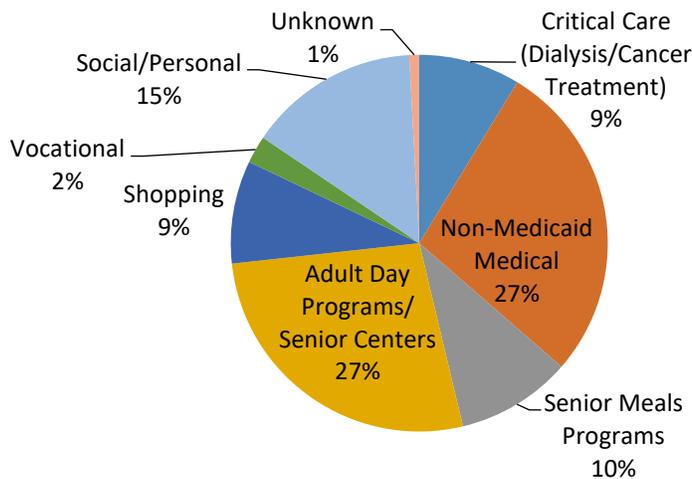


Ridership Survey for the Elders & Persons with Disability Transportation Program

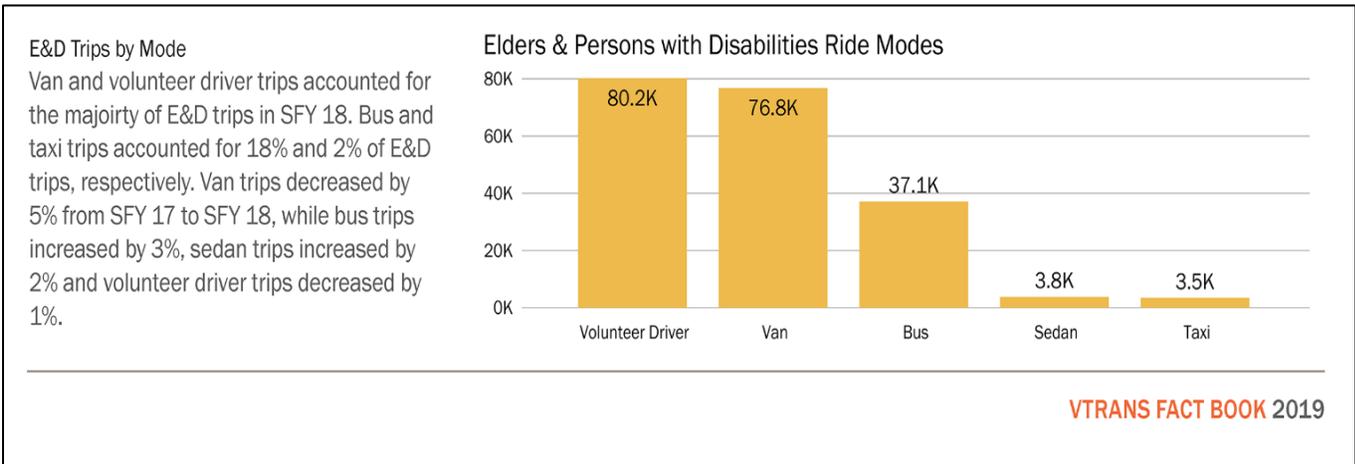
WHO: The Agency of Transportation (VTrans), working collaboratively with the United Way of Northwest Vermont, Regional Planning Commissions (RPCs), regional Elderly and Persons with Disability Transportation Committees (E&D Committee), and regional transit agencies will engage with community members utilizing the E&D transit program to hear their feedback on the service.

WHY: We recognize that transportation is a basic need for everyone in our community. Transportation services support our community members in maintaining their health and wellness and staying connected to the community through employment, meaningful volunteerism, and social engagements with family and friends.

SFY2018 E&D Trips by Type



VTrans as well as local partners place a significant priority on funding the Elders and Persons with Disability Transportation Program to provide services beyond those paid for by Medicaid and the Americans with Disabilities Act (ADA) transit service. While these investments are significant, Vermont’s aging population and rural landscape require innovative solutions to continue to meet the community demand for transportation services.



GOAL: It is our goal to foster the inclusion of older adults and persons with disabilities in transportation planning and design through the E&D Ridership Survey. By listening to E&D riders about the quality of their experience, we believe that we can better meet the needs of our constituents and get more impact from our transportation investment.

HOW: VTrans will provide the survey tools and timeline and will support the Regional Planning Commissions (RPCs) across the state at deploying the survey for their community.

October-December 2019: Introduction to the E&D Ridership Survey with RPCs & E&D Committees

January-February 2020: Administer E&D Ridership Survey & Collect Results

March-April 2020: Interpret Results & Draft Report

April-May 2020: Response to Feedback & Close the Loop with Riders

ROLES & RESPONSIBILITIES:

VTrans

A VTrans Public Transit staff will serve as Project Manager (PM). The PM shall:

- Oversee all third-party work (i.e. United Way, RPCs, etc.).
- Manage contract development and United Way once hired, inclusive of all administrative components.
- Organize and attend all Project Team meetings.

The VTrans Public Transit Coordinators shall:

- Serve as liaison to the E&D Committees.
- Attend at minimum, two E&D Committee Meetings in their assigned regions to assist RPCs with project introduction and to present findings.

VTrans Planning staff shall:

- Serve in a support role and as liaison to RPCs.
- Attend all Project Team meetings.
- Support UW in RPC training and project education.
- Support UW in resource development.
- Assist in developing next phase of this work as is relevant to the RPC TPI contracts.
- Work with the PM to analyze and compile report based on survey results. The report shall, at minimum, provide robust data analysis of results, provide a current snapshot of service satisfaction levels, summarize findings, and provide recommendations that will inform E&D Partner budgets for the next contract cycle. As relevant, recommendations should be clearly linked to the 2019 PTPP.
- Present results to Project Team and incorporate review and feedback.
- Prepare results for various audiences: riders, VTrans, RPCs, Transit Providers, E&D Partners, PTAC, legislature, etc.

United Way of Northwest Vermont

In collaboration with VTrans, United Way shall:

- Review and contribute to the E&D client survey, cover letter, and outreach materials.
- Review and contribute to project timeline, template tools and educational materials for RPC.
- Facilitate initial training and project education for RPC.
- Advise RPC as needed on project implementation, client follow up needs, etc.
- Participate in key findings review/discussion after data analysis is complete and support RPC in reporting back to clients.
- Process Evaluation: Collect feedback from VTrans and RPC's on process, outcomes, and learnings to refine the process to move forward.

RPCs

RPC role may vary by region depending on E&D Partner needs and survey response rates. At a minimum, RPCs shall:

- Facilitate E&D Committee meetings. Work with VTrans Public Transit Coordinators to introduce the project.
- Work with the E&D Partners and transit providers to deploy the survey and relevant informational materials to clients (online and hard copies will be available).
- Deploy the survey- utilizing the E&D Partners for assistance as needed.
- Facilitate survey response monitoring- utilizing the E&D Partners for intensive outreach via phone or in-person survey completion as needed if response rates not being met.
- Collect completed paper surveys and facilitate survey response data entry.
- Once survey data is entered, submit all completed surveys to VTrans PM.
- RPCs will also assist in post-survey follow up with E&D Committees.

E&D Committee Partners

E&D Committee Partners (Partners) roles may vary by region depending on Partner capacity and survey response rates. At a minimum, Partners shall:

- Attend E&D Committee meetings.
- Provide client contact information to RPCs.
- Work with the RPCs to deploy the survey and relevant informational materials to clients (online and hard copies will be available).
- Assist RPCs in survey response monitoring, conducting more intensive outreach via phone and/or direct contact as needed if response rates not being met.
- Collect and submit completed paper surveys to the RPCs.
- Assist RPCs in client follow up post- report completion.

Transit Providers

- Serve as active participants in the project.
- Deploy relevant informational materials to riders.
- Provide rider contact information to RPCs.