Enhanced Mobility for Seniors and Individuals with Disabilities

Fairfax County is seeking your help to understand the transportation patterns and mobility needs of older adults and individuals with disabilities within the county and the Cities of Fairfax and Falls Church. Your answers to this brief survey can help us identify improvements and strategies that will continue to allow individuals to age in place in the Fairfax community.

This survey, sponsored by Fairfax County Neighborhood and Community Services, should take about 10-15 minutes to complete. **If you are a family member, caregiver or a person who works with seniors and/or individuals with disabilities, please answer these questions based on the needs and challenges of those you care for.** If you have any questions, you may contact Susan Shaw at 703-324-7075, TTY 711.

Completed surveys can be returned via mail to:

Fairfax County Neighborhood and Community Services
Attn: Susan Shaw
12011 Government Center Parkway, 10th Floor
Fairfax, VA 22035-1115

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1. What activities do you need transportation for? *(Select all that apply)*

- ☐ Shopping *(other than grocery)*
- ☐ Grocery Store
- ☐ School
- ☐ Religious services
- ☐ Medical appointments
- ☐ Picking up prescriptions or pharmacy trips
- ☐ Visiting family and friends or other social engagements
- ☐ Community or Recreational activities
- ☐ Work or job training
- ☐ Volunteering
- ☐ Other *(please specify)* _____

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

- ☐ I drive myself
- ☐ I walk
- ☐ Rides from volunteers
- ☐ Rides with paid drivers or personal assistants
- ☐ Rides from family, friends, neighbors, etc.
- ☐ Public transportation *(bus, rail, etc.)*
- ☐ MetroAccess
- ☐ Fastran
- ☐ Logisticare
- ☐ Taxis
- ☐ Taxi Voucher Program, Fairfax County (Seniors-on-the-Go!, TaxiAccess, Dial A Ride)
- ☐ City Wheels, Taxi program for residents of City of Fairfax
- ☐ Fare Wheels, Taxi program for residents of City of Falls Church
- ☐ Uber/Lyft or other transportation network company
- ☐ Other *(please specify)* _____

3. What type of transportation do you use most frequently? *(Select one)*

- ☐ I drive myself
- ☐ I walk
- ☐ Rides from volunteers
- ☐ Rides from paid drivers or personal assistants
- ☐ Rides from family, friends, neighbors, etc.
- ☐ Public transportation *(bus, rail, etc.)*
- ☐ MetroAccess
- ☐ Fastran
- ☐ Logisticare
- ☐ Taxis
- ☐ Taxi Voucher Program, Fairfax County *(Seniors-on-the-Go!, TaxiAccess, Dial A Ride)*
- ☐ City Wheels, Taxi program for residents of City of Fairfax
- ☐ Fare Wheels, Taxi program for residents of City of Falls Church
- ☐ Uber/Lyft or other transportation network company
- ☐ Other *(please specify)*

_____

4. How many days each week do you use the mode of transportation selected in Question 3?

- ☐ Every Day
- ☐ 4-6 Days of the Week
- ☐ 1-3 Days of the Week
- ☐ Never

5. Regarding your answer to Question 3, have you noticed any changes in the quality of service over the past three years?

- ☐ Quality of service is much improved
- ☐ Quality of service is somewhat improved
- ☐ Quality of service remains the same
- ☐ Quality of service is much worse
- ☐ Not applicable *(I drive myself, walk or do not utilize public transportation)*

Please explain any changes:

_____

_____

6. For what percentage of trips do you depend on volunteer drivers *(other than family members)* for transportation?

- ☐ All of my trips (100%)
- ☐ More than half of my trips (50%-99%)
- ☐ Less than half of my trips (1%-49%)
- ☐ None of my trips (0%)

7. For what percentage of trips do you depend on family or a caregiver for transportation?

- ☐ All of my trips (100%)
- ☐ More than half of my trips (50%-99%)
- ☐ Less than half of my trips (1%-49%)
- ☐ None of my trips (0%)

8. If you have never used volunteer drivers, would you feel comfortable getting a ride with a volunteer driver?

☐ Yes ☐ No ☐ Not sure

If you answered 'No' or 'Not sure', please explain:

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9. If you drive, do you restrict driving to a particular time of day? *(Select all that apply)*

- ☐ Yes, I only drive during daylight hours
- ☐ Yes, I avoid rush hour traffic
- ☐ No
- ☐ I do not drive
- ☐ Other (Please specify)

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10. When using any form of transportation, what times of day do you travel?
(Select all that apply in both categories: "Monday – Friday" and "Weekend")

Monday – Friday

- ☐ Midnight to 6 a.m.
- ☐ 6 a.m. to 10 a.m.
- ☐ 10 a.m. - 3 p.m.
- ☐ 3 p.m.-7 p.m.
- ☐ 7 p.m.-midnight
- ☐ I do not travel during the week

Weekend

- ☐ Saturday daytime
- ☐ Saturday night
- ☐ Sunday daytime
- ☐ Sunday night
- ☐ I do not travel on weekends

11. When using any form of transportation, what times of day do you have trouble finding transportation? *(Select all that apply in all categories)*

Monday – Friday

- ☐ Midnight to 6 a.m.
- ☐ 6 a.m. to 10 a.m.
- ☐ 10 a.m. - 3 p.m.
- ☐ 3 p.m.-7 p.m.
- ☐ 7 p.m.-midnight
- ☐ I do not travel during the week

Weekend

- ☐ Saturday daytime
- ☐ Saturday night
- ☐ Sunday daytime
- ☐ Sunday night
- ☐ I do not travel on weekends

Other

- ☐ I do not have problems finding transportation because I drive.
- ☐ I do not have problems finding transportation because service is readily available.

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

- ☐ Yes *(please explain: _____)*
- ☐ No

13. 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?

☐ Yes ☐ No ☐ Not Applicable

14. Please rate how each of the following challenges has impacted your access to transportation services using the following scale:

1 = does not present a challenge ***3 = always a challenge***
2 = sometimes presents a challenge ***NA = not applicable***

- Public transportation is not provided where I live or where I want to go. _____
- Bus service does not operate during the times I need. _____
- Information about public transportation fares, schedules and routes is difficult to find. _____
- I am unclear about how to use public transportation. _____
- I have poor access to bus stops or rail stations due to a lack of sidewalks, curb cuts, roads too dangerous to cross. _____
- Buses or Metrorail lack the accessibility features I need such as annunciators, visual displays, and detectable warning tiles. _____
- I have health reasons that prevent my use of public transportation. _____
- I have difficulty boarding buses or Metrorail. _____
- Distance from bus stop or Metrorail station is too far for me to walk. _____
- I am unable to get a seat on bus or Metrorail. _____
- I do not feel safe while waiting for transportation or on the bus or Metrorail. _____
- The fares are too expensive. _____
  If marked a 2 or 3, please circle what service: *Taxi, Bus, Metro, Uber/Lyft*
- The travel time to my destinations are too long. _____
- Stations and bus stops are poorly maintained. _____
- Service is not reliable. _____
  If marked a 2 or 3, please circle what service: *Taxi, Bus, Metro, Uber/Lyft*
- I do not understand how to make a bus or Metrorail transfer. _____
- My difficulty in lifting or carrying a package or multiple bags prevents me from using public transportation for shopping trips. _____
- I have difficulty climbing stairs. _____
- I have a hearing or vision impairment. _____
- I do not feel comfortable utilizing volunteer transportation services because I do not know the driver. _____
- I do not feel safe using Uber or Lyft _____
- Uber or Lyft services are unable to meet my needs _____
- Other _____
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15. The following transportation options offer fare discounts for older adults and individuals with disabilities. *(Select the ones you already knew offered fare discounts before taking this survey)*

- ☐ Metrorail
- ☐ Metrobus
- ☐ Fairfax Connector
- ☐ CUE Bus – services the City of Fairfax
- ☐ Seniors on the Go taxi program
- ☐ TaxiAccess program
- ☐ Dial A Ride
- ☐ CityWheels –taxi program for residents of City of Fairfax
- ☐ FareWheels – taxi program for residents of City of Falls Church
- ☐ None of the above

16. Are you aware that free travel training is offered to older adults and people with disabilities, on how to use public transportation?

- ☐ Yes
- ☐ No
- ☐ No, because I already know how to use public transportation
- ☐ No, and I do not plan to use public transportation

If yes, have you participated in any of the travel training programs?

- ☐ Fairfax County Human Services Transportation
- ☐ Metro Travel Training
- ☐ ENDependence Center of Northern Virginia
- ☐ Other: _____

If you have participated in any of the travel training activities, were you comfortable utilizing public transportation after taking the training?

- ☐ Yes
- ☐ No. *Please explain:* _____

_____

17. How do you find transportation information (schedules, fare information, different transportation options, trip planning)? *(Select all that apply)*

- ☐ In print/hard copy brochures or pamphlets through bus or Metrorail
- ☐ Through an app on your mobile device (smartphone, tablet, etc.)
- ☐ Calling a phone number
- ☐ Golden Gazette
- ☐ Fairfaxcounty.gov
- ☐ Family member or friend
- ☐ Volunteer group
- ☐ Not sure
- ☐ Other

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18. Have you used or would you use your mobile device (smart phone, tablet, etc.) to schedule a trip?

- ☐ Yes
- ☐ No
- ☐ I don't own a mobile device

19. Would you be interested in training on how to use your mobile device (smartphone, tablet, etc.) or personal computer to learn about fare information, trip planning or different transportation options?

- ☐ Yes
- ☐ No
- ☐ No, I do not own a mobile device, tablet or personal computer

20. Please review the initiatives below and check THREE initiatives you believe we should focus our attention.

- ☐ Improving availability of accessible and affordable public transportation.
- ☐ Improving availability and quality of paratransit services.
- ☐ Expanding taxi fare and/or other transit subsidies for older adults and people with disabilities.
- ☐ Increasing the availability of wheelchair-accessible taxi cabs.
- ☐ Supporting transportation services provided by village movements (neighborhood organizations that provide supports and services so that residents can age in place).
- ☐ Supporting volunteer and faith-based transportation services.
- ☐ Supporting veterans' transportation issues (access to veterans' health care and rehabilitation programs).
- ☐ Supporting the creation of a registry of individuals who provide rides for people with disabilities for hourly pay.
- ☐ Working with Uber and Lyft to expand transportation options for seniors and individuals with disabilities
- ☐ Supporting the development of easily accessible information and referral services to transportation.
- ☐ Other: _____

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21. I am answering these questions:

- ☐ For myself
- ☐ As a family member or caregiver
- ☐ As someone who works with seniors and/or individuals with disabilities

22. What is your year of birth? _____

23. Are you...

- ☐ Male
- ☐ Female
- ☐ Prefer not to answer

24. What is your zip code? _____

25. What is your annual household income?

- ☐ Under $25,000
- ☐ $25,000-$49,999
- ☐ $50,000-$74,999
- ☐ $75,000-$99,999
- ☐ $100,000-$149,999
- ☐ $150,000 or more
- ☐ Prefer not to answer

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

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Thank you for your time in completing this survey!

This survey is sponsored by the
Fairfax County Department of Neighborhood and Community Services.

Questions regarding enhanced mobility for seniors and individuals with disabilities may be directed to Susan Shaw with the Human Services Transportation Unit by calling 703-324-7075, TTY 711, Monday through Friday from 8:30 a.m.to 4:30 p.m.

A Fairfax County, Va., publication 4/16

Fairfax County is committed to nondiscrimination on the basis of disability in all county programs, services and activities. Reasonable accommodations will be provided upon request. For more information, call 703-324-4600, TTY 711.

www.fairfaxcounty.gov/ncs