

Capital Area Regional Transit Coordination Committee (RTCC) Transportation Solutions Survey

This survey has been developed by an interdisciplinary team representing the Capital Area Regional Transit Coordination Committee (RTCC.) It is intended to be used as an instrument to help us meet our goal of empowering case workers and staff by providing them with training and information about the family of transportation services in the Capital Area. Survey responses will help the RTCC to understand your knowledge of transportation services that are currently offered.

This survey should be completed by social workers, call center staff, and other front-line staff who provide information to clients regarding transportation services in the Capital Area. Please check a box for each question that best describes your response. For some questions multiple boxes may apply. The results from this survey will be used to assess front-line knowledge of transportation services and will guide the RTCC as it develops transportation service training curriculum for social workers and staff.

Client Transportation Questions:

1) What organization do you represent? _____

2) How often do clients ask you the following transportation questions?

	Never	Sometimes	Frequently	Always
Where to get financial assistance for transportation				
How to find agencies that provide transportation to specific locations or services				
How to use public transportation (including fixed route buses, rail, and on-demand services provided by Capital Metro, CARTS, Hill Country Transit, and others)				
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 _____

3) How comfortable do you feel providing your clients with information about transportation options?

Very comfortable Moderately comfortable Not comfortable

4) What is your role?

Case Worker Front-Line Worker Case Manager Volunteer
 Coordinator Other _____

Provider Identification of Clients' Transportation Needs:

5) How often do you ask your clients how they traveled to your agency?

Never Sometimes Frequently Always

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

Bus Drive themselves MetroAccess (formerly STS)
 Taxi Family or friend drives Hill Country Transit
 Volunteer driver Parks & Rec CARTS

Mail or Fax to: RTCC c/o PO Box 1088-CAMPO, Austin, TX 78767 / Fax: (512)974-6385

You may also take this survey on-line. Visit **CapitalAreaRTCC.com** for more information.

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

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

8) How frequently have your clients missed 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				

9) Do you have clients that lost a job because they did not have transportation?

- Yes
 No

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

- Yes
 No

11) Do clients have free access to the internet at your agency?

- Yes
 No

12) Does your agency provide free bus passes to clients?

- Yes
 No

Client Demographics:

13) What area do you serve? (check all that apply)

- Bastrop County
 Blanco County
 Burnet County
 Caldwell County
 Fayette County
 Hays County
 Lee County
 Llano County
 Travis County (urban)
 Travis County (rural)
 Williamson County (urban)
 Williamson County (rural)

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

- Cognitive
 Mental/Emotional
 Physical
 Multiple Disabilities
 Hearing
 Vision
 Other (please specify) _____

Helpful Resources for Providers:

15) How would you prefer to learn about the transportation services available to your clients?

- One-on-one training
 Conferences
 Online training
 Other (Please Specify) _____

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

- Manuals/ print sources
 On-line assistance
 211 telephone help line
 Other (please specify) _____

Mail or Fax to: RTCC c/o PO Box 1088-CAMPO, Austin, TX 78767 / Fax: (512)974-6385

You may also take this survey on-line. Visit **CapitalAreaRTCC.com** for more information.