

SENIOR TRANSIT IN LOUDOUN COUNTY

I. FRAMING THE SENIOR TRANSIT ISSUE:

The Loudoun County Transit Plan provides an important opportunity to evaluate and address the needs of a growing segment of the County's population: senior citizens. While much of the rapid population increase is due to young families moving to the area, the County, like the entire United States, is experiencing growth in its senior population. This fact can be attributed to two major trends: aging baby boomers and an increasing desire by seniors to "age in place." Both of these national trends will have implications for local governments and for transportation and transit services in particular.

Summary of Findings on Aging Trends

Several recent studies of America's population identify the growing impact of aging baby boomers and the World War II generation. Analysis of U.S. Census Data and targeted studies of senior citizens offer the following findings of interest:

- The U.S. Census Bureau projects that the number of Americans age 65 or older will grow from 35 million today (2004) to more than 62 million by 2025 - nearly an 80 percent increase¹. Put another way, 1 in every 5 citizens will be over 65 and by 2025²
- A Brookings Institute Study found that aging Baby Boomers makes "pre-seniors" (ages 55 to 64) the fastest growing age group in the U.S.; expanding nearly 50% between 2000 and 2010. One of the locations for the fastest growth among the World War II generation is the South Atlantic states, especially suburban areas.³
- An Association of Retired Persons (AARP) study found that 85% of seniors want to remain in their own homes, and according to the Beverly Foundation, 90% of Americans now retire in place.⁴
- Loudoun County's senior (over 65) population increased by 86% between 1990 and 2000.
- Between 1990 and 2005, the Brookings Institute Study found that Loudoun County's pre-senior population increased by 269%.

¹Linda Bailey, "Aging Americans: Stranded Without Options," Surface Transportation Policy Project April 2004.

² www.agingstats.gov/chartbook2004/population.html

³ William H. Frey, "Mapping the Growth of Older America: Seniors and Boomers in the Early 21st Century." The Brookings Institution, May 2007.

⁴ American Public Transportation Association.

Summary of Findings about Senior Transportation Trends

Several interesting findings about the travel habits of senior citizens are examined in a 2004 study by the Surface Transportation Policy Project (STPP) entitled *Aging Americans: Stranded Without Options*. The 2004 study was based on the 2001 National Transportation Household Survey conducted by the Federal Highway Administration. The study provides a snapshot of how senior mobility is limited by age and the availability of public transit services. Major findings from the study include the following:

- One in five (21%) of Americans age 65 and older do not drive. The proportion of non-drivers over 65 is higher among minority populations:
 - 16 percent of white seniors do not drive
 - 42 percent of African-Americans seniors do not drive
 - 39 percent of Latino seniors do not drive
 - 45 percent of Asian-American seniors do not drive
- More than 50% of non-drivers age 65 and older stay home on any given day partially because they lack transportation options; the proportion of seniors who stay home on a given day is higher in rural communities and low density suburban areas.
- Older non-drivers have a decreased ability to meet their daily needs. Compared with older drivers, older non-drivers in the United States make:
 - 15% fewer trips to the doctor;
 - 59% fewer shopping trips and visits to restaurants;
 - 65% fewer trips for social, family and religious activities.

II. SENIOR TRANSIT IN LOUDOUN COUNTY

Although Loudoun has and will continue to attract young families, there is a sizeable and growing senior population. Much of the increase in senior population will occur as current residents age in place and as more senior oriented communities are constructed and occupied. In 2000, U.S. Census data indicated that there were 9,538 people over the age of 65 in Loudoun County; by 2006, census estimates suggested that there are 15,383 residents over 65 and nearly 20,000 (19,864) over 62. The proportion of the County's population in the "pre-senior" and senior range was approximately 13% in 2006. Anticipating the needs of this growing senior population is an important component of the transit study now being conducted by the County.

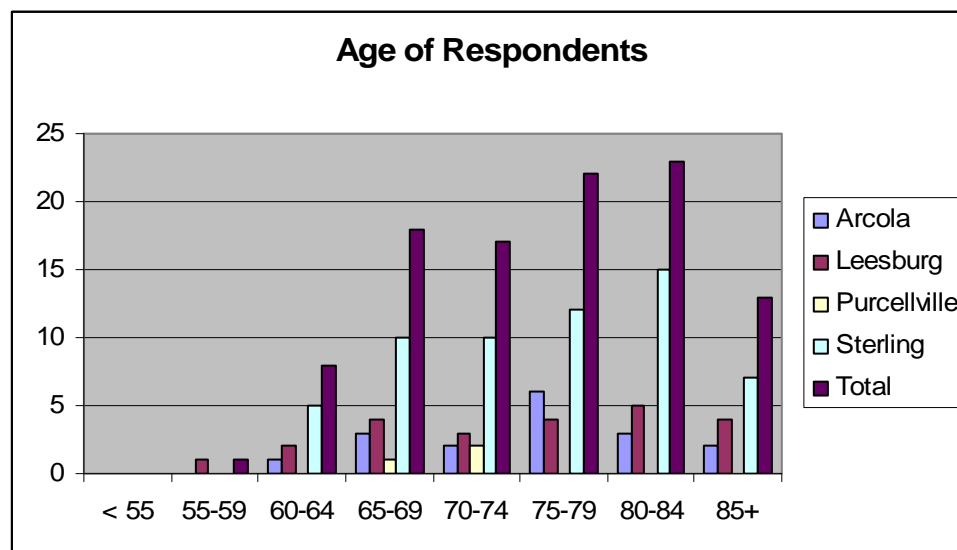
As part of an effort to assess the transit needs of Loudoun County's seniors, the Transit Plan consultants and County Transportation staff conducted four public outreach sessions at senior centers in Arcola, Leesburg, Purcellville and Cascades on May 21 and 22, 2008. In addition to these sessions, the consultants prepared a written survey that was made available to seniors one week in advance of the input sessions. The survey results and public input comments highlighted many similar concerns. Between 90 and 100 seniors attended the public outreach sessions and 104 written surveys were completed.

LOUDOUN TRANSIT PLAN SENIOR OUTREACH				
	Arcola	Leesburg	Purcellville	Sterling/Cascades
Meeting Participants (signed in)	20-25 (18)	27-30 (23)	15 (13)	28-30 (18)
Completed Surveys	18	24	3	59

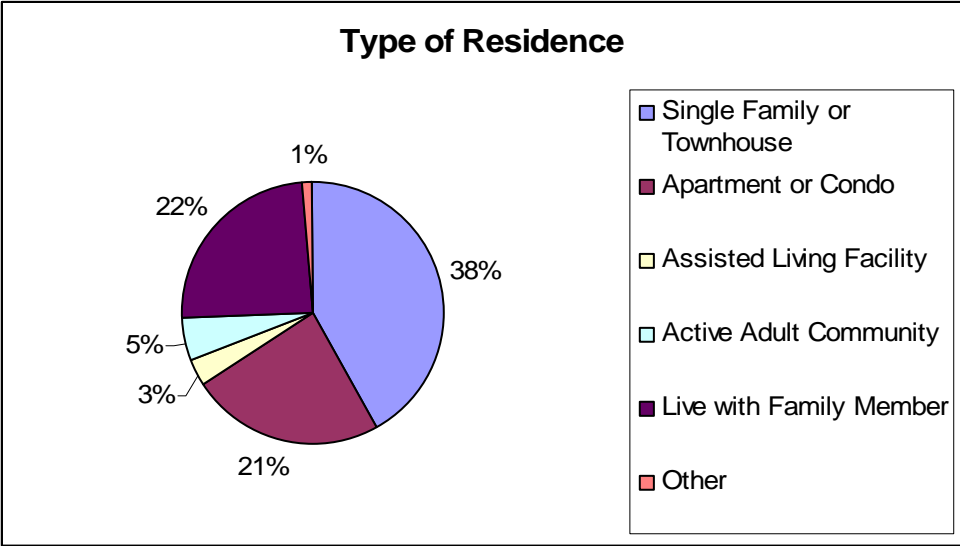
Several participants both completed surveys and participated in the public input sessions. While not a scientific sample, the comments and the surveys provide an overview of how well senior transportation and transit needs are currently being met and where improvements can be made. The survey results and meeting results are summarized below.

Loudoun County Transit Plan Senior Center Survey Results

A survey of senior citizens was conducted in May 2008 as part of an effort to seek input on transit services from this specific segment of the County’s population. The survey questions targeted four general categories of data: driving habits, travel habits and needs, perceptions about transit services and experience with local and regional transit. The senior survey was available for approximately one week at each of the County’s four senior centers. A copy of the survey and full survey results are included as Appendix A of this report. A total of 104 surveys were collected at the public workshops that occurred on May 21 and 22. Approximately 17% of the surveys came from the Arcola senior center, 23% from the Leesburg center, 3% from the Purcellville center and 57% from the Sterling/Cascades community center. The majority of respondents, 56%, were over 75; another 33% were between the ages of 65 and 75. Only 8% of those surveyed were “pre-seniors.”

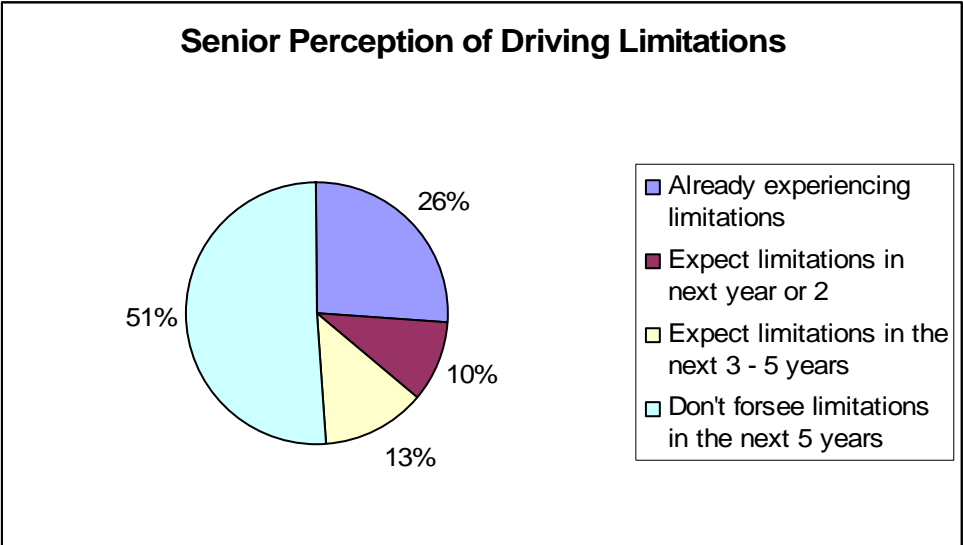


Since Loudoun County is still largely a suburban community, it is not surprising that 38% of respondents live in single family homes or townhouses. Nearly a quarter of the seniors reported that they live with a family member. Only 8% live in an active adult community or assisted living facility, both relatively new forms of development in Loudoun.



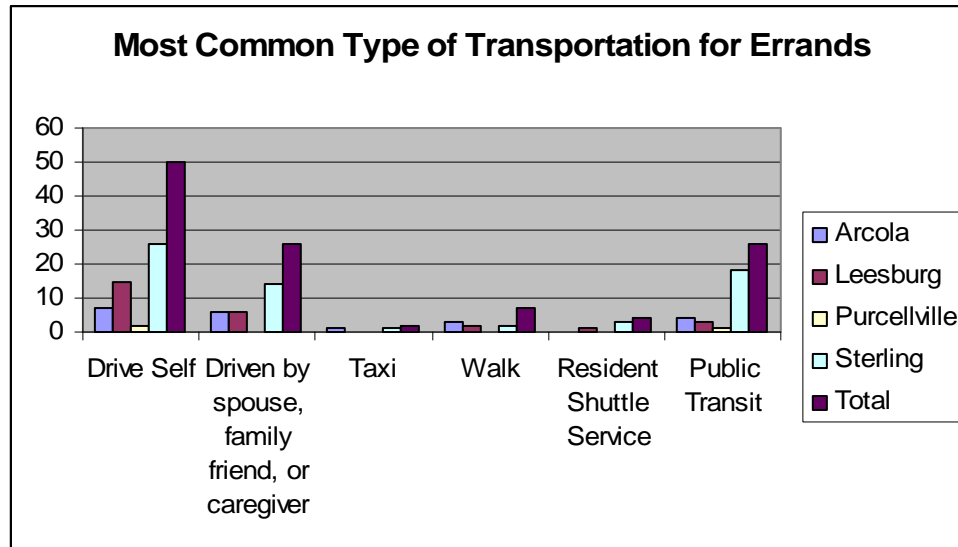
Driving and Travel Habits

Approximately 50% of the seniors who responded to the survey drive; 47% of these drivers own or have access to a vehicle. Fifteen percent of the senior drivers noted that they only drive during daylight hours. A little less than 50% of the drivers who participated in the survey expect to experience driving limitations in the foreseeable future.



Most seniors who completed the survey still drive themselves or rely on friends and family members to help them get around on a day to day basis. Public transit, including the Area Agency Aging bus, was the second most common form of transportation for daily needs among respondents from the Sterling/Cascades Senior Center. Even though the Sterling/Eastern Loudoun area is the most densely populated portion of the County and is served by a number of fixed bus routes, Sterling respondents who used public transit are most likely referring to the

AAA buses. There is such high demand for the AAA bus at this center that the bus needs to make two runs a day.

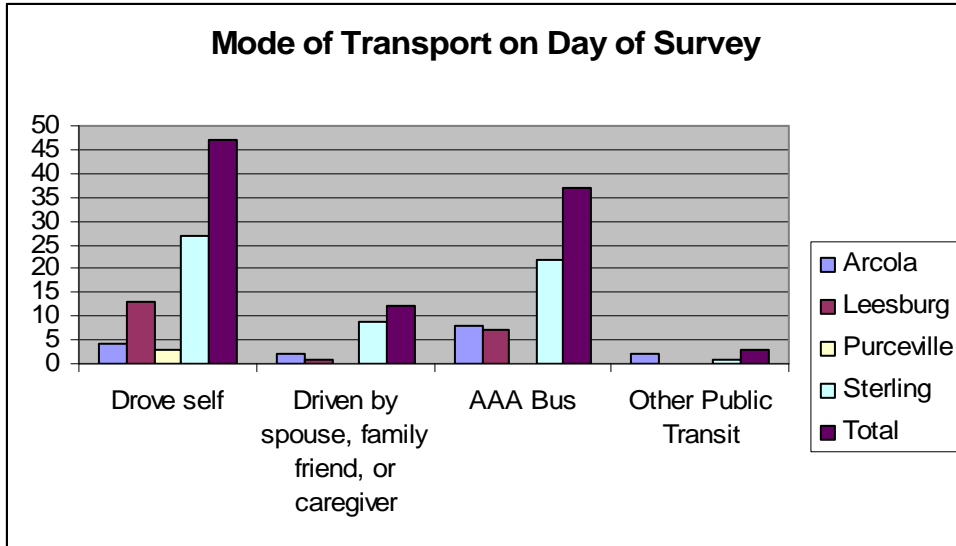


Survey participants were asked to identify their most frequent trip types. Although participants were requested to pick only the two most common types of trips, most seniors checked more than 2 boxes. All results are reported in the table below so as not to bias responses toward those located at the top of the list. The most common reported trip destinations for seniors were shopping, doctor/healthcare appointments and social/recreational activities. Only 9% of seniors reported work related trips.

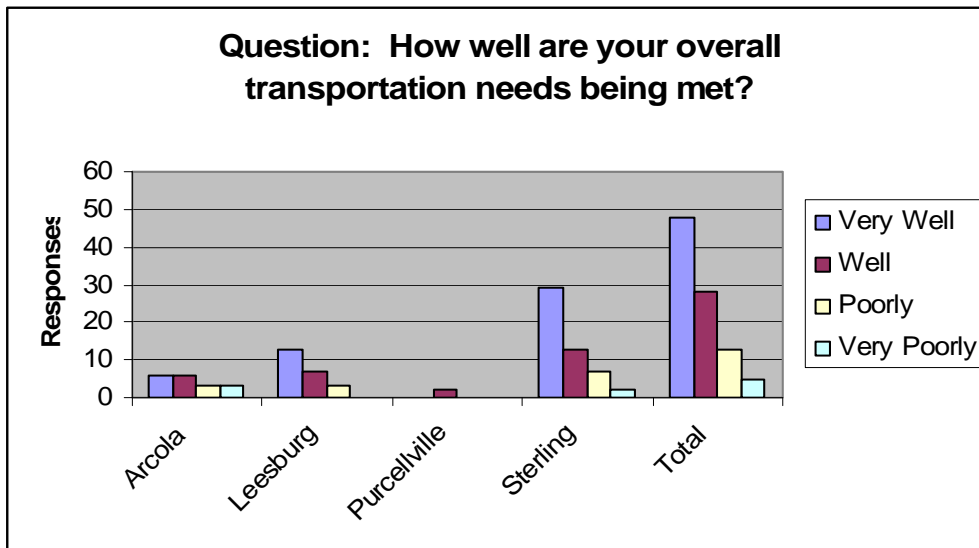
WHERE DO YOU GO MOST OFTEN? (check up to 2)⁵	
Work	9%
Social/Recreational Activities	59%
Grocery/ Shopping	73%
Doctors Appts./ Healthcare Visits	61%
Worship or Church Activities	36%

Fifty-six percent of the seniors, who responded to the surveys at the senior centers drove themselves to the center on the day they took the survey, or arrived in a private vehicle driven by a friend, family member or caregiver; 35% responded that they came by AAA bus.

⁵ Most seniors selected more than 2 responses. All results are reported here so percentages will exceed 100 when added together.



Though only 50% of the surveyed seniors are still able to drive themselves around, 73% reported that their overall transportation needs are being well met or very well met. This assessment differed from what seniors said at the public workshops.



Transit Related Perceptions and Experiences

Approximately 56% of the seniors who completed questions about frequency of public transit use stated that they have not used public transit in the past year; only 14% of those who responded to the question indicated that they used public transit, including AAA buses, once a week or more.

Frequency of Public Transit Use in Past Year (including AAA bus)					
	Arcola	Leesburg	Purcellville	Sterling	Total (% based on responses to question only)
Never	5	14	1	23	43 (56%)
Once week or more	6	1	0	4	11 (14%)
2 to 3 times/month	0	0	0	5	5 (6%)
Once a month	0	0	0	4	4 (5%)
<Once a Month	1	5	1	7	14(18%)

Seniors were asked about local public transit services they have used. Choices included the Virginia Regional Transit (VRT) Fixed Route Buses, VRT On-Demand Services, the Loudoun Commuter Bus, and the AAA buses. Approximately 28% of seniors indicated that they have never used any of these services, while 42% reported using AAA buses.

Public Transit Usage by Type					
	Arcola	Leesburg	Purcellville	Sterling	Total (% based on total number surveyed)
None	4	7	0	18	29 (28%)
VRT Buses	0	5	1	10	16(15%)
AAA	11	12	0	21	44(42%)
VRT On-demand	0	1	0	4	5(5%)
Loudoun Commuter Bus	2	3	1	17	17(18%)

Seniors were also asked to rate their experiences with the various services. Overall, seniors seemed most satisfied with the AAA buses. Other services were also generally rated good or very good. However, the ratings of the various services may not be very reliable since several survey participants rated services even if they initially indicated they hadn't used them.

In addition to questions about local transit services, the survey asked about how well transit systems in Loudoun coordinate with other regional systems. Both of these questions had a relatively high non-response rate. The question about transit experience allowed for respondents to check any responses that applied. Most of the seniors who responded to this question, 58%, said that they have not traveled outside of Loudoun County using public transit; 22% said that it takes too long to reach destinations outside of Loudoun using public transit. Seniors were also asked to rate how easy it is to connect from Loudoun County public transit to other regional transit service, such as Metrorail or Metrobus. Most who answered the question, 59%, indicated that they had no experience connecting to other systems; 36% rated such connections as difficult or very difficult.

Public Transit Experience		
Never used transit to travel outside Loudoun	42	58%
LC transit is adequately connected to other public transit	4	5%
LC transit schedule limits connections	10	13%
It takes too long to reach destinations outside of LC using transit	16	22%

Ease of Connecting to Other Systems		
Very Easy	1	2%
Easy	2	3%
Difficult	14	24%
Very Difficult	7	12%
Don't Know/No Experience	34	59%

Finally, the survey asked general questions about public transit and what might increase public transit usage. Approximately one-quarter of the seniors who completed this portion of the questionnaire indicated that they were not aware that public transit was available, echoing comments at the public meetings that there needs to be more information available about public transit. Approximately 20% of those who responded to these questions said that transit schedules, days of operation, destinations and stop locations are aren't meeting their needs. Only 12% indicated that public transit meets their needs.

Public Transit Perceptions		
Not aware of public transportation services in community	24	24%
Public transportation adequately meets my needs	12	12%
Public transportation schedules and days of operation don't meet my needs	19	19%
Public transportation doesn't go where I need to go	19	19%
Public transportation stop locations aren't convenient or accessible	20	20%
I don't feel safe using public transportation	3	3%
I have access to a private community shuttle	1	<1%

Seniors were also asked what might increase their use of public transportation. Respondents were asked to check no more than three reasons. The three most frequent responses were: 1) high fuel costs, 2) more convenient routes and stop locations and 3) bus stop within walking distance of home. All responses and their frequency are in the table shown below:

Which of the following would most likely increase your use of public transit?		
High fuel costs	37	28%
More convenient stops and routes	23	17%
Bus stop within walking distance	22	17%
More frequent service	17	13%
Not comfortable driving anymore	15	11%
Unable to drive for medical reasons/loss of license	14	11%
Increased traffic congestion	4	

Loudoun County Transit Plan Senior Center Public Input Session Results

The public outreach sessions were scheduled to coincide with lunchtime at each of the County's four senior centers and to coordinate with Area Agency on Aging (AAA) bus service. Participation in the 1 to 1^{1/2} hour input sessions varied from center to center based on the size of the lunch crowd and other activities occurring simultaneously at the centers. Many of the survey responses were echoed at the public input sessions and provided anecdotal information about how well senior transit needs are being met.

Unlike most survey responders, the majority of participants in the public outreach sessions, 49, arrived by AAA bus. Approximately 27 others drove themselves and 4 arrived by car with family or friends. None arrived at the sessions by public transit on the days of the workshops but, it was reported that one senior routinely arrives at the Leesburg Senior center using VRT On-Demand service. There were non-native speakers at three of the four sessions and participants at the Sterling senior center recommended that translators be available if possible for other similar sessions.

Concerns about transit varied by location since the level of public transit service available to seniors varies by geographic area. For example, one of the primary concerns for seniors who attended the Arcola community input sessions was the lack of public transit options; in Sterling, seniors were more concerned with improving and expanding available services, particularly on weekends. There was general agreement at all centers that AAA buses work well; however the service is more limited than they would like. With the exception of the AAA buses, most workshop participants had limited experience with transit services. In Leesburg, one participant was a frequent and confident public transit user. She indicated that she had attended an NVRTA workshop on transit services. Many seniors were unaware that on demand public transit services are available at all; those who have used the service had reservations about its reliability. Participants at the public input sessions in all locations cited the need for better information about public transit systems, the need for senior oriented training sessions and improvements in the reliability and availability of VRT on-demand services.

In contrast to seniors who filled out surveys, only a handful of participants at the input sessions felt that their overall transportation needs were being met. Those most dependent on transit services, non-drivers, had the most specific concerns and the most experience with the

County's transit services. The places most of the workshop seniors would like to go via transit are: shopping, doctors' appointments, worship services and the airport. Seniors were eager to share their thoughts about transit and provided a number of insightful comments. Several are new residents who are struggling to adjust to a new community and to more limited transit options than they are used to. The full results of the meetings are summarized in appendix B. Comments that were voiced at almost all sessions are summarized below:

Major Findings from Community Input Sessions

Reasons most frequently cited for not using transit services:

- Communication Issues - Not enough information about services – poor maps, uncertainty about how system works
- Access issues – bus stops are not close enough to homes, not handicapped accessible
- Routing Issues – service is not available or does not go where seniors want or need to go – primarily medical facilities (sometimes beyond County boundaries), shopping centers
- Limited schedule and hours of operation - no weekend service, limited night service, infrequent service
- On-demand services are not as available or reliable as they should be

Priority Recommendations for Improvements (*Participants at each session were asked to select their top 3 priorities for improvements to the County's public transit system – the following are in no particular order but do reflect the substantial overlap in priorities identified at each session*)

- Provide new service to growth areas and the southern part of the County
- On- Demand service needs to be more responsive, reliable and customer friendly
- There should be more simple, clear, user friendly information about services available in the County including better maps, transit workshops for seniors and information for non-English speakers
- Provide weekend service and expand evening services.
- Need consolidated more comprehensive service – all transportation services should be coordinated within the County and with other regional providers

III. CONCLUSION

The senior survey and senior input sessions conducted in May 2008 provide important insights into senior transit issues from over 100 Loudoun seniors from various parts of the County. Approximately half of the seniors who attended the public input sessions and who completed the survey do not drive, so it is likely that as services improve and expand, there will be a ready supply of willing senior riders, particularly as baby boomers age. Although seniors expressed some frustrations and unfamiliarity with existing public transit options, they also expressed a desire to use public transit if it is simple, and goes where they need it to go. Many felt that public transit workshops aimed at training seniors about available transit options would be a tremendous benefit to residents.

Based on the seniors who participated in the Loudoun workshops and survey, a system that is easy to use means that fixed route or on-demand services are: (1) reliable, frequent and predictable, (2) simple, with maps clearly indicating stops and route information that is easy to understand, (3) safe and convenient stop locations, preferably within easy walking distance of their homes and simple transfers within the system and to connecting regional systems. Seniors also want to see services expand, particularly in new growth areas and by increasing night and weekend operations. One place where seniors differ most from the general public is that few of their trips are work related and, based on comments at the workshops, their trips occur mostly at off-peak times and on weekends. Seniors in Loudoun most want to be able to get to and from shopping areas, doctors' appointments and places of worship on a daily and weekly basis, both within Loudoun County and the immediately adjacent areas of Fairfax County; they also want to be able to get the airport when needed without having to make multiple transfers. At this time, very few find public transit a viable option for meeting these needs on a consistent basis.

SENIOR TRANSIT IN LOUDOUN COUNTY

APPENDIX A



Loudoun County Transit Plan Senior Survey

HOW CAN WE IMPROVE?

Please take a moment to share your ideas about how to improve transit options in Loudoun County. The results of this survey will be used as the County develops a new Countywide Transit Plan. ***When you're done, please drop the questionnaire in the survey collection box at one of the County's Senior Centers.*** Thank you for participating in this important survey.

Please tell us about yourself.

1. What is your age?

- | | |
|-----------------------------------|----------------------------------|
| <input type="checkbox"/> under 55 | <input type="checkbox"/> 70 – 74 |
| <input type="checkbox"/> 55 – 59 | <input type="checkbox"/> 75 – 79 |
| <input type="checkbox"/> 60 – 64 | <input type="checkbox"/> 80 – 84 |
| <input type="checkbox"/> 65 – 69 | <input type="checkbox"/> 85+ |

2. Where do you live?

(Town/Community & Zip Code)

3. In what type of residence do you live? (check all that apply)

- Single Family Home or Townhouse
- Apartment or Condominium
- Assisted Living Facility
- Active Adult Community
- Live with Family Member
- Other (please specify below)

Please tell us about your driving habits.

4. Do you drive?

- Yes
- Yes, but only during daylight hours
- No (***Skip to #7***)

5. Do you own or have access to a vehicle?

- Yes
- No

6. Do you expect you will experience any driving limitations in the foreseeable future?

- I am already experiencing some limitations.
- I will probably have some limitations in the next year or two.
- I will probably have some limitations in the next three to five years.
- I don't foresee any limitations in the next five years.

Please tell us about your travel habits and needs.

7. What type of transportation do you ***most often*** use to run errands or get around?

- I drive myself
- My spouse, family member, friend or caregiver drives me
- I take a taxi
- I walk
- I use a resident shuttle service
- I use public transportation (Virginia Regional Transit Bus, Area Agency on Aging Bus, VRT on-demand transit, Loudoun Commuter Bus)
- Other (please specify below)

8. Where do you go ***most often***? (check up to 2)

- Work
- Social or Recreational Activities
- Grocery or Other Shopping
- Doctors Appointments/Healthcare Visits
- Worship or Church Related Activities

9. How did you get here today?

- Drove myself
- Friend, family member, spouse or caregiver drove
- I walked
- By taxi
- Private shuttle from assisted living/active adult community
- Area Agency on Aging (AAA) Bus
- Other public transportation (Virginia Regional Transit, On-Demand Transit)
- Other (please specify below)

10. How well are your overall transportation needs being met:

- Very Well
- Fairly Well
- Poorly
- Very Poorly

Please share your thoughts about public transportation.

11. Please check any statements that apply.

- I'm not aware of public transportation services in my community.
- Public transportation adequately meets my needs.
- Public transportation schedules and days of operation don't meet my needs.
- Public transportation doesn't go where I need to go.
- Public transportation stop locations aren't convenient or accessible to me.
- I don't feel safe using public transportation.
- I have access to a private community shuttle, bus or van service.

12. Which of the following would most likely increase your use of public transportation? (check up to 3)

- High fuel costs
- More convenient routes and stop locations
- More frequent service
- Increased Traffic Congestion
- Not comfortable driving anymore
- Unable to drive for medical reasons or loss of license
- Bus stop within walking distance of my home

13. How often have you used a local public transit service (include AAA Buses) in the past year?

- Never
- Once a week or more
- 2 to 3 times a month
- Once a month
- Less than one a month

14. Check any that apply.

- I have never used a public transit service to travel to areas outside of Loudoun County.
- Loudoun County public transit offers adequate connections to other transit providers (such as Metro bus, the Fairfax Connector, Metrorail) in the region.
- Loudoun County's public transit schedules and days of operation limit my ability to transfer to other regional transit providers.
- It takes too long to reach destinations outside of Loudoun County using public transit.

15. How easy is it to connect from Loudoun County's public transportation system to other regional transit providers, such as the Fairfax Connector Bus, Metro Bus or Metrorail?

- Very Easy
- Easy
- Difficult
- Very Difficult
- Don't know/No experience with this

16a. Which of the following local transit services have you used?

- Virginia Regional Transit Buses
- Loudoun County Commuter Buses
- VRT On-Demand Service
- Area Agency on Aging or Parks & Recreation Buses
- None of the above (*Skip #16b*)

16b. How would you rate your experience with the following services (*Rate only those you have used*)

Virginia Regional Transit Buses

- Very Good
- Good
- Fair
- Poor

VRT On-Demand Services

- Very Good
- Good
- Fair
- Poor

Area Agency on Aging or Parks & Recreation Buses

- Very Good
- Good
- Fair
- Poor

Loudoun County Commuter Bus

- Very Good
- Good
- Fair
- Poor

If you have additional comments related to public transportation in Loudoun County, please share them:

THANK YOU FOR YOUR TIME!

WRITTEN SURVEY COMMENTS FROM SENIOR SURVEYS

Leesburg

- Virginia Regional Transit Not Dependable – difficult to schedule rides
- It seems impossible to get from Leesburg to Tysons Corner and to the Metroline at West Falls Church

Arcola

- Need more rural transportation
- There is no bus service at all near our community area in Bridle Ridge, Chantilly, VA 20152 – Poland Rd.

Sterling

- I want to suggest that door to door “special” bus carrier limit passengers so that a large bus is not required. The county could save gas by using a small taxi or small size vehicle.
- I have limited experience using those services.
- We need better service.
- There is no service near our residence – Suthertin Place, Steling 20165 – very poor service.
- I need transportation, but can not get it, especially now.
- Provide bus service on Algonkin Parkway.
- A regular bus route to medical buildings and we could make doctor’s appointments by bus schedule; it would be nice if it would run on Saturday or Sunday.
- Please add service to Round Hill.

SENIOR TRANSIT IN LOUDOUN COUNTY

APPENDIX B

Arcola Senior Center – May 21, 2008 Summary of Comments

Approximate number of attendees 20-25

(15 participants signed in - participants were from South Riding, Aldie, Stoneridge, Lenah)

How did you get here today (show of hands)?

- 6 Drove Own Car
- 12 Rode AAA bus – picks up from house

What transit services have you used (show of hands)?

- 0 participants have used the VRT fixed route bus
- 2 have used on-demand services
- 21 have used AAA bus; driver transports an average of 17 per day to center for lunch.

How many of you are satisfied that your overall transportation needs are being met?

- Majority of participants are satisfied with service – but participants clarified that their satisfaction refers specifically to AAA bus since the southern portion of County has no fixed route or commuter bus service

How are your current transportation needs being met?

- 4 Family and Friends drive
- 10 (approximately) still drive
- 2 take taxis
- 1 has taken excursion buses through Parks and Recreation

Where would you like to go using transit?

- Shopping Mall
- Grocery shopping
- Churches/Worship
- Hospital
- Doctors Appointments – Half go to Fairfax and Reston; others go to Ashburn, Lansdowne, Leesburg

What are some of the reasons you are not using transit services?

- No bus service to area
- Not as direct; concern about detours
- Schedule issues/lack of flexibility
- No access/need to be able to walk to buses and bus stops; also need kneeling buses
- AAA bus does provide transportation to some shopping centers but only on certain days (M&W) and at least 6 people must sign up for these trips; it only goes to limited locations

How could transit services be improved to better meet your needs?

(Numbers in parentheses indicate how many participants rated the item as a top 3 priority)

- On- Demand service needs to be more responsive and reliable and customer friendly **(12)**
 - need sheltered areas for waiting
- Need transit service in southern Loudoun **(9)**
 - fixed route buses with specific stops
 - 24 hour transit
 - flexible and demand responsive
 - should go to health facilities
- Need more and better information for on-demand services **(3)**
- Need consolidated more comprehensive service – all transportation services should be coordinated
- Better visibility for services – drivers don't always wait for seniors to come to bus, sometimes can't see bus from home (for on-demand service)
- Predictable routes and stops

Leesburg Senior Center – May 21, 2008 Summary of Comments

Approximate number of attendees 27-30

(23 participants signed in - participants were from Leesburg, Paeonian Springs, Potomac Station, South Riding, Sterling)

How did you get here today (show of hands)?

- 10 AAA bus
- 10 drove
- 2 rode with friend or family member
- 1 walks
- 1 usually uses VRT on-demand service (was not present on this day)

What transit services have you used (show of hands)?

- 2 people use fixed bus regularly
- 2 have use on-demand regularly
- 10 use transit (AAA) bus more than once a month

How many of you are satisfied that your overall transportation needs are being met?

- 1 satisfied
- Majority noted that AAA bus is very reliable

Where have you gone via public transit?

- Washington DC
- Recreation Centers
- Purcellville
- Shopping center
- Doctors office in Sterling

Where would you like to go using transit?

- Airport
- Dulles Town Center
- Hospital
- Want to make connections to other places and systems
 - from Loudoun to Fairfax
 - South Riding to Leesburg
 - Hard to go west or get to Middleburg

What are some of the reasons you are not using transit services?

- Complexity of system
- Poor maps
- Many other systems
- Restrictions in some on-demand routes

- Lack of accessibility for handicapped (trolley)
- Lack of good information – service, rules, weather issues
- Too many people using on-demand service – can't get appointment
- Schools use some of the transit buses so they aren't available
- Limited transfer and routes
- Groceries, shopping bags are cumbersome
- Need trip chaining (combined trips are difficult)
- Routes are linear not circular
- Too long a walk to route/stop

How could transit services be improved to better meet your needs?

(Numbers in parentheses indicate how many participants rated the item as a top 3 priority)

- Better and more information – including better, more detailed map of stops (7)
- Weekend Transportation (7)
- Need to serve new growth areas (6)
- Umbrella Organization to coordinate all service and make it one transit system (3)
 - improve coordination between providers
 - better inter-county connections
 - more Loudoun to Fairfax options (shorter trips to nearby Fairfax locations)
- More buses, more routes (1)
- Transit training like that offered by NVTC would be useful to seniors
- Cable TV information on transit

Purcellville Senior Center – May 22, 2008

Summary of Comments

Approximate number of attendees 15 – number fluctuated due to competing activities
(13 participants signed in - participants were from Purcellville, Hamilton, Bluemont, Middleburg)

How did you get here today (show of hands)?

- 6 Drove
- 9 AAA Bus

What public transit services have you used (show of hands)?

- 2 Fixed Route
- 2 Used Commuter Bus
- 1 Used on-demand

How many of you are satisfied that your overall transportation needs are being met?

- 1 Generally Satisfied with Transit

Where have you gone via public transit?

- Washington D.C. – on commuter bus
- Metro to Downtown (drove to metro station)
- Purcellville to Dulles Airport (2 transfers but only 50 cents)

Where would you like to go using transit?

- Dulles Airport – in less than 2 hours
- BWI airport or trains to BWI
- National Airport
- (note – no cab service in Purcellville)

What are some of the reasons you are not using transit services?

- Bus stops too far
- Schedule is too early/too late
- Uncertain wait time on return trip for VRT on-demand services
- Doesn't go to job location
- Lack of information

How could transit services be improved to better meet your needs?

(*indicates that participants rated the item as a top priority)

- Workshops at senior centers on how to ride transit*
- Advertisement/better marketing of VRT service – explain the benefits, how to transfer, etc.*
- Safe parking areas adjacent to transit facilities
- Bus to Lovettsville, Marc Train, other western Loudoun towns

Cascades Senior Center – May 22, 2008 Summary of Comments

Approximate number of attendees 28-35

(18 participants signed in - participants were from Sterling, Ashburn, Potomac Falls, Great Falls)

How did you get here today (show of hands)?

- 18 AAA bus (2 bus loads each day)
- 5 Drove
- 2 Road with friends or family
- Private Shuttle – none today
- Walk

What public transit services have you used (show of hands)?

- 7 have used VRT Fixed Route Bus Service
- 5 have uses VRT on-demand service; 3 use it regularly

How many of you are satisfied that your overall transportation needs are being met?

- 1 Satisfied

Where have you gone via public transit?

- Doctors appointments
- WalMart
- Shopping

Where would you like to go using transit?

- Temple/Place of Worship on weekend
- Grocery store
- Doctors in Fairfax

What are some of the reasons you are not using transit services?

- Distance to bus stop
- No place to sit at bus stop
- AAA bus needs better schedule and more capacity
- Mid-day schedule of 1 hour intervals (more frequent before 11 and after 4)
- Rt. 7 bus no longer goes by Senior Center
- No weekend service

How could transit services be improved to better meet your needs?

(Numbers in parentheses indicate how many participants rated the item as a top 3 priority)

- Weekend Service (7)
- More accessible and better transit information/communication services for non-English speakers(5)
- Service to Medical centers in Loudoun and Fairfax(5)

- Driver knowledge of destinations and stops (4)
- Service to senior center that coordinates with excursion trips - can't get there early enough in morning; no service in evening upon return (4)
- More bus stops in Sterling/Cascades (3)
- Information on transfers to other transit services (3)
- Later hours in evenings (2)
- Smaller buses for VRT on-demand service to improve efficiency
- More secure/safe bus stops
- Assistance onto buses – handicapped accessible