



NVTC Exercise (2018 Revised)

Apply The Passenger Friendliness Calculator

Passenger Friendliness

Transportation is critical to the ability to get where we need to go, and options are important for people who have limited or stopped driving. The level of friendliness of a volunteer driver program is important is especially important to people who no longer drive. But just what makes a volunteer driver program “passenger friendly”? In the mid 2000s, the Beverly Foundation identified senior friendly transportation, and in 2015 the NVTC translated senior friendliness into....

The 5 A's of Passenger Friendly Transportation **Availability Acceptability Accessibility Adaptability Affordability**

These factors present challenges for transportation providers, including 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 pick up 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; (4) ensuring minimal wait times for rides; (5) ensuring ease of scheduling; (6) training drivers to be sensitive to passenger challenges and needs.

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) offering free rides to transportation escorts; (3) accommodating assistive devices; (4) accommodating passengers' pets; (5) willingness to adapt service procedures to meet passenger needs; (6) linking passengers with other services; (7) offering group trips to special destinations; (8) offering transit beyond usual hours; (9) undertaking annual passenger survey for improving services.

Affordability Challenges: (1) ensuring that passengers are aware of the actual cost of a ride; (2) use of 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; (7) securing funding from multiple donors; (8) ensuring that the donors and the community at large are aware of actual costs of providing rides.

A PASSENGER FRIENDLINESS CALCULATOR FOR VOLUNTEER DRIVER PROGRAMS

The 5 A's of *Passenger Friendly Transportation* are criteria for understanding the level of a program's friendliness to its passengers. To initiate your review, check each of the factors below that are represented within a volunteer transportation program with which you are familiar. 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, weekends).
- _____ takes passengers to desired destinations.
- _____ can link seniors 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