

E&D Rider Satisfaction Survey

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Project Partners



Why Survey E&D Riders?

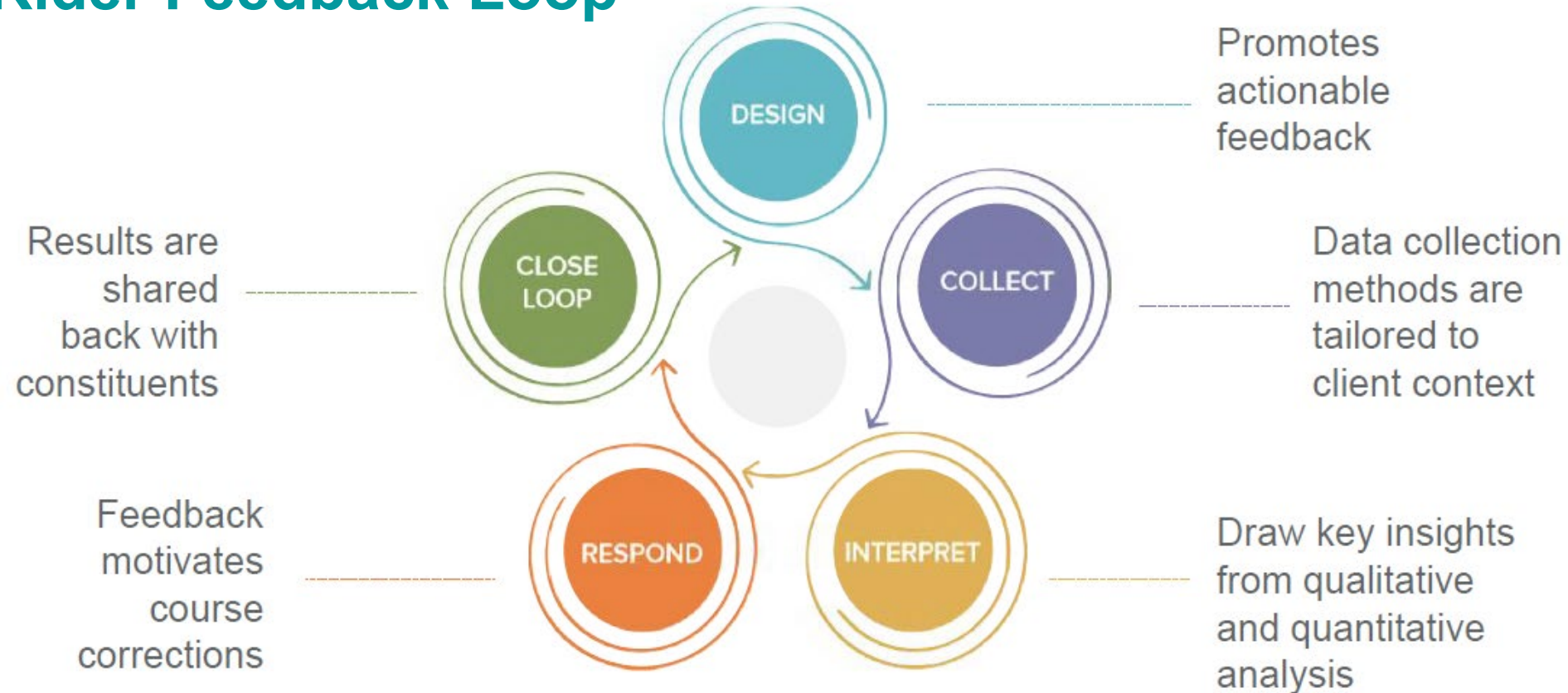
A safe, reliable, and multimodal transportation system that grows the economy, is affordable to use and operate, and serves vulnerable populations.

-VTrans Vision Statement



Methodology

Rider Feedback Loop



What we asked...

Benchmarked Questions:

- How likely are you to recommend [service provider] to a friend or family member? (scale of 1-10)
- What does [service provider] do well? *open response*
- What could [service provider] do better? *open response*
- Overall, how well has [service provider] met your needs?
- How often staff at this organization treat you with respect?
- How easy it is for you to get services at [service provider] ?

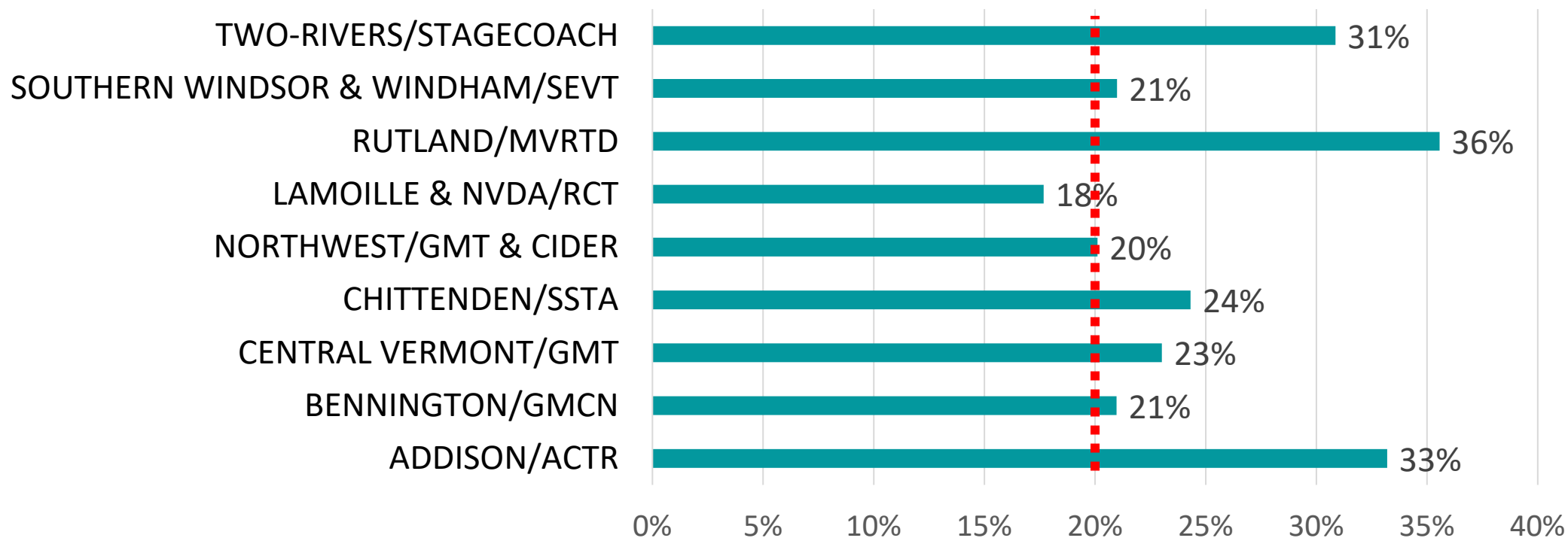
Custom questions:

- What would make it easier for you to utilize [service provider] transportation services?
- What type of vehicle do you prefer to use when utilizing [service provider] transportation services?
- The transportation [service provider] provides is important to maintain my health and well-being.
(scale)

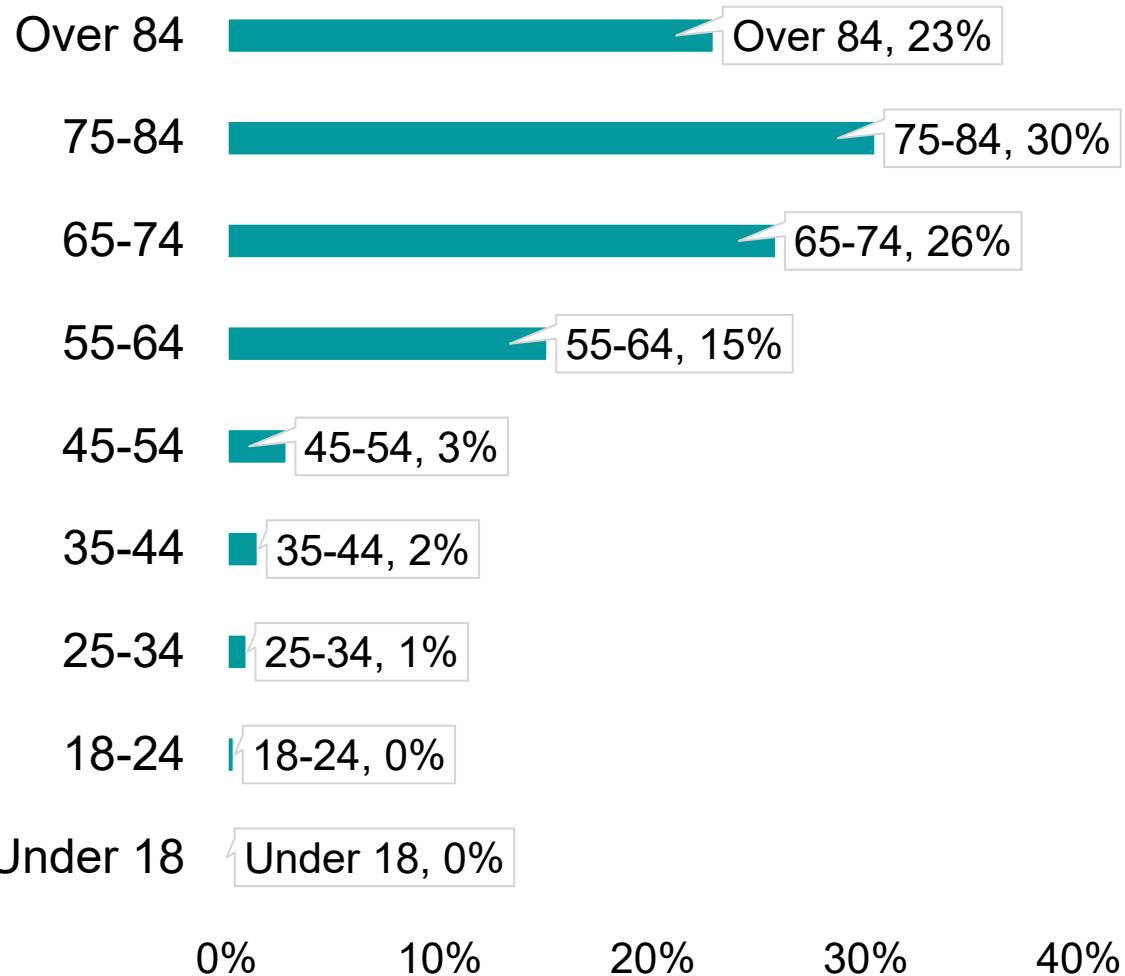
Response Rate

1,402 complete surveys over 5,818 unique riders*

Percent Surveys Completed
(out of total potential rider list per region)



Who we heard from

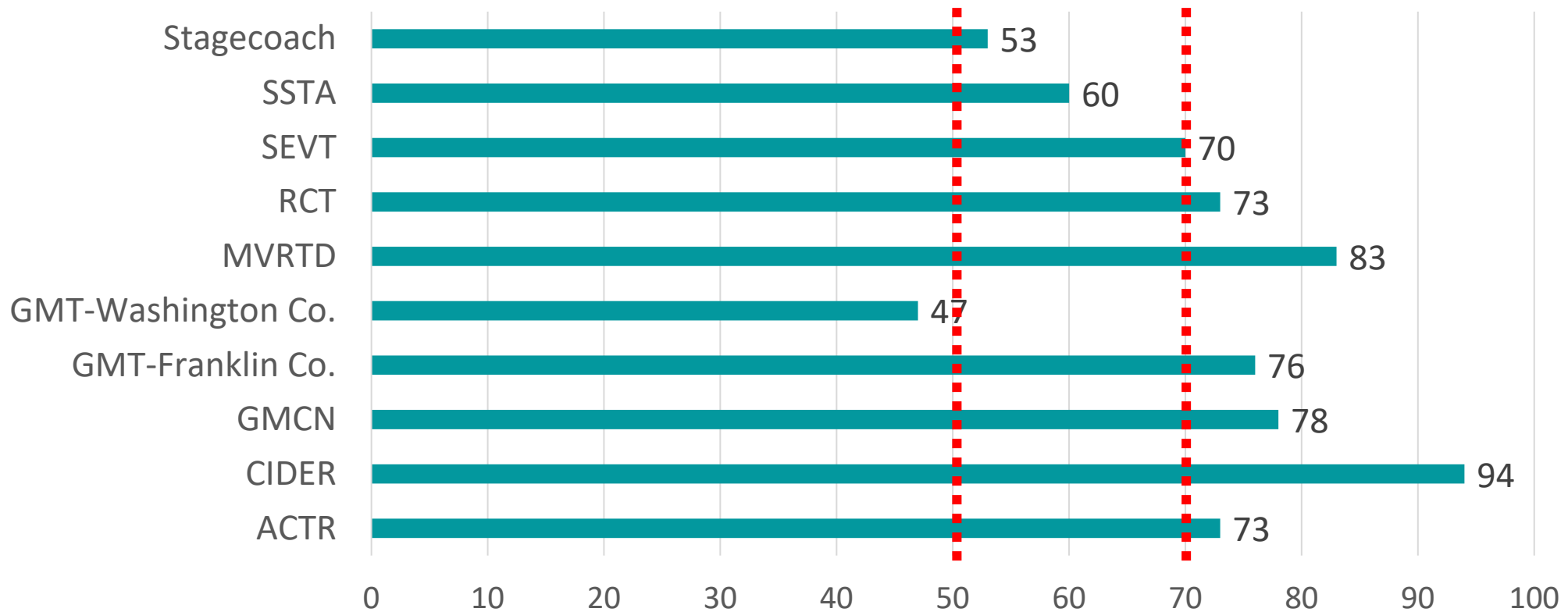


Regional Variations

- Oldest respondents (Over 84) Stagecoach-Upper Valley 28%
- Youngest respondents (54 and under) GMT-Central Vermont 12%
- Oldest counties (% total population over age 80):
 - Essex
 - Bennington
 - Windsor
 - Orleans

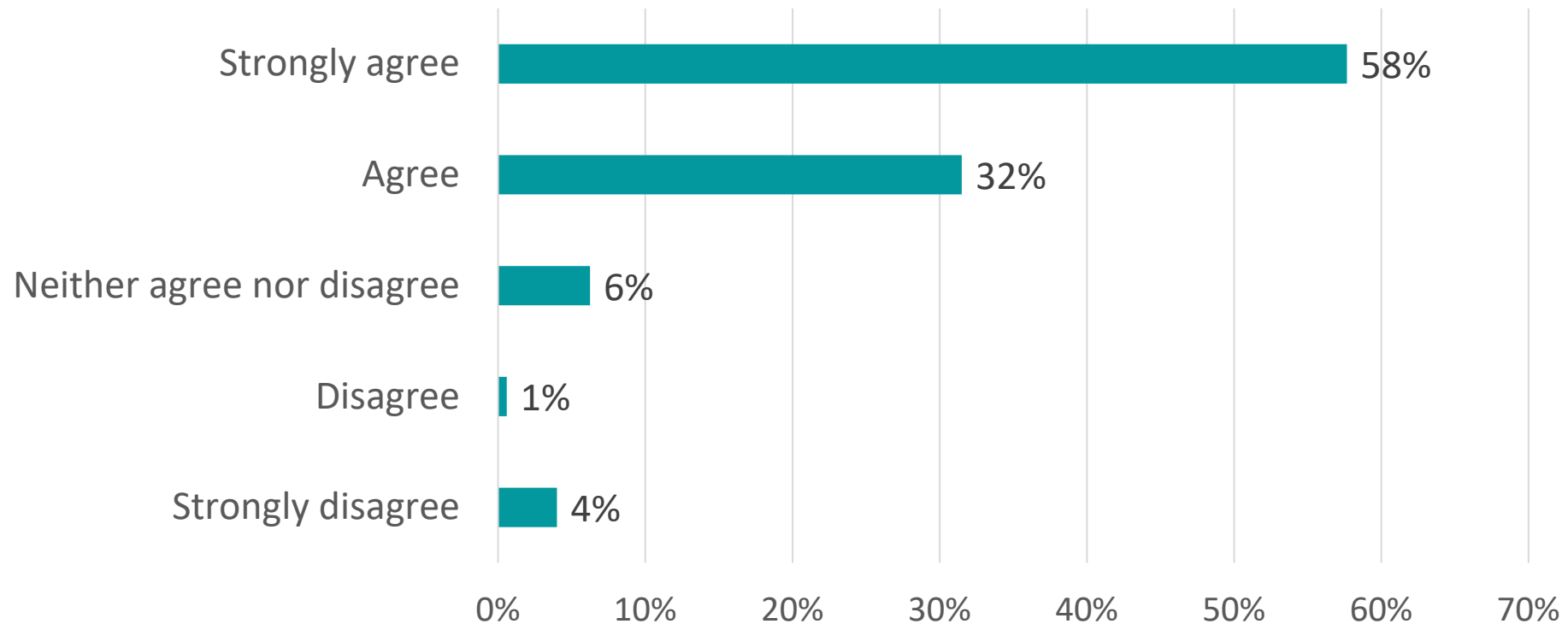
Results

Net Promoter Score

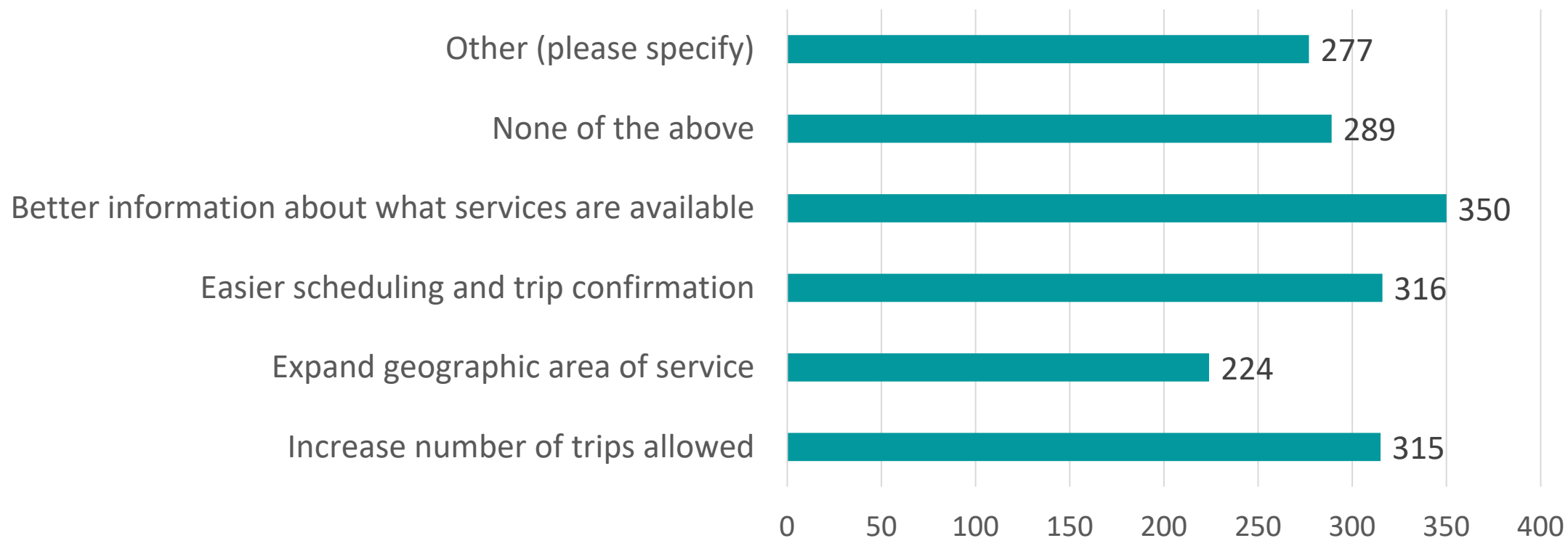


Results

The transportation [service provider] provides is important to maintain my health and well-being.



What would make it easier for you to utilize [service provider] transportation services? Select all that apply.



Results

“Some printed information on services to have at hand.”

“Reliable pick up and drop off.”

“Shorter time for scheduling trips.”

“Personal (non-medical) appointments transport .”

“If my Dr. needs more time for me but the volunteer needs to leave!”

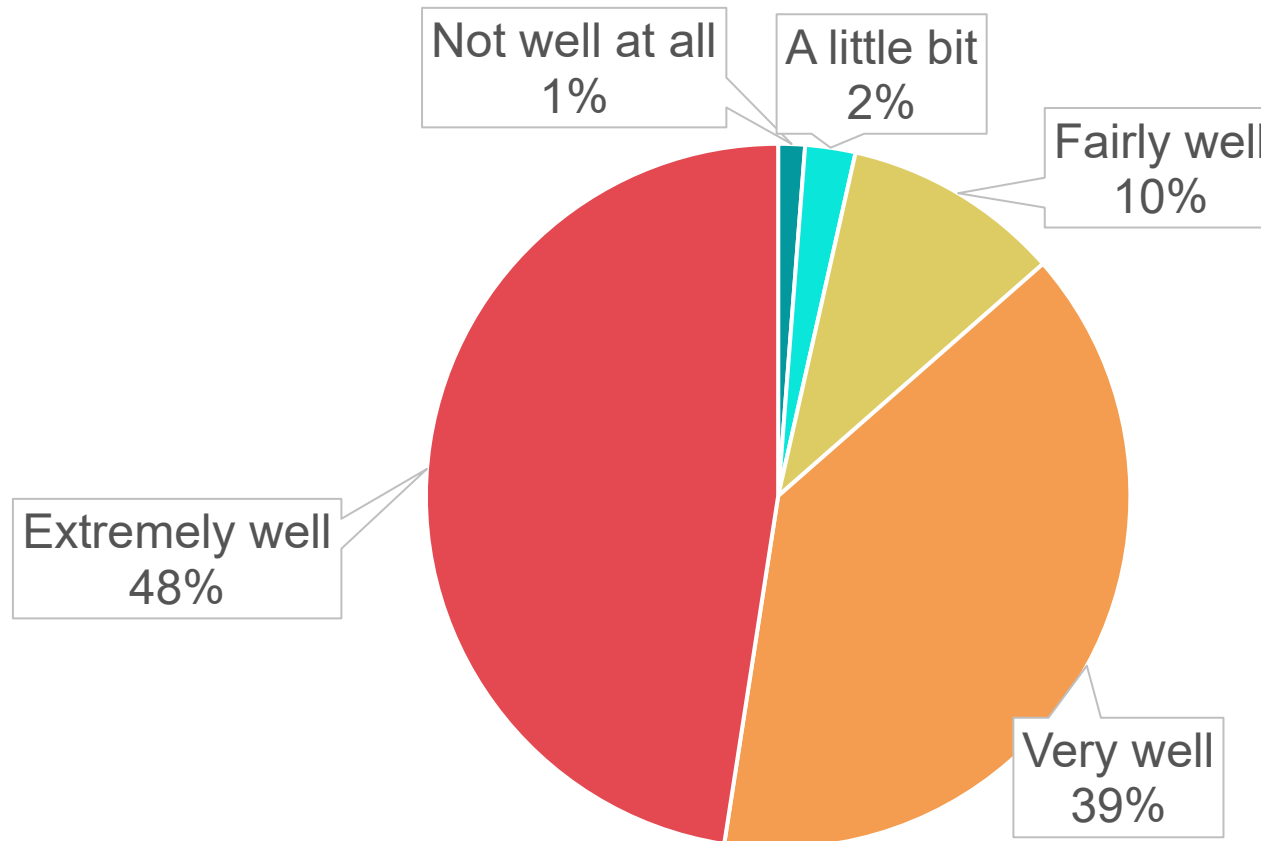
“Attitude - I did monthly doctors and groceries - not recently because of attitude when you call .”

“Have more transportation in “off” times - like after dark.”

“I have difficulty getting in some vehicles and could use some help sometimes. They are very busy and sometimes difficult to reach but they always phone back. “

Results

Overall, how well has [service provider] met your needs?



Next Steps

The Agency of Transportation (VTrans) will work with Regional Planning Commissions, E&D Committees, and Transit Providers to continue the survey analysis and follow up.

- **Goal:** To foster the inclusion of older adults and persons with disabilities in transportation planning and design.
- **Vision:** By listening to E&D Riders about the quality of their experience, we believe that together we can better meet the needs of our constituents and get more impact from the state and local transit investment.
- **Desired Outcomes:**
 - Data on E&D program performance and E&D rider experience.
 - Support collaboration between RPC, E&D Committees, and transit providers.