



*A Fairfax County, Va.,
publication*



To request this information in an alternate format, call 703-324-5874; TTY 703-449-1186.

Table of Contents

Introduction.....	4
Survey Approach.....	6
Demographic Profile of Respondents.....	6
Key Findings.....	8
Recommendations to Address Unmet Needs and Improve Transportation.....	8
Modes and Patterns of Transportation Use.....	10
Driving Patterns.....	11
Trip Purposes.....	11
Transportation and Mobility Barriers.....	12
Taxi Subsidies.....	15
Travel Training.....	16
Accessing Information.....	17
Mobility and Transportation Priorities.....	17
Transportation Information and Resources.....	18
Appendix 1: Survey Results.....	20
Appendix 2: Respondents' Suggestions for Improving Transportation.....	35

“I would like to age in place, but not being close to easily accessible transportation will be a problem for me.” –Survey respondent

Introduction

Accessible and affordable transportation is a critical need for older adults and people with disabilities in Fairfax County and the cities of Fairfax and Falls Church. Transportation promotes independence. The ability to maintain mobility enables people to age in place in their communities. Many people eventually need to give up driving due to the effects of age and disability, but fear that the consequence will be isolation or becoming a burden on their family or friends. *How can residents living in suburban neighborhoods maintain their independence and ability to participate in activities without driving?*

This survey was sponsored by the Fairfax Area Mobility and Transportation Committee, which is a joint committee of the Fairfax Area Disability Services Board and the Fairfax Area Long Term Care Coordinating Council. It supports the creation of a multi-modal transportation system in the Fairfax area that will afford personal independence, choice, and full participation by all individuals regardless of age, disability, or economic status. The transportation challenges facing Fairfax area older adults and people with disabilities are significant. The Fairfax area’s population of residents 75 years and older will more than double from 45,374 in 2010 to 91,716 by 2030.

Figure 1: Fairfax County Forecast for Ages 50-80+

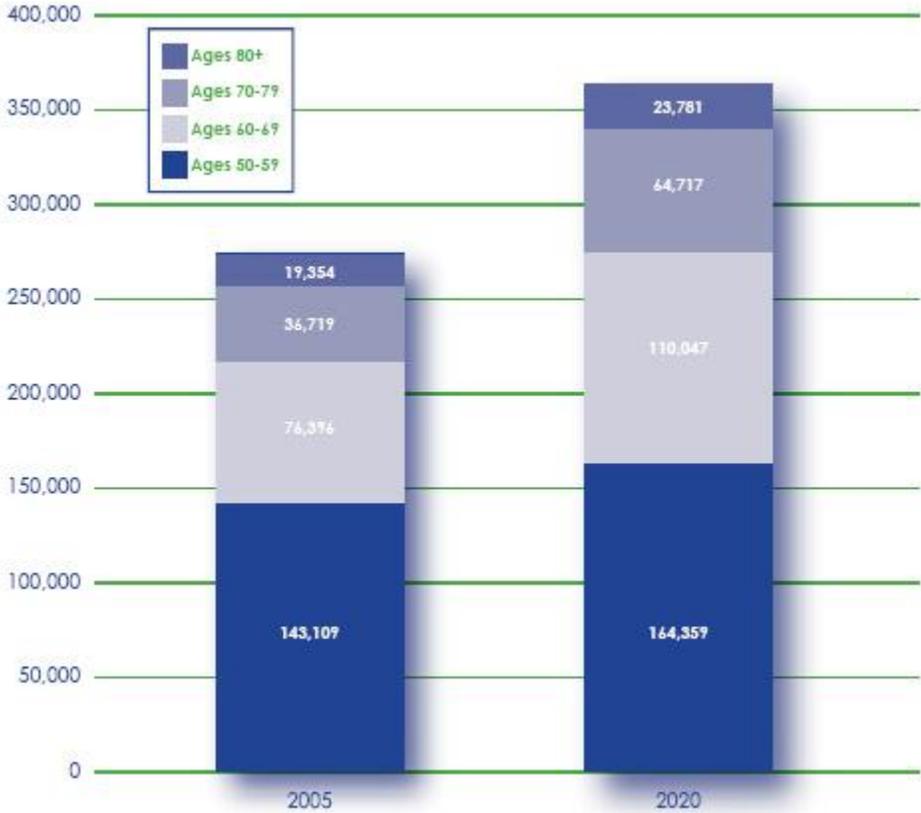
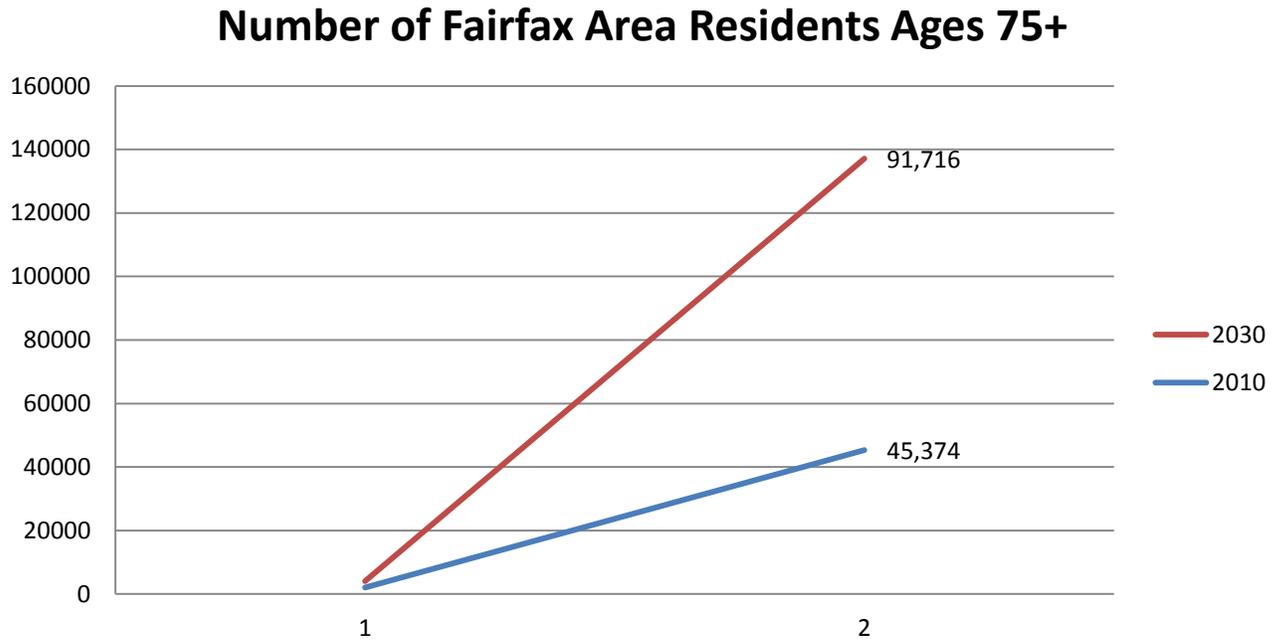
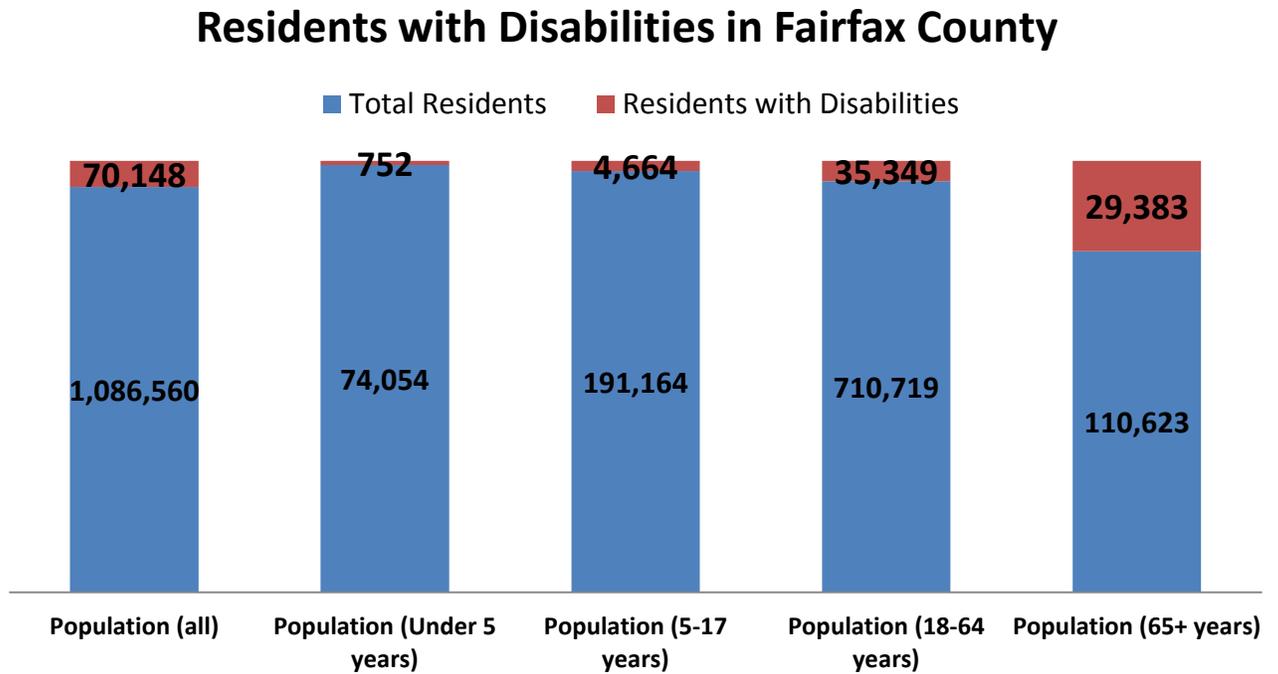


Figure 2: Number of Fairfax Area Residents Ages 75+



Source: Northern Virginia Regional Commission

Figure 3: Fairfax County Residents with Disabilities



Source: U.S. Census Bureau, 2011 American Community Survey

Survey Approach

The Fairfax Area Mobility Options Survey for Older Adults and People with Disabilities was conducted during the winter of 2013. The survey instrument used 27 questions to learn about current trip patterns, unmet needs, barriers, and awareness of existing services. In addition, respondents were asked to help prioritize the committee’s focus areas for future action.

All older adults and people with disabilities residing in Fairfax County and the cities of Fairfax and Falls Church were invited to participate. A wide-scale public outreach campaign was conducted through county and state government agencies serving people with disabilities and older adults, Fairfax County Public Schools, community-based aging and disability organizations, *Golden Gazette*, senior centers, libraries, senior housing sites, county e-newsletters, and social media. The survey was available online or by hard copy. The survey yielded 1,163 responses.

Demographic Profile of Respondents

The survey gathered data on respondents’ birth year, zip code, and annual household income. In addition, they indicated which aspects of their personal mobility are difficult and what mobility devices they used to get around.

Respondents’ birth years spanned from 1905 to 2002. The average respondent’s birth year was 1940 and the median age was 72. The majority of respondents were female (67%). Respondents had difficulty climbing stairs (61.8%), walking ¼ of a mile (58.5%), and lifting or carrying a package (51.1%). Over one-third of respondents (30.5%) used a cane or walker and almost 14 percent (13.8%) used a mobility device such as a wheelchair, scooter, or power wheelchair.

Figure 4: Where Respondents Reside

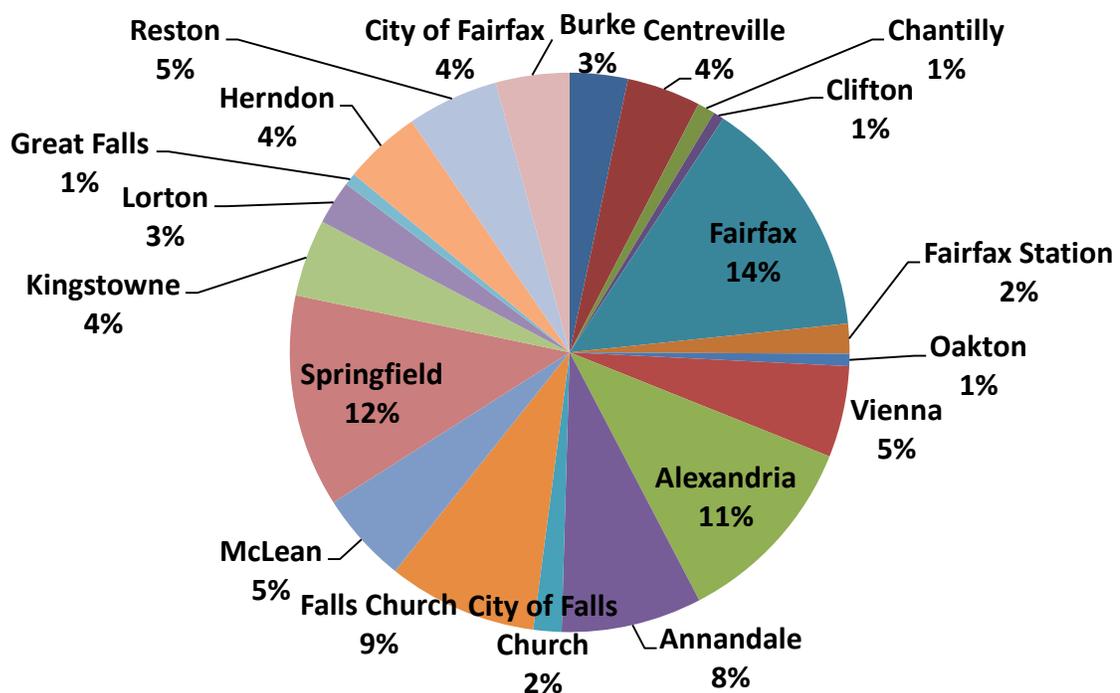


Figure 5: Respondents' Annual Household Income

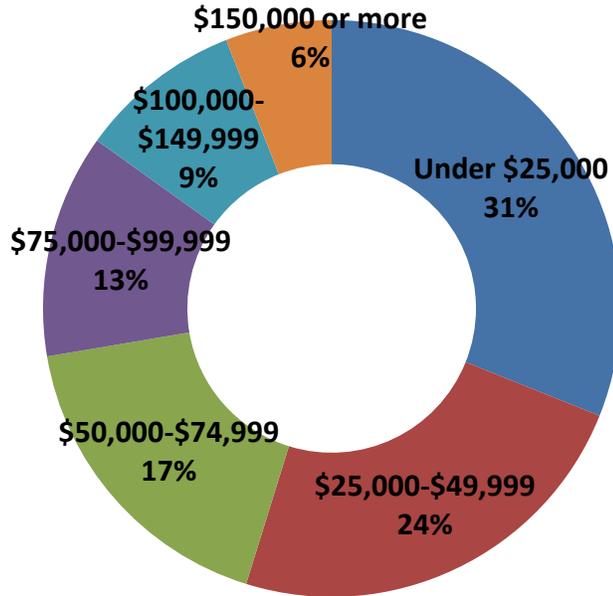
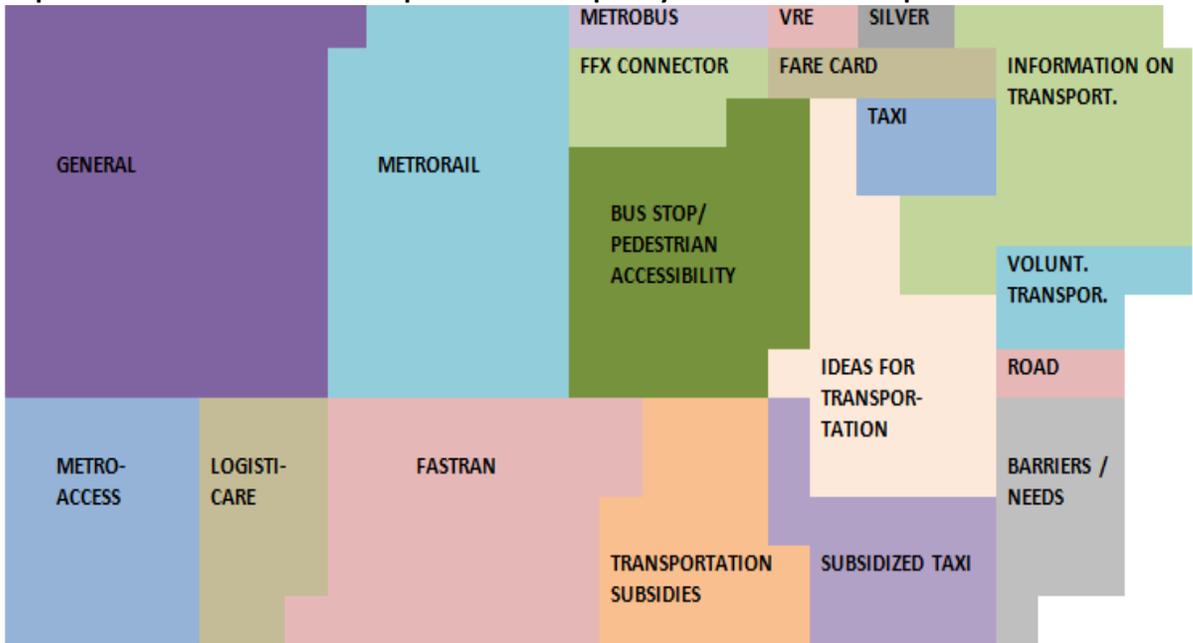


Figure 6: This graphic depicts the comments received from respondents about different transportation issues. Block sizes represent the frequency of comments on a particular issue.



Key Findings

- Twenty-seven percent of respondents were unable to get somewhere in the past month because they could not find transportation.
- The majority surveyed were not aware of free travel training programs that could help them increase their independence.
- Those with the lowest annual household incomes are most likely to not leave their homes in a typical week.
- A significant number restricted driving to avoid rush hours, inclement weather, and driving after dark.
- Nineteen percent of MetroAccess customers have been denied a MetroAccess trip because comparable bus or rail service was not running at the day/time of the requested trip.
- Thirty-four percent of older adults and people with disabilities who have difficulty finding transportation are not aware of any fare discounts, or taxi subsidies. Sixty-four percent are not aware of free travel training programs.
- Inaccessible bus stops, unsafe pedestrian crossings, and limited service prevented older adults and people with disabilities from using public transit.

Recommendations to Address Unmet Needs and Improve Transportation

Based on the survey results, the Fairfax Area Mobility and Transportation Committee recommends the following improvements for transportation.

Mobility Management

- Establish a mobility management coalition, managed by a staff coordinator, to foster collaboration to expand transportation options for older adults and people with disabilities. The coalition will evaluate current transportation services for inefficiencies, highlight gaps in transportation availability, provide a forum and create expectations for collaboration between transportation providers, and form community partnerships to improve and expand transportation programs.

Public Transit

- **Off-Peak Service:** Increase bus service during off-peak times to connect neighborhoods with shopping centers, senior centers, recreation centers, and libraries, as well as transfer points at main-line transit stops. This was the most frequent request from survey takers.

- **Fares:** Expand locations where people can buy Senior SmarTrip cards and Metro Disability ID cards. Display information on Metrorail station parking policies and fees more prominently to prevent confusion by occasional riders.
- **Stop Announcements:** Install automated bus stop annunciators and visual LED displays on all buses so that riders with sensory disabilities can independently use the buses. Upgrade communications equipment as necessary and train Metrorail operators to announce stations clearly at every stop.
- **Accessibility:** Conduct public service awareness campaigns about the importance of priority seating areas for older adults and people with disabilities on buses and Metrorail. Improve way-finding signage, as well as lighting at Metrorail stations. Ensure that escalator and elevator outages are fixed expeditiously and publicize ELES alerts notifying riders of elevator and escalator outages so they can make alternate travel plans. Provide elevator redundancy at every new Metrorail station.
- **Empowerment:** Provide contact information at transit stops to enable riders to report accessibility barriers and deficiencies in service.

Bus Stop Accessibility and Pedestrian Issues

- **Pathways:** Advance bus stop accessibility improvements by constructing sidewalks and curb cuts leading to stops, installing pedestrian signals and crosswalks, and adding shelters with sufficient seating.
- **Empowerment:** Provide contact information at bus stops to enable riders to report inaccessible bus stops.

Paratransit - MetroAccess

- **Fare Policy:** Provide a consistent, affordable fare structure that is easy to understand, especially for individuals with cognitive disabilities. MetroAccess currently charges double the fastest fixed route fare for the time period requested, as much as \$7.00 one-way.
- **Service Area Policy:** Provide consistent service hours throughout the MetroAccess service area, particularly to subsidized housing complexes built for older adults or people with disabilities. Many are denied service and have no other transportation during hours in which nearby fixed route bus service is not running.
- **Service Quality:** Develop and implement procedures that will improve the quality of service so that excessively late pick-ups/drop-offs and no-shows are prevented. Increase drivers' familiarity with local roads to address the problem of drivers getting lost.
- **Communications:** Require that MetroAccess contact customers in their preferred communication mode upon the vehicle's arrival. Customers with visual disabilities cannot watch for vehicles to arrive. Implement a text messaging system for MetroAccess customers with hearing disabilities to contact MetroAccess for the status of their pick-up.

- **Emergency Procedures:** Equip all MetroAccess vehicles with working safety equipment, including shoulder straps and other securement devices, flares, and traffic cones for the safety of passengers and drivers in case of accident or vehicle break-down.

Paratransit - Fastran

- **Eligibility and Fares:** Expand eligibility for Fastran programs or establish a graduated fare policy based on income so that more people can use the service.
- **Group Shopping Trips:** Increase the frequency of shopping trips from senior housing complexes, as bimonthly is inadequate.
- **Partnerships:** Solicit sponsorships from local businesses and community groups for rides by older adults and people with disabilities during off-peak hours at rates that recover off-peak incremental costs (driver salaries and benefits, fuel and maintenance).

Taxi Programs

- **Fare Subsidies:** Establish a graduated subsidy amount based on income for Seniors On-The-Go! so that older adults with moderate incomes can participate. Expand TaxiAccess eligibility to people with disabilities who cannot drive, but do not qualify for MetroAccess.
- **Accessibility:** Increase the number of wheelchair-accessible taxicabs. Customers currently expect a two-hour wait for same-day ride requests.

Awareness of Existing Transportation Programs

- **Print & Internet:** Promote print publications and web sites that clearly describe all of the different transportation options for older adults and people with disabilities, including fare discounts and free travel training. Transportation options should be regularly promoted in the *Golden Gazette* and other print and electronic newsletters and communications/marketing materials for older adults and people with disabilities.
- **Speakers at Forums:** Host seminars on transportation options and travel training regularly at senior centers, senior housing complexes, libraries, and disability and aging organizations. Film and air these seminars on Channel 16 and online for viewing at home.

Modes and Patterns of Transportation Use

Respondents were asked:

- What types of transportation they used and which one they used primarily;
- How many days per week they drove or used another form of transportation; and
- What times of day they drove or used another form of transportation.

The most popular transportation modes were personal vehicles (60.5%), rides from family, friends, and neighbors (48.1%), and public transportation (28.4%). Most respondents still drove, though many restrict driving to avoid rush hours and driving after dark. The primary mode of

transportation for older adults and people with disabilities were driving (53.5%), rides from family, friends, and neighbors (21.2%), and Fastran (7.8%). One-third of respondents depended on rides from family, friends, and neighbors for at least half of their trips.

About a quarter of respondents (24.7%) were very mobile, leaving home every day in a typical week. By contrast, almost one-third of respondents (31.6%) left home only one to three times per week, and sixteen percent of respondents did not leave their homes in a typical week. Of this homebound group, over 40 percent (40.8%) had an annual household income of less than \$25,000.

Almost ninety percent of respondents (89.9%) used a form of transportation on weekdays between 10 a.m.-4 p.m. The other most popular travel times were Sunday (60.6%) and Saturday (59.4%) daytimes; weekdays between 4-7 p.m. (54.2%); and weekdays between 6 a.m.-10 a.m. (51.3%).

Driving Patterns

While the majority of respondents (58.5%) drove, 44 percent restricted driving to a particular time of day, citing the following reasons:

- 64% avoided night driving due to their vision
- 29% avoided rush hours due to congestion
- 4% avoided driving in inclement weather
- 3% limited their driving to local roads and avoided highways

“My family keeps trying to get me to stop driving, but I do not have any good options and do not want to become a burden.”
-Survey respondent

Trip Purposes

Table 1: Activities for which Older Adults and People with Disabilities Need Transportation

Activity	Respondent %
Medical appointments	86.6%
Shopping/pharmacy trips	82%
Visits with family and friends	58.2%
Community events and recreation	57.9%
Religious services	45.7%
Volunteering	30.4%
Work	20.6%
School	6.4%

“I have no sidewalks in my neighborhood, no public transportation nearby, and cannot afford taxis. This means I can’t get out except for critical things. As such, I have given up activities that are important to my overall well-being.”
–Survey respondent

Transportation and Mobility Barriers

Finding Rides

Twenty-seven percent of respondents were unable to get somewhere in the past month because they could not find transportation. Of those who could not find a ride:

- About 70 percent (69.7%) do not drive and have difficulty finding rides on weekdays between 10 a.m.-4 p.m. (44.6%); Sunday daytimes (37.8%); Saturday daytimes (33.9%); weekdays between 4-7 p.m. (30.3%); and Sunday nights (23.5%).
- Nearly two-thirds (63.7%) were not aware of free travel training to learn how to use public transit.
- Over a third of respondents (33.7%) did not know about any of the taxi subsidies and fare discounts offered.
- Forty-five percent have a household income of less than \$25,000.

Public Transit

Buses and trains have accessibility features and provide a half-price fare discount to people with disabilities and older adults. Less than a third (28.4%) of respondents used public transportation and only five percent (5.2%) used public transit as their primary mode of transportation. However, twenty-six percent want to learn how to use public transit.

“I haven’t driven for years and find that I am becoming cut off from my friends and cultural activities because getting places by public transit requires such long waits between buses and multiple transfers.” -Survey respondent

Over half (53.3%) of public transit users have encountered barriers in the public transit system. The most frequent barriers are: service not provided where respondents live (65.5%); service not operated during the times needed (63.1%); travel time to destinations took too long (59.8%); and service was unreliable (55.5%). Many commented that they would like to use public transit more, but the current system is commuter-centric and does not operate enough or at all during off-peak hours. In addition, many respondents noted that Metrorail station parking lots fill up during morning rush hour, which prevents them from using Metrorail on weekdays.

Respondents gave feedback for improving transportation services. The most frequent comments received for public transit were as follows:

Table 2: Most Frequent Feedback for Improving Public Transit

Public transportation (general)	Metrorail
<ul style="list-style-type: none"> ➤ Bus service is needed for local trips and at greater frequency during nonpeak times. The current service is designed for commuters. This recommendation was cited by 5% of respondents – by far, the most frequent comment on the survey. ➤ Public transportation often takes significantly longer than driving. ➤ Passengers do not vacate priority seating areas for people with disabilities and older adults. ➤ There is a lack of bus service that connects to major transit hubs or Metrorail stations. 	<ul style="list-style-type: none"> ➤ There is a lack of parking at Metrorail stations on weekdays after morning rush hour. ➤ Many escalators and elevators in Metrorail stations are not working. ➤ Metrorail parking policies and fees are confusing to occasional users. ➤ Metrorail operators do not announce stations clearly at every stop. Many older adults have hearing loss and so it is hard to hear stops and announcements. Many Metrorail cars either do not have visual displays or the displays are not always working.

Fare Discounts

Figure 7: Awareness of Fare Discounts Offered by Public Transit Systems

	Percent	Count
Metrorail	41.9%	456
Metrobus	40.2%	437
Fairfax Connector	24.2%	263
CUE Bus – services the City of Fairfax	12.4%	135

Bus Stop Accessibility

Although buses are accessible, many bus stops or sidewalks leading to the bus stops in the Fairfax area remain inaccessible. Inaccessible bus stops lack sidewalks, curb cuts, or safe routes leading to the bus stops. Over forty-three percent (43.7%) of public transit users reported that they have poor access to bus stops or Metrorail stations. The most frequent comments received for bus stop accessibility were as follows:

- Many bus stops are not within walking distance or safe for pedestrians to reach from their neighborhoods.
- Many bus stops lack shelters and seating so that riders are protected from inclement weather and have a safe and comfortable place to wait.
- Many bus stops or the intersections leading up to them lack curb cuts, sidewalks, and bus stop pads.
- Many intersections leading to bus stops lack pedestrian signals and crosswalks, which prevents people from safely crossing.

MetroAccess

MetroAccess, operated by WMATA, is the region's ADA paratransit that provides door-to-door transportation for people with disabilities whose disabilities prevent them from using public transit. In February 2011, WMATA made substantial changes to eligibility, fares, service areas, and operating hours, which has caused numerous barriers to MetroAccess users.

Prior to the 2011 changes, MetroAccess users paid a flat fare (\$2.60/one-way trip) and were able to travel to any destination in the WMATA service area during the Metrorail operating hours.

“MetroAccess regularly gets me to work late and my supervisor gets upset at me. I am afraid I will lose my job because of the unreliability of the service.”

–Survey respondent

After the policy changes, the service area was reduced to locations that are within 3/4 mile from fixed route transit. MetroAccess' operating hours were changed to the corresponding public transit hours of the rider's pick-up and drop-off locations. Customers whose neighborhoods only have bus service during commuting hours lost MetroAccess service outside commuting hours.

Nineteen percent of MetroAccess users reported being denied MetroAccess service because the bus routes near their homes did not run on a particular day or time. Over 45% (45.5%) of users who were denied a trip had a household income of less than \$25,000, which limits their ability to pay for other transportation options.

The fare policy went from a flat rate to a varying fare structure based on the fastest comparable fixed route trip, up to \$7.00 each way. Many MetroAccess users noted that the fares are cost-prohibitive and it has forced them to limit their trips.

The most frequent comments received for MetroAccess were as follows:

- The fares are too high, forcing customers to limit their amount of rides.

- Excessively late pick-ups/drop-offs and vehicle no-shows occur regularly.
- Drivers are unfamiliar with the service area and get lost.

Fastran

Fastran offers specialized transportation for residents of Fairfax County and the cities of Fairfax and Falls Church participating in human services programs. The Critical Medical Care Program is for residents who undergo continuing dialysis, cancer treatments, or rehabilitative services. The Dial-A-Ride Program provides transportation to medical appointments and essential shopping trips on weekdays between 10 a.m. and 2 p.m. In addition, Fastran provides limited transportation from senior centers and senior housing to shopping centers.

Over 15 percent (15.7%) of respondents used Fastran – and half of users took Fastran as their primary mode of transportation. Of those who relied on Fastran for their primary source of transportation, over 37 percent (37.3%) could not get somewhere in the past month because they could not find transportation, and over half (52.2%) regularly have difficulty finding transportation between 10 a.m. and 4 p.m.

The most frequent comments for Fastran were as follows:

- The income limit eligibility for Fastran is too stringent. Many residents may not have or cannot afford other transportation options, but their income limit is too high to qualify for Fastran.
- The bimonthly Fastran trips from senior housing for shopping trips are insufficient.
- The Fastran Dial-A-Ride hours (10 a.m.-2 p.m.) are too limited, especially for customers trying to schedule medical appointments.

Taxi Subsidies

There are numerous taxi subsidy programs available in Fairfax County and the cities of Fairfax and Falls Church for individuals meeting certain age and income eligibility requirements.

Respondents identified which taxi subsidy programs they were aware of prior to taking the survey. Almost 39 percent (38.7%) were not aware of any. Of those not aware of these programs, about a third (32.5%) had a household income of less than \$25,000 and would most likely qualify for the taxi subsidy programs.

“Even using the Seniors On-the-Go! taxi subsidy, many of my taxi rides to medical appointments cost \$25 or more. At my age, I see many doctors, so it is very expensive and leaves very little room in my budget for other trips.” –Survey respondent

Figure 8: Awareness of Taxi Subsidies

Seniors on the Go taxi program		26.0%	283
TaxiAccess program		14.2%	155
CityWheels –taxi program for residents of City of Fairfax		2.5%	27
FareWheels – taxi program for residents of City of Falls Church		2.2%	24
None of the above		38.7%	421

The most frequent comments for taxi subsidies were:

- Many older adults with moderate incomes do not qualify for taxi subsidies, but they cannot afford regular taxi fare.
- The Seniors On-the-Go! taxi subsidy amount is insufficient (users pay \$20 for \$33 worth of taxi fare).

Travel Training

Survey respondents' awareness of travel training programs was very low with more than two-thirds (67.4%) having no knowledge about local travel training programs. Local transit systems and disability rights organizations provide travel training programs for people with disabilities and older adults to learn to travel independently using public transportation. Fairfax County offers a group learning experience with the Mobile Accessible Travel Training bus. However, some riders need more intensive instruction. For Fairfax area residents, WMATA and the ENDependence Center of Northern Virginia offer free travel training to older adults and people with disabilities in a one-on-one or group environment.

Travel training increases independence and spontaneity for older adults and people with disabilities to actively engage in the community. Those who live on a fixed income particularly benefit from the fifty percent discount on public transit.

Unlike public transportation, paratransit and volunteer transportation require at least 24 hours' notice. These specialized programs often limit trip purpose, geographic area, and days and time of service.

Many older adults are concerned about their ability to drive as they age, but are reluctant to give it up because they fear it will lead to isolation and dependence on others. Travel training, combined with adequate transit services, enables residents to increase their mobility and remain independent.

“With proper training and information, I would use public transportation. I can't afford my car and have been too scared to try the bus on my own.”

–Survey respondent

Accessing Information

The most frequent comments about accessing transportation information were as follows:

- There is not a concise directory available that lists all of the different transportation options.
- There is not enough awareness about transportation programs for people with disabilities and older adults.

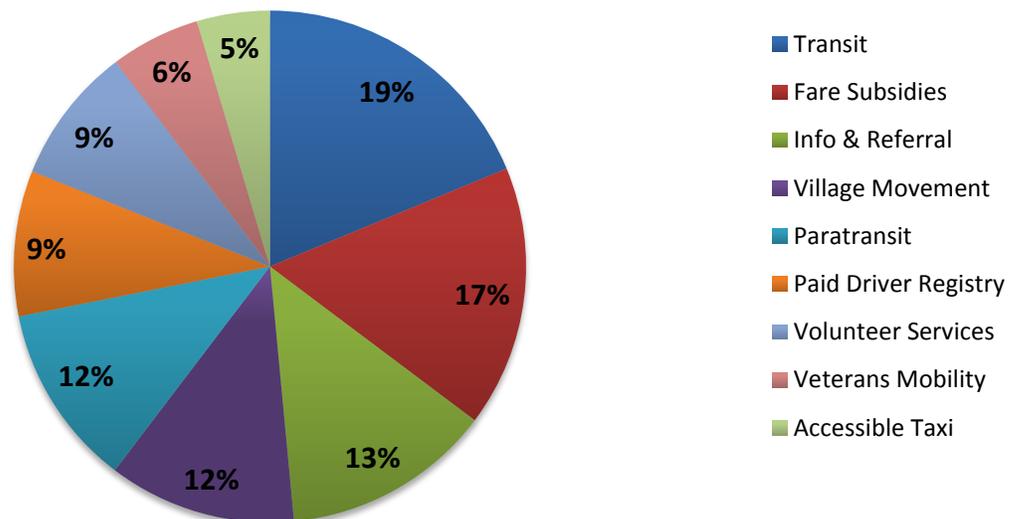
The majority of respondents (63.8%) used the Internet to access information. Over forty-two percent (42.6%) of respondents used the Internet to access information on transportation information, including schedules, fare information, different transportation options, and trip planning. While individual web sites are maintained for every public transportation entity and most paratransit services, few comprehensive current databases exist that outline all mobility options for older adults and people with disabilities.

Although a substantial number used the Internet, respondents wanted transportation information in multiple formats, including print and phone. They recommended that printed materials be available in other languages and be prominently displayed at libraries, senior centers, recreation centers, and aging and disability organizations. Respondents suggested that the *Golden Gazette* should regularly publish articles on transportation options.

Mobility and Transportation Priorities

Respondents selected their top three priorities for improvement, which the Fairfax Area Mobility and Transportation Committee will use to guide their work. Based on the community's directive, the committee will recruit members and establish subcommittees to focus on these initiatives.

Figure 9: Mobility & Transportation Priorities



Transportation Information and Resources

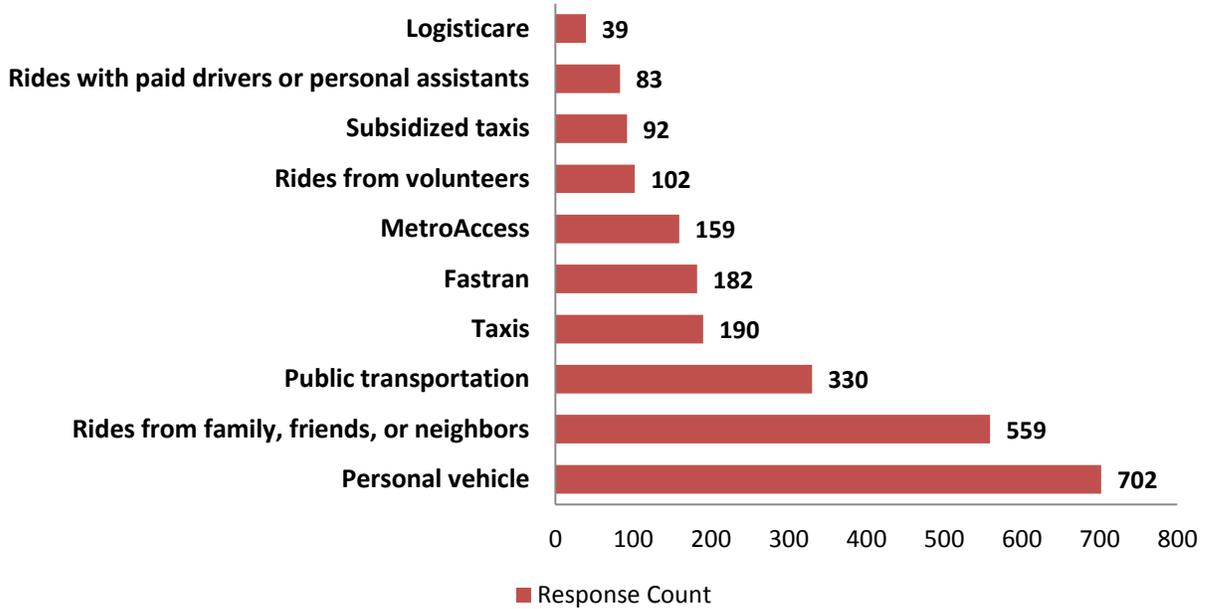
Public Transit	
Metrorail	www.wmata.com/rail/ 202-637-7000
Metrobus	www.wmata.com/bus/ 202-637-7000
Fairfax Connector	www.fairfaxcounty.gov/connector/ 703-339-7200; TTY 703-339-1608
CUE Bus	www.fairfaxva.gov/cuebus/cuebus.asp 703-385-7859
Paratransit	
MetroAccess	www.wmata.com/accessibility/metroaccess_service/ 301-562-5360; TTY 301-588-7535
Fastran	www.fairfaxcounty.gov/rec/fastran/ 703-222-9764; TTY 703-324-7079
Logisticare	transportation.dmas.virginia.gov/ 866-386-8331
Subsidized Taxi Programs	
TaxiAccess	www.fairfaxcounty.gov/ncs/taxiaccess.htm 703-877-5800
Seniors-On-The-Go	www.fairfaxcounty.gov/ncs/seniors.htm 703-877-5800
City Wheels	www.fairfaxva.gov/cuebus/cuebus.asp 703-385-7889
Fare Wheels	703-248-5005

Transportation Information and Resources (continued)

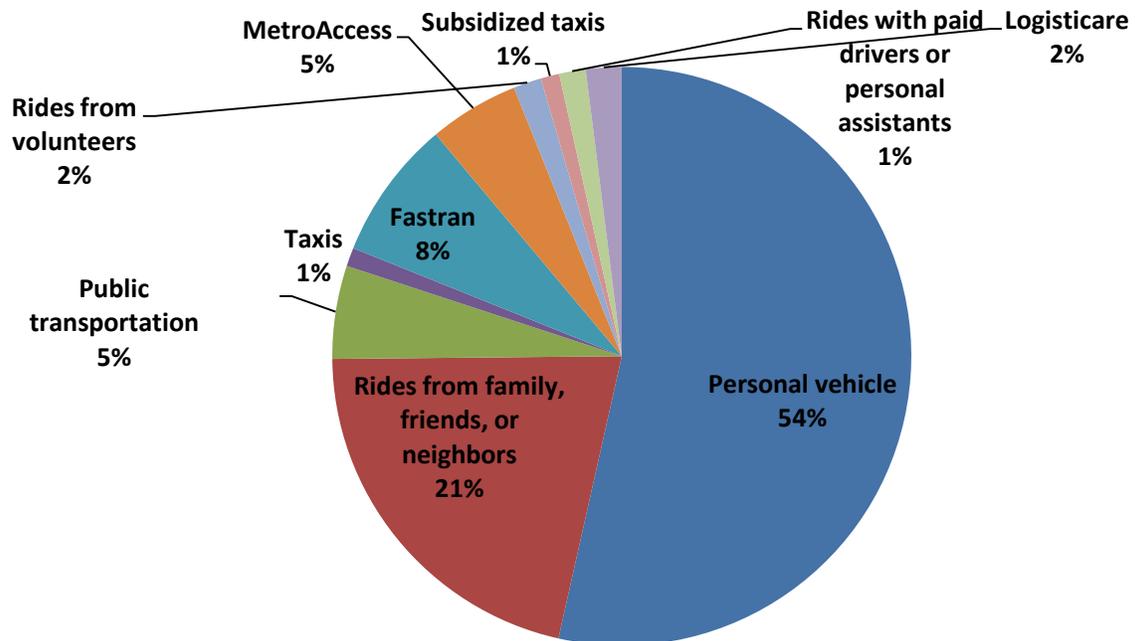
Fare Discounts	
Metro Disability ID Card	www.wmata.com/accessibility 202-962-2700; TTY 202-628-8973
Senior SmarTrip Card	www.wmata.com/fares/smartrip/senior.cfm 888-762-7874
Travel Training	
Metro System Orientation Sessions	www.wmata.com/accessibility/ 202-962-1100; TTY 202-962-2033
ECNV Travel Training	www.ecnv.org/programs/traveltraining.html 703-525-3268; TTY 703-525-3553
Fairfax County Mobile Accessible Travel Training	www.fairfaxcounty.gov/ncs/mattbus.htm 703-877-5600
Transportation Information	
Fairfax County Transportation Information Page	www.fairfaxcounty.gov/dfs/olderadultservices/transportation.htm 703-324-5421; TTY 703-449-1186
Reach a Ride	www.reacharide.org/ 855-732-2427; TTY 202-962-3213
Connect-A-Ride Transportation Resource Center	www.accessjca.org/ 703-323-6494
Community Engagement	
Fairfax Area Mobility and Transportation Committee	www.fairfaxcounty.gov/hd/ltccc/ltccomm.htm 703-324-5874; TTY 703-449-1186

Appendix 1: Survey Results

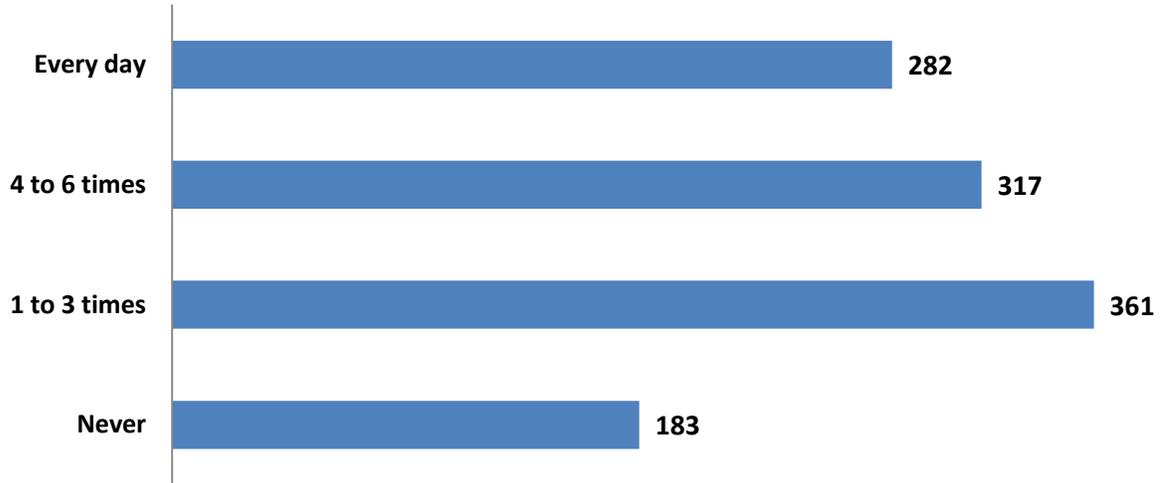
Q1. What types of transportation do you use? (Select all that apply)



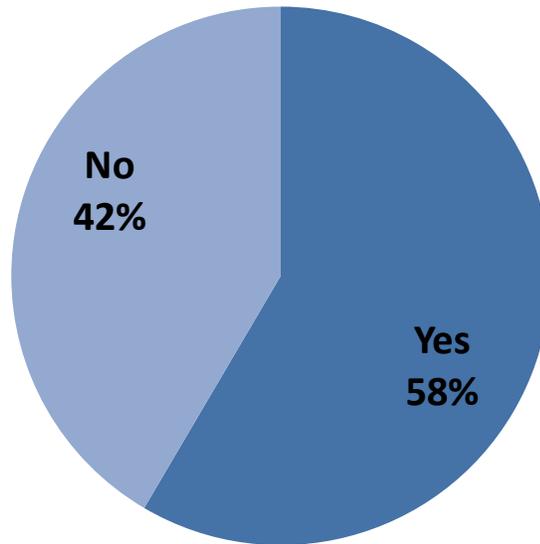
Q2. What type of transportation do you use most of the time? (Select one)



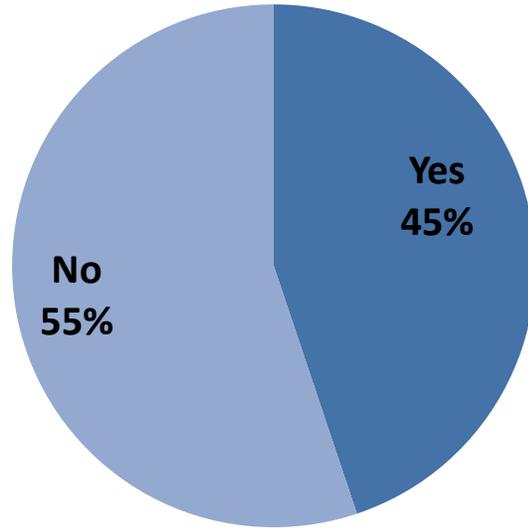
Q3. How many days do you drive or use another form of transportation in a typical week?



Q4. Do you drive?

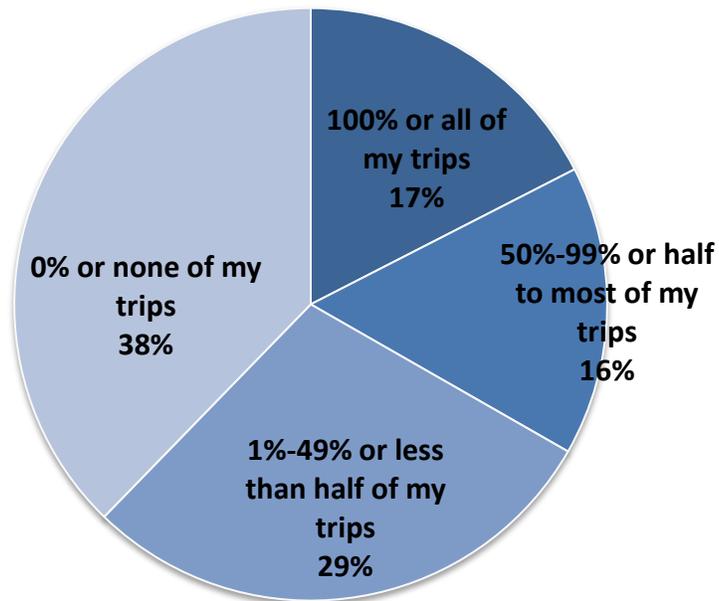


Q5. Do you restrict driving to a particular time of day?*

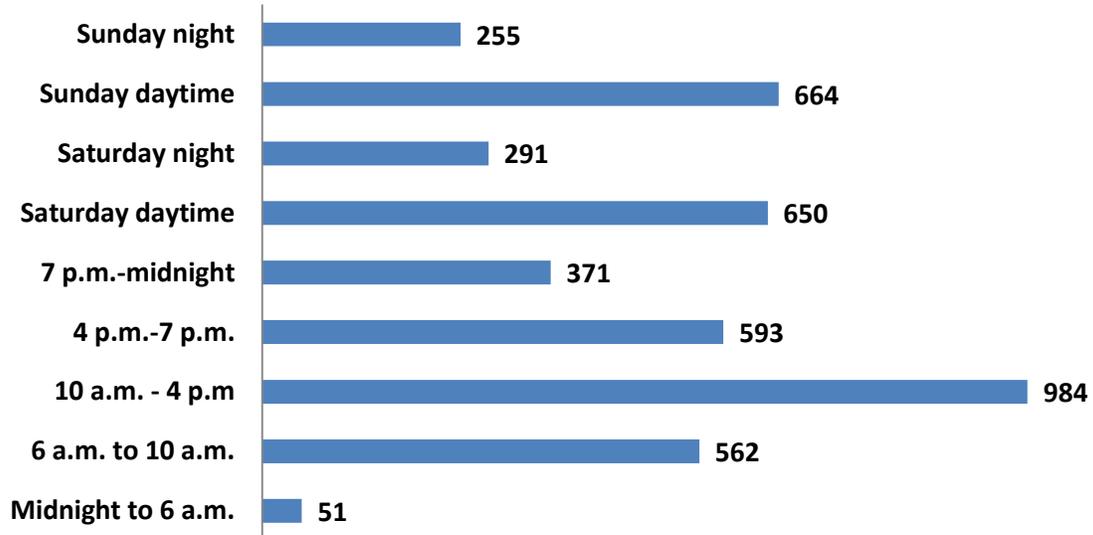


** Responses are from drivers only.*

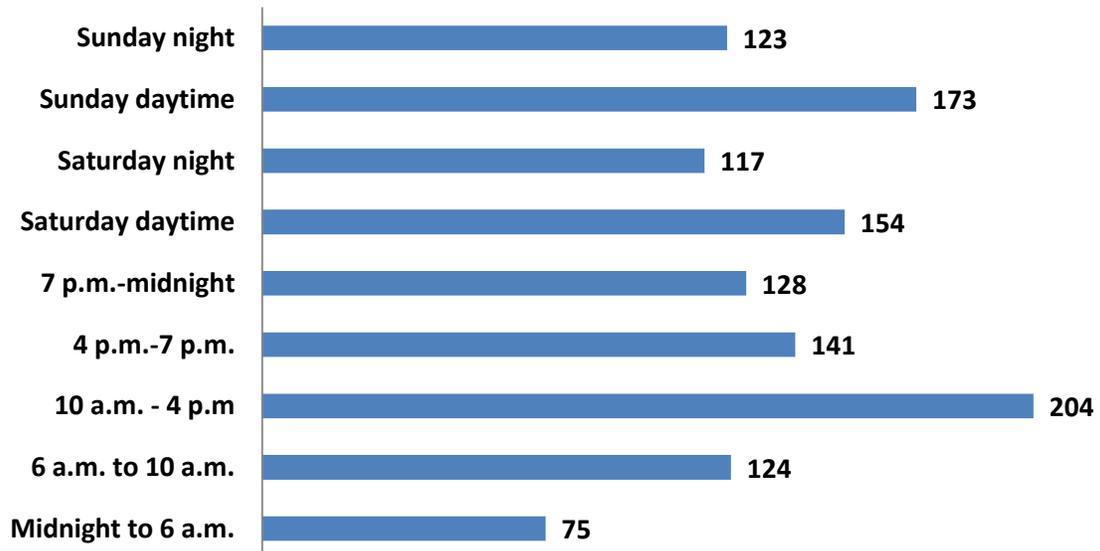
Q6. For what percentage of trips do you depend on family, friends, aides or volunteers for transportation?



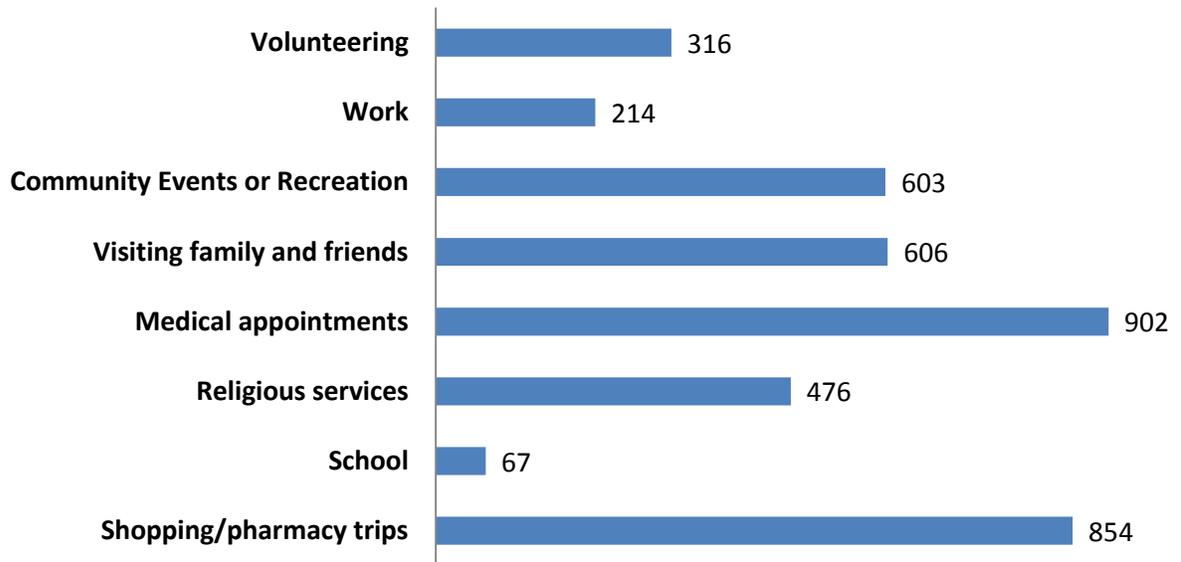
Q7. When using any form of transportation including driving, what times of day do you use transportation? (Select all that apply)



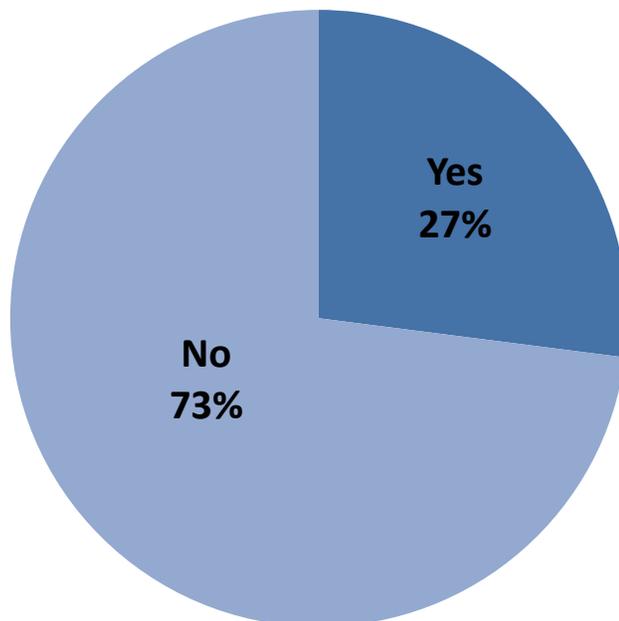
Q8. When using any form of transportation not including driving, what times of day do you *have trouble finding transportation*? (Select all that apply)



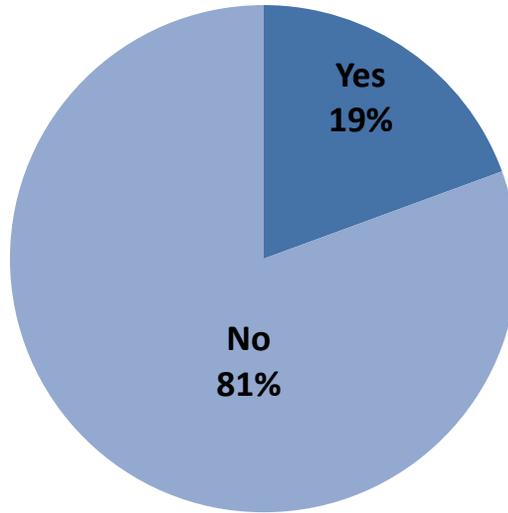
Q9. What activities do you need transportation for?



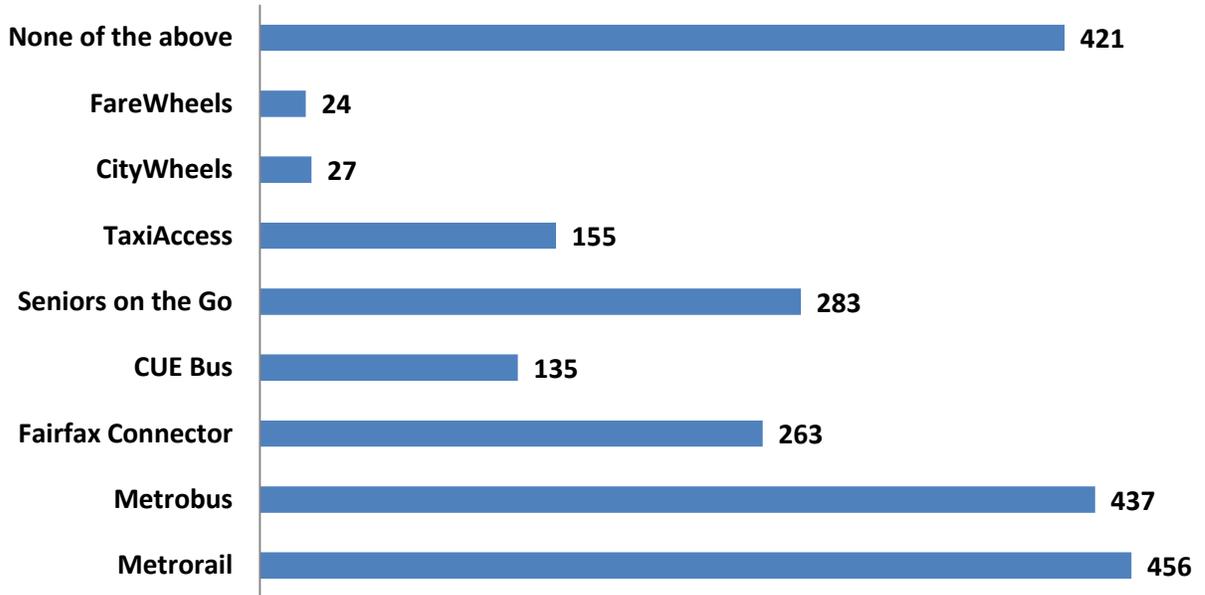
Q10. During the past month, were you unable to get somewhere because you could not find transportation?



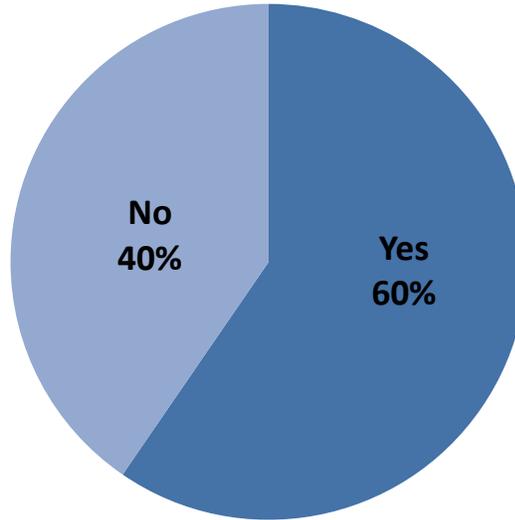
Q11. If you use MetroAccess, have you ever been denied a ride because the bus route near your home does not run on a particular day of the week or time of day?



Q12. The following transportation options offer fare discounts for people with disabilities. Check the ones that you already knew offered fare discounts before taking this survey. (Select all that apply.)



Q13. If you use bus and or rail transportation, have you ever encountered barriers?

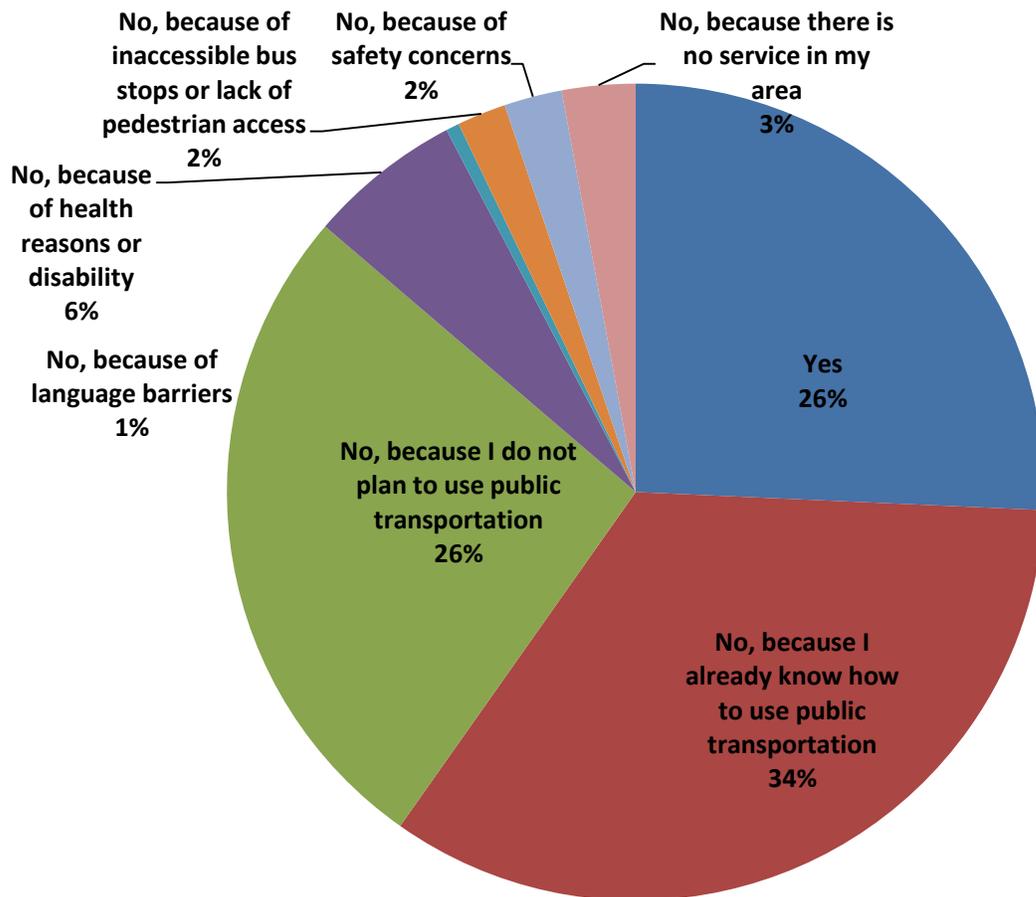


Q14. Please review this list of possible barriers and rate the degree the barrier has been a problem for you.

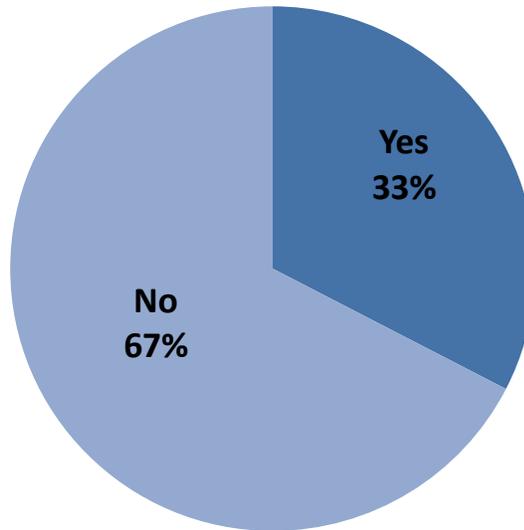
	Never a problem	Sometimes a problem	Always a problem	Prevents my use
The service is not provided where I live or where I want to go.	19.8%	23.8%	8.1%	13.6%
The service does not operate during the times I need.	22.7%	24.7%	6.3%	9.1%
Information about fares, schedules, and routes is difficult to find.	29.4%	19.7%	9.7%	6.4%
I am unclear about how to use public transportation.	33.1%	14.5%	7.5%	10.8%
I have poor access to bus stops or rail stations due to a lack of sidewalks, curb cuts, roads too dangerous to cross.	27.8%	14.2%	11.6%	12.1%
Buses or Metrorail lack the accessibility features I need such as annunciators, visual displays, and detectable warning tiles.	40.5%	10.1%	5.4%	4.6%
I have health reasons that prevent my use of this transportation.	37.4%	11%	6.3%	11.3%

	Never a problem	Sometimes a problem	Always a problem	Prevents my use
I have difficulty boarding buses or trains.	34.7%	15.5%	6.4%	8.9%
Distance from bus stop or Metrorail station is too far for me to walk	22.2%	16.9%	12.2%	16%
I am unable to get a seat.	33.8%	20.9%	3%	2.8%
I do not feel safe while waiting for transportation or on the bus or train.	34.3%	17.6%	4.4%	6.2%
The fares are too expensive.	31.8%	16.7%	9.8%	3.9%
The travel time to my destinations is too long.	22.1%	23.1%	10.9%	5.6%
Stations and bus stops are poorly maintained.	31.8%	18.6%	5.3%	3.9%
Service is not reliable.	24.8%	25.7%	6.5%	4.1%
I do not understand how to make a transfer.	34.2%	12.2%	6.5%	8.8%

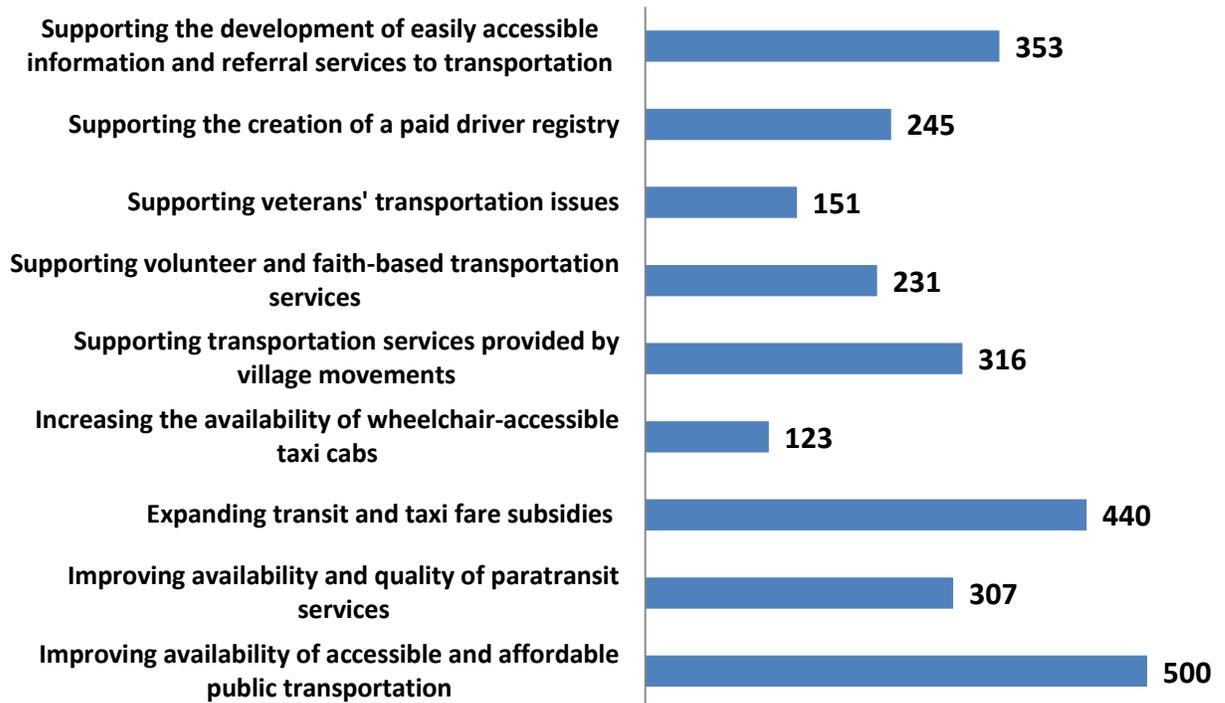
Q15. Would you like to learn how to use public transportation?



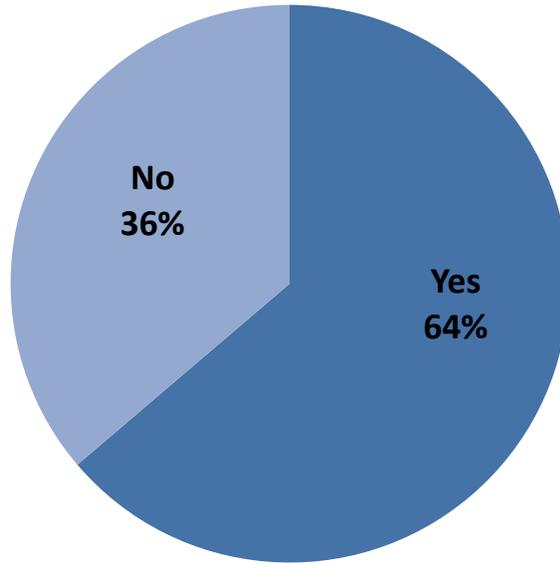
Q16. Are you aware that free travel training is offered to older adults and people with disabilities?



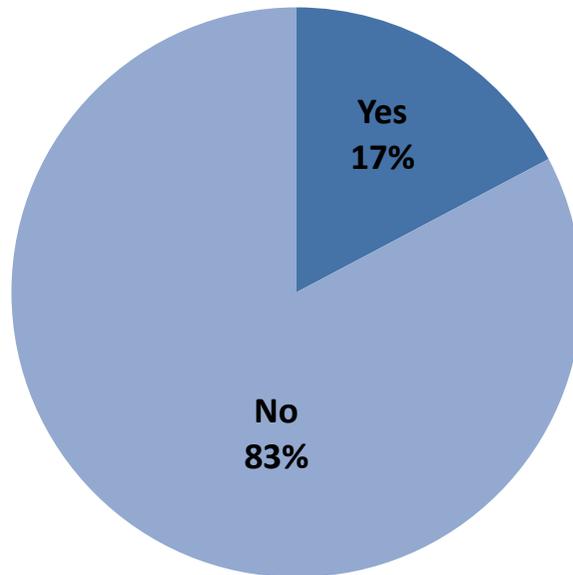
Q17. Please help us prioritize our focus for the next year. Review the initiatives below and check THREE that are most important to you.



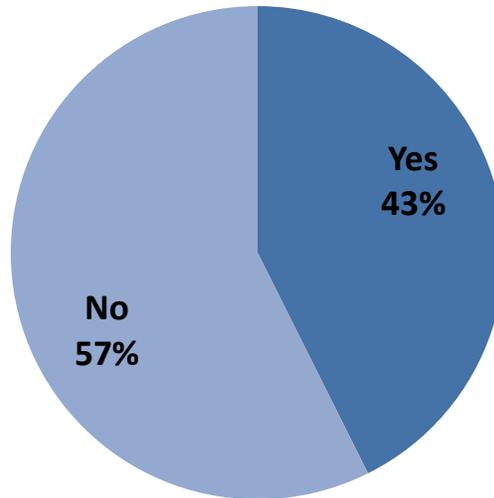
Q18. Do you use the internet to access information?



Q19. Do you use an iPhone or a smart phone to get information?

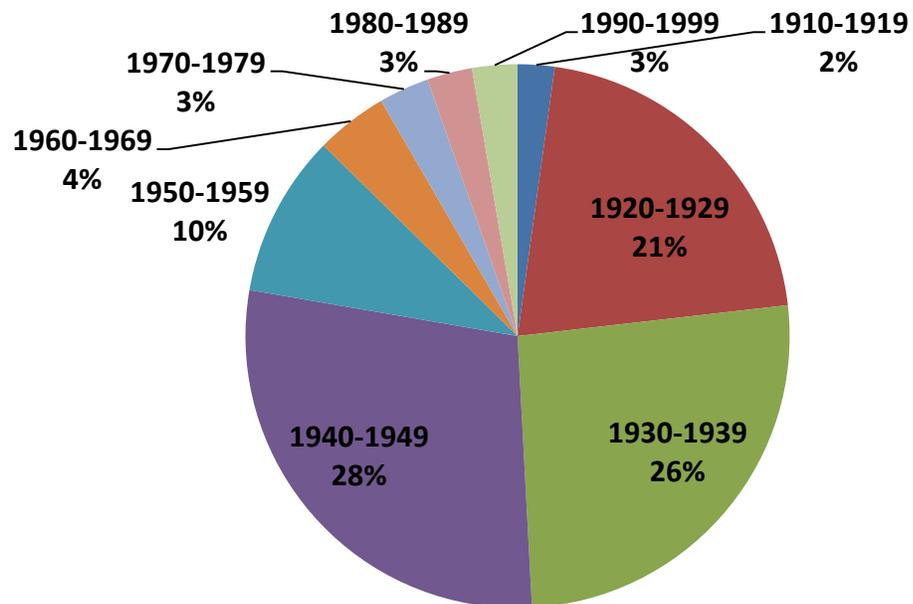


Q20. Do you access transportation information (schedules, fare information, different transportation options, trip planning) online?

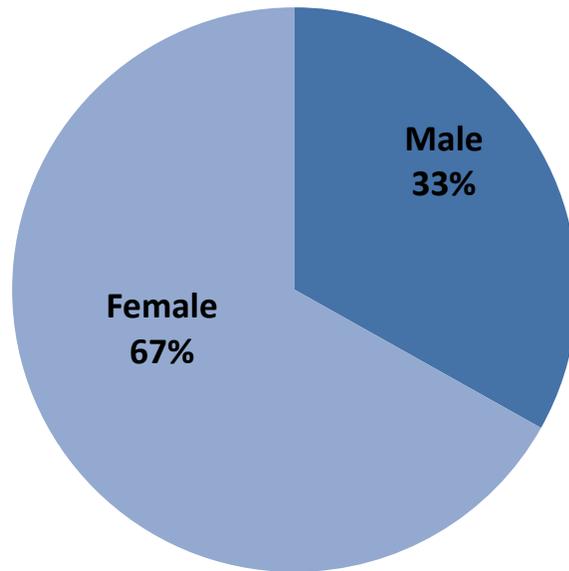


Q21. What is your year of birth?

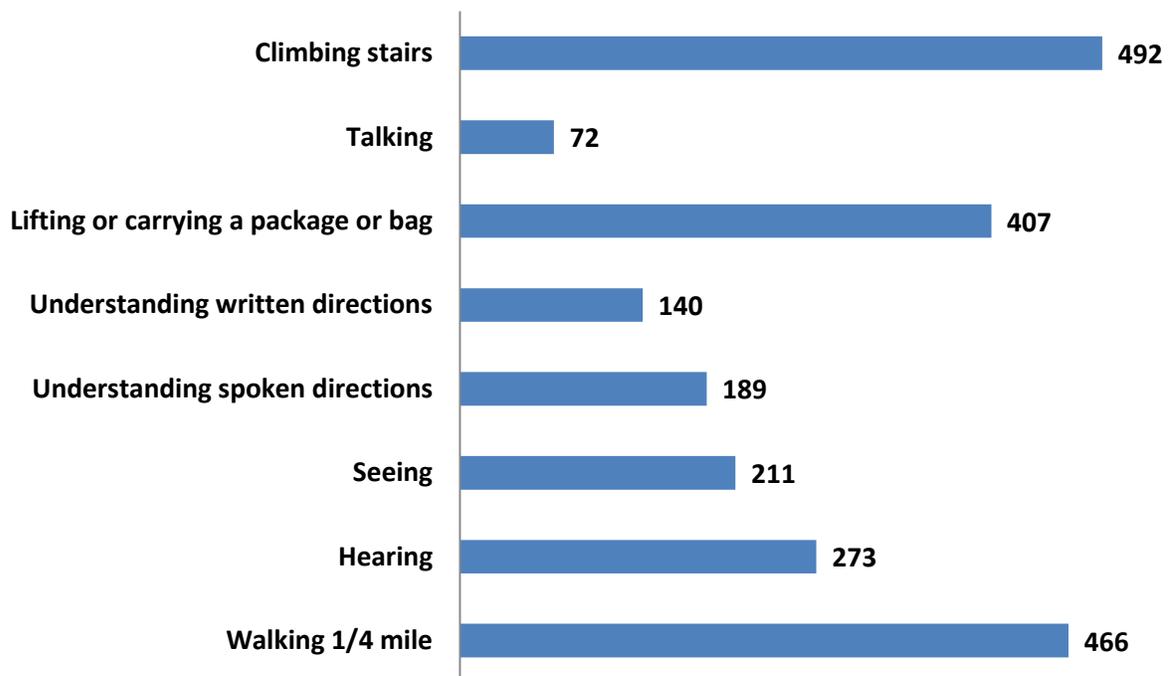
Mean: 1940
Median: 1940
Mode: 1943
Minimum: 1905
Maximum: 2002



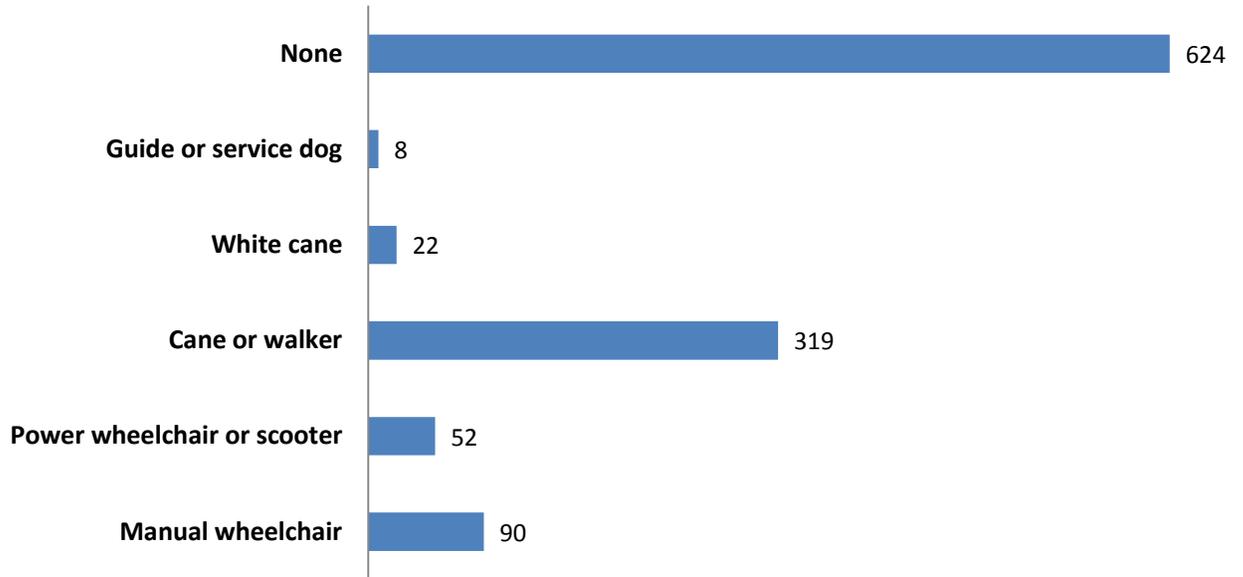
Q22. Are you...



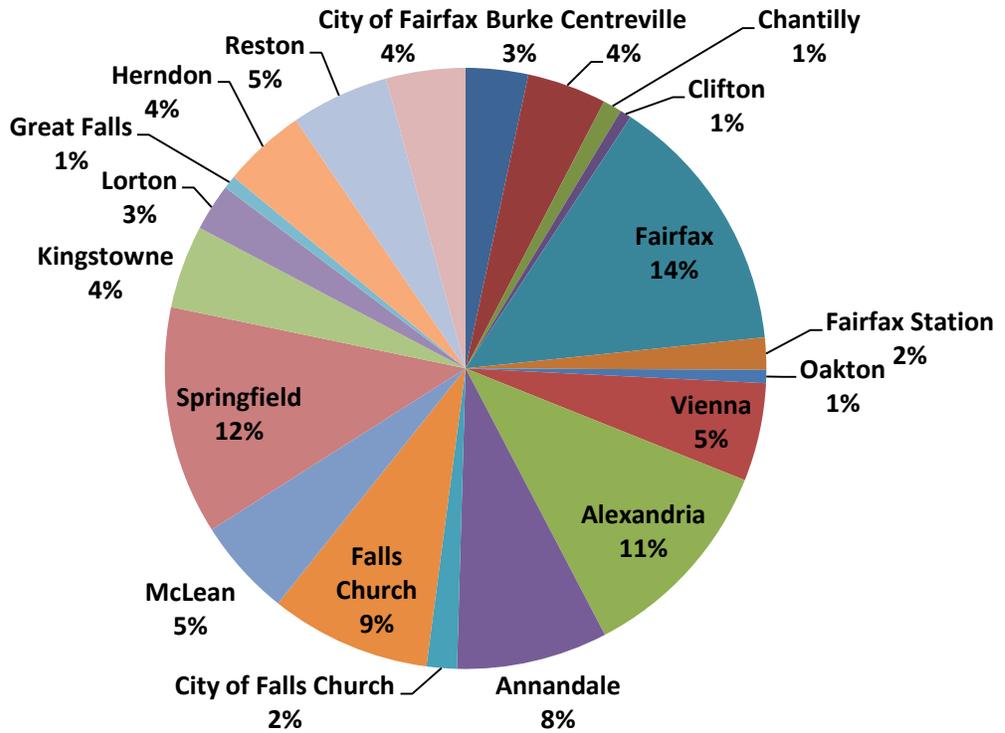
Q23. Please indicate if you have difficulty with any of these activities:



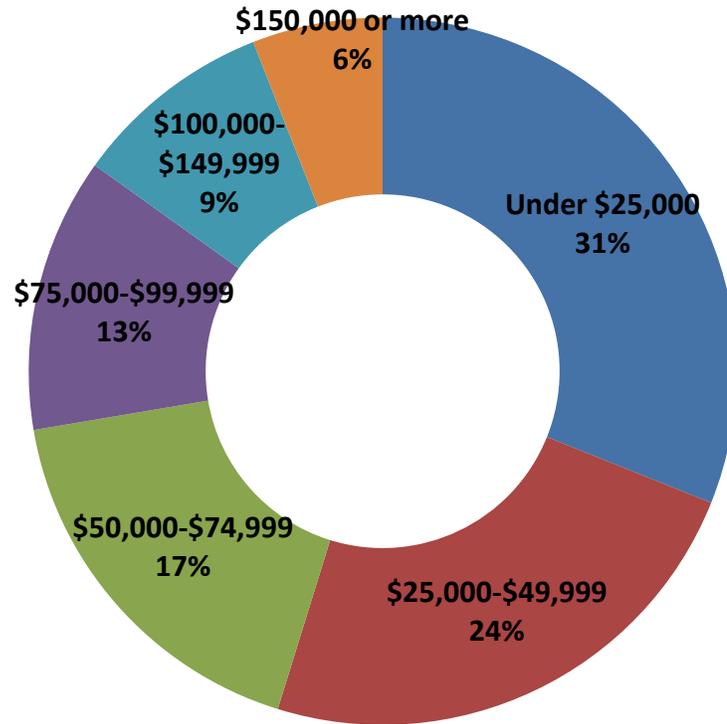
Q24. Do you use any of the following to get around?



Q25. What is your zip code? (Respondents provided zip code)



Q26. What is your annual household income?



Q27. If you have any suggestions for improving transportation services for older adults and people with disabilities, please explain below:

See Appendix 2

Appendix 2: Respondents' Suggestions for Improving Transportation

Question 27: If you have any suggestions for improving transportation services for older adults and people with disabilities, please explain below:

Public Transportation (general)		
Comment #	Comment	Frequency
1	Expand bus service for local trips and at greater frequency in all areas of Fairfax County. The current service is designed for commuters	55
2	Taking public transportation vs. driving takes significantly longer	6
3	Priority seating for seniors and people with disabilities is often taken up by people who do not need it	5
4	Establish a feeder service of smaller buses in neighborhoods to bring riders to main bus routes or Metrorail stations	3
5	Train drivers on disability etiquette and securement of mobility devices	3
6	There isn't access to all parts of the county on public transportation making it difficult to find a job	2
7	Train bus drivers to stop when people ring bell and let them out on their corner, not three blocks past their street so they have to try and walk back	1
8	Customers need to be provided with better bus routes and maps	1
9	Offer free bus transfers for seniors	1
10	Bus drivers need to lower the ramps for entry on the buses	1
11	Bus drivers should assist passengers who need help with getting on and off the buses	1
12	Fairfax County should coordinate with Arlington County on the Columbia Streetcar Project	1
13	Resistant to use public transportation for fear of getting lost or stranded	1
14	Better use of video displays on buses and Metrorail that shows stops	1

Transportation in Specific Communities		
Comment #	Comment	Frequency
15	Bus service needed in the Parklawn community (borders Lincolnia Road, Braddock Road, Columbia Pike and Holmes Run Park)	2
16	Improve public transportation in Burke, which only has commuter service	2
17	Bus service that runs between East Falls Church Metro and close to Old Dominion Drive in Mclean	1
18	More Metrorail service in South County	1
19	Light rail or bus transportation along Rte. 236, Backlick Rd, Maple Ave. (Vienna), Lee Highway, or on the Beltway to Tysons Corner to reach various shopping areas and businesses in these vicinities	1
20	Distance to bus stops in Kings Parks is too far	1
21	Expand bus service in western Fairfax County, which severely lacks transportation	1
22	More frequent bus service to a Metro station from Belle View Blvd. in Alexandria	1
23	Bus service from Rolling Rd./Keene Mill area to malls and shopping (Fair Oaks, Springfield Mall, Kingstowne)	1
24	Bus service connecting Rt. 7 to Gallows Rd. In this part of Falls Church between West Falls Metro and Tysons - there are several streets that would offer a nice, faster connection over to Gallows and Lee Hwy area (Shreve Road, Idylwood Rd.) In a car - it's a 10 minute trip - but to take public transit requires 3 separate rides on bus/rail	1
25	No easy or safe way to access Seven Corners from Columbia Pike	1
Metrorail		
Comment #	Comment	Frequency
26	Difficulty finding available parking at Metro stations after morning rush hour. It would be very helpful if information on a real time basis was available about parking so I'd know it will be available when I get there. Set-aside additional parking seniors and people with disabilities	11
27	Working elevators and escalators needed in Metro stations	6
28	Metrorail stations' parking policies and fees are confusing for occasional users	6
29	Metrorail operators should announce stations clearly at every stop. Many seniors' hearing is poor and it's hard to hear stops and announcements.	5
30	Improve the reliability of the Metro system	3

Metrorail		
Comment #	Comment	Frequency
31	Cost of parking at Metrorail stations is too expensive	3
32	Add lighting in Metrorail station	3
33	Metro should maintain the interiors and exteriors of the trains, especially windows, and the stations better for cleanliness, safety, and security	2
34	Metrorail operators do not give enough time for boarding or warning before closing the doors	2
35	Better signage in Metrorail stations	2
36	Escalators are terrifying for poor-sighted people. Use better markings for each step and slow them down	1
37	All Metrorail stations should be safe for passengers and well-policed	1
38	Metro should do a better job communicating with passengers when there are breakdowns in the system	1
39	Franconia-Springfield Metrorail needs two exits to ease congestion	1
40	Make fares more affordable	1
41	Add detectable warning tiles in all Metrorail stations	1
42	Extend the Orange Line to Centreville, with stops at Fairfax County Government Center	1
Metrobus		
Comment #	Comment	Frequency
43	Expand the 29K-N Metrobus to run more on Saturdays and Sundays	2
44	Provide bus schedules at the Tysons Corner Center for east-bound buses (routes 3T, 15L, 15M, 23A, 28A, 28T)	1
45	More reliable bus service on the 18S and 18H Metrobus	1
46	More weekend service for REX buses, especially along Route 1 and to King Street Metro.	1
47	NextBus needs to be accessible to passengers who are blind or visually impaired	1
Fairfax Connector		
Comment #	Comment	Frequency
48	Fairfax Connector needs annunciators for customers who are blind or have low vision	3
49	People who rely on the bus cannot get to the movie theater at Reston Town Center	1

Fairfax Connector		
Comment #	Comment	Frequency
50	RIB buses in Reston should also run in the opposing directions. From my house it takes an hour to get to Reston Town Center, when I can drive there in 10 minutes	1
51	Implement all-day bus service to the Park and Ride at Gambrill Road/Fairfax County Parkway and bus service to the Franconia-Springfield Metro station	1
52	Very few Fairfax Connector drivers kneel the bus and deploy the ramps for people with disabilities	1
53	Bring RIBS closer to neighborhoods in Reston	1
54	Fairfax Connector bus service in Penderbrook does not run on weekends. This is a time older people would like to visit their families who work	1
55	Bus service needed on Silverbrook Road between Rte. 123 and Hoes Road. The nearest Connector bus stop is 1.25 miles away.	1
56	Fairfax Connector should expand service in Burke	1
CUE Bus		
Comment #	Comment	Frequency
57	Encourage CUE to expand its Sunday schedule (one trip earlier and two to run later) especially during spring, summer, and fall.	1
VRE		
Comment #	Comment	Frequency
58	Weekend service on VRE	1
59	VRE trains need to be made more accessible for people with disabilities. The Alexandria station has a very low platform and requires step boxes, but these are not made available by the train crew staff in a way that makes it easy for passengers to board.	1
Silver Line		
Comment #	Comment	Frequency
60	There must be a reliable, easy, and inexpensive way to get to the Wiehle Ave. Metro station	1
61	I will not be able to use the four new Tysons Metro stations because there is no parking and they are all at least two miles away (no sidewalks) so I can't walk. Therefore, I will continue to drive to West Falls Church Metro	1

Bus Stop Accessibility/Shelters/Sidewalks		
Comment #	Comment	Frequency
62	More bus shelters	8
63	More seating at bus stops	7
64	Make all bus stops ADA compliant	6
65	Audible pedestrian signals needed at intersections leading to bus stops	4
66	Create sidewalks from residences to bus stops (like Hunter Village Drive in Springfield) to enable all people to get to the bus stops safely	2
67	More bus stops closer to home and sidewalks to be able to walk safely to them.	2
68	At some pedestrian signals, I have to go into the road to push the Walk button.	2
69	Sidewalks needed on Braddock Rd westbound between Rolling Rd and King David Blvd	1
70	At the bus stop near 5616 Leesburg Pike, Falls Church, people have to go into the road to push the traffic light button at the corner	1
71	Sidewalks should be widened to allow a wheelchair user and a pedestrian to walk side by side	1
72	Install bus shelter and bench at Old Dominion Dr. and 6th Place bus stop (McLean)	1
73	With my cane it has become a huge effort to get out of my subdivision to the bus stop on Keene Mill Road. It takes me a long time to walk there now, and when I get there, there is no chair or shelter where I can rest. If the bus is late or if I miss it I can manage to wait, or hitch a ride, but I can't sit down	1
74	Install sidewalks on Route 1 and on side roads accessing Route 1	1
75	Need sidewalk along Fox Mill Road to get to bus stop at Lawyers Rd and Reston Parkway	1
76	Install sidewalks on Whispering Lane in Falls Church	1
77	Trimming overhanging tree branches that create barriers like Ivy Oak Court and North Shore Drive in Reston	1
78	Snow removal on sidewalks leading to the bus stops and curb cuts at bus stops.	1
Fare Cards		
Comment #	Comment	Frequency
79	Make it easier to obtain Senior SmarTrip cards	2

Fare Cards		
Comment #	Comment	Frequency
80	People with disabilities should not have to go to Metro HQ in DC to get certified for the Metro Disability ID card	1
81	Institute a simple fare card that can be used for all public transportation and parking at stations	1
82	Some kind of "super" fare card that would work on buses, Metrorail, taxis, etc. that automatically handle senior discounts, transfers, etc., and could be charged to a specified credit card account	1
MetroAccess		
83	Fares are too expensive <i>(Note, some respondents noted economic hardships with the fares, which caused them to quit social activities, their jobs, and delay medical appointments)</i>	8
84	Excessively late pick-ups/drop-offs and no-shows occur regularly	8
85	Drivers unfamiliar with area and get lost	3
86	People with disabilities should not have to travel to Metro HQ in DC to get certified for MetroAccess	2
87	MetroAccess should serve Prince William County	1
88	More efficient scheduling so that you are sharing the ride with other customers going in the same vicinity	1
89	Very difficult to schedule rides	1
90	MetroAccess customers should be made aware of other transportation options like TaxiAccess and Fastran	1
91	Expedite the application/eligibility process	1
Logisticare		
92	Improve the safety, reliability, and timeliness of the service	13
93	Participating vendors need to be trained and accountable	2
94	Coordinate with Virginia Office of Protection and Advocacy to protect persons using Logisticare	1
95	Phone waits to customer service are too long	1
96	Drivers do not speak English	1
97	Vehicles are dirty, have bald tires, and sometimes body damage	1
98	Allow the use of taxis whenever other providers are not deemed safe and reliable	1

Fastran		
Comment #	Comment	Frequency
99	Allow eligibility to Fastran based on unusual or difficult situations like no other transportation options (not just income) or a tiered fare system based on income.	9
100	More frequent trips from senior housing for shopping trips. Bimonthly is insufficient as neither produce nor dairy last that long. At times Fastran is cancelled due to bad weather. That leaves seniors without food for a month.	6
101	Expand Dial-a-Ride hours	4
102	Make Fastran more efficient--many people wait a long time to be picked up/dropped off	4
103	Make Fastran trips to senior centers shorter. More buses needed on certain routes.	3
104	Challenging to book rides because only one staff person schedules trips	2
105	Increase the availability of Fastran for Adult Day Health Care programs.	2
106	Better training for drivers on helping customers who are medically fragile or have disabilities	2
107	Expand service to more areas in the county	2
108	Service to rec centers, parks, and golf courses to keep seniors active	1
109	I live 7 minutes from Lewinsville Senior Center and yet am unable to get there by Fastran. I was given many excuses for not picking me up. I use a walker and I wish to join Senior Plus, but am unable to get there. I will not take a taxi because it is too expensive. I am 89 years old and have wasted my last days of my life for nothing!	1
110	Fastran dispatch needs improvement. When we cancel our trips, the buses show up anyway.	1
111	Please alternate Fastran grocery shopping rides with Herndon House and Herndon Senior Center. We do not need the same destinations on the same dates.	1
Transportation Subsidies		
Comment #	Comment	Frequency
112	Transportation programs that have income limits should be available to others on a sliding scale. If these older adults with moderate incomes were able to use subsidized taxi coupons or use Fastran, it would provide an opportunity to remain in their homes, even when they are no longer able to drive	15
113	Free transportation for people with disabilities and seniors living below the poverty level	2
114	Eligibility information for different transportation subsidies is very difficult to find	1
115	For those who qualify for 100% Real Estate Tax Relief, they should also qualify for Seniors-on-the-Go	1

Transportation Subsidies		
Comment #	Comment	Frequency
116	Base the transportation subsidy on the available spendable income instead of household income	1
Subsidized Taxi Programs (Seniors on the Go, TaxiAccess, City Wheels, Fare Wheels)		
117	Better taxi subsidy for seniors	6
118	Reduce the cost of coupon books for Seniors-on-the-Go so all seniors can use	2
119	Seniors-on-the-Go subsidy should be increased to 50%	1
120	Seniors-on-the-Go should only cost 1/3 of the coupon value like it used to	1
121	When someone enrolls in MetroAccess, they should be made aware of TaxiAccess	1
122	For those who qualify for 100% Real Estate Tax Relief, they should automatically qualify for Seniors-on-the-Go and TaxiAccess	1
123	Eliminate the expiration dates for Seniors-on-the-Go and TaxiAccess coupon books	1
124	Provide more TaxiAccess coupons per year. Taxi rides are too expensive to use when there are so few coupons	1
125	TaxiAccess should be expanded to include non-driving persons with disabilities regardless of whether they use MetroAccess	1
126	Seniors-on-the-Go eligibility should be based on age and not factor in income	1
127	Many cabdrivers do not want to take coupons	1
Taxis		
Comment #	Comment	Frequency
128	Increase the amount of wheelchair-accessible taxis	4
129	Taxis should be more affordable	2
130	Taxi drivers should not drop off elderly/disabled at the curb, but should leave them as near to the door as possible and assist them in and out of the vehicles	1

Ideas for New Transportation Options		
Comment #	Comment	Frequency
131	Regular neighborhood loop transportation that ran from the rec centers to the libraries to the shopping centers and post office	4
132	Provide transportation to and from the senior centers (and sometimes from the center elsewhere)	3
133	Reliable door-to-door service to replace MetroAccess or Logisticare (like STAR)	3
134	Transportation to religious services in areas that do not have public transportation on weekends	2
135	Survey Lake Barcroft residents to see if there's an interest in a bus service for older people to go to the Metro or to stores	2
136	Shuttle service from senior housing to transportation hubs	2
137	One-on-one assessments for transportation needs	1
138	Offer free and convenient transportation to elderly residents needing to get to medical appointments	1
139	Neighborhood transportation service to help seniors who have recently given up driving maintain some independence. It might also provide social connections in the neighborhood (people with similar needs).	1
140	Have a taxi service program that rescues stranded people with disabilities and seniors.	1
141	More on-call transportation that doesn't require 24 hours' notice	1
142	Use school buses to transport buses people with disabilities and seniors in summer and outside of school arrivals/dismissals	1
143	Frequent and low cost or free electrical vehicle service between residences and frequently visited sites in Reston would add to the mix of transportation options we already have	1
Volunteer Transportation		
144	Establish neighborhood volunteer corps to help transport neighbors who do not drive	1
145	Work with Northern Virginia Resource Center for Deaf and Hard of Hearing Persons to increase volunteer drivers for Deaf seniors	1
146	Use volunteers to assist older adults and people with disabilities with public transportation.	1
147	Faith-based volunteer transportation may not be effective as volunteers age out and new residents uninterested or of different faiths/too busy working to help. Suburbs too spread out/isolated.	1
148	Provide a form for users of volunteer transportation specifying that no liability is to be assumed	1
149	Volunteer transportation needed in Mount Vernon area	1

Volunteer Transportation		
Comment #	Comment	Frequency
150	Volunteers needed to assist post-operative patients in getting home. Hospitals will not let post-operative patients walk, take a taxi, or use public transportation to get home unless accompanied by someone	1
Information/Outreach on Transportation Options		
151	Publish a guide and web site for transportation options. It should include Metro and Connector schedules, volunteer driver organizations, carpooling, ride alternatives for people with disabilities, and fare info. Guide should be available at senior centers, senior housing, libraries, etc.	8
152	More public awareness needed about transportation options	4
153	Present on different transportation options at senior centers	3
154	Central phone number for seniors and people with disabilities to call to learn about options	2
155	Every time I ask about transportation options that provide door-to-door service, I get different answers. Some say Fastran will take you shopping or to medical appointments. Other say they do not offer these services. I need correct information	1
156	This survey showed things I didn't know about. With proper help and info, I would use public transportation. I can't afford my car	1
157	Remember that not all seniors have access to the internet when you develop new resources and publications	1
158	When I searched online for transportation options, it was very difficult to find any specific assistance	1
159	Print a short description of the different transportation options in the Golden Gazette	1
160	Mail information packets once a year to all seniors explaining what transportation services are available and how to use and access them	1
161	Publications should be in different languages	1
Road		
162	Buy the land and widen major roads---particularly anything around Northern Virginia Community College	1
163	Stop widening the big roads. Stop catering to the long commuters. Do something for the locals	1
164	Better and larger street signs and better maintenance of road markers	1

Barriers/Needs		
Comment #	Comment	Frequency
165	The availability of accessible parking spaces is very poor in Northern Virginia. There are not enough spaces at many locations and/or they are often inconveniently situated. They are almost always filled	1
166	My husband and I are in our 80s and would like to remain in our home until the end. There will come a time when we cannot drive and our income is too high for Fastran. The bus service in our neighborhood only runs during commuter times and we do not have grocery stores within walking distance	1
167	I can still drive, but fear losing my independence so I should educate myself about other options now.	1
168	I have no sidewalks in my neighborhood, no public transportation nearby, and will not be able to afford taxis to go everywhere. We need options without it taking all day to go to the doctor, run an errand, or attend a county sponsored activity using the current bus system. I will have to give up activities that are important to my overall well-being but are not absolutely necessary.	1
169	I am delaying a knee surgery because I do not know how I will get to the doctor for follow-up appointments.	1
170	I live with my parents, who are both over 60. I depend on them for most of my transportation needs, except for FASTRAN taking me to work each day. My neighborhood does not have bus service. As they get older, they may also need transportation services, which will create further transportation challenges for me.	1
171	We live in a subdivision that depends on owning and driving a vehicle. The other choice I would have would be to move to some place where I don't need a car or personal driver and at this point I would be reluctant to have to do this	1
172	Being employed is the most important part of my son's life. Providing transportation to and from work is vital as I also work. My son is legally blind, wears hearing aids in both ears, and has an intellectual disability. If he took public transportation, he would need an assistant to go with him. We need timely, safe transportation for him	1
173	Often people are stuck without options if they have no car. They stay shuttered in their homes and this complicates health problems	1
174	My family keeps trying to get me to stop driving, but I do not have any good options and do not want to become a burden	1
175	I would like to age in place, but not being close to easily accessible transportation will be a potential problem for me.	1

Barriers/Needs		
Comment #	Comment	Frequency
176	At 86, I am still able to drive and not in the need of transportation services. My problem will be difficult when I can no longer drive	1
177	I haven't driven for at least 7 years, but in the last 3 years I finally find that I am becoming cut off from my friends and cultural activities because getting places requires such long waits between buses and multiple transfers. When I visit my friend in the Merrifield area I often spend more than four hours in transportation time, including walking and waiting. In the past I often took the bus to the Metro to go to events and museums in DC, then Metro back to Springfield and catch a taxi home from the Springfield Metro station. Now I know I can get into town, but I don't go because I am worried about making it back	1

