

FROM HERE TO THERE

A Guide to
Transportation Resources
 for Older Adults &
 Individuals with Disabilities
 in Fairfax County, Virginia

1st Edition

Prepared by



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INTRODUCTION

About This Guide

“From Here to There: A Guide to Transportation Resources for Older Adults and Individuals with Disabilities” was created by staff from the Mobility Management Program within the Fairfax County Department of Neighborhood and Community Services (NCS). Funding for this program is from a Section 5310 grant for Enhanced Mobility for Seniors and Individuals with Disabilities Program. In 2015 Fairfax County was awarded the grant by the Metropolitan Washington Council of Governments. One of the grant goals was to “create a transportation toolkit to improve the coordination of human services transportation resources in Fairfax County.”

Mobility Management is a customer centered approach to finding transportation solutions for all populations with a particular focus on people with disabilities, aging populations, low income communities, and other groups with unique needs. In Fairfax County, we aim to improve access to affordable, accessible, and safe transportation options for all residents, in order to expand mobility and independence.

The goal of this guide is to provide a view of the full spectrum of transportation services that are available in Fairfax County. Therefore it is important to not only share resources that are found at the county level - such as programs and services in Neighborhood and Community Services and Fairfax’s Department of Transportation - but also what is available at the community level as well. Understanding the continuum of specialized transportation options in Fairfax County will better provide multi-modal options for mobility and transit.

We invite your feedback so we can continue to provide accurate information. Please contact Cynthia Alarico, with any questions or concerns at 703-324-7055, TTY 711.

***Disclaimer:** Inclusion in this guide does not represent a recommendation or endorsement for any particular service over another by NCS or any of its affiliated organizations. This information is provided to assist in exploring options and resources that exist in the community. If you are considering using one of these options, please contact the service provider to confirm the information included in this guide.*



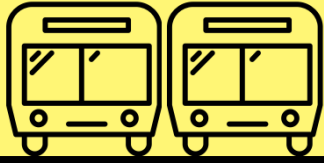
Summer 2018

A Fairfax County, Va., publication.

To request this information in an alternate format, call
Neighborhood and Community Services at 703-324-4600, TTY 711.

www.fairfaxcounty.gov/neighborhood-community-services/transportation



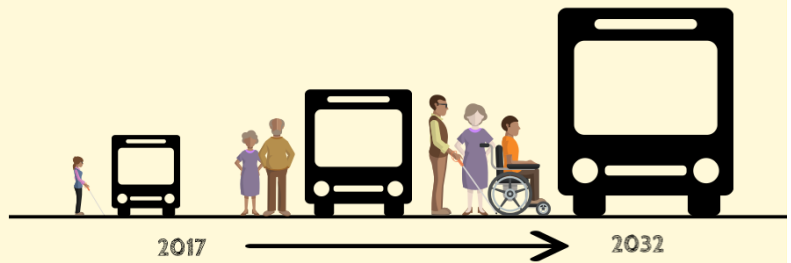


Transportation in Fairfax County

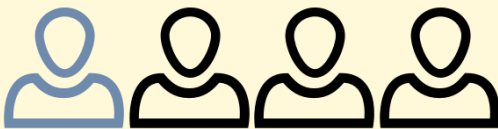


Public transportation systems and programs provide a critical resource by helping Fairfax County residents travel to work, engage socially, and have personal independence. Unfortunately, individuals with disabilities and older adults often face significant barriers when trying to obtain reliable, affordable and accessible transportation. In 2013 and 2016, a survey was conducted to identify key challenges currently facing the residents of Fairfax County and the Cities of Fairfax and Falls Church in regards to transportation. Below are key findings from these surveys along with other facts highlighting the need to further develop a coordinated and integrated approach to transportation options for older adults and individuals with disabilities. These solutions will rely on the collective action of the community, government, and private sector.

With the expected growth in the number of older adults and individuals with disabilities, the need for affordable and accessible transportation options will likely increase.

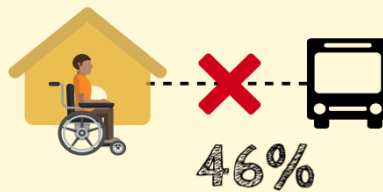


Conditions in Fairfax: Key findings from the 2016 Transportation Survey

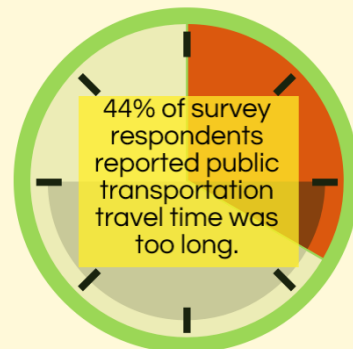
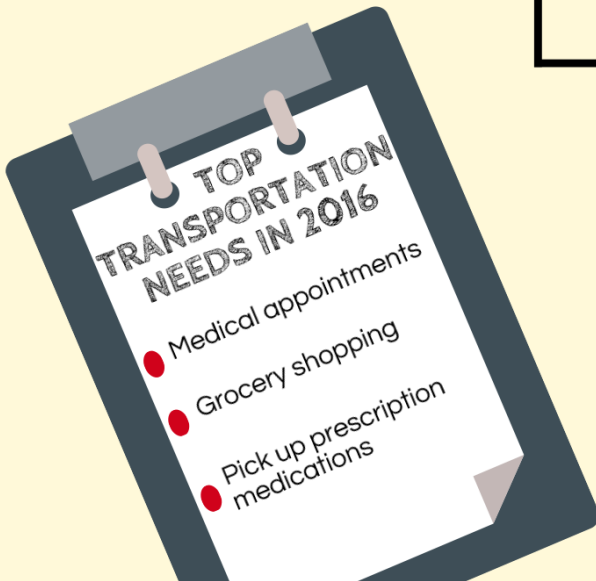
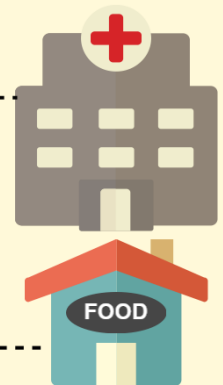


1 in 4 survey respondents were not able to reach certain destinations due to barriers in transportation.

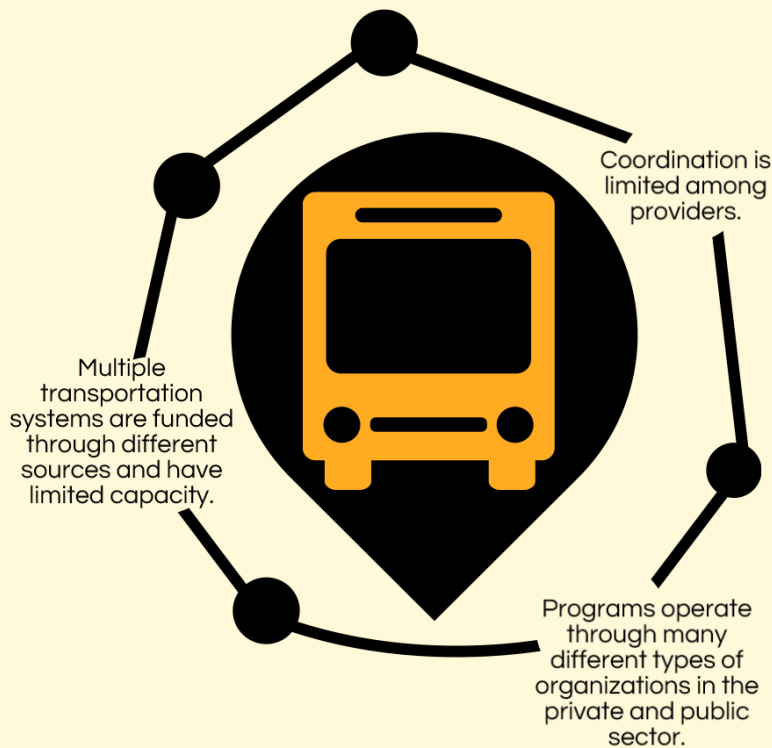
It can be difficult for an older adult or an individual with a disability to get to a transportation hub before traveling to their final destination.



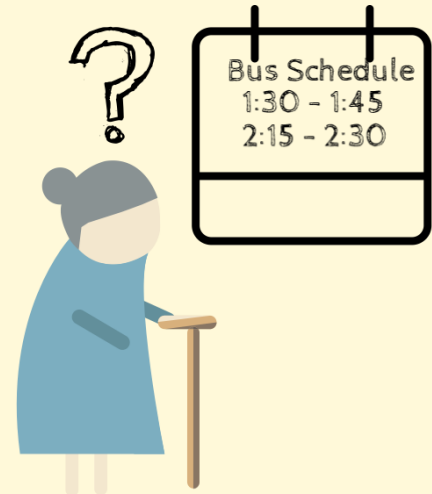
46% of survey respondents indicated distance to a bus or metro was too far.



Why can transportation for older adults/individuals with disabilities be challenging?



Coordinated transportation systems and programs are limited inside and outside of the county. This, in addition to confusing schedules, transfers, and costs can make travel difficult.



Moving Forward

Several approaches that can help reduce challenges associated with transportation include:

- Incorporate web-based platforms, smart phone applications or other innovative technology into the network of transportation services provided by Fairfax County.
- Develop a shared agenda across government, community and faith-based organizations, and community stakeholders which will promote a more effective system of transportation services.
- Increase service navigation and knowledge of available resources by developing a transportation toolkit, whereby individuals are able to achieve a level of transportation independence.

Drafted by: Fairfax County, Countywide Service Integration and Planning Management
Data Source: Fairfax County, Department of Neighborhood and Community Services, 2016 Enhanced Mobility Survey



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 information, call 703-324-4600, TTY 711.



TRANSPORTATION OPTIONS

Human Services Transportation Options

The Human Services Transportation Unit is part of the Fairfax County Department of Neighborhood and Community Services and administers the following transportation options:

- **Taxi Voucher Program**
- **Critical Medical Care Program**
- **Fastran Bus Services**

These programs are discussed in more detail below. Please contact us at **703-222-9764**, TTY **703-324-7079**, **Monday through Friday, from 8 AM to 4:30 PM**, to speak with our transportation specialists about these options. Translation for Spanish & other languages is available upon request. You can also obtain additional information online at www.fairfaxcounty.gov/neighborhood-community-services/transportation.

Taxi Voucher Program

The Taxi Voucher Program provides discounted taxi vouchers for eligible residents of Fairfax County and the City of Fairfax. There are three programs from which to choose: Dial-a-Ride, Seniors On-the-Go and TaxiAccess. These programs allow qualified users to travel affordable, safely, and independently with the purchase of discounted taxicab coupons. All vouchers are able to be used 24 hours a day, 7 days a week. Vouchers expire 12 months from the time of purchase.



Applications for all three programs can be found and printed online (at www.fairfaxcounty.gov/neighborhood-community-services/transportation).

	Seniors On-The-Go	TaxiAccess	Dial-A-Ride
Qualifications	<ul style="list-style-type: none"> • Must be a resident of Fairfax County or the City of Fairfax. • Must be 65 years of age or older. • Annual income must be \$40,000 or less for an individual or \$50,000 or less for married couple. 	<ul style="list-style-type: none"> • Must be a resident of Fairfax County or the City of Fairfax. • Must be a registered user of MetroAccess. 	<ul style="list-style-type: none"> • Must be a resident of Fairfax County or the City of Fairfax. • Annual income must be 225% below Federal Poverty Guidelines.
Cost	\$20 per \$33 coupon book	\$10 per \$33 coupon book	\$10 per \$33 coupon book
Allowance	16 coupon books per year (July 1 through June 30)	8 coupon books per year (July 1 through June 30)	16 coupon books per year (July 1 through June 30)

fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program) or they may be picked up in person at the Department of Neighborhood and Community Services (12011 Government Center Parkway, 10th Floor, Fairfax, VA 22035). Completed applications and payment (checks or money orders made payable to the County of Fairfax) may be submitted in one of two ways:

- 1. In Person** (by appointment only) at the Fairfax County Department of Neighborhood and Community Services (12011 Government Center Parkway, 10th Floor, Fairfax, VA 22035). The office is open Monday through Friday, from 8 a.m. to 4:30 p.m. To schedule an appointment, please call 703-877-5800, TTY 711.
- 2. By Mail.** Send check or money order to Program Name (e.g. Seniors On-The-Go!), PO Box 1388, Fairfax, VA 22038-1388.

Participating taxicab vendors include:

- Fairfax Red Top Cab: 703-333-3333, TTY 703-522-3331
- Fairfax White Top Cab: 703-644-4500, TTY 703-683-4374
- Falls Church Yellow Cab: 703-534-1111, TTY 711
- Springfield Yellow Cab: 703-451-2255, TTY 711

Critical Medical Care Program

This program provides transportation for Fairfax County residents who must undergo life sustaining treatments including dialysis, radiology, chemotherapy, brain injury therapy, physical therapy and water therapy.

Transportation service under this program is not guaranteed, but is provided on a space available basis. Fees for this service are based upon household size and gross income. When applying, income verification will be requested.

For more information on this program or for an application, please call the Human Services Transportation Customer Service Center at 703-222-9764, TTY 703-324-7079.

Fastran Bus Services

Fastran offers specialized transportation services for residents of Fairfax County and the Cities of Fairfax and Falls Church participating in human services agency programs. Services may have associated fees based on a sliding scale, please speak with a representative of one of the certifying programs/agencies for details. All riders must be certified by one of the following programs/agencies before utilizing the service:

- **Community Services Board** - Transportation to and from support services and work sites related to intellectual disability, mental health and the Recovery Women's Center.
- **Senior Centers** - Transportation to and from Fairfax County Senior Centers. Service is arranged through centers only.
- **Senior Residences** - Transportation for twice-a-month grocery shopping trips and a trip to the mall every other month for residents of 18 senior residence developments. Trips scheduled by sites.
- **Senior Adult Day Health Care** - Transportation to and from adult day health care centers.
- **NCS Therapeutic Recreation Services** - Transportation to and from outings and structured recreational activities for individuals with intellectual or physical disabilities.

Please contact the listed sponsoring organizations to determine ride availability and confirm your eligibility to participate in the service.

Other Public Transportation Options

Fairfax Connector

Offers discounts to customers 65 years of age and older and persons with disabilities. Seniors can receive a reduced fare by showing the bus operator a Medicare or Medicaid card and paying the fare in cash. However, the preferred method is to utilize a Senior SmarTrip card. Individuals can acquire a Senior SmarTrip® card at any Connector Store or WMATA Commuter Store by showing proof of age and paying the \$2.50 card purchase fee.

For additional details, call the Telephone Information Center (TIC) at 703-339-7200 or visit www.fairfaxcounty.gov/connector.

WMATA (Metro)

- **People with Disabilities** - People with disabilities who have a valid Metro Disability ID card may ride for half the peak fare on Metrorail, and for \$1.00 cash or cash or paying with a SmarTrip card, on regular Metrobus routes, and for discounted fare on other participating bus service providers.
- **Senior Citizens (aged 65 and older)** - Senior citizens with a disability do not need to apply for the Metro Disability ID Card. As a senior citizen, they already qualify for reduced fares. Senior citizens may ride for half the peak fare on Metrorail, for \$1.00 on regular Metrobus routes, and for discounted fare on other participating bus service providers. Local residents may pay the reduced bus fare by showing the bus operator a government-issued photo ID that includes their date of birth.

For more information about purchasing a SmarTrip card and buying passes call 202-637-7000, TTY 202-638-3780, or visit www.wmata.com/fares/reduced.cfm.

CUE BUS (Bus transportation system in City of Fairfax)

- **CUE Bus** - Senior citizens and persons with disabilities may obtain a CUE Bus identification card to receive the reduced bus fare of 85¢. A completed CUE Bus Senior ID Application or CUE Bus Disability ID Application form is required to be eligible. Applications may be submitted to the Transportation office located at

10455 Armstrong Street, Room 200A. These identification cards are not limited to City of Fairfax residents and are free of charge. All CUE Buses are wheelchair accessible. Specialized transportation services for individuals who are unable to use the CUE Bus because of a disability are provided through the City Wheels and Metro Access programs.

- **City Wheels** - City Wheels is a City of Fairfax program that provides alternative transportation within the City, to the Vienna/Fairfax-GMU Metrorail station, to George Mason University, and to Fair Oaks Hospital for city residents who are disabled and find it difficult or impossible to use conventional bus service. City Wheels is a curb-to-curb (not a door-to-door) service provided through private taxicabs. The fare for this service is \$3.20.

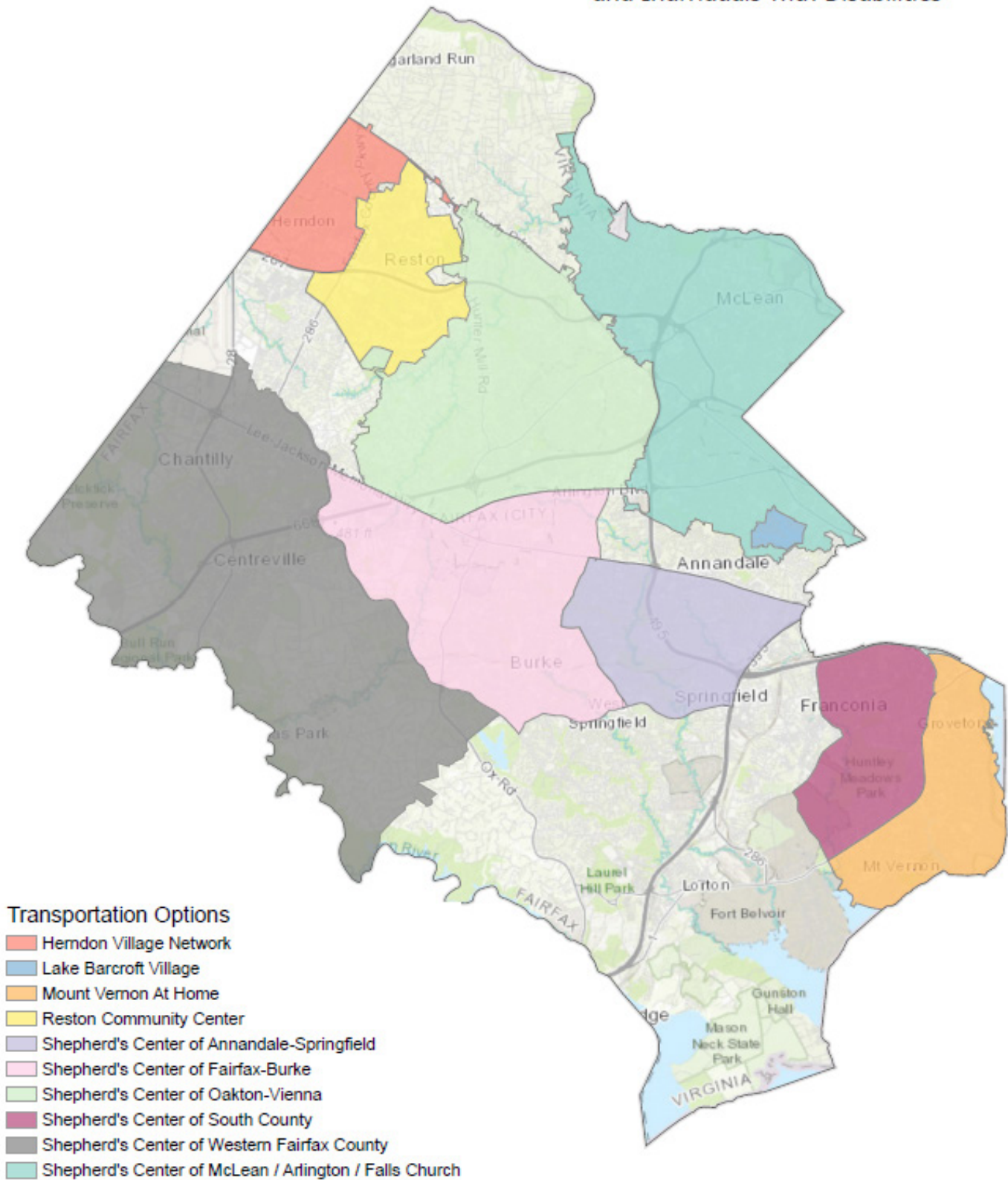
For more information, please call 703-385-7859 or visit www.fairfaxva.gov/government/public-works/transportation-division/cue-bus/transportation-for-seniors-and-persons-with-disabilities.

Community-Based Transportation Options

Did you know that many local nonprofits and organizations offer free transportation by volunteer drivers? Rides are generally for doctor appointments, shopping and trips of necessity. The following is a list of volunteer organizations already providing rides in areas throughout the county:

- **Shepherd's Center of Annandale-Springfield**
Phone; 703-941-1419 Web: www.shepherdscenter-annandale.org
- **Shepherd's Center of Fairfax-Burke**
Phone: 703-323-4788 Web: www.scfbva.org
- **Shepherd's Center of Mclean-Arlington-Falls Church**
Phone: 703-506-2199 Web: www.scmafsc.org
- **Shepherd's Center of Oakton-Virginia**
Phone: 703-281-0538 Web: www.scov.org
- **Shepherd's Center of Western Fairfax**
Phone: 703-266-3548 Web: www.scwfc.org/

Volunteer Transportation Options for Older Adults and Individuals with Disabilities



- **Shepherd's Center of South County**

Phone: 703-799-0505 Web: www.scfbva.org/South-County-Office

- **Herndon Village Network**

Phone: 703-375-9439 Web: www.herndonvillagenetwork.org

- **Lake Barcroft Village**

Phone: 703-354-0652 Web: www.lakebarcroftvillage.org

- **McLean Community: A Village for All Ages**

E-mail: mcleancommunityvillage@gmail.com Web: www.mcva.weebly.com

- **Mount Vernon at Home Village**

Phone: 703-303-4060 Web: www.mountvernonathome.org

- **RCC Rides**

Phone: 703-390-6198 Web: www.restoncommunitycenter.com/about-reston/rcc-rides

In addition, Fairfax County has provided an interactive tool to help non-driving older adults connect with volunteer drivers wherever they may be in the county at any given point - it's as easy as typing in your location. Start out by going to www.fairfaxcounty.gov/neighborhood-community-services/transportation/mobility.



Medical Transportation Options

- **MetroAccess**

Door-to-door, shared-ride, ADA paratransit service for people with a disability who cannot use bus or rail service.

Phone: 301-562-5360 Web: www.wmata.com/accessibility/metroaccess_service

- **LogistiCare**

Free transportation for Medicaid recipients to Medicaid service providers.

Phone: 866-386-8331 Web: www.logisticare.com

TRAVEL TRAINING

Fairfax County Travel Training

Travel Training classes for senior citizens, offered by Fairfax County Neighborhood and Community Services, support the independence of our older adult population by enhancing awareness of and access to public transportation options available in our area. Using the public transportation system in Fairfax County is an affordable, reliable and safe means of mobility for adults who are no longer comfortable traveling in their own vehicles.

The course instructs travelers how to:

- Plan a trip by bus
- Read bus and rail schedules
- Pay bus fare
- Transfer
- Reach specific destinations
- Access local transportation resources



Student travelers also have the opportunity to learn about transit by taking a ride on the MATT Bus - an innovative, hands-on transportation education resource available to Fairfax County senior citizens for travel training. Instructors will coordinate and lead travel training trips in which seniors will travel by bus and rail to and from a destination of their choice.



During the bus ride, travelers will learn to:

- Identify a bus stop near their residence
- Learn to read bus schedules and maps
- Pay fares
- Signal the driver to stop

The bus will transport the trainees to a local Metrorail station where they will continue their trip on a Metro train and learn to:

- Determine Metrorail fares
- Purchase Metrorail fare cards
- Read the Metrorail system map
- Board and Transfer Metrorail trains

For more information or to inquire about scheduling a Travel Training trip on the MATT Bus, please contact the Travel Training program at 703-877-5800, TTY 711.



Other Travel Training Options

WMATA (Metro) MetroReady Travel Training and System Orientation for People with Disabilities and Outreach

MetroReady travel training for customers with disabilities as well as senior customers, with or without disabilities is offered at no cost to Metro customers. MetroReady is short-term, comprehensive, intensive instruction designed to teach customers how to travel safely and independently on the accessible Metrobus and Metrorail public transportation systems. The goal of travel training is to enable and empower our customers to travel independently using the accessible Metrobus and Metrorail systems to a regularly visited destination and back.

For more information or to enroll in travel training and or outreach, please call **202-962-2703** or e-mail **TravelTraining@wmata.com** to find out more about the program and/or enroll.

ENDependence Center of Northern Virginia (ECNV)

The ECNV Travel Training program is for people with disabilities who want to learn to travel safely and independently using public transportation in the Washington Metropolitan Area. Participants learn a variety of travel skills that will enable them to

learn transit routes and ride local transportation independently anywhere they want to go.

The ENCV Travel Training program can benefit many people in the community including individuals with disabilities, family members and caregivers, schools and colleges, employers, and businesses. For details, contact ENCV Travel Trainers at 703-525-3268 to begin the process of setting up a training appointment. Trainers will arrange to meet participants in their home or another location of their choice to discuss travel skills and goals. The actual travel training will last until you are able to travel safely and independently.

HOW YOU CAN HELP

Getting Involved

Are you looking for ways to help or get involved with seniors and individuals with disabilities who are in need of transportation resources? Then consider one of the following:

- **Become a transportation navigator** in your community. Get trained and educated on all of the transportation resources that exist in the Fairfax community so that you may share and inform others of their resources. Contact Cynthia Alarico (703-324-7055) to obtain more copies of this transportation toolkit or to have an informal presentation made of the toolkit.
- **Join a meeting of the Mobility and Transportation (M&T) Committee.** The M&T Committee is a joint sub-committee of the Fairfax Area Long Term Care Coordinating Council and the Fairfax Area Disability Services Board. They support creating a multi-modal transportation system in the Fairfax area that affords personal independence, choice and full participation by all individuals regardless of age, disability or economic status. Meetings are usually held the last Wednesday of each month at the Fairfax County Government Center from 7 to 8:30 PM in conference rooms 9/10. For details, please contact Jill Clark at 703-324-5874, TTY 711.

- **Become a volunteer driver!** Many volunteer transportation programs are in dire need of volunteers that are willing to use their vehicles in their free time to transport individuals to medical and other appointments. Consider contacting one of the following offices or organizations who are looking for volunteer drivers.
 1. **Volunteer Solutions** - Volunteer Solutions provides meaningful volunteer opportunities to improve the lives of older adults and adults with disabilities in Fairfax County. They are in need of volunteers to drive older adults to medical appointments and wellness programs. Please contact 703-324-5406, TTY 711, for more information.
 2. **NV Rides** – NV Rides connects Northern Virginia area volunteer drivers with adults ages 55 and up who are living independently, but are no longer comfortable driving or cannot drive. NV Rides partners with service providers to provide free door-to-door rides for essential needs such as medical or dental appointments, shopping, personal care, banking and more. Contact them at 703-537-3071 or 703-537-3070 or visit them at www.nvrides.org
- **Create your own volunteer transportation program.** If you are interested in organizing your own volunteer transportation program, the Human Services Transportation Unit has resources that can help you. Please contact us at 703-324-7055 to request a copy of the **Volunteer Transportation Guide** and to learn more about the steps in creating your own volunteer transportation program in your community.

Transportation Options Assessment

Are you interested in being part of a countywide effort to enhance transportation options for older adults and individuals with disabilities? Consider using the following assessment to help record areas of need that exist in Fairfax County. This information is essential in guiding transportation decisions and projects that fulfill areas of need countywide. Completed assessments can be submitted via mail to Human Services Transportation, Attn: Mobility Management, 12011 Government Center Parkway, 10th Floor, Fairfax, VA 22035. Questions? Contact Cynthia Alarico at 703-324-7055, TTY 711.

ELIGIBILITY INFORMATION	
Name:	Date of Birth:
Address:	
Phone Number:	E-mail:
What type of Transportation are you in need of and for what purpose?	
Are you receiving life sustaining treatments such as: dialysis, chemotherapy/radiation, physical therapy, brain injury therapy or water therapy? (circle one)	
Yes	No
Are you a Medicaid recipient? (circle one)	
Yes	No
Are you a current registered user of MetroAccess? (circle one)	
Yes	No
Are you currently receiving services from Human Services Transportation? (circle one)	
Yes	No
If YES, what type? _____	

ASSESSMENT

Transportation Need:

What is your primary means of transportation? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Personal Automobile | <input type="checkbox"/> Taxi Service |
| <input type="checkbox"/> Friend, Relative or Neighbor | <input type="checkbox"/> Uber/Lyft |
| <input type="checkbox"/> Volunteer Driver | <input type="checkbox"/> Medicaid Transportation |
| <input type="checkbox"/> Public Transportation | Other (Please list): |
| <input type="checkbox"/> Private Van Service | _____ |

Do you need any of the following kinds of assistance when you travel? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Assistance getting into and out of a vehicle | <input type="checkbox"/> Walker |
| <input type="checkbox"/> Escort to accompany you | <input type="checkbox"/> Wheelchair, motorized chair, lift or ramp |
| <input type="checkbox"/> Help loading and unloading packages | <input type="checkbox"/> Space for a fold-up wheelchair |
| <input type="checkbox"/> Door-to-door service | Other (Please list) |
| | _____ |

Are there other friends or family who are able to temporarily offer transportation? (circle one)

Yes

No

Any other notes or special requests/restrictions you think we should know about?

Referring to Alternative Resources

Coordinated Services Planning (CSP)

CSP provides information and referrals to public and private human services available to Fairfax County residents. Through partnerships with community-based organizations and other Fairfax County agencies, CSP provides referrals to a wide variety of services, including transportation.

Contact a CSP specialist by calling 703-222-0880, TTY 711, Monday through Friday from 8 AM to 4:30 PM. Specialists are able to assist in multiple languages.



Aging, Disability and Caregiver Resources Line

Social services specialists can provide information on services to older adults, adults with disabilities and caregivers. Contact a specialist by calling 703-324-7948, TTY 711, Monday through Friday from 8 AM to 4:30 PM.

Human Services Resource Guide (HSRG)

The HSRG is a searchable database that contains information on thousands of nonprofit and government services available to Fairfax County residents - including transportation services. Access the Human Services Resource Guide at www.fairfaxcounty.gov/hsrg.

CONTACTS & RESOURCES

Important Contacts

Human Services Transportation

Customer Service: 703-222-9764

Taxi Voucher Program: 703-877-5800

Mobility Management: 703-324-7055

TTY: 703-324-7079

Website: www.fairfaxcounty.gov/neighborhood-community-services/transportation

Coordinated Services Planning

Phone: 703-222-0880

TTY: 711

Website: www.fairfaxcounty.gov/neighborhood-community-services/coordinated-services-planning

Fairfax County

Services for Older Adults

Aging, Disability and Caregiver

Resources Line: 703-324-7948

TTY: 711

Website: www.fairfaxcounty.gov/dfs/olderadultservices

Fairfax County Disability Services Planning and Development

Phone: 703-324-5421

TTY: 703-449-1186

Website: www.fairfaxcounty.gov/familyservices/disabilities

Helpful Resources and Links

Fairfax County Mobility Management

www.fairfaxcounty.gov/neighborhood-community-services/transportation/mobility

Human Services Resource Guide

www.fairfaxcounty.gov/hsrg

NV Rides

www.nvrides.org