

Passenger Service Information Topics

Below are selected information issues related to passengers and transportation services.

Our volunteer driver program (program name here) is being offered in (community's name/service area). Rides are provided by volunteer drivers. The program supplement's existing transportation and paratransit services by providing rides to (identify riders served here).

Who is eligible to receive rides? (Identify age requirements, residency requirements, referral requirements, or other requirements.)

Age requirements _____

Residency requirements _____

Referral requirements _____

Other requirements _____

How much does it cost to get a ride? (Identify fee and/or donation options.)

Fees charged for rides or no fees charged for rides _____

Donations are accepted or donations are not accepted _____

How is transportation provided? Volunteer drivers provide transportation to get passengers where they need to go. (Insert comment if volunteers use their own vehicles to provide rides or if the organization owns vehicles.)

Who can be a volunteer driver? Volunteer drivers must have a valid driver's license, registered vehicle, and carry personal automobile liability insurance. Their driving record also must meet acceptable standards. (Insert additional requirements.)

How are the volunteer drivers compensated? Volunteers are not paid for providing rides. (Insert additional information if they are reimbursed for mileage or receive special recognition.)

Who schedules the rides? Rides are scheduled by... (Identify method used by riders or others to schedule rides.)

Where can riders go? Rides are provided to... (Indicate your service area.)