

# Service Adaptations Survey

**Questions that may lead to volunteer driver program improvements are offered below.**

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 adults 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 you provide transportation services that adequately meet the needs of older adults?  
\_\_\_\_\_ yes                      \_\_\_\_\_ no  
If yes, please describe: \_\_\_\_\_  
If no, please describe: \_\_\_\_\_
5. Do your drivers receive any special training to enable them to provide service to older adults?  
\_\_\_\_\_ yes                      \_\_\_\_\_ no  
If yes, please describe: \_\_\_\_\_  
If no, please describe: \_\_\_\_\_
6. Are any of your volunteer drivers older adults themselves?  
\_\_\_\_\_ yes                      \_\_\_\_\_ no  
If yes, what percent is age 65+: \_\_\_\_\_
7. Do you have evidence that the passengers are satisfied with your program?  
\_\_\_\_\_ yes                      \_\_\_\_\_ no  
If yes, please describe: \_\_\_\_\_  
If no, please describe: \_\_\_\_\_

8. Has your program had any discussions about exposure, risk, and liability related to providing special assistance to passengers?

\_\_\_\_\_ yes                      \_\_\_\_\_ no

If yes, please describe: \_\_\_\_\_

If no, please describe: \_\_\_\_\_

9. Do you find it difficult or easy to deal with any of the problems experienced by older adult passengers? Please circle if difficult or easy.

- providing rides to older adults with with dementia      Difficult                      Easy
- providing rides to older adults who are incontinent      Difficult                      Easy
- providing rides to older adults who attend Adult Day Services    Difficult                      Easy
- providing rides to older adults who need someone to come through the door    Difficult                      Easy
- providing rides to older adults who can't walk to the curb    Difficult                      Easy
- providing a transportation escort to older adults    Difficult                      Easy

10. If you could develop one service that would improve your ability to meet the needs of older adult passengers, what would it be? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. Do older adult passengers (or their family members) identify any particular problems in accessing your services?

\_\_\_\_\_ yes                      \_\_\_\_\_ no

If yes, please identify problems:

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

12. Do you 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

**13.** Have you ever invited someone from outside your community to become a volunteer for your program?  
 \_\_\_\_\_ yes \_\_\_\_\_ no  
 If yes, how?  
 \_\_\_\_\_ as drivers  
 \_\_\_\_\_ as transportation escorts  
 \_\_\_\_\_ as administrative staff  
 \_\_\_\_\_ other  
 If, yes, what was the outcome? \_\_\_\_\_  
 \_\_\_\_\_

**14.** What kinds of rides does your volunteer driver program 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.** Are you able to accommodate older adult passengers who need assistance?  
 \_\_\_\_\_ yes \_\_\_\_\_ no  
 If yes, what kinds of assistance can your program provide? \_\_\_\_\_  
 \_\_\_\_\_

**16.** Do your passengers ask your program to take them to unusual destinations or beyond your service boundaries?  
 \_\_\_\_\_ yes \_\_\_\_\_ no  
 If yes, yes, do you try to accommodate them? \_\_\_\_\_  
 If no, have you considered adapting your service? \_\_\_\_\_

**17.** Do you ask for and/or receive feedback from your passengers?  
 Ask for \_\_\_\_\_ yes \_\_\_\_\_ no  
 Receive \_\_\_\_\_ yes \_\_\_\_\_ no

**18.** Do you ask for and/or receive feedback from your volunteer drivers?  
 Ask for \_\_\_\_\_ yes \_\_\_\_\_ no  
 Receive \_\_\_\_\_ yes \_\_\_\_\_ no

**19.** Do you ask for and/or receive feedback from the community you serve?  
 Ask for \_\_\_\_\_ yes \_\_\_\_\_ no  
 Receive \_\_\_\_\_ yes \_\_\_\_\_ no

After you have completed this inquiry, you might want to make a list of the service adaptations you could make to accommodate the needs of your older adult passengers and consider how you can incorporate them into your volunteer driver program.