



Dear Champlain Islanders Developing Essential Resources (CIDER) Riders,

CIDER, in collaboration with the United Way of Northwest Vermont, and VTrans, 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 access information about the service and expanded service options. 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

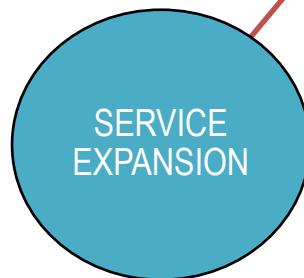
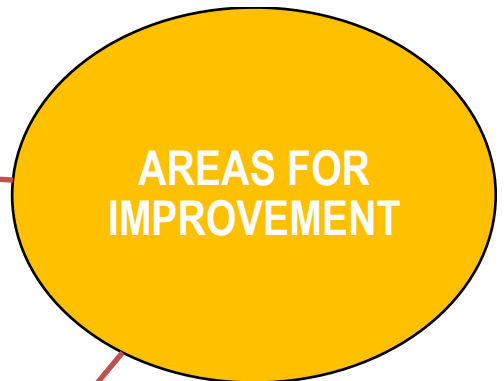
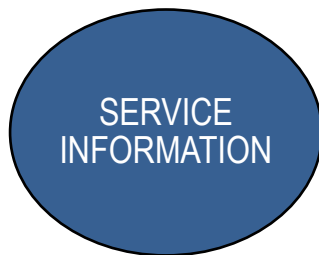


Scope of Services



Service Timeliness

Areas for Improvement:



How we're working to improve:



SURVEY NEXT STEPS

CIDER, working with the Northwest Vermont Regional Planning Commission (NRPC), and their 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.



BETTER SERVICE INFORMATION

NRPC, working with CIDER and other 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. CIDER and our community partners will continue to work to identify creative ways to meet your needs now and in the future

The Franklin and Grand Isle Counties Elders and Persons with Disabilities Program is a collaboration of Age Well, Care Partners, C.I.D.E.R, Green Mountain Transit (GMT) and Northwest Vermont Regional Planning Commission. Please be in contact with Jordan Posner, 802-540-0874 at GMT for more information.