



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

TVT/ACTR and the Addison County Regional Planning Commission (ACRPC), in collaboration with VTrans, recently completed a riders survey 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.

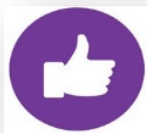
### What We Heard:

Overall, we heard positive reviews for the service, especially highlighting positive interactions with the drivers, value of service to the community, and timeliness. We also learned that there is room for improvement regarding scheduling (booking, confirmation, and wait times). We are excited to work with riders to implement improvements over the next year.

### Highlights from Survey Results:

**98%** of respondents reported that the service is meeting their needs well.

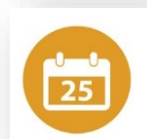
### Strengths:



Positive interaction with drivers

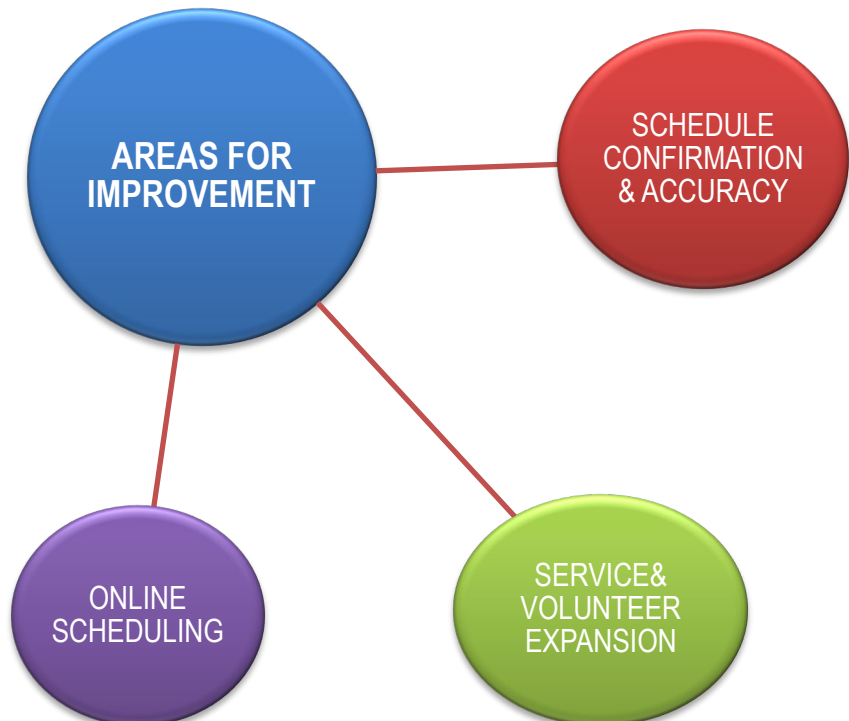


Scope of Services



Service Reliability

### Areas for Improvement:



## How we're working to improve:



### SURVEY NEXT STEPS

Working with Middlebury College, TVT/ACTR followed up directly with riders who “opted-in” to share more of their experiences using E&D transportation services. The E&D Committee will work to incorporate survey results and the direct rider feedback into an annual work plan, goals, and action steps.

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### SCHEDULE ACCURACY

TVT/ACTR 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.**

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## Long-term improvements:



### SERVICE EXPANSION & VOLUNTEERS

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



### ONLINE SCHEDULING OPTIONS

TVT/ACTR will continue to work with VTrans to explore new scheduling technologies. As the opportunity arises, they will work with VTrans and other transit providers statewide to invest in different scheduling options that improve efficiency for rider.