax County has identified planned improvements and modifications, and through the
 public outreach we want to gather input to help us prioritize the implementation of these
 improvements.



Spring 2022 Public Outreach Summary

 Next steps are the implementation plan and financial plan, approval of the plan by the Board anticipated in mid-FY 2023 and implementation throughout the life of the planning document.

2. Input Received in Previous Public Outreach

- Last year we conducted an initial survey for the TSP, which included preferences of frequent, occasional, and non-riders. This information was used to verify the vision and goals for Fairfax County bus service
- In 2019 there was an onboard survey conducted to hear from existing riders. One piece of that survey was origin and destination, or travel pattern, information that is very helpful in planning for a more effective bus service.
- The year before that in 2018 there was a market survey conducted to better underway reason why resident do or do not use Fairfax Connector bus service.
- During the bus service reviews, over 3,500 comments were received from the public, which were very helpful for developing the service plans we are asking for input on now.
- What we heard
 - The community wants increased frequency of buses, especially during non-rush hours.
 - The community wants greater span or hours of service such as during midday, on weekends, or later into the night.
 - The community wants faster travel from point A to point B using the bus
 - The community want improved connectivity so that the bus is a more viable travel option.
 - The community wants Fairfax Connector to provide the more accurate, reliable and user-friendly information about the service as possible.

3. Proposed Service Plans

- Input received from stakeholders and the public will help prioritize different types of service changes
- Near-term (budget neutral) and mid-term to long-term service plans (would require additional resources) have been developed. Details of the improvements can be found on the TSP website www.fairfaxcounty.gov/connector/tsp.
- The proposed service plans will result in increased total population, minority population, and low-income households within reach of the system. They will also increase the number of routes operating with 15- or 20-minute frequency, and the number of routes that operate all-day on weekdays and weekends.

4. Discussion and Polling

Following the presentation slides on the TSP, the project team facilitated discussions with the stakeholders. This section captures results from both Business and Community Stakeholder meetings. A virtual polling system was used to initiate dialog. Each question is shown in the following section, along with an overview of response and follow-up discussion. These responses were used to understand the communities each stakeholder represented.



Spring 2022 Public Outreach Summary

QUESTION 1: What types of service improvement are most important to you? (Select up to 2)

- More frequent buses on WEEKDAYS during rush hours commute times
- More frequent buses on WEEKDAYS outside of rush hour commute times
- More frequent buses on WEEKENDS
- Earlier or later service hours on WEEKDAYS
- Earlier or later service hours on WEEKENDS
- More direct or express service with fewer stops
- Adjust route to connect to different places
- Other

QUESTION 1 RESULTS

The most important service improvements to business stakeholders were:

- 1. More frequent buses on WEEKDAYS during rush hours commute times
- 2. More frequent buses on WEEKDAYS outside of rush hour commute times
- 3. More direct or express service with fewer stops

The most important service improvements to community stakeholders were:

- 1. More frequent buses on WEEKDAYS outside of rush hour commute times
- 2. Earlier or later service hours on WEEKENDS
- 3. More direct or express service with fewer stops

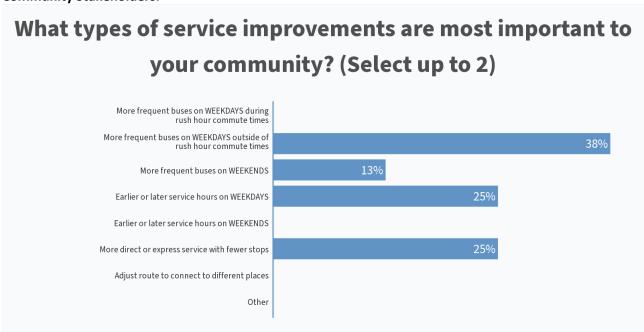
Business Stakeholders:

What types of service improvements are most important to your community? (Select up to 2) More frequent buses on WEEKDAYS during 33% rush hour commute times More frequent buses on WEEKDAYS outside of 22% rush hour commute times More frequent buses on WEEKENDS Earlier or later service hours on WEEKDAYS 11% Earlier or later service hours on WEEKENDS 22% More direct or express service with fewer stops 11% Adjust route to connect to different places Other



Spring 2022 Public Outreach Summary

Community Stakeholders:



A summary of discussion points around this question is shown below for each meeting, as applicable.

Community Stakeholder Discussion

Retails hours end at 10 or 11 at night and people have schedules outside the typical 8 to 5
period. Women will tend to need flexible working hours which may not be covered well by
typical peak service hours. Very often hourly jobs will require punctuality as well, occurring
outside the typical "commuting" period.



Spring 2022 Public Outreach Summary

QUESTION 2: What other types of improvements are most important to your community? (Select up to 3)

- Better bus stop lighting
- Better schedule and bus arrival time information
- Better wheelchair or stroller access to bus stops
- More bus stop shelters
- More bus stop benches
- More sidewalks and crosswalks near bus stops
- Roadway or traffic signal improvements that help buses stay on schedule
- Dedicated bus lanes (lanes on the road that can only be used by buses)
- Other

QUESTION 2 RESULTS

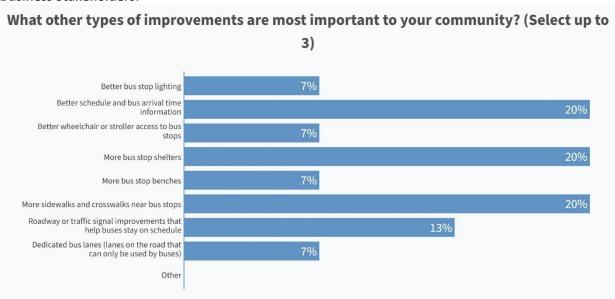
The most important other types of improvements to business stakeholders were:

- 1. Better schedule and bus arrival time information
- 2. More bus stop shelters
- 3. More sidewalks and crosswalks near bus stops

The most important other types of improvements to community stakeholders were:

- 1. Better schedule and bus arrival time information
- 2. More sidewalks and crosswalks near bus stops
- 3. Roadway or traffic signal improvements that help buses stay on schedule

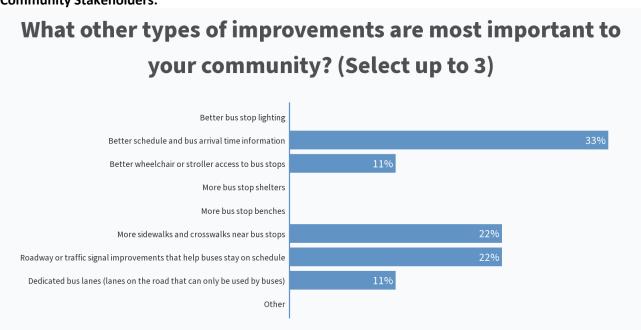
Business Stakeholders:





Spring 2022 Public Outreach Summary

Community Stakeholders:



A summary of discussion points around this question is shown below for each meeting, as applicable.

Business Stakeholder Discussion

- What are behaviors post pandemic and how are we driving them back to buses?
- People in some cases need to stand on the side of the road with no shelter or lighting.
- No crosswalks are a challenge in some areas.

Community Stakeholder Discussion

- Wheelchair and stroller access are important to emphasize. If it isn't available, people
 won't be able to use it. If it is available, continuing to advertise and indicate its
 availability will reinforce community use of the service. New stops are being
 constructed; however, the sidewalks have not necessarily accompanied the new stops,
 leaving those locations inaccessible for the time being.
- Stakeholders emphasized the use of traffic signals and roadway improvements to help transit.



Spring 2022 Public Outreach Summary

QUESTION 3: As the bus service changes are implemented in the future, what is the most effective way to communicate these changes to your community?

QUESTION 3 RESULTS

Business Stakeholder Discussion

- Social media (multiple platforms)
- More messaging around existence/benefits of increased options and links between Metro Station and bus lines.
- Connecting with HOA management and local management of real estate
- Public meetings
- It is difficult to reach everyone

Community Stakeholder Discussion

- Interviews with local media and Q&A sessions
- Communication on the bus in multiple written and verbal languages
- Board newsletters
- Pamphlets and signage on buses and at transit stations

QUESTION 4: What are potential concerns your community may have about proposed bus service improvements?

QUESTION 4 RESULTS

Business Stakeholder Discussion

- Hard to reach out to everyone in the community—proud of Fairfax for how they are trying to reach out to the community.
- The improvements will be beneficial. The problem in Tysons is that often we cannot safely walk to bus stops/Metro. There are missing sidewalks.
- What provides the most bang for the buck?

Community Stakeholder Discussion

- In general, my perception is that the county buses are a safe zone. I would like riders and drivers to feel safe while on the bus.
- I haven't seen Mason District or Annandale specific improvement plans to be able to comment on this.



Spring 2022 Public Outreach Summary

QUESTION 5: What other thoughts or ideas can you share with us to improve Fairfax Connector bus service for your community?

Business Stakeholder Discussion

- Routes need to be reliable. Too frequent changes in routes make them hard to rely on and understand.
- Buses take twice as long than driving—is there a way to say what the average time a
 bus takes to get to destinations? This may help with selling bus services vs people
 driving individual vehicles.
- How are we getting large employers involved and giving them info to give to their employees?

Community Stakeholder Discussion

- In Korea, especially crowded downtown area, traffic is crazy. The subway used to be
 the only way to get around the city but recent years, bus services are getting the best
 use. This is because bus stops are set up with computerized schedule notification
 system and get to destination closer than subway.
- Is bus service improvement gear toward creating transportation to and from residence area to business areas or just navigating around the community?
- Consider revising routes to not only focus on home to work, but focuses on all services, including community services, schools, retail, food.

5. Public Outreach

- Current Public Survey is open until April 16, 2022
- Additional comments and questions can be submitted through the following:
 - Email: fairfaxconnector@fairfaxcounty.gov
 - Call 703-339-7200, TTY 703-339-1608
 - Mail to:

Fairfax County Department of Transportation

C/O Transit Planning – Public Comment TSP 2022 4050 Legato Road, Suite 400 Fairfax, VA 22033