

NAME OF INTERVIEWEE _____

1. Background & Current Experience

- My name is **Mark Carnopis**, and I'm with Valley Regional Transit. Thank you for taking the time to speak with me today. This interview may take up to 30 minutes, with 17 questions planned. Does that work for you?
- First, I'd like to give you a brief background of our services. Valley Regional Transit (VRT) is the Treasure Valley's regional public transportation authority, responsible for the management of bus, demand response, and ACCESS paratransit services.
- We also contract with service providers for 16 different Specialized Transportation programs such as senior center transit, services for medical appointments, service for veterans, and more, including seniors
- We are exploring changes to the scheduling system for these programs, which will allow us to provide you with better service, easier booking experience and same day booking
- Your input will help us understand passenger needs and identify strengths and weaknesses of the current approach

• So, I'd like to learn about your experience as a passenger of _____

- How long have you used this service?

- Where do you travel to with this service? _____

- How do you currently book your trips? _____

- How frequently do you book trips? _____

- Have you ever been transferred from VRT to another provider when booking a trip?

- Is it always clear to you who is providing your trip?

- Do your trips arrive on time, or get you where you want to go? (If no, get more details)

- Are there any problems with the service that you experience currently?

- Do you have any suggestions to make the services operate more effectively?

- On a scale from 1-10, with 1 being poor and 10 being excellent, how would you rate your experience as a rider? Why?

2. Changes & Feedback

- VRT recently started using a new scheduling software that allows us to deliver more service to more people. We have begun shifting all specialized transportation programs to this new system, with the goal of having all programs using the new system
- This will allow us have a coordinated regional system with one call center and a larger pool of vehicles instead of having 16 individual providers and services
- We expect this will result in more service, and reduce wait times and trip length for passengers
- It will also mean that instead of being limited to the current service that you use,
 - You will be able to book your trip(s) through VRT, either by phone, online, or with a mobile app
 - The new system will create your trip based on where you're going and what vehicles are available

- You will be able to book trips to more places than you do now
- I want to ask you some questions about these changes.
 - What concerns do you have?

- Do you have access to the internet? Do you have a data plan?

- Would you use the phone app? How about using the Website? Calling directly?

- What, if any, assistance would you need to use this system?

- What do you see as positive aspects of this change?

- What can we do to make the transition easy?

- Do you have any additional comments?

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- Thank you so much for your time today.
 - Your feedback will help us shape this project into a successful new program
 - This was the first round of outreach, and we will have another round in the next month or so
 - Would you be interested in participating and providing feedback?
 - Yes, referred times and contact info: _____

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- Thank you again; if you have any questions about this project, please contact me at 208-258-2702 or mcarnopis@valleyregionaltransit.org