



Town of East Greenwich

COMMUNITY SERVICES DEPARTMENT

PARKS

RECREATION

SENIOR SERVICES

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East Greenwich Senior Services Transportation Program: Community Workshop Summary

January 5, 2026

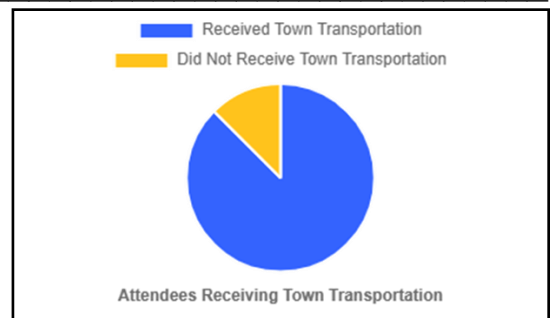
Overview

A community workshop was held at the Swift Community Center on January 5, 2026 to assess the East Greenwich Senior Services Transportation Program. Sixteen residents attended. Transportation was provided by the Town for 14 of the participants. The session included verbal and written comments, as well as a group ranking of transportation destinations.

Attendance & Transportation

Total Attendees: 16

Transportation Provided by Town: 14 attendees



Destination Preferences (Group Ranking)

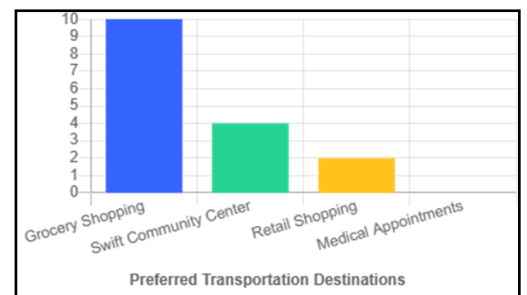
Participants were asked to rank their most important transportation destination:

Grocery Shopping: 10 participants voted as 1st priority

Swift Community Center: 5 participants voted as 1st priority

Retail Shopping: 1 participant voted as 1st priority

Medical Appointments: No votes



Key Themes from Verbal and Written Comments

Service Strengths

Efficiency:

Many praised the efficiency and reliability of current pick-up and drop-off operations.

Driver Demeanor:

Driver was described as welcoming, helpful and efficient.

Program Value:

Several long-term users expressed strong satisfaction with the program.

Service Gaps & Suggestions: Desire for Additional Destinations

- Frequent requests for trips to affordable grocery stores:
 - Aldi's
 - Market Basket
 - Trader Joe's
- Interest in trips to malls, coffee shops, ice cream shops and restaurants.
- Suggestions for monthly or bi-monthly day trips:
 - Garden City
 - Warwick Mall
 - Wrentham Mall
 - Wright's Chicken Farm



Capacity & Scheduling

- Two requests were made that the Town provide two drivers and two buses to expand the amount of destinations provided.
- Requests for more afternoon transportation options, especially for classes at the Center.
- One participant noted being the only passenger on trips to the Center for meals. She raised a concern about efficiency and questioned if her ride to the meal site will be canceled once changes to the program are implemented.

Program Communication

- Some attendees could not hear the presentation or missed information due to hearing difficulties.
- Requests for clearer communication about program constraints and restructuring.

Affordability

- Concerns that outsourced special day trips are cost-prohibitive for most passengers.
- Suggestions for an additional fee (e.g., \$10) for special day trips, not included in the monthly pass.

Notable Comments by Participants

- Passengers need to understand the program constraints, should be happy that the Town has a good transportation service and participate in the restructuring process.
- I wish we could have all that we used to have – trips to Target, Market Basket, Aldi's and day trips.
- The service is great. Transportation for afternoon classes is an issue for many. Maybe offer transportation to the Center one late day a week.
- I have been coming for over 20 years and I think the program is excellent. You guys are awesome.

Summary of Written Destination Requests

Requested Destination/Activity	Frequency (Mentions)
Aldi's, Market Basket & Trader Joe's	6
Malls (RI Mall, Warwick Mall & Garden City)	5
Coffee/Ice Cream Trips	3
Day Trips (Wright's Chicken Farm, Wrentham, Theatre By The Sea & Mystic Village)	4
Retail Shopping (Five Below & Walmart)	3
Restaurants (Applebee's & Pizza)	2
Exercise, Knitting & Classes at Swift	2

Recommendations from Participants

- Requests to add a second driver and use the Town's second bus to expand the amount of destinations provided.
- Increase frequency of affordable grocery store trips.
- Offer more afternoon transportation and special trips, including classes at Swift and social trips such as going out for coffee and ice cream.
- Improve communication for the next workshop for those with hearing difficulties.
- Explore options for additional or special trip fees to expand offerings.

Conclusion

The East Greenwich Senior Center transportation program is highly valued by participants, with strong satisfaction regarding efficiency and staff. The primary requests are for expanded destinations, increased passenger capacity and more flexible scheduling. Addressing communication barriers for future workshops and affordability for special trips are also important considerations.