

Apply The Passenger Friendliness Calculator

PASSENGER FRIENDLINESS

Transportation is critical to the ability to get where we need to go. Transportation options are important for people who have limited driving or have stopped driving altogether. The level of friendliness of a volunteer driver program is especially important to the participant. But just what makes a volunteer driver program “passenger friendly?” The Beverly Foundation identified older adult friendly transportation and the NVTC translated older adult friendliness into the 5 A’s of Passenger Friendly Transportation.

THE 5 A’S OF PASSENGER FRIENDLY TRANSPORTATION

**Availability Acceptability Accessibility
Adaptability Affordability**

These features present challenges for transportation providers and volunteer driver programs.

Availability Challenges

1. providing demand response services
2. ensuring potential passengers know about the service
3. making sure passengers can reach the service
4. crossing jurisdictional boundaries
5. traveling to desired destinations
6. offering service evenings and weekends
7. offering on-time pickup and delivery
8. linking passengers with more appropriate transportation services

Acceptability Challenges

1. taking passengers where they need to go
2. ensuring that vehicles are clean
3. using well-maintained vehicles
4. ensuring that volunteers are good drivers
5. ensuring minimal wait times for rides
6. ensuring ease of scheduling
7. training drivers to be sensitive to passenger challenges and needs

FOR MORE INFORMATION

Please visit the numerous fact sheets and exercises in addition to the planning, implementation, and evaluation sections of the TurnKey Kit.

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Accessibility Challenges

1. providing assistance to and from vehicles
2. providing assistance into and out of vehicles
3. helping with coats, shoes, and boots
4. helping passengers carry packages
5. providing assistance at destinations
6. creating a policy for adapting service to meet passenger needs

Adaptability Challenges

1. offering multiple-stop services
2. accommodating assistive devices
3. accommodating passengers' pets
4. willingness to adapt service procedures to meet passenger needs
5. linking passengers with other services
6. offering group trips to special destinations
7. offering transit beyond usual hours
8. undertaking annual passenger survey in order to improve services

Affordability Challenges

1. ensuring that passengers are aware of the actual cost of a ride
2. using volunteer drivers and volunteer vehicles
3. recognizing the contribution of volunteer drivers
4. ensuring affordability for passengers by offering reasonably priced, no cost, or donation only transportation services,
5. enabling passengers to link with less expensive transportation services if necessary
6. securing funding from multiple donors
7. ensuring that the donors and the community at large are aware of actual costs of providing rides

HOW TO CALCULATE THE PASSENGER FRIENDLINESS OF A VOLUNTEER DRIVER PROGRAM

The 5 A's of Passenger Friendly Transportation are criteria that can be used by volunteer driver programs to make a judgment as to their passenger friendliness. To initiate your review, check each of the factors below that are represented in your volunteer driver program. Each check equals one point. When you have completed your review, add up your score and look at the scoring key at the bottom of the page to know where you are on "the road to passenger friendliness."

Availability: The transportation service...

- provides demand response transportation service to passengers
- ensures that potential passengers know about the service
- provides transportation when needed (day, evenings, and weekends)
- takes passengers to desired destinations
- can link older adults with "more appropriate" transportation options

Acceptability: The transportation service...

- ensures that vehicles are clean and free of litter
- uses vehicles that are easy for passengers to access
- ensures that vehicles are well maintained
- offers an advance scheduling requirement acceptable to passengers
- provides driver "sensitivity to passengers" training

Accessibility: The transportation service...

- provides passenger assistance to and from the vehicle
- provides passenger assistance in and out of vehicle
- uses vehicles that are easy for passengers to access
- can help passengers with assistive devices
- maintains policy of adapting the service to meet the needs of passengers

Adaptability: The transportation service...

- offers trip chaining or multiple stops on the same trip
- will take the pets of passengers if the volunteer driver is willing
- can offer or link with vehicles that accommodate wheelchairs and walkers
- offers group transportation to special destinations
- undertakes annual passenger survey to promote service improvement

Affordability: The transportation service...

- offers reduced fares (or free transportation) to passengers
- use of volunteer drivers results in low cost transportation services
- use of volunteer vehicles results in low cost transportation services
- informs passengers of the actual cost of providing each ride
- secures funding from multiple sources to support the volunteer driver program

Total _____ (Possible score = 25)

The Road to Passenger Friendliness

0	5	10	15	20	25
Just Starting	Out of the Garage	On the Road	Chugging Along	Getting Close	Passenger Friendly