

Quotable Quotes from Passengers

"Drivers are friendly."

"Cab drivers are very caring."

"Workers (transit operators) are very compassionate."

"Most of the drivers who provide transportation to older adults are older adults themselves."

"I want to be able to get to essential places and to fun things, exercises, and parties."

"Transportation is important for my morale; I enjoy going to the grocery store."

"I have been told that the bus would come and get me anytime I want."

"I use friends and relatives, sometimes the bus—no problems so far."

"Public transportation is unavailable in my area. Thank God for volunteerism."

"The transportation here gets me where I have to go."

"When I am going to see friends and grocery shopping, I use transit. Lake Erie completely meets my needs."

"I wouldn't go many places if there wasn't the transportation bus."

"I depend totally on the van (Brighton Senior Center van). That's my salvation."

"I don't drive at night, in traffic, or in unfamiliar areas."

"I can go everywhere in the immediate area."

"A special bus takes you on trips and I like that."

"Our community has developed a seniors-assisting-seniors program where friends provide transportation to each other."

"We need more education of what is available regarding public transportation."

"We need adequate transportation, both public and private."

"Next to health, adequate transportation is the most important thing."

"I want to have access to good transportation that runs on time, is convenient, and goes where you want to go."

"Transportation needs to be available and reliable at a reasonable cost."

"It is important to have transportation you can afford and that is good."

"It needs to be convenient and fast, have a safe nighttime schedule, and be adaptable in an urgent situation."

*These quotes were provided by older adults and caregivers who participated in focus group conducted with the US Department of Transportation. The inquiry included 22 groups in Florida, Michigan, and California. They were incorporated into the 2018 the book: Passenger Stories of Gratitude which included more than 100 stories of passengers of volunteer driver programs. The book was edited by Helen Kerschner, published by the National Volunteer Transportation Center and supported by Toyota. The book is included in the Turnkey Kit.