

## Central Vermont REDPAC Meeting

Wednesday, March 9<sup>th</sup>, 2022 at 2:00 pm

### *Remote Participation via Zoom*

Join via computer, tablet or smartphone:

<https://us02web.zoom.us/j/83592169419>

Meeting ID: 835 9216 9419

Dial in via phone: United States: (929) 436-2866;

Download the app at least 5 minutes prior to joining the meeting:

<https://zoom.us/download>

## AGENDA

<u>Page</u>	<u>Time</u>	<u>Item</u>
	<b>2:00</b>	<b>Meeting opening</b> <ol style="list-style-type: none"><li>1. Accept December 8<sup>th</sup> Meeting Minutes</li><li>2. Adjustments to the Agenda</li></ol>
	<b>2:05</b>	<b>Service Review and Updates (GMT)</b> <ol style="list-style-type: none"><li>1. Current service levels, service quality concerns, budget balances, funding issues, and matters that will improve services to consumers.</li></ol>
	<b>2:30</b>	<b>Finalizing E&amp;D Ridership Survey</b> <ol style="list-style-type: none"><li>1. What are the next steps?</li></ol>
	<b>2:50</b>	<b>Round Table</b> <ol style="list-style-type: none"><li>1. Open ended discussion.</li></ol>
	<b>3:00</b>	<b>Adjourn</b>

*Next Meeting: June 8<sup>th</sup>, 2022, 2:00 PM (Tentative)*

Persons with disabilities who require assistance or special arrangements to participate in programs or activities are encouraged to contact Nancy Chartrand at 802-229-0389 or [chartrand@cvregion.com](mailto:chartrand@cvregion.com) at least 3 business days prior to the meeting for which services are requested.

**Summary of findings from the 2021 E&D Ridership Survey**

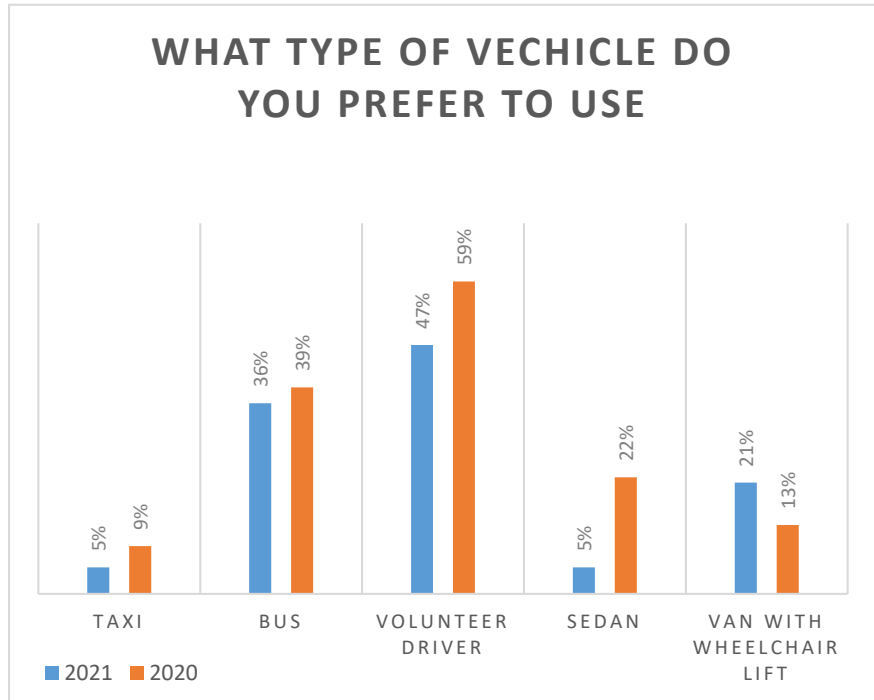
During the month of November, staff distributed a ridership survey to 53 Green Mountain Transit (GMT) customers who regularly use the Elders and Persons with Disabilities (E&D) Transportation Program from across central Vermont.

This list comprised individuals who had previously consented to follow-up contact regarding service questions. Individuals receiving the survey had until November 1<sup>st</sup> to return the survey.

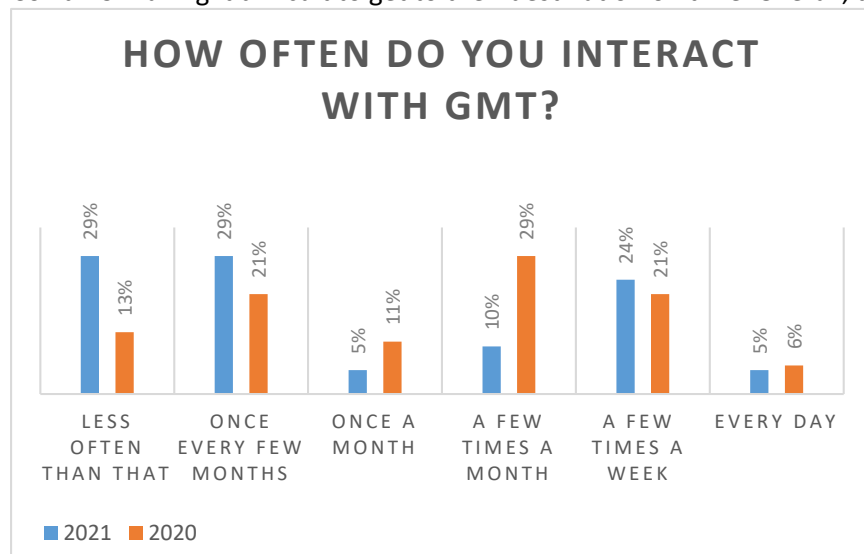
The questions were based off of the previous survey created by VTrans in 2020. There was one additional question on the survey related to Covid-19 that asked, "How has the Covid-19 pandemic affected your experience with GMT?". The

now 15 question survey was completed and returned by 22 of the individuals asked to participate.

The Covid-19 pandemic effected riders as one would expect. Some riders commented that they didn't take the bus as much. Some mentioned that they did not have enough drivers when one driver had Covid-19 making it difficult to get to their destination on time. Overall, the pandemic significantly



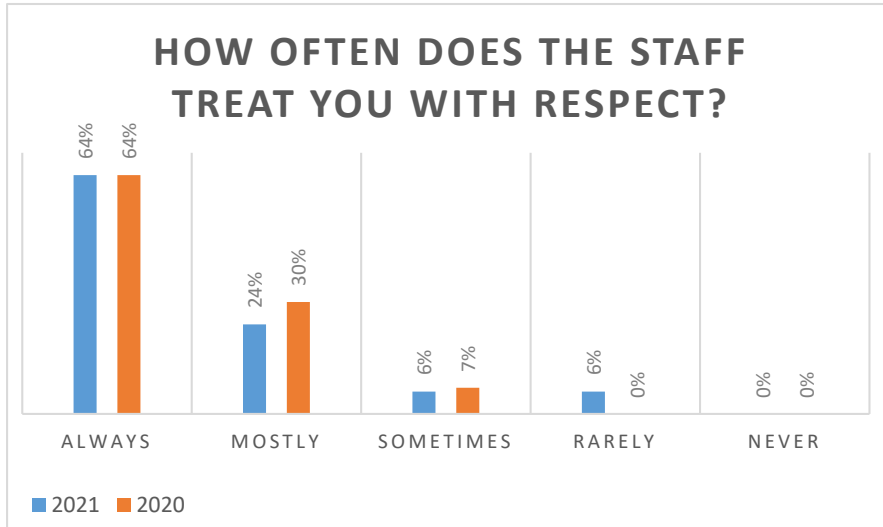
changed riders' experiences with GMT, and fewer individuals interact with GMT.



The results were generally positive with 80% (the same as 2020 survey) of the riders recommending GMT to a friend or family member. Riders responded, "GMT picks up on time, provides trips to appointments, reliable and fixed route service". The survey also revealed that GMT

treats their riders with respect and they met the needs of the riders. Most riders prefer to ride with a volunteer driver or on a bus.

Riders also provided ideas as to what GMT could do better. Some suggestions include, “provide service on Sundays, get more drivers, better/more hours, announce stops, bigger buses, have more trips other than doctors’ appointments, more rural outreach.”



There were two individuals who expressed unhappiness with GMT services. Their responses included “the volume and quality of service is poor, unreliable, and overly complicated. At first it excited me as a “personal taxi” service. Several drivers ganged up and threatened me.”

Overall the it was reported that the staff at GMT treated the riders with

respect. The data are consistent with the previous 2020 survey. In 2020 85% of the riders said they would recommend GMT to a friend or family and that GMT is dependable, safe, respectful, and reliable. Negative feedback from the previous survey correlates with this survey with riders commenting that GMT needs to be more punctual, consistent scheduling, and they need to be able to pick you up when you are done with an appointment. In both surveys the majority of riders were white Caucasians.

Respondents from the written survey were asked about willingness to volunteer for a follow-up phone survey. A list of questions was mailed to the volunteers prior to the phone interviews. However, despite repeated attempts, staff was unable to reach any participants by phone, and as a result no follow-up interviews were completed.

