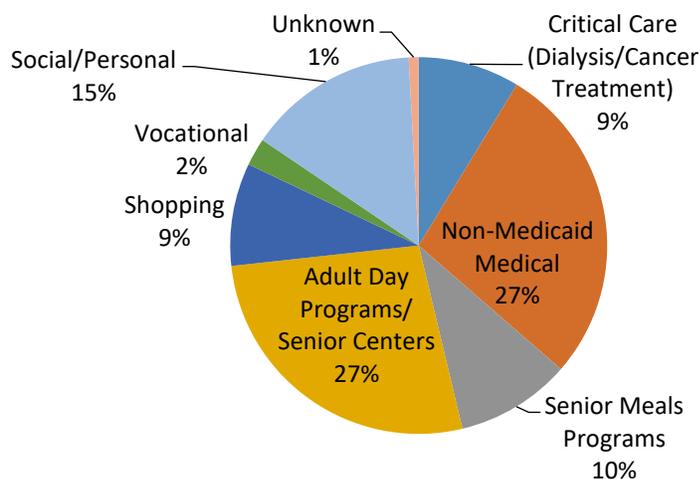


## VERMONT ELDERS & PERSONS WITH DISABILITY TRANSPORTATION PROGRAM RIDER SURVEY

**WHO:** The Agency of Transportation (VTrans), working collaboratively with the United Way of Northwest Vermont, Regional Planning Commissions (RPCs), regional Elders and Persons with Disability Transportation Committees (E&D Committees), 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.

**E&D Trips by Type State Fiscal Year 2018**



VTrans as well as local partners place a significant priority on funding the E&D Program to provide services beyond those paid for by Medicaid and the Americans with Disabilities Act (ADA) transit service. While these investments are significant, **the Program only serves about 12% of eligible Vermonters statewide.** In the next 10 years, the number of Vermonters over 65 will increase by 60% to 175,000 people. By 2030, 1 in 4 Vermonters will be 65 years or older. 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.

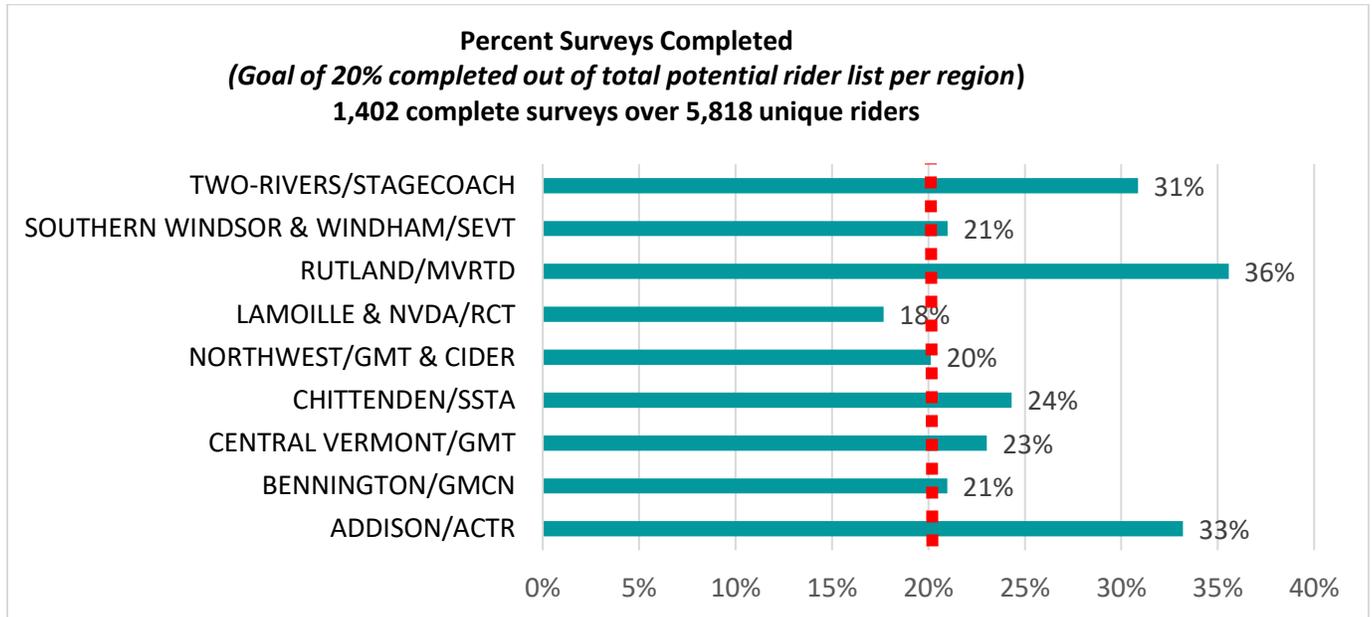
### SURVEY QUESTIONS:

#### 15 Total Questions (Customer Service and Demographic Focused)

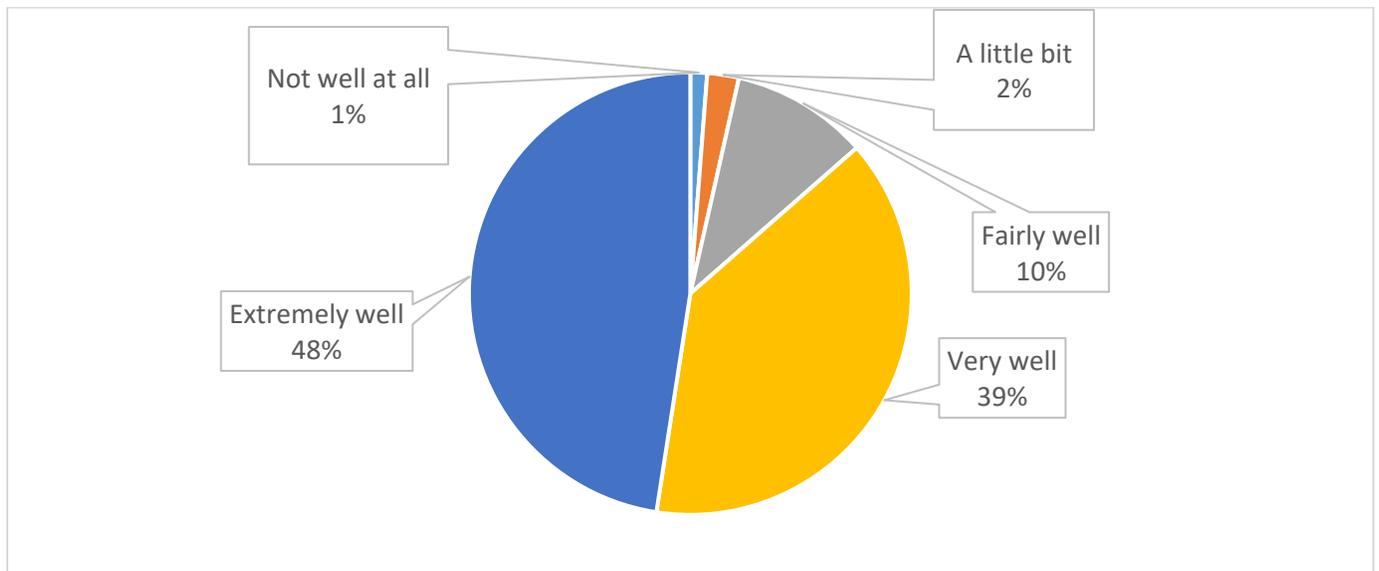
- How likely are you to recommend [service provider] to a friend or family member? (scale of 1-10)
- What does [service provider] do well? *open response*
- What could [service provider] do better? *open response*
- Overall, how well has [service provider] met your needs?

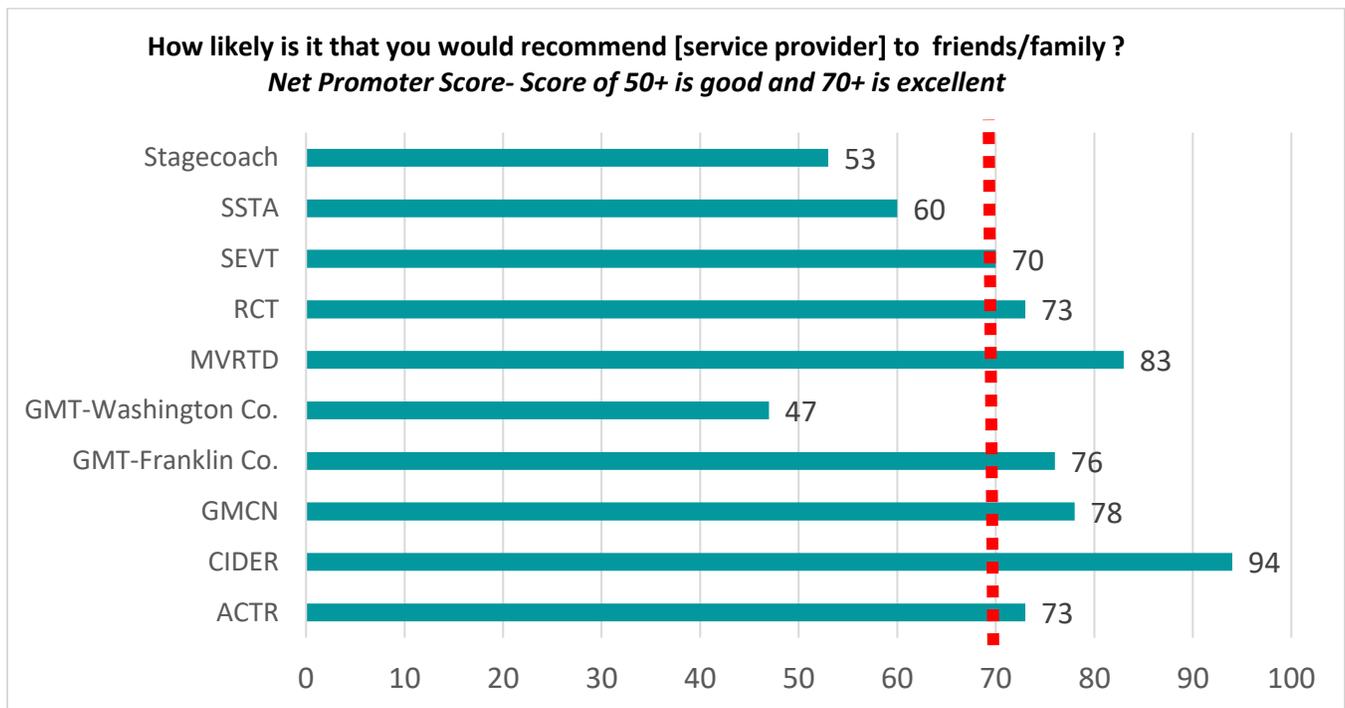
- How often staff at this organization treat you with respect?
- How easy it is for you to get services at [service provider]?
- What would make it easier for you to utilize [service provider] transportation services?
- What type of vehicle do you prefer to use when utilizing [service provider] transportation services?
- The transportation [service provider] provides is important to maintain my health and well-being. (scale)

**RESULTS HIGHLIGHTS:**



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





**NEXT STEPS:**

- In-depth regional results and summary reports are available. Contact your RPC and/or local Transit Provider for details.
- VTrans anticipates deploying this survey every 2-3 years.
- Summary reports are being sent out through E&D Partners, RPCs, and Transit Providers to relevant contact; mailed to survey respondents and are available on RPC and Transit Provider websites.
- Next phase of survey work to begin in October 2020-incorporated into regional E&D Committee workplans and following up with survey respondents who “opted in”- willing to share more of their experience and story.

**QUESTIONS? CONTACT PROJECT MANAGER:**

Jackie Cassino | Planning Coordinator  
Policy, Planning & Intermodal Development  
Vermont Agency of Transportation  
219 N. Main Street | Barre, VT 05641  
802-272-2368 | [jackie.cassino@vermont.gov](mailto:jackie.cassino@vermont.gov)  
[vtrans.vermont.gov](http://vtrans.vermont.gov)

