

Passenger Assistance Performance Evaluation

Driver Training & Service Quality Tool

This form is designed to support driver training, reinforce proper passenger assistance techniques, and promote consistent, safe, and respectful service delivery. Evaluations should focus on skills, procedures, and customer interaction.

Date:	Time:	Route / Service Area:
Vehicle #:	Driver Name:	Evaluator Name:

Passenger Interaction & Communication

Skill / Procedure	Yes	No	N/A	Comments
Driver greeted passenger respectfully				
Driver confirmed destination and needs				
Driver explained procedures clearly				
Driver used respectful and person-first language				

Mobility Device Assistance

Skill / Procedure	Yes	No	N/A	Comments
Lift or ramp deployed safely				
Mobility device positioned correctly				
Securement procedures followed correctly				
Driver verified passenger comfort and safety				

Service Animal & Accessibility Support

Skill / Procedure	Yes	No	N/A	Comments
Service animal accommodated appropriately				
Driver followed ADA service animal policies				

Passenger treated with dignity and respect				
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Boarding & Alighting

Skill / Procedure	Yes	No	N/A	Comments
Driver positioned vehicle safely				
Driver assisted passenger as needed				
Passenger exited safely and independently when possible				

Overall Performance Assessment

Overall Assistance Performance:	Excellent	Good	Fair	Needs Improvement
Strengths observed:				
Areas for improvement:				

Follow-Up (Office Use Only)

Reviewed by:	Date Reviewed:	Action Taken:
Action Taken (check all that apply):	No action needed	Coaching provided
	Refresher training assigned	Follow-up evaluation scheduled

This form may be adapted for local agency use.