

Case Worker Transportation Survey

Client Transportation Questions:

1) What transportation questions do clients ask you?

	Never	Sometimes	Frequently	Always
Where to get financial assistance for transportation				
How to find agencies that provide transportation to specific locations				
How to use transit				
How to find a volunteer driver program				
How to find a door through door service				
How to find bus schedules				
How to find a subsidized taxi program				

Other _____

2) How comfortable do you feel providing your clients with information about transportation options?
 Very comfortable Moderately comfortable Not comfortable

Provider Identification of Clients' Transportation Needs:

3) How frequently do you ask your clients how they traveled to your agency?

Never Sometimes Frequently Always

4) What is the primary mode of transportation for your clients (please rank top 3)?

Bus Volunteer driver Drive themselves
 Taxi Special transit Others drive them

5) If your clients report that they do not use public transportation, what are the reasons that they commonly report?

Don't need it Destination isn't offered
 Not offered Can't afford it
 Time isn't convenient Other _____
 Don't understand system

6) How frequently have your clients not attended these activities because they lacked transportation?

	Never	Sometimes	Frequently	Always
Work				
Education or training				
Medical appointments or prescription pick-up				
Other rehabilitation or support services				
Shopping or groceries				
Recreational or social activities				

7) Have your clients ever lost a job because they did not have transportation?

Yes No

8) Do clients have free access to a phone at your agency?

Yes No

Client Demographics:

9) What area/population do you serve?

Bastrop County
Blanco County
Burnet County
Caldwell County

Fayette County
Hays County
Lee County
Llano County

Travis County (urban)
Travis County (rural)
Williamson County

10) Check the type(s) of disabilities your clients have:

Physical
Mental/Emotional

Cognitive
Other Health Related

Helpful Resources for Providers:

11) What transportation resources are most useful to help you with clients' transportation needs/ questions (check all that apply)?

In-person training
Manuals/ print sources
Conferences
Peer to peer coordination
Online training

Web-based assistance with live chat
Email
Telephone help line
Other (please specify) _____

