

Survey Approach

- Yielded 1,163 responses
- 27 questions on trip patterns, unmet needs, barriers, and awareness of services
- Wide-scale public outreach campaign

Who Responded?



Key Findings

- 27% of respondents were unable to get somewhere in the past month because they could not find transportation
- Majority 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 be homebound

Transportation and Mobility Barriers: Public Transit



State Route 641, Virginia, United States

Address is approximate



Bus stop on the corner of Pohick Rd and Souh Run Rd.

Transportation and Mobility Barriers: MetroAccess

- 19% of MetroAccess users were denied a ride on MetroAccess because the bus route did not run on a particular day of the week or time of day
- The fares are too costly, forcing customers to limit rides
- Excessively late pick-ups/drop-offs and vehicle no-shows occur regularly
- Drivers unfamiliar with the service area

Transportation and Mobility Barriers: Fastran

- 37% of Fastran customers could not get somewhere in the past month because they could not find transportation
- Many residents may not have or cannot afford other transportation options, but their income limit is too high to qualify for Fastran
- Bimonthly trips from senior housing for shopping trips are insufficient



Transportation and Mobility Barriers: Taxi Subsidies

- 39% were not aware of any taxi subsidies
- Older adults with moderate incomes do not qualify for taxi subsidies but they cannot afford regular taxi fare
- Seniors-on-the-Go taxi subsidy amount is too low



Transportation and Mobility Barriers: Travel Training

- 68% were unaware of free travel training programs

“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

Transportation and Mobility Barriers: Accessing Information



Mobility and Transportation Priorities

The top three recommendations were:

1. Improving the availability of accessible and affordable public transportation (52%)
1. Expanding transit and taxi subsidies (46%)
1. Developing information and referral services for transportation options (37%)

Recommendations- 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.

Recommendations- Public Transit



Recommendations- Public Transit



Recommendations- Bus Stop Accessibility/Pedestrian Issues

- **Source: Greater Greater Washington**

<http://greatergreaterwashington.org/post/15287/citizens-make-big-impact-with-low-cost-bus-stop-seating/rss>



Recommendations- MetroAccess



Recommendations- MetroAccess

- Require MetroAccess to contact customers in their preferred communication mode upon the vehicle's arrival. Implement a text messaging system for MetroAccess customers with hearing disabilities to contact MetroAccess' "Where's My Ride?" staff for the status of their pick-up.
- Ensure MetroAccess vehicles are equipped with working safety equipment.

Recommendations- 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).

Recommendations- Taxi Programs

- **Fare Subsidies:** Subsidized taxi programs should include subsidy tiers based on income, providing mobility to residents who cannot drive due to a disability, but do not qualify for MetroAccess.
- **Accessibility:** Increase the number of wheelchair-accessible taxicabs. Consumers currently expect a two-hour wait for same-day ride requests.

Recommendations- Awareness of Existing Transportation Programs

- Both print & internet
- Workshops on transportation options and transit travel-training



Questions about the survey?

Jill Clark

Disability Services Planning and
Development

Fairfax County Department of Family
Services

Jill.clark@fairfaxcounty.gov

Voice: 703-324-5874 TTY: 703-449-1186