

Passenger Destination Survey

The purpose of this survey is to capture current travel patterns of passengers/clients and to identify new destinations that programs (and others) identify as important.

1. How many passengers does your program serve? _____
2. Who are your passengers?
_____ # men _____ # women
3. What is the age range of your clients/passengers?
Youngest passenger _____
Oldest passenger _____
4. Do any of your clients/passengers exhibit physical limitations?
_____ yes, approximate % _____
_____ no
5. Do any of your clients/passengers exhibit cognitive limitations?
_____ yes, approximate % _____
_____ no
6. Are you able to get most of your clients/passengers with physical or cognitive limitations to their destinations?
_____ yes
_____ no, why not _____
7. What are the top three destinations to which you as a volunteer driver take your volunteer driver program's clients/passengers ?
 - a. _____
 - b. _____
 - c. _____

8. On the list below, please check each destination to which your program has taken a client/passenger in the past year.

- _____ grocery shopping
- _____ recreational activity
- _____ religious activity
- _____ beauty shop
- _____ food pantry
- _____ social services
- _____ volunteer activity
- _____ medical care service
- _____ social activity
- _____ pharmacy
- _____ bank
- _____ other _____

9. Please identify the most frequently requested destination to which you your program takes clients/passengers. _____

10. Please identify the most frequently requested destination to which your program CANNOT take your clients/passengers. _____

11. Please check the following types of comments volunteer drivers say your clients/passengers make while they take them to their destinations.

- _____ "I appreciate the rides provided by the volunteer driver program."
- _____ "I hope one day I can get a ride to see the Christmas lights."
- _____ "If I could get to the beauty shop, my life would be wonderful."
- _____ "It would be nice to be able to visit my family members."
- _____ "Could we make just one more stop on the way home?"
- _____ other comment _____

12. Which are three destinations to which you believe are most important for you clients/passengers (or older adults in general) to be able to travel?

- a. _____
- b. _____
- c. _____

13. Please check (X) below how you believe the clients/passengers you drive for your volunteer driver program might describe their travel needs and wants.

	I need to go...	I want to go...	I do not need/ want to go...
doctor's office	_____	_____	_____
medical center	_____	_____	_____
rehab clinic	_____	_____	_____
fitness center	_____	_____	_____
shopping center	_____	_____	_____
public library	_____	_____	_____
beauty shop	_____	_____	_____
pharmacy	_____	_____	_____
bank	_____	_____	_____

14. What types of assistance do your clients/passengers need? (check all that apply)

- _____ help getting to the curb
- _____ help getting in and out of the door of their residence
- _____ help getting through the door of their residence
- _____ help and support while they are at their destination
- _____ help carrying packages
- _____ "hand-to-hand" escort

15. Do your clients/passenger ever ask you to take them in addition to the intended destination or in addition to the destination you received from the office?

_____ yes _____ no

If yes, please list one or two of those destinations.

16. Do you ever experience challenges or problems transporting clients/passengers?

_____ yes _____ no

If yes, please describe these challenges.

17. Our program's greatest challenges in getting clients/passengers to their destinations are... (Please check all that apply)

- _____ clients or passengers with memory loss
- _____ clients or passengers who have never ridden with a volunteer driver
- _____ clients or passengers who are worried about being on time
- _____ clients or passengers who know/don't know how to get to their destination
- _____ clients or passengers who use a cane or walker
- _____ clients who are vision impaired
- _____ other _____

18. In order to better meet the physical and cognitive challenges of our clients/passengers, we would hope to be able to: _____

19. Not so long ago, a passenger in another volunteer driver program, made the following comment...

“When I have a doctor’s appointment on Monday, I always go to the beauty shop on Friday, because, if I hear bad news, I want to look my best.”

If your volunteer driver program received more funding or involved more volunteers, what new destinations would you suggest could meet needs of clients/passengers?

20. The most important action we need to undertake to improve our destination transportation is _____
and we could do it if we _____

21. Please complete the comment below in 20 words or less.

The clients/passengers our program drives are...

Feel free to use these questions, and other questions that you may want to add, for developing a survey of passenger destinations.