

## Dear Tri-Valley Transit (TVT) Riders,

TVT and the Two Rivers-Ottawaquechee Regional Commission (TRORC), in collaboration with VTrans completed a riders survey in 2020 as part of a state-wide Elderly & 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. We also learned that there is room for improvement regarding scheduling (booking, confirmation, and wait times) 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:

**88%** of respondents reported that the service is meeting their needs well.

### Strengths:



Positive interaction with Drivers

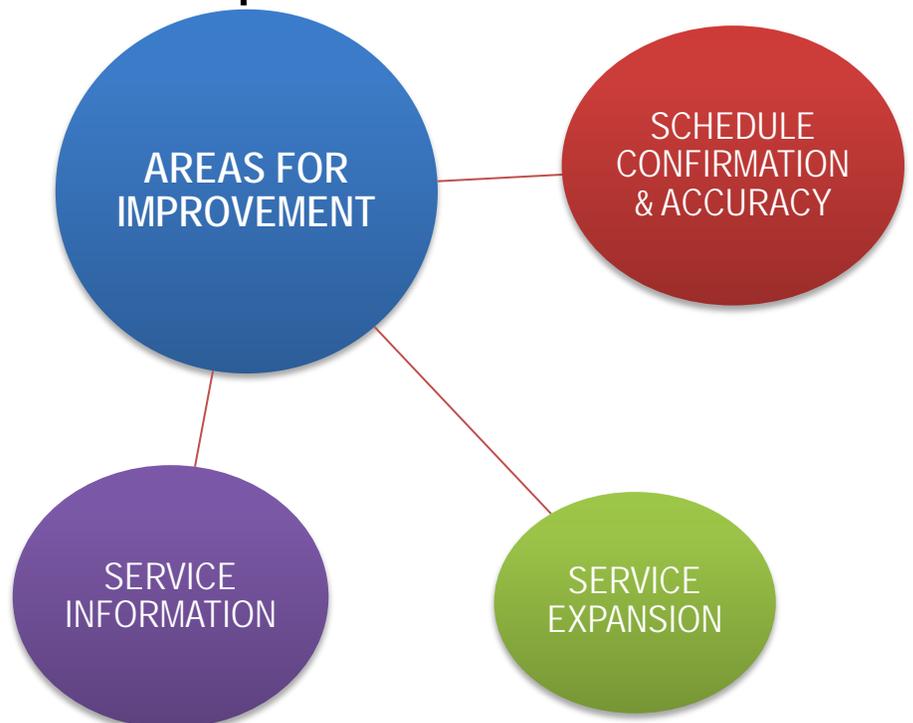


Scope of Services



Positive Interactions with Office Staff

### Areas for Improvement:



## How we're working to improve:



### NEXT STEPS

TVT is working with TRORC and other E&D Partners to follow up directly with riders who “opted-in” to share more of their experiences with TVT. The E&D Committee will work to incorporate the survey results and direct rider feedback into an annual work plan, goals, and action steps.

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### SCHEDULE ACCURACY

TVT 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, riders are required to call the day before their ride for a health screening.**



### BETTER SERVICE INFO

TVT is working with TRORC to create a user Ride Guide to help make traveling with TVT simple and easy. The guide will provide information about the program, important policies, and helpful tips for scheduling a ride.

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## Long-term improvements:



### SERVICE EXPANSION

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