

BOARD OF SUPERVISORS
TRANSPORTATION AND LAND USE COMMITTEE
INFORMATION ITEM

#1

Date of Meeting: July 20, 2011

SUBJECT: Update / Transportation Needs Assessment for Persons with Disabilities

ELECTION DISTRICTS: Countywide

STAFF CONTACTS: Julie Withrow and Candy deButts, County Administration

BACKGROUND: Last fall, staff from the Office of Transportation Services attended a Disability Services Board (DSB) meeting at the DSB's request to discuss transportation needs of the disabled population in Loudoun. At its December 7, 2010 meeting, the Board of Supervisors voted 8-0-1 (York absent for the vote) to direct staff to prepare a report describing current policies and regulations regarding pedestrian access and transit opportunities for disabled persons and to present findings and recommendations for review to the Transportation and Land Use Committee (TLUC) in February. On February 16, 2011, the TLUC discussed with staff some actions that might be taken to begin to address these transportation needs. The Committee voted 5-0 to direct staff to work with the Disability Services Board and County human services agencies to assess resource requirements and funding options to conduct an assessment of transit needs of disabled persons in the County. This assessment was envisioned to be performed by a consultant and facilitated by staff. Subsequent to that, staff met with the Disability Services Board to discuss the needs assessment. At the end of that discussion, representatives of the DSB members volunteered to form a workgroup with staff and Virginia Regional Transit (VRT) to work on the project. Since that time, representatives of Loudoun's non-profit community, specifically from Loudoun Cares and Loudoun ENDependence, have joined the workgroup (see list of members in Attachment 1).

As an initial step, the workgroup elected to begin pulling together all available data relevant to the project scope, to include information from the 2010 Community Needs Assessment, the *2010 Countywide Transportation Plan Update*, and the DSB Triennial Needs Assessment. Staff also compiled and published information regarding all public and private transportation to establish a comprehensive transportation resource (Attachment 2). A summary of these activities was presented to the TLUC on April 25, 2011, along with the workgroup's proposed next steps. Subsequently, to further define the parameters of the proposed needs assessment, the workgroup initiated a series of informal, non-scientific surveys, designed to obtain additional generalized information. The surveys included:

1) a survey the local non-profit community, 2) a short-term survey of individuals who use VRT on-demand transportation (either by calling in to VRT or through LEND) and 3) a web-based

survey of the general population. Staff and members of the workgroup developed and refined the three survey instruments (Copies are provided in Attachments 3 - 5). Survey collection began in April, with the web survey going “live” on May 3rd. While the surveys were offered online through “Survey Monkey”, hard copies were also made available. Additionally, staff of LEND and the Area Agency on Aging provided assistance to citizens who may need help in completing the surveys. The Department of Family Services offered to collect information from clients of their on-demand services, adding a fourth component to this data collection.

The workgroup believed that publicity was critical in order to maximize response to the web survey. Publicity efforts were a collaborative partnership among many agencies and community groups. Press releases were developed and distributed through the County’s Public Information Office media lists. Virginia Regional Transit placed display ads in local newspapers and availability of the survey was announced through the Loudoun Alert system, Twitter and Facebook. A poster (Attachment 6), designed by members of the non-profit community, was widely distributed to agencies and in office buildings, libraries, community centers and in retail establishments. The graphic design work for these posters was donated by David Wiseman of Useful Studios, a Sterling based business.

The survey announcement was visible on the homepage of the Loudoun County website and links to the survey were also placed on the Office of Transportation (OTS) and Disability Services Board (DSB) pages. At the TLUC’s request, in April, an e-mail message went out to all members of the Board of Supervisors requesting that they inform their constituents about the survey. An announcement was also placed in “Bus Biz”, the OTS electronic newsletter that goes out to ridership. There was specific outreach to the Hispanic community. The survey was translated into Spanish, as was the poster that publicized the instrument. A press release in Spanish was sent out and the translated survey was made available on the County’s website. Staff worked with instructors of English as a Second Language (ESL) class so that the instructors could assist students in completing the survey. La Voz, in particular, played a very active role in encouraging response to the Spanish survey.

At this point, all survey periods have ended, the last being the web survey which ended on June 30th. A total of nearly 1,100 surveys were collected from the general public. Of these, approximately 40 were completed by the Limited English Proficient (LEP) population – mostly from the Hispanic community. In terms of the non-profit survey, 23 agencies provided feedback (list of agencies is in Attachment 7). Additionally, VRT and LEND collected a combined total of 42 surveys from those seeing on-demand services. Lastly, staff of Family Services spoke with 29 of their clients regarding transportation needs for medical reasons.

Staff is in the process of reviewing and analyzing all survey results and comparing them to other studies that have been completed in recent years. Once the survey results have been compiled, they will be provided to the workgroup and the Disability Services Board, and then ultimately to the Transportation and Land Use Committee this fall. At that time the group will provide a

recommendation for next steps of this analysis, which may include a more thorough and specific study to be conducted by a consultant.

ATTACHMENTS:

1. Members of Workgroup / Transportation Needs of Disabled Persons in Loudoun County
2. Public and Private Providers of Transportation Services in Loudoun County
3. Poster Announcing General Population Survey
4. Non-Profit Survey Instrument
5. On-Demand Customer Survey Instrument (collected through VRT and LEND)
6. General Population Survey Instrument
7. Agencies Responding to Survey of Non-profit Organizations

**Members of Workgroup / Transportation Needs of Disabled Persons in Loudoun County
(July 2011)**

Alder, Leon	Virginia Regional Transit
Beacher, Andrew	Office of Transportation Services
deButts, Candy	County Administration
Grunewald, Ellen	Department of Family Services
Johnston, Andy	Loudoun Cares
Maynard, Tom	Department of Mental Health, Substance Abuse and Developmental Services
McGregor, Mark	Virginia Regional Transit
Motivans, Catherine	Loudoun County ADA Coordinator
Reid, Lynn	Area Agency on Aging
Ryburn, Diane	Department of Parks, Recreation and Community Services
Shipman, Ken	Disability Services Board
Socha, Michael	Virginia Regional Transit
Tozer, Tim	Disability Services Board
Ward, Bill	Loudoun ENDependence (LEND)
Wlodkowski, Thomas	Disability Services Board
Williams, Martina	Budget Office
Withrow, Julie	County Administration

Public & Private Transportation Providers Serving Loudoun County

(JULY 2011)

Public Transportation Options:	Services Provided:	Contact Information:
County Office of Transportation Services	Public Transportation Options to and from the County: <ul style="list-style-type: none"> • Loudoun County Transit Commuter bus • Loudoun County Transit Reverse Commute Service • West Falls Church Express • Metro 5A (accessed at Dulles Airport) • Fairfax Connector (accessed at Dranesville Road) 	<p>703-737-8624</p> <p>Toll Free: 866-809-4620</p> <p>www.loudoun.gov/transportation</p>
Virginia Regional Transportation (VRT) (funded in part by OTS)	Public Transportation options within Loudoun County: <ul style="list-style-type: none"> • Purcellville Connector • Leesburg Battlefield/Ida Lee/Rust Library • Leesburg Sycolin Road • Leesburg Trolley • Leesburg Safe-T-Ride • 7 to 7 on 7 • Ashburn Village Connector • Ashburn Farm Connector • Dulles 2 Dulles Monday - Friday • Dulles 2 Dulles Saturday - Sunday • Sterling Countryside Connector • On Demand / Curb to Curb service - M-F (by reservation) 	<p>Fixed Routes: 540-338-0690</p> <p>On Demand/Curb to Curb: 540-338-1610</p> <p>Toll Free: 877-777-2708</p> <p>www.vatransit.org/</p>

Public & Private Transportation Providers Serving Loudoun County

<p>Non-Emergency Medicaid Transportation (LogistiCare has contract through DMAS/LogistiCare subcontracts with Access-Ride)</p>	<ul style="list-style-type: none"> • Provided through a Department of Medical Assistance Services (DMAS)contract • Must have Medicaid number, make trip request at least five days in advance • For non-emergency medical appointments only • Free • Subcontractor: Access-Ride (services NV) - provides door-through door wheelchair and stretcher transport. 	<p>LogistiCare Call Center, Norton, VA</p> <p>Toll Free: 866-386-8331</p>
<p>Private Providers:</p>	<p>Services Provided:</p>	<p>Contact Information:</p>
<p>Yellow Cab</p>	<ul style="list-style-type: none"> • Fleet comprised of 20 privately-owned cars; no wheelchair vans; senior discount coupons (\$18 instead of \$20). 	<ul style="list-style-type: none"> • 703-437-9100 Dispatch <p>www.redtopcab.com</p>
<p>B & M Transport, Inc.</p>	<ul style="list-style-type: none"> • 4 accessible vans, with wheelchair lifts, pick up point within 10 miles = \$90 roundtrip (\$1.80/mile above that), primarily for people with disability, 24-hour notice. 	<ul style="list-style-type: none"> • 703-642-2364 or 703-856-7895
<p>United Cab</p>	<ul style="list-style-type: none"> • 20 privately-owned cars; no wheelchair vans/taxis; no senior discounts. 	<ul style="list-style-type: none"> • 703-777-7999 <p>www.unitedcabservice.com</p>
<p>Boss Transportation (& Family Services)</p>	<ul style="list-style-type: none"> • 6 sedans; no wheelchair lift vans, but can accommodate folding walker or wheelchair; \$35/hour; requires 24 notice and 24 cancellation; appropriate for people who need someone to accompany them to appointments (if being put to sleep, require that someone drive you home, frail and need help filling out forms, walking, etc. driver stays with person.) 	<ul style="list-style-type: none"> • 703-256-6166 <p>www.bosstands.com</p>

Public & Private Transportation Providers Serving Loudoun County

Buckley's	<ul style="list-style-type: none"> Serves Eastern Loudoun, private vehicles, provides door to door transport, no wheelchair lifts, must be able to lift and transfer oneself. Cost: 1 hour min. \$55/hr. plus gas surcharge \$1/5 miles. Discount of \$49/hr. for medical procedure pick-ups. 	<ul style="list-style-type: none"> 703-390-0535 <p style="text-align: center;">www.buckleys4seniors.com/</p>
Non-Profit Organizations:	Transportation Services Are Not Available to the Public Unless Individuals Are Receiving Services From These Agencies	Contact Information:
Loudoun Volunteer Caregivers	<ul style="list-style-type: none"> Assisted transportation for frail elderly and disabled adults who because of physical limitations are not able to use public transportation services. Provide free transportation for needs such as: medical appointments, cancer treatments, physical therapy, chiropractic care, hydrotherapy, speech therapy, grocery shopping, prescription pick up, Interfaith food pick-up, errands, voting and non-medical needs. 	<ul style="list-style-type: none"> 703-779-8617 Toll Free: 800-824-6814 <p style="text-align: center;">www.lvcaregivers.org</p>
Every Citizen Has an Opportunity (ECHO)	<ul style="list-style-type: none"> Provides daily transportation to and from a program participant's residence and their worksite. ECHO has 21 vans and small buses, 10 of which are wheelchair accessible, that travel an average of 900 miles each day while transporting over 100 program participants to and from their worksites. ECHO also contracts with Loudoun County Department of Family Services, currently coordinating VIEW transportation and providing on-demand transportation for their clientele. 	<ul style="list-style-type: none"> 703-779-2100 <p style="text-align: center;">www.echoworks.org/transportation.php</p>

Public & Private Transportation Providers Serving Loudoun County

Loudoun County Government Human Service Transportation Services	Transportation Services Are Not Available to the Public Unless Individuals Are Receiving Services From These Agencies	Contact Information:
<p>Department of Family Services</p>	<ul style="list-style-type: none"> • Administers the “On-Demand Transportation” Program. • Vendors: Yellow Cab & B and M Transport, Inc.(provides wheelchair rides/limited stretcher/more specialized) <p>Eligibility requirements:</p> <ul style="list-style-type: none"> • For medical (including mental health) and dental appts. • Recipients must be below 70%of the State Median Income. • On-Demand used when all other avenues have been exhausted and there are no alternatives left. • Majority of riders are elderly and/or disabled. • Transportation provided locally and to UVA, Georgetown Hospital, etc. 	<p>Contact Information:</p> <ul style="list-style-type: none"> • Referrals are required from Loudoun County Government’s Area Agency on Aging, the Health Department, the Department of Mental Health/Substance Abuse/Developmental Services and community non-profits like the Free Clinic and Community Clinic. • www.loudoun.gov/dfs
<p>Department of Mental Health/Substance Abuse/Developmental Services</p>	<ul style="list-style-type: none"> • Friendship House runs daily transportation to and from its day program • ECHO provides transportation services to DS clients using day services under contract to Loudoun County. • All residential programs provide transportation to residents and case managers transport clients for needed services. • No services provided to the general public. 	<ul style="list-style-type: none"> • Must be receiving services to qualify to receive transportation services. • Contact: 703-771-5100 • www.loudoun.gov/mhsads

Public & Private Transportation Providers Serving Loudoun County

<p>Department of Parks, Recreation & Community Services</p>	<p>Area Agency on Aging (AAA)/Senior Centers</p>	
	<ul style="list-style-type: none"> • Provides limited door to door bus transportation to and from the surrounding areas of four senior centers, located in Leesburg, 2)Purcellville, 3)Sterling and 4)South Riding • M - F for seniors who request a ride to/from a respective center. Bus routes/times vary, however, pick-up at seniors' homes is generally between 9-10:30 a.m. and return trip generally leaves centers between 1:30-2 pm with return to home no later than 4 p.m. • Cost is \$1 round trip per day. • Eligibility is age 55 and older and living within a surrounding area that allows for a ninety minute or less one way bus trip. • Lifts are available on most buses. 	<ul style="list-style-type: none"> • AAA refers seniors to Department of Family Services' Transportation on Demand Service. • 703-777-0257 • www.loudoun.gov/aaa
<p>Parks, Recreation & Community Services</p>	<p>Adult Day Centers</p>	
	<ul style="list-style-type: none"> • AAA provides limited door to door bus transportation to/from two Adult Day Centers (ADC) located in Leesburg and Purcellville. A third ADC in the Ashburn-Sterling area is projected to open in January 2012. • Transportation is provided M - F for ADC clients whose caregiver requests transportation service. • Cost is \$2 each way/\$4 per day. • Bus routes/times vary, however, pick-up at clients' homes is generally between 8:30 - 10:30 a.m. and return trip is generally between 3-5 p.m. • Eligibility criteria is being an ADC client who lives within a surrounding area that results in a ninety minute or less one way bus trip. Lifts are available on most buses. 	<ul style="list-style-type: none"> • AAA refers seniors to Department of Family Services' Transportation on Demand Service. • 703-777-0257 • www.loudoun.gov/aaa

Public & Private Transportation Providers Serving Loudoun County

<p>Department of Parks, Recreation & Community Services</p>	<p>Adaptive Recreation - Summer Camp Transportation</p>	
	<ul style="list-style-type: none"> • Funded by Gas Tax Funds (BOS approval annually) • Contract Service-through Lo Co Public School, Special Ed. Transportation • Buses used: 8 Special Ed. buses used for home pick up/drop off • Buses pick up/drop off door to door unless bus cannot enter area safely and turn around (i.e. apartment complex, dirt road etc) • Buses also pick up in AM at a Regional pick-up for all areas, typically a school • This pick up is last on route, goes straight to camp, provides families with a shorter option for time of the bus • Wheelchair lift on all buses • Camp hours are 9am-4pm • Pick up/drop off times vary depending on route and area • Buses are used for weekly swim trips (all of camp attends) and field trips • Eligibility-must be registered for summer camp • Transportation is first come first serve and due to budget, space limitations • In county residents only, although campers may register for program that live outside of county for a fee • Transportation staff try to meet the need for as many campers as the bus will allow • Not all campers use transportation-some parents choose to drop off and pick up • All campers use buses for swim/field trips 	<ul style="list-style-type: none"> • Summer Camp Contact: 703-771-5010 • Must be registered for summer camp to receive program transportation. • For other Adaptive Recreation Programs, contact: 703-771-5013 • www.loudoun.gov/adaptiverec

Public & Private Transportation Providers Serving Loudoun County

	<p>Other Adaptive Recreation Programs</p> <ul style="list-style-type: none">• Use Lo Co, PRCS vehicles• Not all vehicles have a lift• Cost to participant is incorporated in price for total program, transportation portion cost is determined on mileage radius below (30miles-\$2.50; 60miles-\$4.50; 90miles-\$6.50; 120miles-\$8.50; 150miles-\$10.50)• No home to home pick up or drop off-participants meet at a central location, typically Douglas Community Center• Transportation is only to program and back to meeting place• Some local programs meet at the actual program location-no transportation cost is added to program cost for these programs.	
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Drive your opinion home!



**Please complete the survey, which will be posted
on the County website throughout June at:
www.loudoun.gov/transit-needs**

Want to have your say about public transportation in Loudoun?

Here is your opportunity.

It will take ten minutes of your time.

Loudoun County Government is seeking community input to help identify unmet transportation needs in an effort to improve public transportation services.

If you are unable to use a computer, but would like to participate in the survey, contact Loudoun ENDependence at 571-291-9550 for assistance.

Non-Profit Survey Instrument (July 2011)

Loudoun County Government and community stakeholders are working together to identify transportation services for people with disabilities. This survey specifically targets non-profit organizations and transportation services your organization may provide.

Thank you for taking the time to complete the survey! When the final results are tabulated, we will send a copy to each of the respondents by e-mail address provided.

1. Please provide your organization's contact information.

Staff Contact:
Organization:
Email Address:
Phone Number:

2. Does your organization provide any type of transportation service to the general public?

- Yes
 No

3. Does your organization provide any type of transportation service to a specific target population?

- Yes (Please indicate the targeted populations below)
 No

Specific population served (please specify)

4. If your organization currently provides transportation services for people with disabilities and/or their families, which of the following situations are served? (please select all that apply)

- Transportation services are NOT currently provided by our organization for people with disabilities and/or their families
- Transportation to/from a job or worksite
- Transportation to your organization's facilities
- Transportation to leisure/recreation/community events or activities
- Transportation to medical appointments

Other (please specify)

5. Please indicate the eligibility criteria for utilizing your organization's transportation services. (Please select all that apply.)

- Age
- Disability
- Income level
- Other
- No specific eligibility criteria exists
- PLEASE NOTE: For age, disability, income and/or other criteria, state your organization's specific eligibility requirements below.

6. On an average day, how many individuals are served by your organization's transportation services?

- None
- Less than 10
- 11-20
- 21-30
- 31-40
- 41-50
- More than 50

7. On an average day, how many one-way passenger trips are provided by your organization?

- None
- Less than 10
- 11-20
- 21-30
- 31-40
- 41-50
- More than 50

8. Is your organization able to meet its current demand for transportation services?

- Yes
- No

9. If your organization is unable to meet its current demand for transportation services, please list the three most important reasons why you or your consumers believe the needs are NOT being met.

10. Please rank in priority order the greatest unmet transportation needs of the population you serve?

	1st priority	2nd priority	3rd priority	4th priority	5th priority
Work-related transportation within Loudoun County	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work-related transportation to neighboring counties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation for social events and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evening transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weekend transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. How does your organization communicate the availability of its transportation services? (Please indicate all that apply)

- Mailings
- Posters/displays
- Organization newsletter
- Press releases
- Paid advertisements
- Website
- Networking with other organizations
- Word of mouth
- Social media (Facebook, Twitter)

Other (please specify)

12. Please share any additional concerns or comments regarding transportation and the needs of the population your organization serves.

**On-Demand Customer Survey
Instrument (collected through VRT
And LEND) (July 2011)**

1.

1. I am a (please check all that apply):

- Person with a disability
- Caregiver for a person with a disability
- Family member of a person with a disability
- Loudoun County resident
- Commuter to Loudoun County (non-Loudoun resident working in the County)
- Direct Service Provider for a Loudoun County Agency
- Direct Service Provider for another county agency

Other (please specify)

2. Where do you currently reside? (City/State)

3. What are your transportation needs? (please check all that apply)

- Medical
- Work
- Shopping/Errands
- Recreation/Entertainment

Other (please specify)

4. Why do you use Virginia Regional Transportation (VRT) for Curb to Curb transportation?

- Have a disability
- No car
- Unable/Don't drive
- No other transportation options available

Other (please specify)

5. Please indicate all days and times that you need public transportation the most (regardless of whether or not it is currently offered).

- 7:00 AM - 7:00 PM Monday - Friday
- 7:00 AM - 10 PM Monday - Friday
- 8:00 AM - 5:00 PM Saturday
- 5:00 AM - 10:00 PM Saturday
- 8:00 AM - 5:00 PM Sunday
- 5:00 PM - 10:00 PM Sunday

Other (please specify)

6. Are there times when you would like to schedule a ride when service is not available? If so, when do you want to travel and cannot because there is no service?

7. If answered yes, to question 6: How often does this happen?

- Frequently
- Occassionally
- Never

8. How could the current service provided be improved?

- Add more fixed routes
- Add more on-demand/ADA reservation buses
- Extend service area to (indicate where to in other box)
- Provide service before 7:00 AM
- Provide service later than 7:00 PM
- Add weekend service
- Add across county/out of county services
- Provide staff training on working people with disabilities
- Bus driver training on using a wheelchair lift

Other (please specify)

9. If you have a disability, are most area bus stops accessible to you?

- Yes
- No
- I Don't Know

10. Is VRT your only means of transportation around/out of the county?

- Yes
- No (if no, list other mode of transportation in other box)

Other (please specify)

11. How do you find out about public transportation options?

- Internet
- Phone Book
- Advertisements
- Through County's human service agencies/providers (i.e., Department of Family Services, Loudoun County Government)
- Other (please list in other box)

Other (please specify)

General Population Survey Instrument (July 2011)

Loudoun County Government is conducting an assessment of current public transportation both within Loudoun and to and from the County. Survey responses will help identify areas for improvement. Thank you for taking the time to complete this survey.

* 1. Do you live in Loudoun County?

- Yes
 No

* 2. What is your zip code?

* 3. Do you use public transportation within Loudoun County?

- Yes
 No

4. Please indicate the bus routes used and the frequency you ride each route.

	Frequency of Use
Purcellville Connector	<input type="text"/>
Leesburg Battlefield/Ida Lee/Rust Library	<input type="text"/>
Leesburg Sycolin Road	<input type="text"/>
Leesburg Trolley	<input type="text"/>
Leesburg Safe-T-Ride	<input type="text"/>
7 to 7 on 7	<input type="text"/>
Ashburn Village Connector	<input type="text"/>
Ashburn Farm Connector	<input type="text"/>
Dulles 2 Dulles Monday-Friday	<input type="text"/>
Dulles 2 Dulles Saturday-Sunday	<input type="text"/>
Sterling Countryside Connector	<input type="text"/>
On Demand/Curb to Curb service Monday-Friday (by reservation)	<input type="text"/>

* 5. Do you use public transportation to and from Loudoun County?

- Yes
 No

6. Please indicate the routes used and the frequency you ride each route.

	Frequency of Use
Loudoun County Transit Commuter bus	<input type="text"/>
Loudoun County Transit Reverse Commute Service	<input type="text"/>
West Falls Church Express	<input type="text"/>
Metro 5A Bus (accessed at Dulles Airport)	<input type="text"/>
Fairfax Connector (accessed at Dranesville Road)	<input type="text"/>

7. Why don't you use public transportation services? (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Public transportation needs are currently being met | <input type="checkbox"/> Bus is not accessible |
| <input type="checkbox"/> No routes serving my location | <input type="checkbox"/> No sidewalks to nearest bus stop |
| <input type="checkbox"/> No routes serving my destination | <input type="checkbox"/> Use other modes of transportation |
| <input type="checkbox"/> Not familiar with public transportation options | <input type="checkbox"/> Hours of service do not meet my needs |
| <input type="checkbox"/> Length of wait times for buses | <input type="checkbox"/> Lack of weekend service |
| <input type="checkbox"/> Lack of amenities at bus stop (lighting, safety concerns, weather protection, etc.) | <input type="checkbox"/> Cost |
| <input type="checkbox"/> Bus stop not accessible | |
| <input type="checkbox"/> Other (please specify) | |
| <input type="text"/> | |

*** 8. Do you have or are you aware of someone in the community with specialized transportation needs?**

- Yes
- No

9. Why do you/they need specialized transportation services? (check all that apply)

- Mobility challenges
- Vision impairment
- Hearing impairment
- Elderly
- Use a wheelchair
- Cognitive impairment
- Medications do not allow driving
- Do not drive

Other (please specify)

10. If you or someone you know require(s) specialized transportation services, do you/they: (check all that apply)

- Travel with a personal assistant
- Travel with a service animal
- Need a wheelchair lift
- Require door-to-door assistance
- Require help boarding and getting off the bus
- Need information in Braille
- Need TTY phone service to schedule transportation
- Require audible bus information
- Require language assistance

Other (please specify)

11. Why aren't you or someone you know using public transportation to address specialized transportation needs? (check all that apply)

- Specialized transportation needs are currently being met
- No routes serving my location
- No routes serving my destination
- Not familiar with public transportation options
- Unable to access bus stop
- Length of wait times for buses
- Amenities of bus stop (lighting, safety concerns, weather protection, etc.)
- Bus stop not accessible with sidewalks
- Use other modes of transportation
- Hours of service do not meet my needs
- Lack of weekend service
- Cost

Other (please specify)

12. How are your (or someone you know) current specialized transportation needs being met if not using public transportation services? (check all that apply)

- Needs are currently NOT being met
- Drive alone
- Taxi
- Driven by friends/family members
- Transported by human service organizations (ECHO, Loudoun Caregivers, etc.)
- Needs are currently being met
- Other (please specify)

13. What is your employment status?

- Employed
- Not employed
- Retired
- Student

**14. If you travel to work, where do you work?
(check all that apply)**

- | | |
|---|--|
| <input type="checkbox"/> Loudoun County | <input type="checkbox"/> Alexandria |
| <input type="checkbox"/> Fairfax County | <input type="checkbox"/> Washington DC |
| <input type="checkbox"/> Arlington County | <input type="checkbox"/> Maryland |
| <input type="checkbox"/> Other (please specify)
<input type="text"/> | |

15. How did you find out about public transportation options? (Please check all that apply)

- Phone book
- Internet
- Virginia Regional Transit (VRT) website
- Loudoun County Office of Transportation Services (OTS) website
- VRT printed bus schedule
- Loudoun County OTS printed bus schedule
- Advertisements
- Bus signs
- Word of mouth

Other organizations (please specify)

*** 16. Optional: As we move forward with this study, would you be willing to participate in additional efforts related to planning for specialized transportation needs in Loudoun County?**

- Yes
- No

17. Please provide contact information. Thank you for your feedback.

Name

Phone

E-mail

Thank you for taking time to complete this survey. Your information will be used to help improve transportation services in Loudoun County.

Agencies Responding to Survey of Non-profit Organizations (July 2011)

1. Loudoun Volunteer Caregivers
2. ECHO
3. Loudoun ENDependence (LEND)
4. Legal Services of Northern Virginia
5. YMCA Loudoun County
6. Brain Injury Services
7. Loudoun Literacy Council
8. Loudoun Community Health Center
9. Loudoun Interfaith Relief
10. LaVoz
11. LAWS
12. Catholic Charities
13. INMED Partnerships for Children
14. Friends of Loudoun Mental Health
15. Loudoun Volunteer Financial Council
16. Volunteers of America
17. Loudoun Interfaith Relief
18. No VA Resource Center for Deaf and Hard of Hearing
19. Good Shepherd Alliance
20. Blue Ridge Speech and Hearing
21. Loudoun Cares
22. Loudoun Free Clinic
23. Child Advocacy Center