

Public & Paratransit Survey

The questions below are intended to provide information about: 1) how your local demand response transportation program serves older adults, and 2) special adaptations (innovations) the service might make to better serve older adults.

1. What percent of your ridership consists of older adults?
_____ % male passengers
_____ % female passengers
2. Do your older adult riders make any special requests or demands (that other riders don't make) regarding service?
_____ yes _____ no
If yes, please describe: _____
3. Do you believe that older adult public or paratransit riders have any special transportation needs (that other riders don't have) that are difficult to meet?
_____ yes _____ no
If yes, please describe: _____
4. Do you believe that your public and paratransit service provides transportation services that adequately meet the needs of older adults?
_____ yes _____ no
If yes, please describe: _____
If no, please describe: _____
5. Do the public and/or paratransit drivers receive any special training to enable them to accommodate the transportation needs of older adults?
_____ yes _____ no
If yes, please describe: _____
6. Are any of the public or paratransit drivers older adults themselves?
_____ yes _____ no
If yes, what percent is age 65+: _____
7. Do you have evidence that the older adult passengers are satisfied with the public or paratransit services?
_____ yes _____ no
If yes, please describe: _____

8. If you could recommend one service that would improve the ability of the public and/or paratransit service to meet the needs of older adults, what would it be?

9. Do older adult passengers (or their family members) identify any particular problems in accessing the local public and/or paratransit services?

_____ yes _____ no

If yes, please identify problems:

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

10. Does the public or paratransit service make any special accommodations to meet the needs of older adult passengers that you might not make for other groups?

_____ yes _____ no

If yes, what are they?

- _____ driving the van up the driveway to get near the door
- _____ the driver going to the door to assist the older adult
- _____ the driver going through the door to assist the older adult
- _____ providing an escort to help older adult riders
- _____ using a special vehicle

11. Has the public or paratransit service had any exposure, risk, and liability challenges related to providing special access assistance to older adults?

_____ yes _____ no

If yes, please describe: _____

12. Do any of your passengers use the public and/or paratransit services and if so, do they identify any challenges in their usage?

- _____ getting to the vehicle _____ making reservations
- _____ getting in and out of the vehicle _____ paying for rides
- _____ getting where they need to go _____ other

13. Please indicate what you view is regarding the ability of the public or paratransit service to meet the needs of older adults. Use the five words below to indicate the order of importance with 1 indicating highest and 5 indicating lowest.

- _____ Availability
- _____ Accessibility
- _____ Acceptability
- _____ Adaptability
- _____ Affordability

14. What kinds of rides do the public and/or paratransit service provide to older adult passengers?

- _____ rides for non-emergency health care
- _____ rides to Adult Day Care Services
- _____ rides to Senior Centers
- _____ rides to volunteer activities
- _____ rides to nursing homes (to visit family members)
- _____ rides to shopping centers (grocery stores, department stores)
- _____ rides for education (library, adult education programs)
- _____ rides for entertainment (cinema, theatre)
- _____ rides to work
- _____ other kinds of rides, please specify: _____

15. Do your volunteer drivers and/or older adult passengers ever coment on the public or paratransit services in your community, and if so, what do they say?you able to accommodate older adult passengers who need assistance?

- Public transit services _____ yes _____ no

Comments _____

- Paratransit services _____ yes _____ no

Comments _____

16. Do you compete with or collaborate with the public and/or paratransit service?

- _____ compete with public and/or paratransit
- _____ collaborate with public and/or paratransit

17. What actions could you take to ensure that your program’s older adult passengers could be better served by the local public and/or paratransit service and that your volunteer driver program could work more closely with the paratransit service?

