Rider/Passenger Survey

1. Gender of riders:
   _____ # male riders   _____ # female riders

2. Vehicle(s) preferred by riders: (check only one)
   _____ automobile   _____ bus
   _____ van   _____ other

3. Drivers preferred by riders: (check only one)
   _____ paid   _____ volunteer
   _____ doesn't matter   _____ other

4. Primary concerns expressed by riders: (check only two)
   _____ on time service   _____ cost of rides
   _____ who will be the driver   _____ inability to drive
   _____ getting to far-away places   _____ need for additional assistance
   _____ other (please specify) _____

5. Types of assistance needed by riders: (check all that apply)
   _____ door-to-door (drop off and pick up assistance)
   _____ hand-to-hand (help in and out of the vehicle)
   _____ door-through-door (walk in the house assistance)
   _____ escort (staying with the rider during an appointment)
   _____ other (please specify) _____
   _____ none

6. Most frequent types of trips taken by riders: (please indicate 1, 2, 3 with 1 as most frequent)
   _____ medical (non-emergency)   _____ work related
   _____ shopping   _____ religious activiies
   _____ supportive services   _____ volunteer activities
   _____ nutrition services   _____ recreational activities
   _____ personal activities   _____ other, please specify: _____

7. Aveage number of trips taken by individual riders: (check only one)
   _____ less than 1 trip a week   _____ 1 to 3 trips a week
   _____ 4 to 6 trips a week   _____ 6 – 10 trips a week
   _____ more than 10 trips a week   _____ other: _____

8. Average length of participation for riders: (check only one)
   _____ less than 1 year   _____ 1 – 3 years
   _____ 4 to 6 years   _____7 – 10 years   _____ more than 10 years

9. Top two reasons older adults become riders in your program: (Please identify #1 and #2)
   _____ had to give up driving
   _____ death of a spouse
   _____ could no longer use other options
   _____children could not provide rides
   _____ wanted to get to quality of life activities
   _____ need of way to go shopping
   _____ don't know
   _____ other (please specify) _____

10. What do you consider your program's best practice in providing "volunteer driver services?»

11. What is your major recommendation for "meeting the needs" of your riders?

12. In your transportation program…. (please circle yes or no)

Do riders complete an application form?	yes	no
Do riders need to be evaluated for eligibility?	yes	no
Do riders have a formal feedback check?	yes	no
Do riders get to choose their own driver?	yes	no
Do riders need to make advance reservations?	yes	no
Do riders have an option of not paying for rides?	yes	no
Do riders participate in planning for services?	yes	no
Do riders receive "rider training"?	yes	no
Do riders need to be recruited?	yes	no
Do riders have a choice of vehicle?	yes	no

13. What are your top two management challenges related to providing volunteer driver services: (check only two)

_____ financial   _____ insurance

_____ recruitment   _____ vehicles

_____ communication   _____ security

_____ scheduling   _____ other (please specify): _____

14. What (if any) technology have you embraced to improve transportation services for your riders?

15. Review the following 20 words/phrases. Then, please indicate the 4 words/phrases (by numbering 1 to 4) that best describe the relationship between riders and drivers in your program.

_____ social	_____ expensive	_____ committed
_____ formal	_____ disappointing	_____ complex
_____ supportive	_____ purposeful	_____ time consuming
_____ interdependent	_____ friendly	_____ unbalanced
_____ rewarding	_____ problematic	_____ stressful
_____ burdensome	_____ fun	_____ enriching
_____ family-like	_____ stressful	

16. Please check topics of informational or resource materials that you believe would be of use in your volunteer driver program.

_____ older adult rider tip book

_____ volunteer driver tip book

_____ transition from driving tip book

_____ driver sensitivity information manual

_____ risk management tip book

_____ resource booklet on funding sources

_____ liability and insurance information

_____ other (please specify): _____

17. What do you consider your "keys to success" in delivering volunteer driver services to your passengers?

18. Add your questions if desired.