



# Town of East Greenwich

## COMMUNITY SERVICES DEPARTMENT

PARKS

RECREATION

SENIOR SERVICES

HARBOR

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### SENIOR SERVICES TRANSPORTATION RESTRUCTURING STRATEGIC PLAN 2026 TRANSPORTATION SURVEY RESULTS

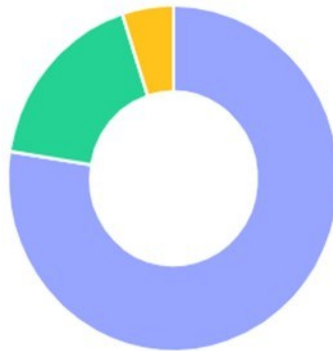
#### 40 Surveys Completed

#### What is your age?



- Under 60 - 4 (10%)
- 60-69 - 11 (27.5%)
- 70-79 - 11 (27.5%)
- 80-89 - 7 (17.5%)
- 90+ - 7 (17.5%)

#### What is your gender?



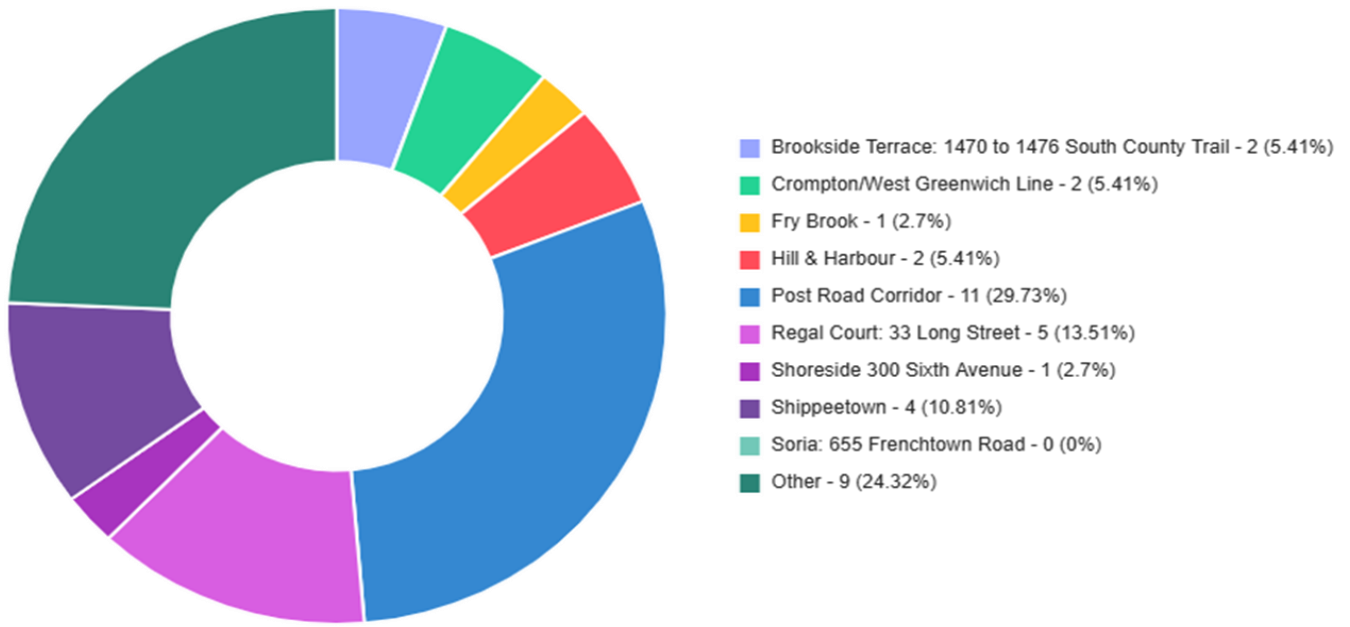
- Female - 31 (77.5%)
- Male - 7 (17.5%)
- Prefer not to answer - 2 (5%)

#### What is your primary living situation?

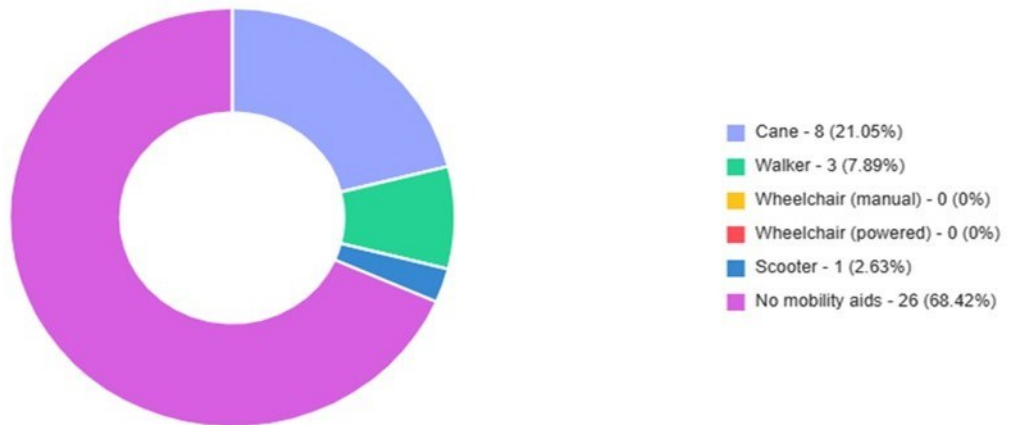


- Live alone - 20 (50%)
- Live with spouse/partner - 14 (35%)
- Live with family - 6 (15%)

## Which area or address most accurately describes where you live?



## Do you use any mobility aids?



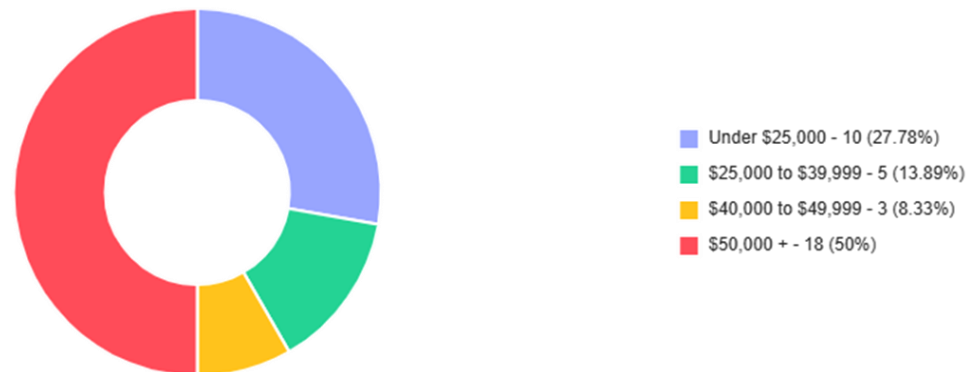
## Do you have any vision or hearing limitations that affect transportation?



**Do you require assistance getting on or off the bus?**



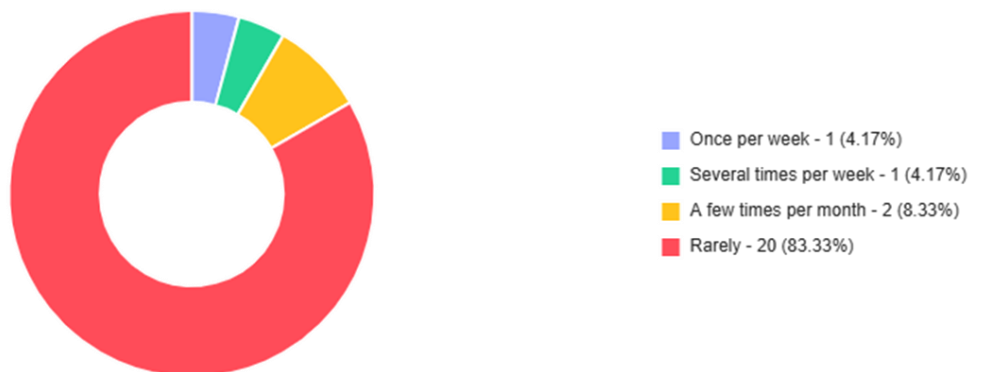
**What is your total annual household income before taxes?**



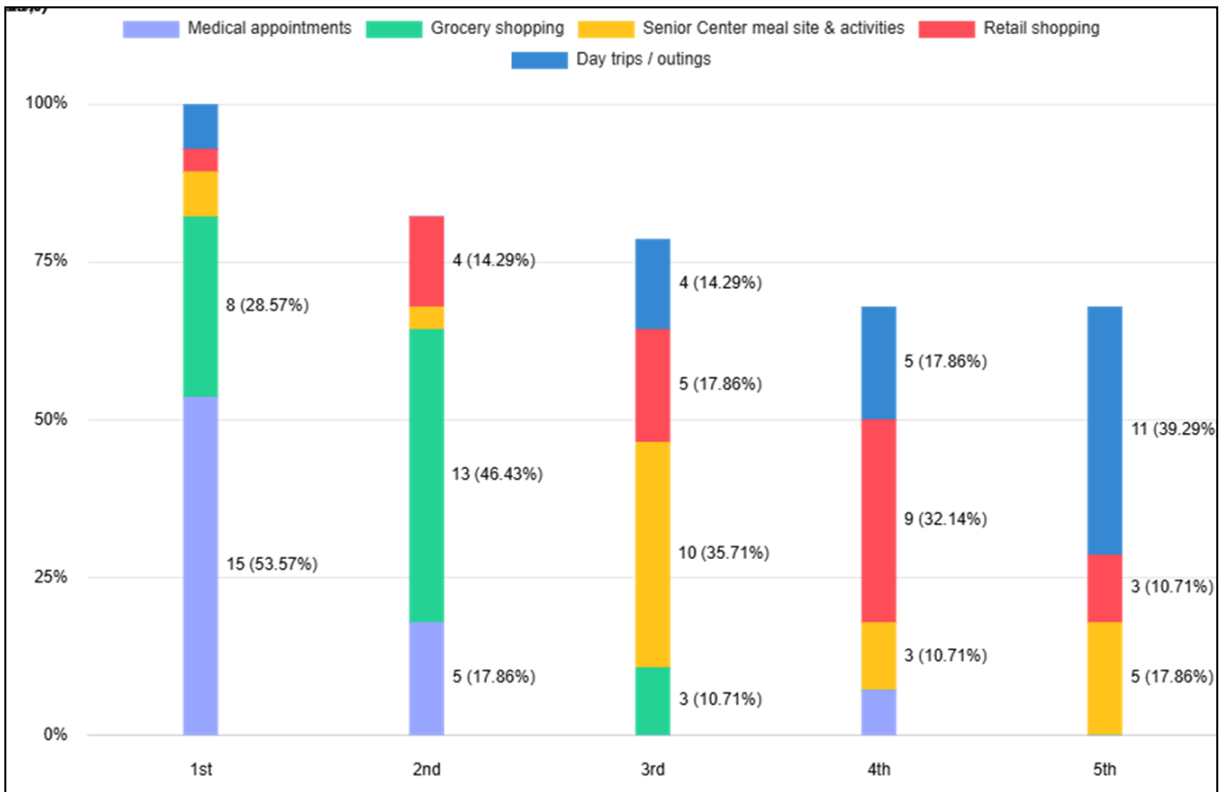
**Do you currently have the financial means to pay for alternative transportation services; such as MTM, RIPTA, or taxi services?**



**How often do you currently use the Senior Services transportation service**



If the bus schedule has to prioritize trips, please rank these destinations from 1 to 5 (1 = highest priority)



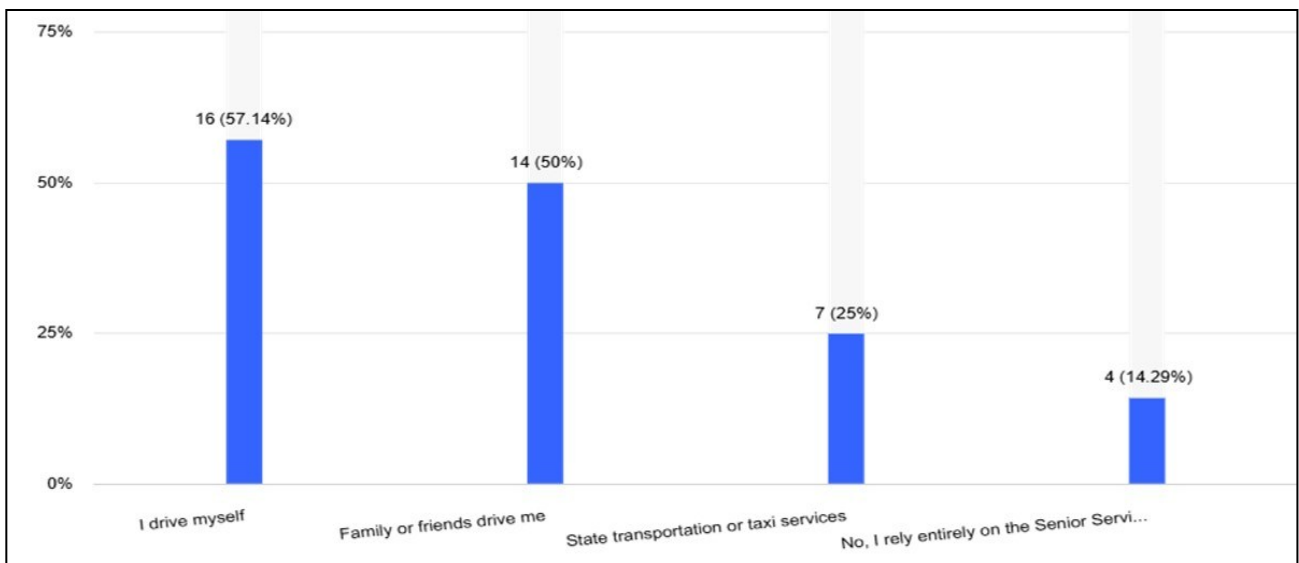
**Do you have suggestions for additional destinations or service times? Comments:**

- It would be very helpful to allow the bus to take participants to medical appointments outside of East Greenwich. Many physicians are located on Tollgate Road in Warwick, which is not that far away and the limitation of not driving out of the Town of East Greenwich is frustrating. It means many appointments I have cannot be serviced by this important bus transportation simply because the physician is located in Warwick! Please expand the routes.
- Market basket, Aldi, Shaw's
- Please may we have an afternoon trip to attend after lunch activities.
- More stores
- Warwick Mall , trader Joes
- Expand services for doctors appts
- Churches and houses of worship
- More medical options outside of EG like Warwick

## How often have you been unable to reserve a ride because the bus was full?



## Do you have other transportation options when the bus is unavailable



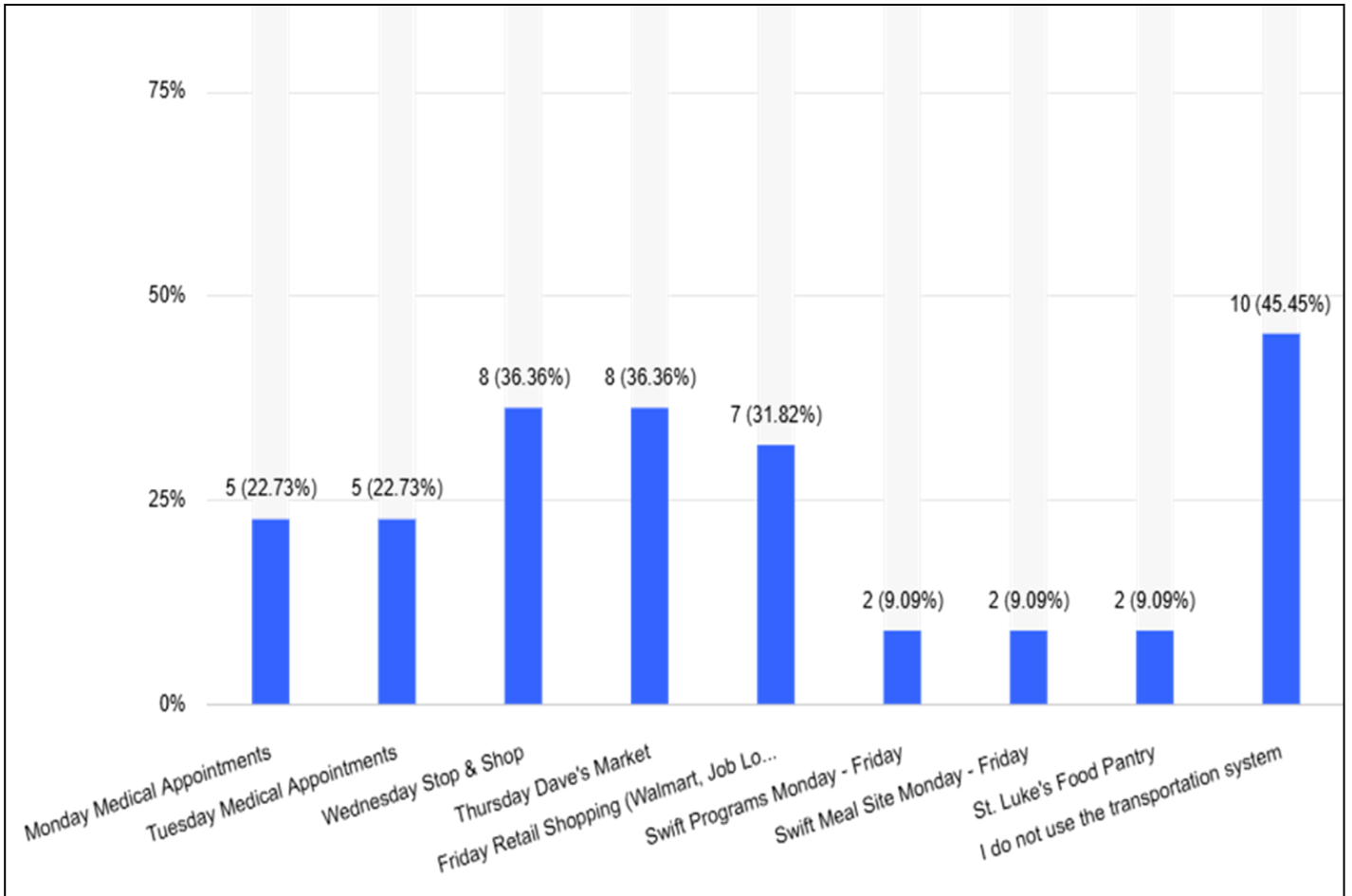
## How would you rate the current transportation system?



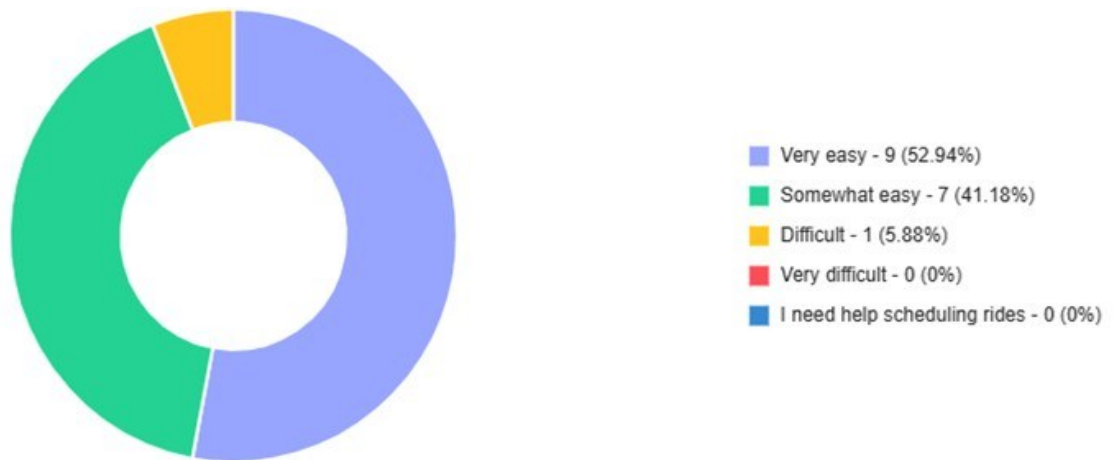
### If you selected poor or very poor, please explain your rating.

- Was often told (95%) of the time that the lift bus was out of service, often for months. Disappointing and surprising that handicapped services were denied so often. Again, try to use but often services not available.

**If you use the transportation system, which of the following destinations do you travel to?**



**How easy is it for you to schedule a ride?**



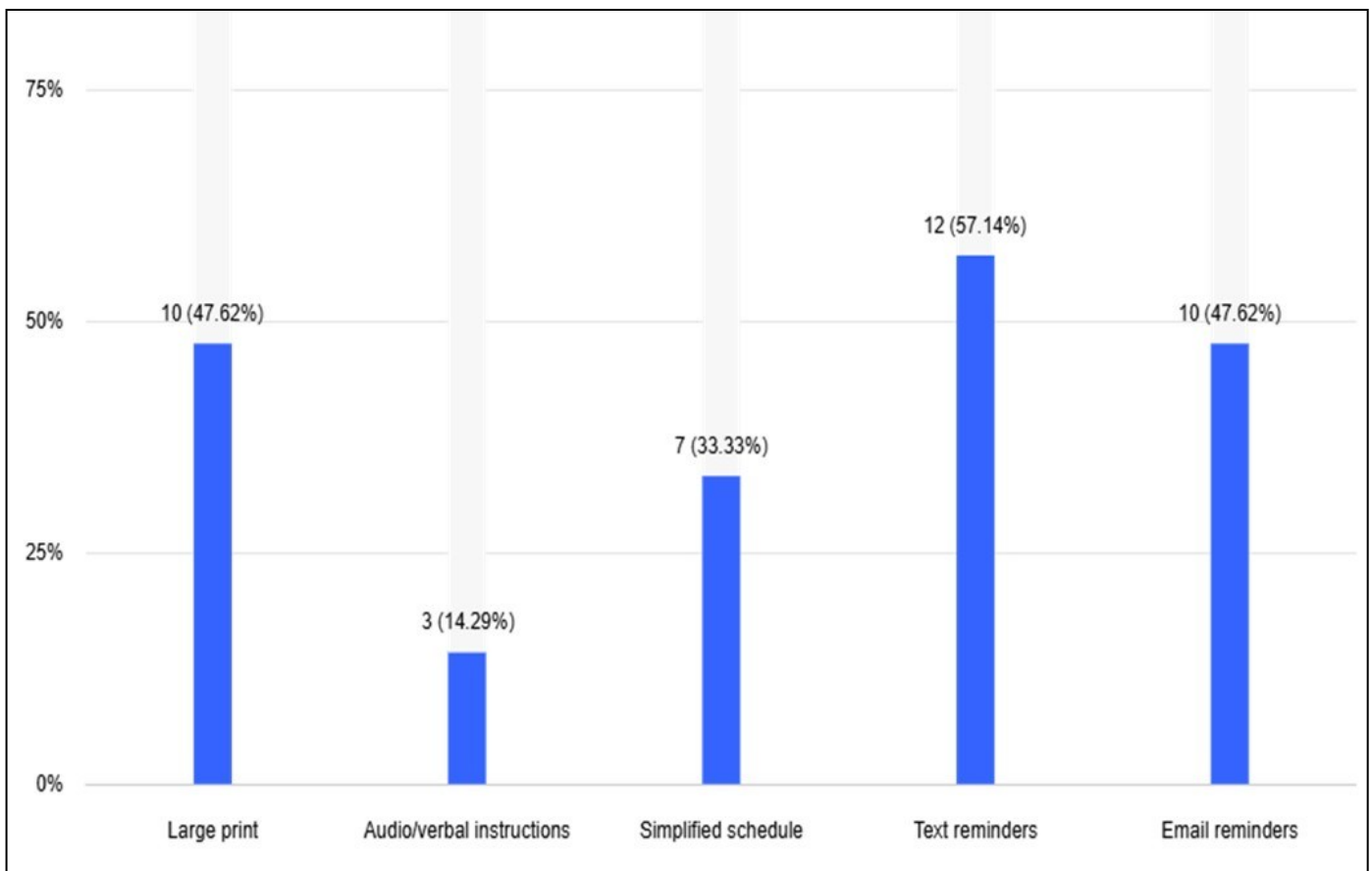
## Do you feel that the driver and staff provide adequate assistance for your needs?



### If you selected no, please explain:

- The lift bus was most often not available for handicapped residents.

### What accessible formats would you prefer for schedules or updates?



## What changes or improvements would you like to see in the transportation service?

### Comments:

- As I mentioned earlier, expansion of bus routes to include Warwick. This would enable trips to Market Basket, which is a much more affordable grocery store than Dave's or Stop & Shop. Also expansion of routes to Warwick would allow increased access for e.g. residence to attend physician appointments in Warwick, especially a long Tollgate Road. I agree with increasing the availability of outings to coffee shops for increase senior socialization in community sites not just the senior center itself. This is important for seniors to remain plugged into the pulse of their community. We want to be able to frequent restaurants and coffee shops in our town. Please include adding a second bus and second driver in your re-structuring plan.
- 2 Drivers. 2 Van's. This will give breathing space to all.
- More affordable big trips, (\$20.-40.), and more affordable supermarkets, like Market basket, Aldis, Shaws.
- The driver needs assistance with carrying our bags on the bus and off the bus especially if the bus is full. Also she too much of driving around for different errands during the day. She needs HELP!!!
- Out for coffee, sweets, ice cream (warmer weather), out to eat once in a while
- Areas of travel. My experience, driving from one end of EG to the other end to pick up 1 person, taking 30 mins or more to get to destination.
- Expand for handicap - walkers, wheelchairs, scooters. Consistency with the operation and follow-up.
- Help in booking transportation, including state, local, family and rides, such as a printed form seniors could use.
- Ride share
- I have not yet used the service. I did not know that the service existed until recently.
- While probably not possible, expanding to include North Kingstown would be helpful.