

2020 Stagecoach E&D Rider Survey

STAGECOACH

A division of Tri-Valley Transit, Inc.



**United Way of
Northwest Vermont**



A collaboration by Two Rivers-Ottauquechee Regional Commission | Stagecoach Transportation Services | Vermont Agency of Transportation | United Way of Northwest Vermont |

What were our Survey Goals?

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

-VTrans Vision Statement



Survey Team

Project Leads:



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Transit Partners:

Stagecoach Transportation Services

E&D Partners:

Central Vermont Council on Aging

Gifford Adult Day

Thompson Senior Center

Oxbow Senior Independence Program

Upper Valley Services

Clara Martin Center

Bugbee Senior Center

Senior Solutions*

Scotland Adult Day*

Springfield Adult Day*

Methodology Highlights

Statewide Proposed Methodology: Recap & Lessons Learned

E&D Partners, Unique Clients, & Completed Surveys

- Stagecoach Ticket to Ride (TTR): 110 participants, 29 completed surveys (26%)
- **Central Vermont Council on Aging (CVCOA)*: 1 client (all TTR), 9 completed surveys**
- Clara Martin*: 6 clients (all TTR), 5 completed surveys (83%)
- Upper Valley Services*: 21 clients (all TTR), 3 completed surveys (14%)
- Thompson Senior Center*: 14 clients (13 TTR), 1 completed survey (7%)
- **Bugbee*: 0 clients, 1 completed survey**
- **Gifford Adult Day*: 9 clients (all TTR), 0 completed surveys (0%)**
- **Oxbow Senior Independence Program: 1 client (all TTR), 0 completed surveys (0%)**

Which partner you were able to mail surveys directly to their clients? Ticket to Ride Program participants

Partners who opted out of the survey & Reason: N/A

Regional Survey deployment

- Total potential client list: 162
- Total mailed from RPC: 110
- Total distributed through E&D Partners and Stagecoach drivers (230 printed by RPC and delivered on site for distribution):
- Total completed surveys: 50, Percent completed (out of 162 total unique clients): 31%
- Returned / undeliverable: 20

Here's what we asked...

Benchmarked Questions:

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

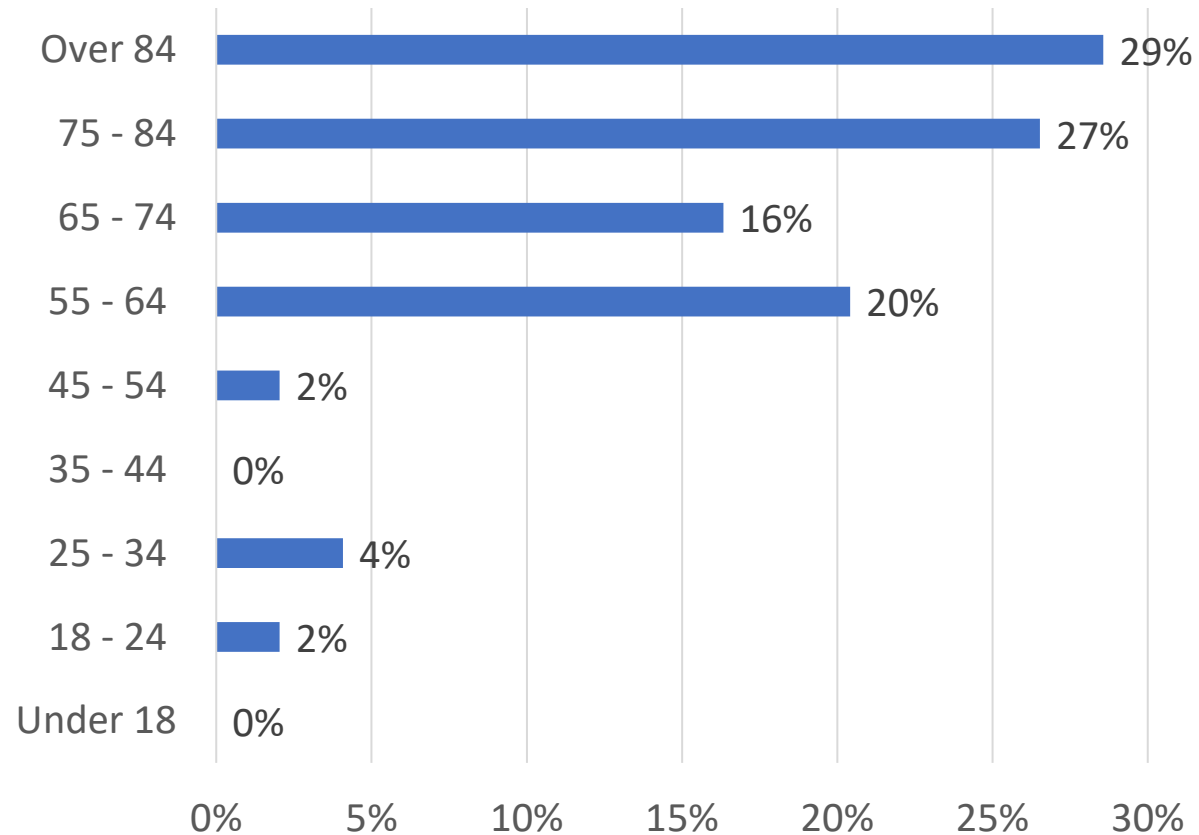
Custom questions:

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

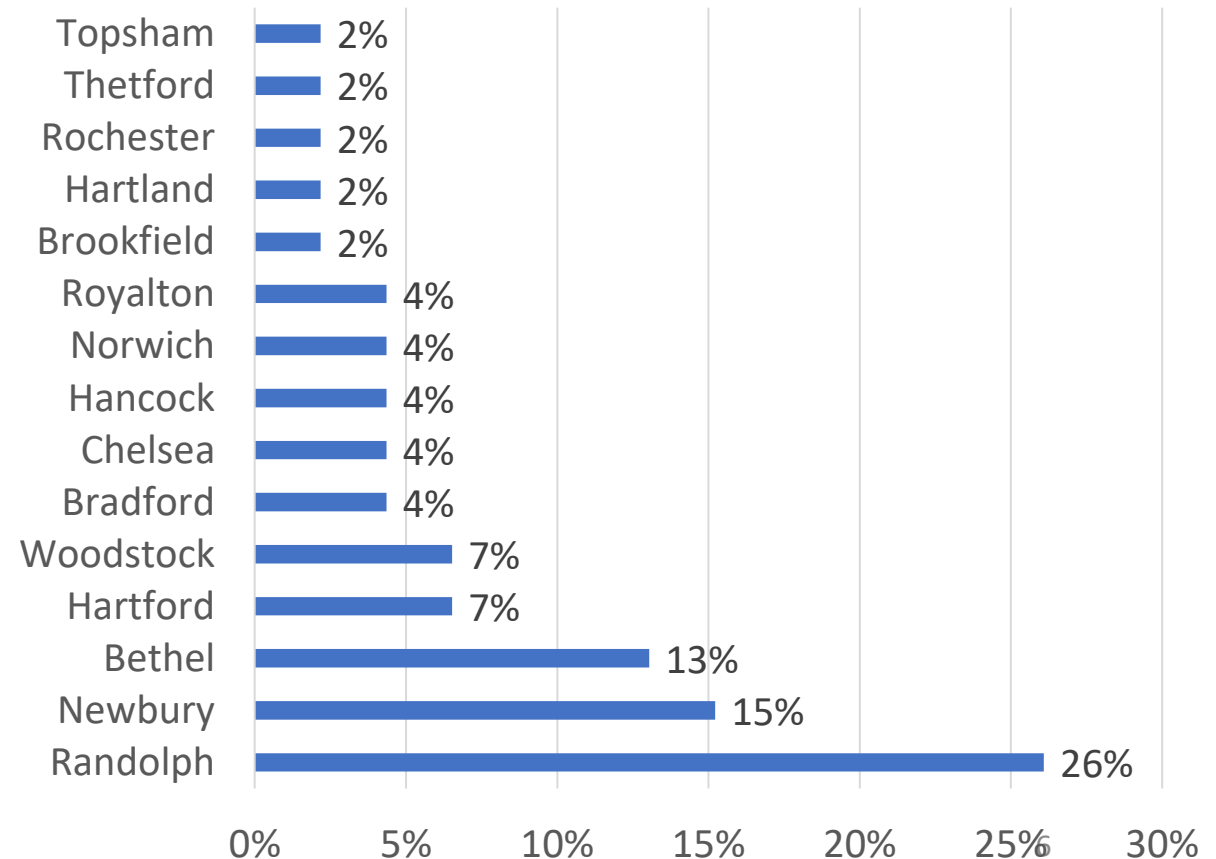
Demographics

50 completed surveys across our 162 unique riders*

What is your age?

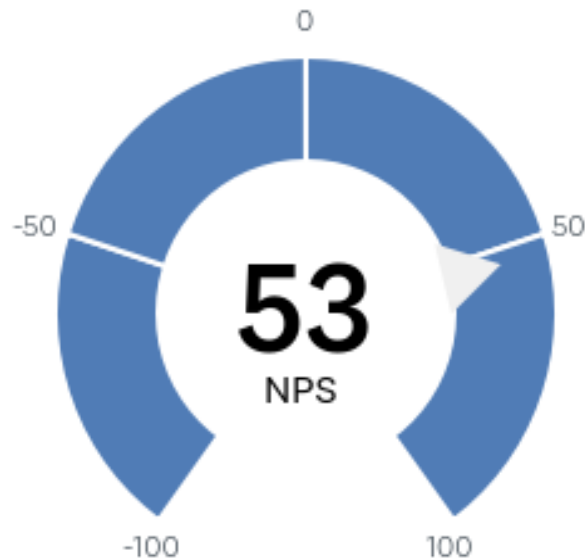


What town do you live in?

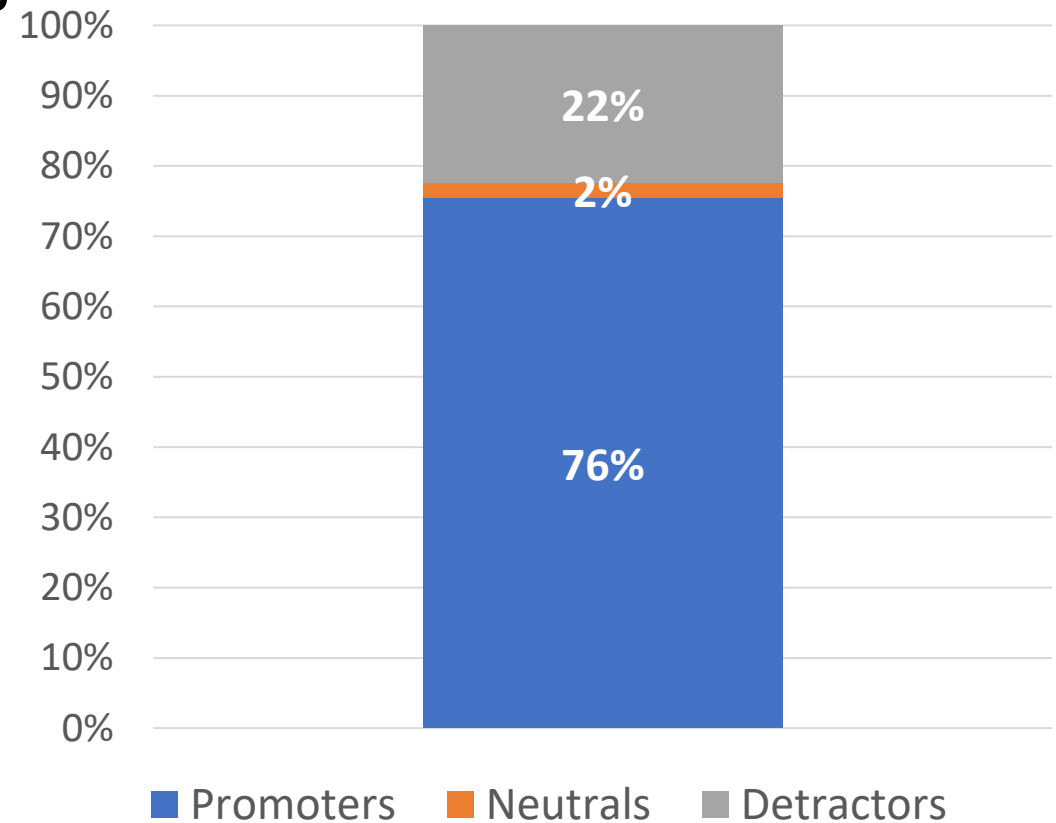


Here's what we heard...

How likely is it that you would recommend Stagecoach to friends/family?



Net Promoter Score



Here's what we heard...

In response to "what does Stagecoach do well?"

"Reliable, friendly, and helpful drivers!"
Drivers

"Providing rides that are safe and on-time."
Schedule

"Helping our residents get loaded and unloaded."
Scope of Service

"Being dependable. I feel I can always rely on the ones who have come to my aid."
Value of Service

Here's what we heard...

In response to "what could Stagecoach do better?"

"Having reliable staff to provide trips. Communicate - often drivers are a no call or no show. Drivers often don't pick me up on time."

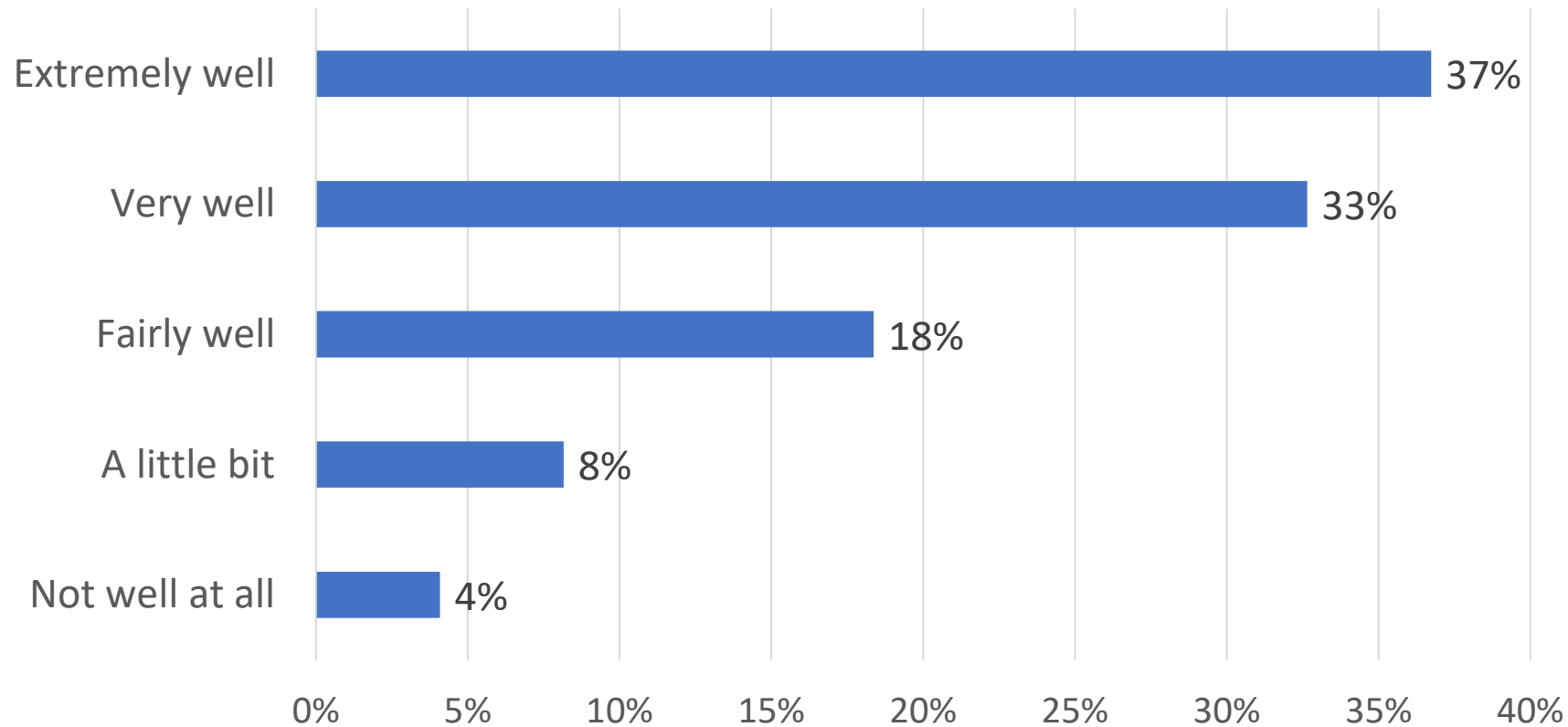
"It's great when I DO get my rides. However, there are a LOT of mix ups."

"Help seniors get on bus out front in winter months because of snow and ice up to the curb."

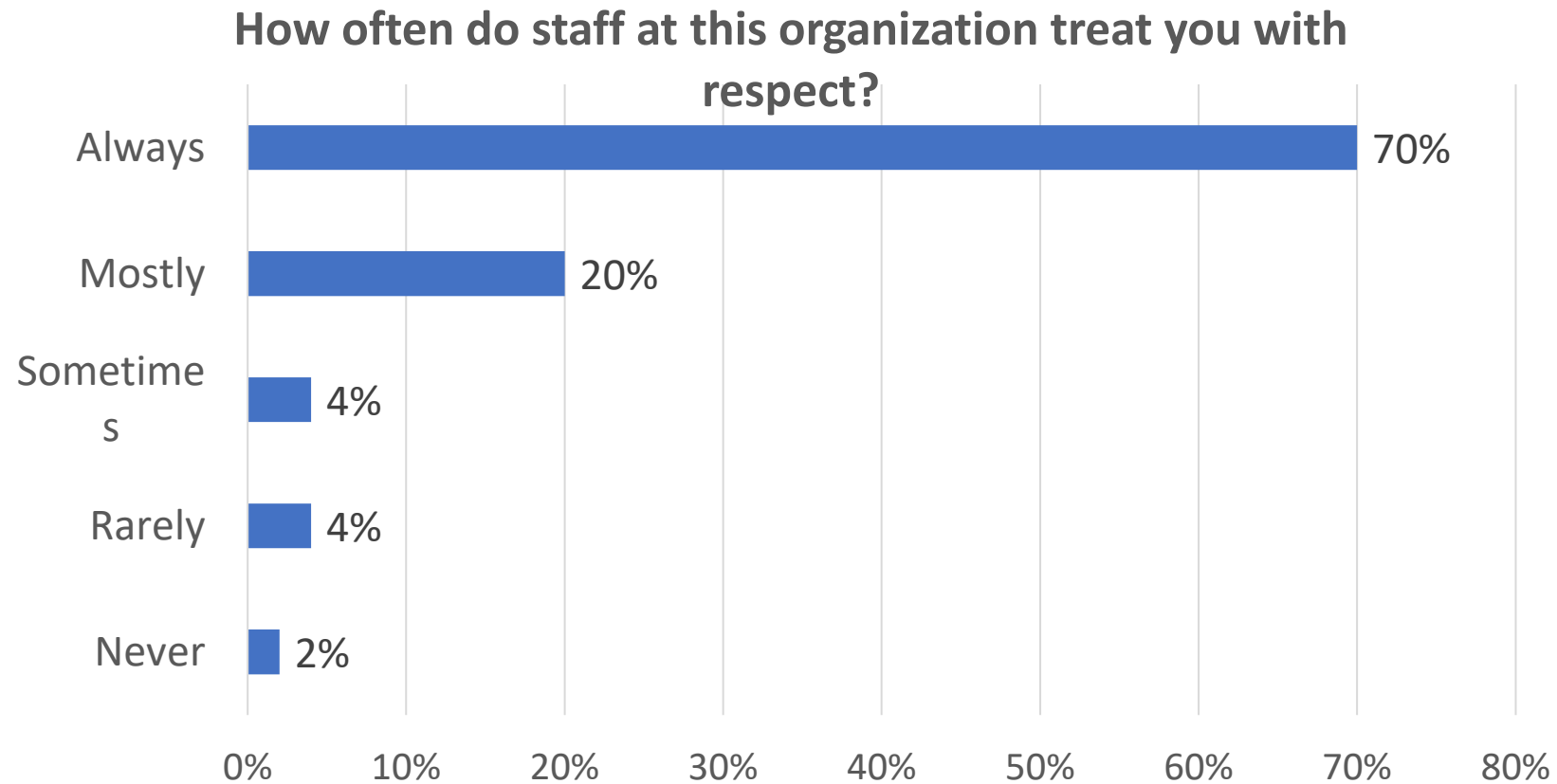
"Do an overhaul on transport vans so they do not rattle so much..."

Here's what we heard...

Overall, how well has Stagecoach met your needs?

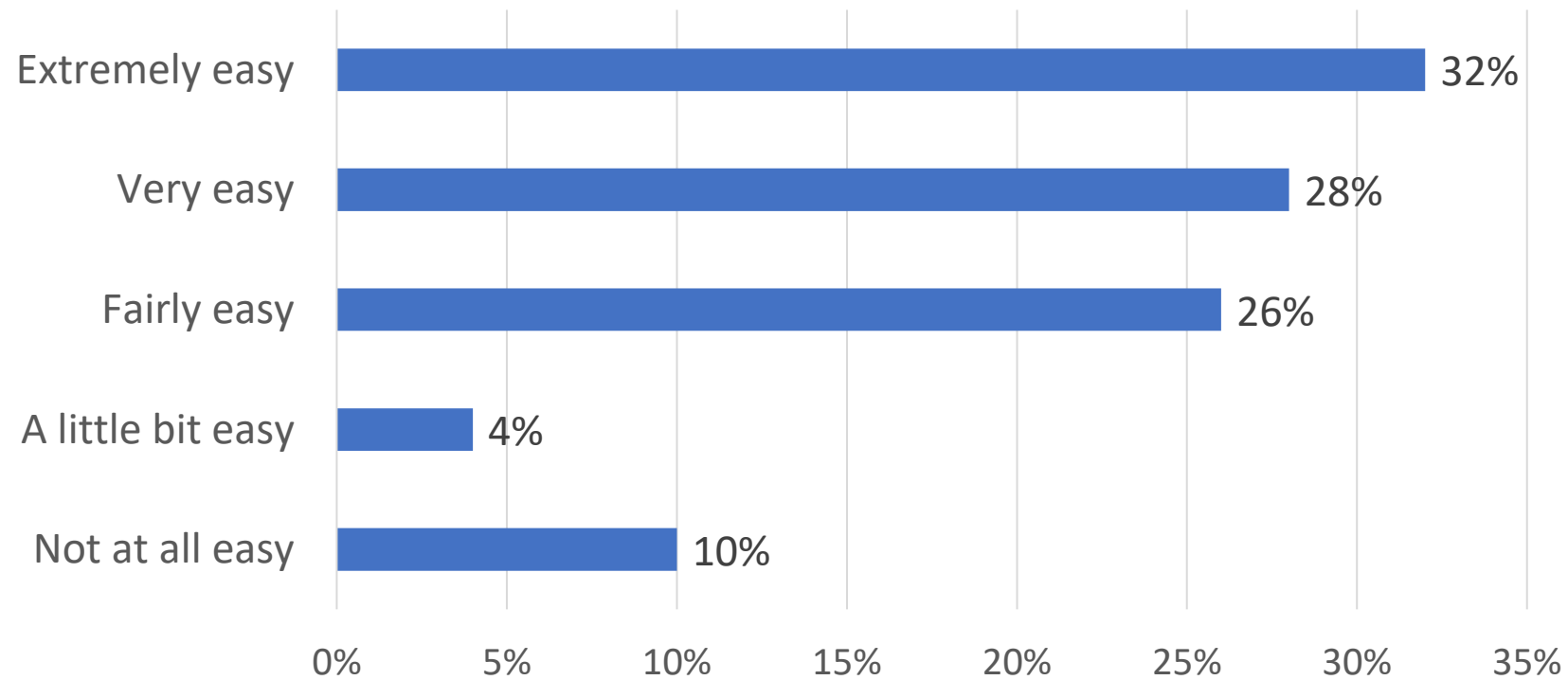


Here's what we heard...



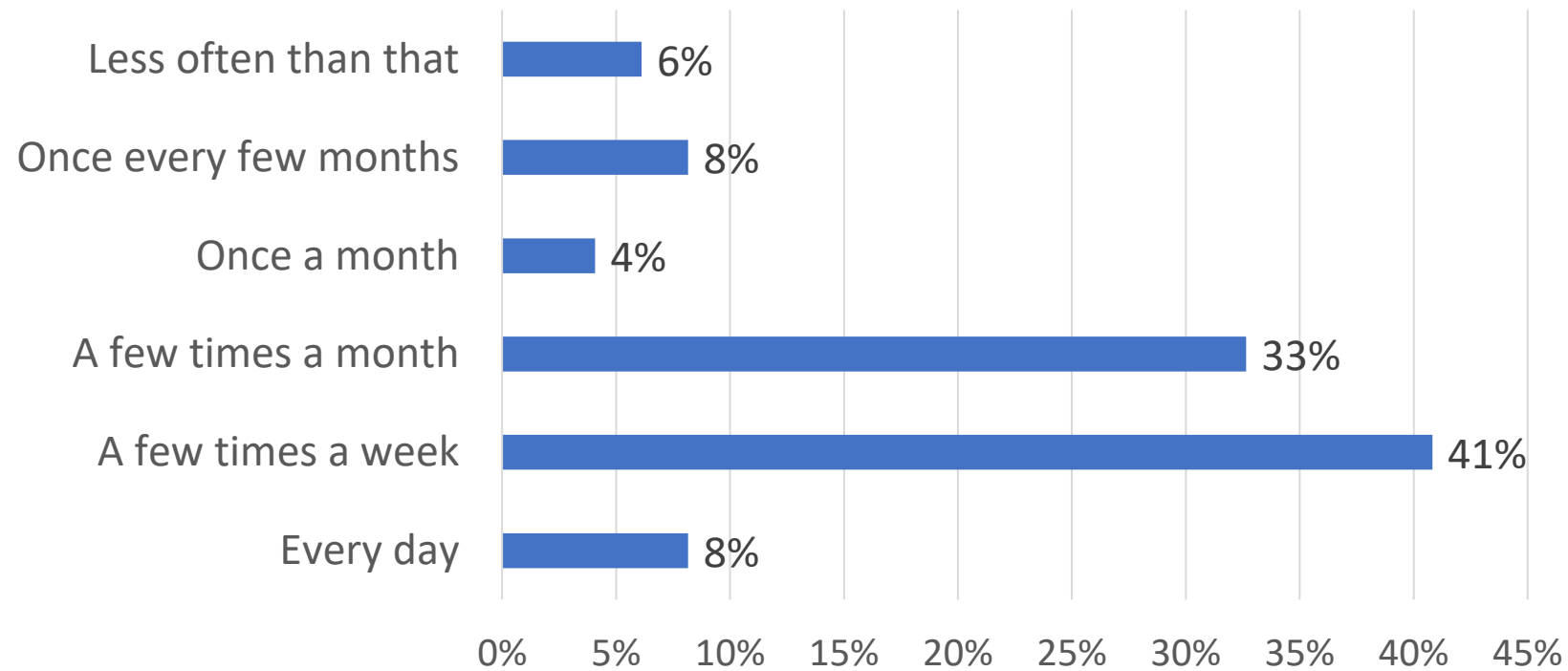
Here's what we heard...

How easy is it for you to get services at Stagecoach?



Here's what we heard...

How often do you interact with Stagecoach?



Here's what we heard...

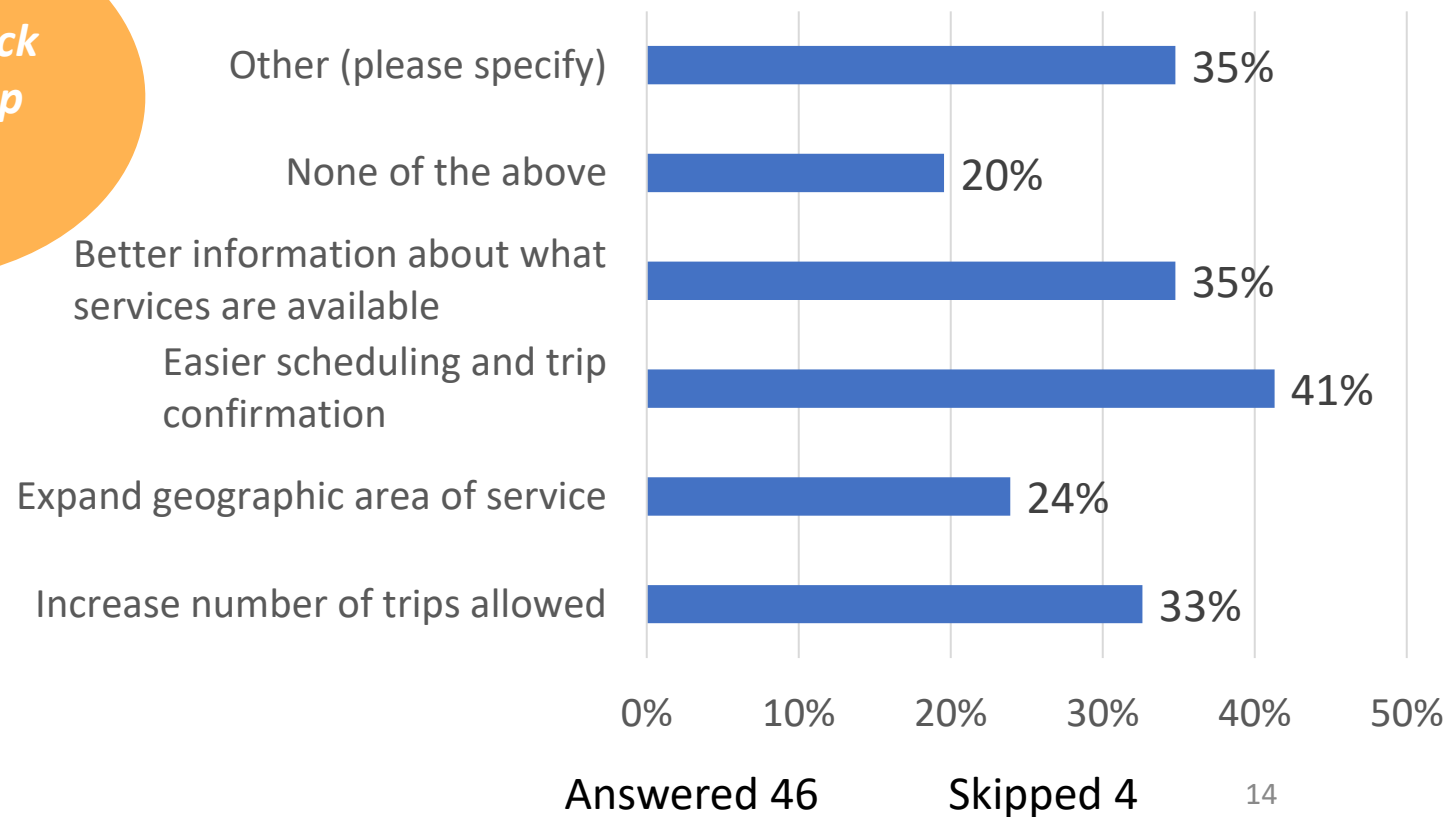
"Provide a bus that would take us all that go shopping...to get their food at a pick up time after 10am. It's hard to get [to]the bus at 8:30am and have to make stops along the way and wait for riders who aren't there."

"Reliable pick up and drop off."

"Burlington trips."

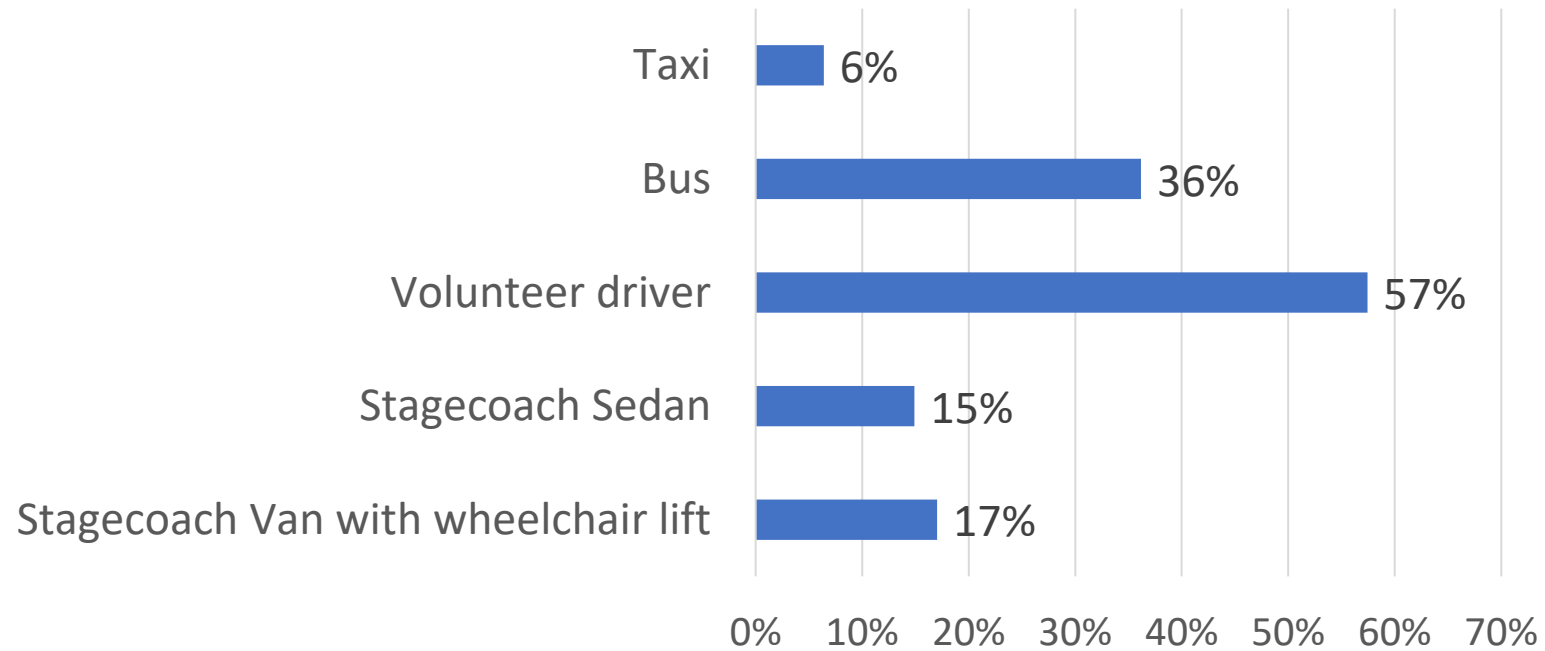
"Easier scheduling for last minute doctor appointments."

What would make it easier for you to utilize Stagecoach transportation services? Select all that apply.



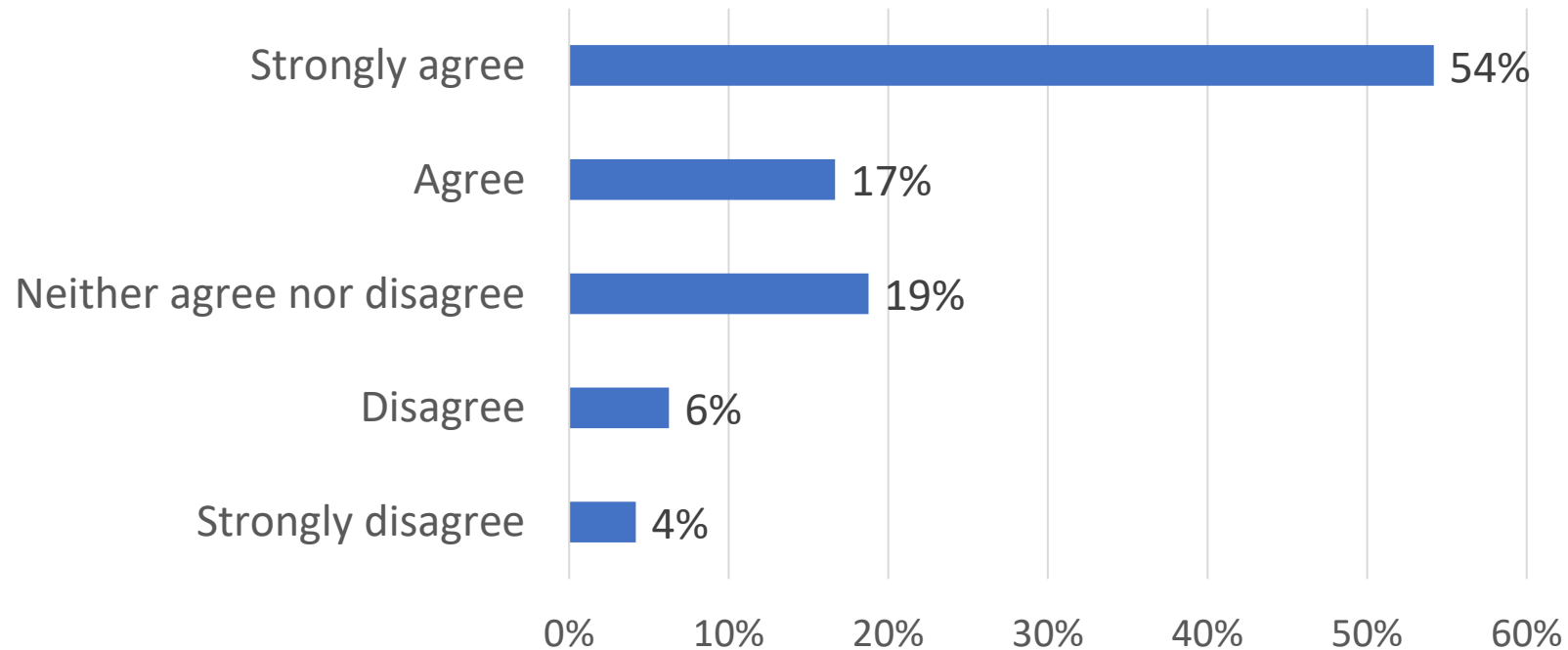
Here's what we heard...

What type of vehicle do you prefer to use when utilizing Stagecoach transportation services?



Here's what we heard...

The transportation Stagecoach provides is important to maintain my health and well-being.



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.