



Bus Buddies Program Manual

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ATLANTA REGIONAL COMMISSION



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Photo Source: MARTA

BUS BUDDIES PROGRAM MANUAL

INTRODUCTION

Organization

This manual provides:

- Background on the Bus Buddies Program
- Introduction to the functions the Bus Buddy will be performing
- Step-by-step procedures and forms for the Bus Buddies as they perform these functions

Background on Bus Buddies

The Bus Buddies Program Manual is one of four travel training manuals developed for the Atlanta region. A transit agency or human service agency will be able to use this manual to either implement a new Bus Buddy program or improve a current Bus Buddy program.

This manual is written for the **Bus Buddies Program Supervisor**, who will be in charge of the volunteer Bus Buddies.

What is the Bus Buddies program?

The Bus Buddies program focuses primarily on assisting older adults who are unfamiliar or uncomfortable with the transit system but are physically able to use it. A volunteer, not a staff member, works one-on-one with an older adult during the trip planning process and then accompanies him or her on one or more bus and/or train trips until the older adult is comfortable riding alone.

The Bus Buddies program could also integrate inter-generational aspects, such as high school or college students taking transit trips with older adults as part of community service projects. This has the added benefit of training younger residents to be more comfortable with using transit. A trainer may recommend Bus Buddies to someone who has completed another kind of travel training but would benefit from additional training.

What is the Bus Buddies Supervisor responsible for?

The Supervisor is employed by the transit agency or human service agency. He or she is responsible for the following tasks.

- Recruiting volunteers for the program
- Reviewing volunteer applications
- Providing the Bus Buddy Volunteer Handbook to each Bus Buddy volunteer
- Pairing each Bus Buddy with a Travel Trainer or Travel Ambassador within the agency/organization or with another agency/organization. Bus Buddies will shadow the trainers during a group classroom training sessions and in-the-field sessions.
- Discussing the Bus Buddies training progress with the Travel Trainer or Travel Ambassador to ensure that they are ready to serve as Bus Buddies.
- Pairing each Bus Buddy with a trainee.
- Discussing the trainee's Candidate Interview Form and Recommendations for Training Form to the Bus Buddy. This will allow the Bus Buddy to understand the trainee's skills and abilities, training goals, and their most frequent travel trips.
- Discussion of each trainee's progress with the Bus Buddies after each training session.
- Ensuring that each Bus Buddy meets the minimum 8 hours per month requirement.
- Conducting the Bus Buddies Satisfaction Survey within a week of training.
- Conducting the Customer Evaluation three months after training.

Who are Bus Buddies?

Bus Buddies are unpaid volunteers who accompany older adults and others who need a minimal amount of assistance in order to travel via fixed route transit. Bus buddies are usually older adults themselves or other individuals who have experience riding the bus or train.

Qualities of a good bus buddy include

- Physical and cognitive ability to use fixed transit routes and assist others with using them
- A complete understanding of how to use public transportation at all stages (planning a trip, purchasing passes/tickets, boarding and alighting vehicles, and safely riding the bus.
- Confidence riding the bus and train independently
- Ability to listen and follow instructions
- Ability to communicate clearly with others and explain concepts to others in an easily understood manner
- Patience, understanding and positive attitude
- Belief in the importance of service to our community
- Desire to work with people
- Individual commitment of volunteer time

Who do Bus Buddies Train?

Bus Buddy trainees are typically older adults who:

- Have a general understanding of how to use fixed route transit, but have never used it before, and would like a companion to travel with them for the first few trips; or,
- Have already completed another type of travel training and require a minimal level of assistance on their first trip(s) on fixed route transit; or,
- Have not traveled on fixed route transit for many years and require a minimal level of assistance on their first trip(s) using fixed route transit again.

Additionally, Bus Buddies training can be given to any member of the public who needs help navigating fixed route transit.

For what tasks are Bus Buddies responsible?

Bus Buddies are responsible for the following tasks:

- Applying to the Bus Buddies program
- Signing a volunteer service agreement (if required by each transit agency/human service agency – not included in this manual)
- Shadowing a Travel Trainer or Travel Ambassador to learn the skills needed to be a Bus Buddy
- Volunteering a minimum of 8 hours per month
- Following the volunteer guidelines and policies set forth by each individual transit agency or human service agency (as applicable)
- Providing fixed route travel assistance to clients as arranged by the Bus Buddies Program Supervisor and negotiated with the client. This trip entails conducting basic in-the-field training with a trainee on a trip(s) of his or her choice
- Reporting service hours at the end of each month via email to the Bus Buddies Program Supervisor
- Notifying the Bus Buddy Program Supervisor of changes in his or her clients' needs or schedule
- Notifying the Bus Buddy Program Supervisor of any changes in his or her needs, schedule or contact information

Bus Buddies are not responsible for identifying, recruiting, or assessing candidates for travel training; these tasks are only completed by Travel Trainers and Travel Ambassadors, who will refer trainees to the Bus Buddies Program if that type of training is most appropriate for the individual.

Bus Buddies do not receive extensive training or guidance outside of what is provided in the Bus Buddy Volunteer Handbook.

See the BUS BUDDY VOLUNTEER HANDBOOK.

BUS BUDDY RECRUITMENT

There are many ways that Bus Buddies can be recruited. Bus Buddy Program Supervisors will need to be proactive in marketing and advertising the program through a variety of measures:

- Create a Bus Buddies brochure to distribute at community events
- Post information about the Bus Buddies program on the agency/organization website
- Post flyers at local churches, non-profits, and other places where people look for volunteer opportunities
- Work with area churches and non-profits to post information on their websites
- Contact local high school principals and college/university community service leaders to provide information to students needing community service hours to graduate

BUS BUDDY APPLICATION REVIEW

Bus Buddy Program Supervisors are responsible for reviewing each application for potential Bus Buddies. This application will be posted online and distributed to interested volunteers whenever the Supervisor is making presentations and recruiting Bus Buddies.

After receiving a completed application, the Supervisor will review it for any indications that the applicant will not serve as an appropriate travel guide. The Supervisor will also call one or more of the applicant's references and will ask them the following questions:

- To your knowledge, does the applicant work well with older adults?
- Is the applicant generally patient, helpful, and understanding?
- To your knowledge, does the applicant travel regularly on fixed route transit?
- Did you have any concerns about the applicant's abilities to provide travel assistance to older adults?

If the references are mostly positive, and there are no red flags on the application form, the Supervisor will approve the application.

Review the BUS BUDDY APPLICATION.

BUS BUDDY TRAINING

Bus buddies will not receive training from the Bus Buddies Program Supervisor; instead all training is provided by a Travel Trainer/Travel Ambassador located at an area organization or agency.

- Travel Ambassadors are transit agency or human service organization employees skilled in working with older adults and people with disabilities and who has a deep knowledge of fixed route transit. Travel Ambassadors are not trained to work with people with cognitive disabilities.
- Travel Trainers are transit or human service organization employees who have a deep knowledge of fixed route transit. These individuals are skilled in working with older adults, as well as people with physical and cognitive disabilities.

The Bus Buddies Program Supervisor is responsible for pairing each Bus Buddy with a Travel Trainer/Travel Ambassador. The Supervisor will need to build relationships with Travel Trainers/Travel Ambassadors at a nearby organization/agency, so potential Bus Buddies can be paired accordingly with a trainer.

Travel Trainers/Travel Ambassadors will not be required to lead additional training session; Bus Buddies will join existing group training sessions.

Procedures for Bus Buddies Program Supervisors:

- Reach out to a local Travel Trainer/Travel Ambassador about letting Bus Buddies shadow them during a group training session.
- Once a new Bus Buddy is accepted into the program, contact the Travel Trainer/Travel Ambassador to find out when the next group training session is scheduled.
- Email or call the Bus Buddy to give them the date, time, and location of the group training session and request that they be present in order to complete training.
- Within a few days of the training session, call the Travel Trainer/Travel Ambassador to ask the following questions:
 - Is the Bus Buddy able to work with older adults?
 - Is the Bus Buddy able to safely travel on fixed route transit?
 - Is the Bus Buddy able to provide light guidance to older adults who are learning to take fixed route transit?
 - Did you have any concerns about the Bus Buddies abilities?
- If the Travel Trainer/Travel Ambassador's responses are positive, the Bus Buddies Program Supervisor will inform the Bus Buddy that he or she has successfully completed the training and are ready to be paired with a trainee.

- If the Travel Trainer/Travel Ambassador's responses are negative, the Supervisor will set up an Individual Travel Orientation session with a Travel Ambassador. If the Bus Buddy candidate is not trainable (due to attitude or lack of interest or ability to work with older adults), the Supervisor will inform the candidate that he or she will not be participating in the program.

CALCULATING AND REPORTING VOLUNTEER HOURS

Bus Buddies will keep track of their hours volunteering to the nearest quarter hour, which will include travel time to and from their home to the volunteer location. At the end of each month, the Bus Buddy Program Supervisor will email the below table to each Bus Buddy and ask them to fill in the table with their volunteer hours. Bus Buddies will then email the completed table back to the Supervisor.

Date	Number of Hours	Trainee Name	Activity

COMMUNICATION WITH BUS BUDDIES

The Bus Buddy Supervisor will be in contact with each Bus Buddy throughout the process. The Supervisor will email/call the Bus Buddy on several occasions so they are aware of all activities.

- Contact #1: Supervisor will call/email the Bus Buddy letting him or her know he or she has been accepted into the program.
- Contact #2: Supervisor will call/email the Bus Buddy to provide his or her assigned trainee's name and contact information. The supervisor will instruct the Bus Buddy to contact the trainee within the next week to set up a training session. The supervisor will also instruct the Bus Buddy to contact the supervisor with the details (date, time, location) of the training session once it has been scheduled. The supervisor and Bus Buddy will discuss any details of the trainee's Candidate Interview form and other paperwork, including:
 - Special needs, physical disabilities, or other mobility requirements.
 - If the trainee has completed any other type of training.
 - Any other information that will be relevant to the Bus Buddy.
- Contact #3: Within two days of the completed training session, the Supervisor will email/call the Bus Buddy to inquire about the Bus Buddy Training Session:
 - Did the training session go as planned?
 - What problems (of any) were encountered?
 - Was the trainee able to complete the trip? Is the trainee ready to travel on transit without assistance?
 - Did the trainee request another Bus Buddy Training Session?

BUS BUDDY SATISFACTION SURVEY

The Bus Buddy Program Supervisor is responsible for calling each trainee after they have completed one or more Bus Buddy Sessions to administer the Bus Buddy Satisfaction Survey. The Bus Buddy Satisfaction Survey will collect information about the Bus Buddy's training session.

Complete the BUS BUDDY SATISFACTION SURVEY.

CUSTOMER FOLLOW-UP EVALUATIONS

The Bus Buddy Supervisor is responsible for calling each trainee three months after he or she has completed training. The evaluation will determine how often the customer is utilizing fixed route transit and his or her comfort level with it.

Complete the FOLLOW-UP EVALUATION FORM

BUS BUDDIES PROGRAM FORMS

- 1. Bus Buddy Volunteer Form**
- 2. Bus Buddies Volunteer Handbook**
- 3. Bus Buddies Customer Satisfaction Survey**
- 4. Follow-up Evaluation Form**

BUS BUDDY VOLUNTEER APPLICATION FORM

Name:		
Phone number:	Email:	
Home Address:		
Date of Birth:	Gender:	
Occupation:		
Emergency Contact Name:	Relationship:	Phone Number:
Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No *An affirmative answer does not necessarily bar you from volunteer work.		
Do you have a monthly transit pass? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you have any physical limitations? If yes, please explain:		
Are you fluent in another language? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what language?		
<i>We require a minimum volunteer commitment of eight (8) hours per month.</i> How often are you available to volunteer? (check one or more) <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Twice a Month <input type="checkbox"/> Monthly What times of day work best for you? (check one or more) <input type="checkbox"/> Mornings <input type="checkbox"/> Afternoons		

Bus Buddies
Program Manual

I am willing to volunteer in the following geographical area(s)
It is necessary for our office to have three references on file (please do not list relatives). Please fill out completely: Name: Phone: Email: Relationship: Name: Phone: Email: Relationship: Name: Phone: Email: Relationship:
How did you hear about the Bus Buddy program?
Why do you want to be a Bus Buddy?
Additional Comments:

Signed: _____ Date: _____

Source: Catholic Community Services of Western Washington

BUS BUDDIES VOLUNTEER HANDBOOK

Welcome to the Bus Buddies Program!

Thank you for volunteering your time to help learn how to use public transportation.

This handbook is designed to provide you with a basic orientation to the policies and guidelines of the Bus Buddies Program. We hope you will refer to it as questions arise.

Please contact the Bus Buddies Program Supervisor (contact info below) if you have further questions or comments.

Bus Buddy Program Supervisor	Phone Number	Email

Introduction and Background

What is the Bus Buddies program?

The Bus Buddies program focuses primarily on assisting older adults who are unfamiliar or uncomfortable with the transit system, but are physically able to use it. A volunteer, not a staff member, works one-on-one with an older adult during the trip planning process and then accompanies him or her on one or more bus and/or train trips until the older adult is comfortable riding alone.

The Bus Buddies program could also integrate inter-generational aspects, such as high school or college students taking transit trips with older adults as part of community service projects. This has the added benefit of training younger residents to be more comfortable with using transit. A trainer may recommend Bus Buddies to someone who has completed another kind of travel training, but would benefit from additional training.

Who are Bus Buddies?

Bus Buddies are unpaid volunteers who provide accompaniment to older adults and others who need a minimal amount of assistance in order to travel via fixed route transportation.

Qualities of a good bus buddy include:

- Confidence riding the bus and train independently
- Belief in the importance of service to our community
- Desire to work with community older adults
- Individual commitment of volunteer time

- A complete understanding of how to use public transportation at all stages (planning a trip, purchasing passes/tickets, boarding and alighting vehicles, and safely riding the bus.
- Ability to listen and follow instructions
- Ability to communicate clearly with others and explain concepts to others in an easily understood manner
- Ability to learn the fixed routes and bus schedules
- Patience, understanding and positive attitude
- Physical and cognitive ability to use the fixed bus routes and assist others with using them

Who do Bus Buddies Train?

Bus Buddy trainees are typically older adults who:

- Have a general understanding of how to use fixed route transit, but have never used it before, and would like a companion to travel with them for the first few trips; or,
- Have already completed another type of travel training and require a minimal level of assistance on their first couple of trips on fixed route transit; or,
- Have not traveled on fixed route transit for many years and require a minimal level of assistance on first few trips using fixed route transit again.

Additionally, Bus Buddies training can be given to any member of the public who needs help navigating fixed route transit.

What Tasks are you Responsible for?

You are responsible for the following tasks:

- Applying to the Bus Buddies program.
- Signing a volunteer service agreement (as required by each transit agency/human service agency).
- Shadowing a Travel Trainer or Travel Ambassador to learn the skills needed to be a Bus Buddy.
- Volunteering a minimum of 8 hours per month.
- Following the volunteer guidelines and policies set forth by each individual transit agency or human service agency.
- Providing fixed route travel assistance on fixed route transit to clients as arranged by the Bus Buddies Program Supervisor and negotiated with the client, which entails conducting basic in-the-field training with a trainee on a trip of their choice.
- Reporting service hours at the end of each month.

- Notifying the Bus Buddy Program Supervisor of changes in your trainees' needs or schedule.
- Notifying the Bus Buddy Program Supervisor of any changes in your needs, schedule or contact information.

Policies and Procedures

Training

You will not receive individualized training; instead, you will shadow a Travel Trainer or Travel Ambassador on an individual or group training session.

You will attend two types of training sessions while you are shadowing the Travel Trainer or Travel Ambassador:

- **Classroom Training** provides general information and guidance on how to use the fixed route system. This includes how to read schedules, how to navigate and plan a trip, and other safety and way finding information.
- **An In-the-Field Training Session** occurs after the Classroom Training to solidify the training by providing hands-on experience. Guided by a Travel Ambassador, trainees will travel to a pre-determined destination by bus or train to demonstrate what they learned during the classroom training session.

You will follow along with the training as if you were a trainee yourself.

The Bus Buddies Program Supervisor will assign you to a Travel Trainer/Travel Ambassador to complete this training.

Bus Buddy Session

Your main responsibility is to accompany a trainee on a fixed route trip of their choice to help guide them through the process of buying a ticket or pass, reading the schedule or map, boarding and riding a bus or train, and getting off at the appropriate stop.

Prior to the Bus Buddy Session

Step 1: Once you have been assigned a trainee, you will contact them by phone to set up a Bus Buddy session. During this phone call, you will have a short discussion with the trainee to get to know them. You should ask them the following questions:

- What is your comfort level with riding fixed route transit?
- Why would you like to use fixed route transit?
- For what purposes will you use fixed route transit? (E.g. shopping, going to a senior center, going to the doctor's office, other appointments, etc).
- Please think about three trips that you'd like to take on public transit. Provide the starting address and destination. Would you like help navigating any of these trips? If so, which one?

- When would you like to take this trip?
- Where would you like to meet?
- Do you need help planning the trip (i.e. figuring out the schedule)? If so, would you like to do this over the phone or in person?

Step 2: After you have planned out when and where you are meeting for the first Bus Buddies Session, you should plan out the transit route that will work best for that particular trip.

Step 3: You will then email the Bus Buddy Program Supervisor to give them the following information:

- Date and time of the Bus Buddy Session
- The Bus Buddy Trip plan: transit route, start and end address, boarding time (if applicable)

During the Bus Buddy Session

Step 4: While you are accompanying the trainee on his or her transit trip of choice, you should try to provide as much (or as little) assistance as the trainee requires. Some trainees will be capable of taking the trip without any assistance. Some trainees will need a moderate amount of guidance, which may include help with:

- Using the ticket/pass purchasing machines
- Reading the map/schedule located at the bus stop/train station
- Identifying the right area to wait for the bus/train
- Identifying the correct bus/train
- Boarding and finding a seat on the bus/train (or asking for a seat)
- Identifying the correct stop
- Alerting the bus operator that a stop is needed at the correct time
- Exiting the bus/train safely
- Exiting the train station safely
- Seeking help, if needed (talk to the bus operator)

After the Bus Buddy Session

Step 5: Once the first Bus Buddy session has ended, you should offer to sit with the trainee in a quiet, semi-private area (such as a library, senior center, or similar) to answer questions or discuss the session.

Step 6: During this discussion, you should ask the trainee if he or she would like to go on any other trips, or if he or she is comfortable using the bus/train on his or her own.

- If the trainee would like to go on another trip, you should schedule a time and place to meet and ask him or her for the starting address and

destination address of the trip. Please contact the Bus Buddy Program Supervisor with information about this trip.

- If the trainee is comfortable with taking the bus/train on his or her own, then you should thank him or her for participating in the Bus Buddy program. Let the trainee know that he or she can contact you or the Bus Buddy Program Supervisor if he or she has additional questions. Also let the trainee know that the Bus Buddy Program Supervisor will be contacting them to complete a survey about his or her experience.

Step 7: You will receive an email or call from the Bus Buddy Program Supervisor within a few days after your training session is complete. In your response, please provide any relevant information about the session. The Supervisor will be following up with the trainee to conduct a short satisfaction survey about the session.

Calculating and Reporting Hours

Please keep track of the time you assist the client to the nearest quarter hour. Your service hours include all of the time you volunteer to assist the client. If you travel to assist a client, include travel time to and from your home in your direct service hours. At the end of each month, please complete the Bus Buddy Volunteer Hours form that your Supervisor will email to you each month.

Confidentiality

All information related to a client, such as financial status, health situation, age, and even the client's name, is confidential. It is vital that volunteers respect each client's privacy.

A relationship of mutual trust is fundamental to the success of the Bus Buddies program. Volunteers and staff are bound by an ethical standard that prohibits the sharing of such personal information outside of the program without the written permission of the client.

When you hear of a problem

It is important that you notify the Bus Buddies Program Supervisor immediately if you become aware of a situation or incident that places a client, volunteer, or staff person at physical, financial, or legal risk.

Accepting Payment

Bus Buddy volunteers may **not** accept payment for services.

Drug and Alcohol Use

Volunteers are strictly prohibited from using alcohol or any controlled substance while serving at or traveling to a client's home. Likewise, you have a right to serve clients without being subjected to behaviors associated with drug or alcohol

abuse. If a client is exhibiting such behavior, leave immediately and report the incident to the Bus Buddies Program Supervisor.

Clear Expectations

We want this to be a rewarding experience for both the client and the volunteer. Clear communication between the volunteer and client lays the groundwork for a successful service relationship.

Beginning with the first contact, it is important to establish clear boundaries in your relationship with the client. There are a number of situations that can arise in which your client may want or need additional services.

For example, what happens if the client requests extra tasks that you do not want to, or cannot, provide?

Scenario #1:

Anna, a Bus Buddy volunteer, has been assisting Edna for several months by accompanying her on the bus to her doctor's clinic. One afternoon, as Anna arrives at Edna's home to walk her to the bus stop, Edna asks Anna if she will empty the top shelf of the bedroom closet and go through the items stored there.

How might Anna respond?

Here's an option:

Say, "I'm sorry, Edna, but I am here in the capacity of a Bus Buddy, to help you learn how to ride the bus. You should call [fill in with local human service agency] to see if another volunteer could be found to help you with that."

As a Bus Buddy volunteer, you are there to help with transit use and navigation, not household chores. Please contact your Bus Buddies Program Supervisor regarding your client's additional needs.

Scenario #2:

On another afternoon, Edna, who is losing her sight, asks Anna to balance her checkbook and pay a few bills.

Anna responds, "I'm sorry, Edna. I am unable to help with that task. As a Bus Buddy volunteer, I am only able to assist with transit use, not financial or legal matters. You could call [fill in with a local human service agency] to find out about other resources."

Although Anna's response may seem unhelpful, volunteers are prohibited from assisting clients with financial or legal matters, among other tasks.

These responses are gentle, clear, and definite. Remember that our goal is a safe and rewarding experience for both the client and volunteer. Fulfilling a request that will inconvenience you or, worse, be harmful to you will not meet this goal. Communicating clearly and setting appropriate boundaries will lead to a positive service experience.

Working Guidelines

- Maintain confidentiality – respect your client’s right to privacy.
- Contact your client by phone within two to three days of accepting your volunteer assignment.
- Call your client in advance to confirm appointment times, or, if necessary, to cancel or reschedule appointments.
- Remind your client about your time and task commitments/limits.
- Call the Bus Buddies Program Supervisor, or suggest the client call, if additional help or referrals to other services are needed.
- Be a good listener and observer of your client’s health and general status. Call the Bus Buddies Program Supervisor if you have any questions or concerns.
- In the event of a medical emergency, call 911. Do not transport a client to the emergency room or other medical facility. Call the Bus Buddies Program Supervisor to inform her of the incident as soon as possible.
- If you would like to bring another volunteer or family member with you, please ask the client first.
- Do not accept payment for your assistance.
- Do not become involved in your client’s financial or legal affairs, such as paying bills, balancing checkbooks, writing wills, participating in the sale of household goods, or filing real estate or income tax returns. If you are presented with such requests, please contact us.
- If you feel physically or mentally unable to assist in specific tasks, let the Bus Buddies Program Supervisor know.
- Do not assist with home-based tasks. As a Bus Buddy, you provide assistance with transit use and navigation. Contact the Bus Buddies Program Supervisor to get more information about home-based assistance for the client.
- Do not help your client in taking any of their prescription medications or recommend over-the-counter medication or home remedies.
- Recognize your limitations and ours. It’s okay to say “no.”

Harassment-Free Services

The Bus Buddies Program prohibits any behaviors, verbal or physical, which can be taken as harassing, threatening, abusive, sexually inappropriate, or in any other way make a volunteer, client, or employee uncomfortable.

Harassment is pervasive unwelcome conduct, whether verbal, physical or visual, based on categories including but not limited to race, color, religion, national origin, gender (of a sexual or non-sexual nature), age, disability/medical condition, marital status, or sexual orientation.

If you feel you have experienced harassment, notify the Bus Buddies Program Supervisor immediately. We will conduct an inquiry into the incident, remaining objective and ensuring that both parties have an opportunity to be heard. Service may be suspended during the inquiry.

Observing your Client's Condition

Our goal is to offer help and travel training assistance to an older adult or an adult with disabilities and to provide a link between an at-risk person and additional services available to them in the community. Besides the direct service you provide to your clients, you can assist your clients by watching for unsafe conditions in the home or for other changes such as:

- Physical appearance
- Personality changes
- Condition of the home
- Economic difficulties
- Mental/Emotional state
- Caregiver stress
- Personal losses
- Suicidal tendencies
- Social problems

When serving the older adults or adults with disabilities, if you have a concern or a question about any of the above, please call the Bus Buddies Program Supervisor. Remember that information about your client's condition is confidential and should only be shared with your supervisor.

Mandatory Reporting

Reporting child or vulnerable adult abuse or neglect takes precedence over confidentiality obligations. The protection of children and vulnerable adults is legally mandated.

If you suspect abuse, please contact the Bus Buddies Program Supervisor immediately.

Source: Catholic Community Services of Western Washington

BUS BUDDIES CUSTOMER SATISFACTION SURVEY

The Bus Buddies Program Supervisor will administer this survey within one week after the Bus Buddy has completed one or more training sessions with a client.

Trainee Name:
Date(s) of Bus Buddy Session:
Bus Buddy Name:
Questions: Did you have a pleasant experience with your Bus Buddy? ____ Yes ____ No If not, please explain:
Did your Bus Buddy provide the appropriate amount of assistance? ____ Yes ____ No If not, please explain:
Are you comfortable using the bus or train now that you've completed the Bus Buddy Program? ____ Yes ____ No If no, would you like to sign up for a different type of travel training? ____ Yes ____ No <i>If yes, please discuss the other options in the region with the trainee.</i>
Would you recommend the Bus Buddies Program to a friend? ____ Yes ____ No If not, please explain:
Additional Comments:

FOLLOW-UP EVALUATION FORM

The Bus Buddy Program Supervisor will administer a follow-up evaluation three months after the trainee completed the Bus Buddy Session(s).

Participants' Name:
Phone Number:

Evaluation

What type of travel training did you participate in? (check all that apply)

- Intensive Travel Training
- One-on-One Travel Orientation
- Group Travel Orientation
- Bus Buddies
- Travel Coaching
- Information & Referral Training

Are you still taking the bus or train in the Atlanta Region?

- Yes
- No

If you responded NO and are NOT using the buses or trains in the Atlanta Region, please respond to the below questions.

Please describe why you do not use the buses and trains.

Do you need additional training in order to feel comfortable taking buses or trains?

- Yes
- No

If you responded **YES** and are currently using the buses or trains in the Atlanta Region, please respond to the below questions.

What fixed route transportation services do you use?

- Buses
- Trains
- Both

What transit system do you use?

- MARTA
 - Cobb County Transit
 - Cherokee County Transit
 - Gwinnett County Transit
 - Other:
-

How often do you ride these services?

- A few times a year
- Less than once a month
- Less than once a week
- One to three times per week
- Almost every day

What is the primary trip purpose for taking buses or trains? (E.g. getting to work, going to appointments, going to recreational or social engagements, etc.)

- Medical Appointments
- Work / Job Interview

- Non-Medical Appointments / Errands
- Social or Recreational Engagements
- Educational Opportunities
- Other:

Does using fixed route buses / trains improve your ability to go to school or participate in other important activities?

- Yes
- No

Have you had any problems or difficulties taking buses or trains independently?

- Yes
- No

Would you like more training or practice on buses or trains?

- Yes
- No

If yes, on what specifically would you like more training and practice?

How did the training help you?

What do you like best about using the bus or trains?

Are the trips that you're taking on buses or trains new trips or trips that you formally would have taken on paratransit?

- New trips that I never take on paratransit

Trips I would have taken on paratransit before completing travel training

ONLY IF APPLICABLE, Trainer can review the participant's customer file at the transit agency to determine if the number of paratransit trips they have taken has changed since travel training.

Paratransit Trips per Month Prior to Travel Training: _____

Paratransit Trips per Month After Travel Training: _____

Follow-up Evaluation Completed by:

Date: _____