

VTrans Statewide Dial-A-Ride Survey – Frequently Asked Questions (FAQs)

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Key reference documents

The following documents give useful answers in addition to the FAQs:

- Dial-A-Ride Survey Cover Letter
- Dial-A-Ride Survey
- Memo to transit providers’ customer service staff
- Memo to transit and volunteer drivers

Purpose

What is the purpose of this survey?

The purpose of this survey is to hear from community members about the Dial-A-Ride transportation services provided by their local transit agency. These include Older Adults and Persons with Disabilities (O&D, formerly the E&D program) and Recovery and Job Access (RJA) transportation, and other services. A version of the survey has been prepared for each transit provider's region.

If you presently use your transit provider's Dial-A-Ride transportation services, we would like to hear how the service works for you and how we could serve you better. If you qualify for Dial-A-Ride services but do not currently use them, we would like to hear about your awareness of the service and what might encourage you to give it a try.

Dates and deadlines

When did the survey go out?

The survey is due to be available online and distributed to riders the week of April 22, 2024.

What is the deadline for returning surveys?

The deadline for returning surveys is May 24, 2024.

Filling out the survey

What transportation services are covered by the survey?

Dial-A-Ride services include Older Adults and Persons with Disabilities (O&D, formerly the E&D program) and Recovery and Job Access (RJA) transportation, and other services. These trips can be taken in a variety of ways – including volunteer driver, bus and sedan/SUV/minivan.

This survey does not concern Medicaid transportation service. If you use Medicaid transportation service, answer the questions thinking about other services your local transit agency operates.

This survey also does not concern ADA complementary paratransit service. Three agencies in Vermont operate ADA paratransit service for people who cannot use fixed route buses. Riders who use only ADA paratransit should not answer this survey. If riders use both ADA paratransit and other forms of Dial-a-Ride service, then answer the questions thinking about the non-ADA services.

How can I fill out the survey?

- We encourage you to complete the survey **online**. On a computer, enter the website link on the front page of the survey questionnaire for a link to the survey for your region.
- **On paper** – just fill out the questionnaire and hand it to your driver.
- **By phone** – Staff at Go!Vermont call center can talk you through the survey and record

the answers. Please call 800-685-7433 between 8:00 am and 5:00 pm or leave a message for a call back.

- Feel free to have a caregiver or family member complete the survey for you if you'd like.

Participation

Why did I get the survey?

- The survey is being made available to current users of Dial-A-Ride services and potential riders who are clients of the transit providers' human service agency partners.

Why is Medicaid transportation not included?

- This focus of this survey is just the Dial-A-Ride services that the Vermont Agency of Transportation (VTrans) funds and oversees.
- Medicaid funded transportation is part of a different program, not administered by VTrans.

Why is ADA paratransit not included?

- ADA paratransit service is federally mandated as a complement to fixed route bus service and is governed by different rules from the other programs.

Confidentiality

Will my answers be shared with anyone?

- Your individual responses to the survey will be confidential.
- All responses will be pulled together into a summary by region.
- You can request a copy of the survey results by giving your name and contact information.

Why did you ask for my name and contact information?

- Filling out this section on the last page is optional.
- The information will not be stored with your survey results.
- We wanted to give people an opportunity to express an interest in finding out more information in the future.

Follow up and next steps

How can I find out the results of this survey?

- Survey results will be available in the fall of 2024 at your local Regional Mobility Committee meeting.
- If you would like more information on the survey results, please provide your contact information on the last page of the questionnaire.
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Will there be another survey?

- A single survey can yield baseline information on current Dial-A-Ride services.
- Better information can be gathered if a survey is repeated a year or two later. As such, another survey may be sent out in the future.