



Dear Rural Community Transportation (RCT) Riders,

RCT, in collaboration with the Northeastern Vermont Development Association (NVDA), the Lamoille County Planning Commission (LCPC), and VTTrans, recently completed a rider survey as part of a state-wide Elders & Persons with Disabilities (E&D) Program analysis. The goal of the survey was to learn about your experience using the transportation service. We are committed to continuing to listen to your feedback so we can improve our service and better support you in getting you where you need to go.

What We Heard:

Overall, we heard positive reviews for the service, especially highlighting positive interactions with the drivers, comfortable rides, being on time, and overall value of service provided to the community. We also learned that there is room for improvement regarding scheduling confirmation and access to better information about the service. We are excited to work with riders to implement improvements over the next year.

Highlights from Survey Results:

95% of respondents reported that the service is meeting their needs well.

Strengths:



Positive interaction with drivers

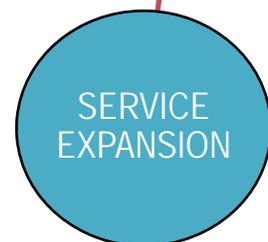
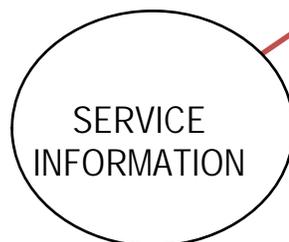
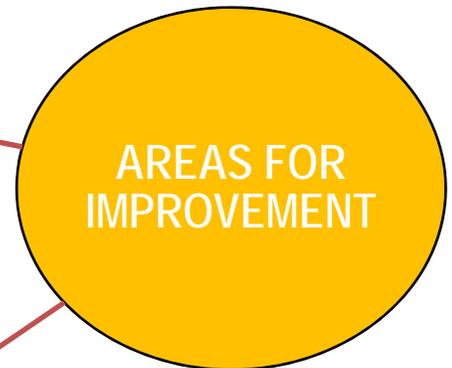
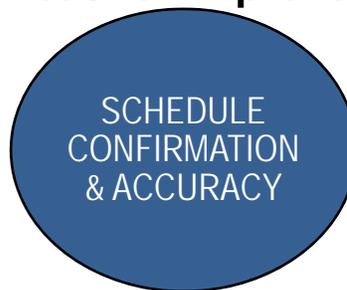


Scope of Services



Service Timeliness

Areas for Improvement:



How we're working to improve:



SURVEY NEXT STEPS

RCT, working with the NVDA, LCPC, and other E&D Partners will follow up directly with riders who “opted-in” to share more of their experiences as riders. This group will work to incorporate the survey results and direct rider feedback into an annual work plan, goals, and action steps.



SCHEDULE CONFIRMATION & ACCURACY

RCT will continue to work to maintain a high level of on-time performance.

Helpful hint: The day before your ride an automated call will confirm your pick-up time, and you can expect your driver within a 10 minute range of that time. Riders are also welcomed to call the day before a requested ride to verify ride details. During the COVID crisis, note that all riders complete a health screening at time of booking and at pick up.



BETTER SERVICE INFORMATION

NVDA and LCPC, working with RCT and E&D Partners will work to create a “Ride Guide” to help make traveling with your transportation provider simple and easy. The guide will provide information about the program, important policies, and helpful tips for scheduling a ride.

Long-term improvements:



SERVICE EXPANSION

This is a longer-term initiative in collaboration with regional and state agencies. RCT and our community partners will continue to work to identify creative ways to meet your needs now and in the future.