

**Child Passenger Safety Perceptions and Practices
in Ridesharing And Autonomous Vehicles
Online Focus Groups Moderator Guide: Caregivers**

Introductions and rules

The National Highway Traffic Safety Administration (NHTSA) is responsible for keeping people safe on America's roadways, and its mission is to save lives, prevent injuries and reduce economic costs due to road traffic crashes through education, research, safety standards and enforcement activity. The purpose of this focus group is to learn more about your rideshare use and experiences in general and with child passengers. No special knowledge or ability is required to participate.

You have been selected to participate in this focus group because you indicated that you have travelled with your child in a rideshare vehicle [Infrequent Users Group: at least once in past year; Frequent Users Group: at least once a month in past year]. During this focus group, you will have an opportunity to share your experiences using rideshares and more specifically your opinions on using rideshares when traveling with children.

Under the Paperwork Reduction Act, a Federal agency may not conduct or sponsor, and a person is not required to respond to collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control number. The OMB Control Number for this information collection is 2127-NEW (expiration date: xx/xx/xxxx). The average amount of time to complete the focus group is 90 minutes. Your participation and all your responses to this collection of information are voluntary. The purpose of this research study is to examine public attitudes toward child passenger safety and relationships between attitudes, behaviors, and demographics. The information collected will be summarized in a report to support future countermeasure development. If you have comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden send them to Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Ave, S.E., Washington, DC, 20590.

Now let's go over some basic focus group rules and etiquette. Via a show of hands, how many of you have taken part in a focus group before?

- A. Focus groups have certain rules and etiquette that we follow:
 - i. No one will be judging your responses
 - ii. We need to hear about your feelings and opinions, not ours. We are not here to reach consensus, but to hear and discuss a range of views. There are no "right" or "wrong" answers.

- iii. We want to give all participants the opportunity to speak – it is important to hear from everyone.
 - a. Please set yourself to ‘mute’ when you are not speaking to reduce background noise.
 - b. You can use the ‘raise hand’ icon to indicate that you have something to say.
 - c. You can also use the chat box to comment on the discussion.
- iv. You must keep your cameras on, this helps to facilitate communication.
- v. The session is being recorded for analysis later.
- vi. We plan to take a break during the discussion for the rest room.
- vii. Participation is voluntary.

B. Please be completely honest during this discussion.

- i. Your responses will NOT be shared with anyone other than people working on the project. Your name and any other identifying information will not be used in any reports that we prepare about the focus group.
- ii. Please respect the privacy of the other people in this group by not discussing what is said here with anyone outside the group or in public. With that in mind, please make sure you are in a location that reduces the likelihood that others may overhear this conversation.

Our objective is to gain insight about how people use and feel about rideshares. During the session, I will guide us along various topics; but YOU are the experts and will be doing most of the talking.

To start, let's have each person introduce themselves and age of any children.

Discussion

Using rideshares

- Tell us about your experiences using rideshares. When was the last time you used a rideshare?
- On what types of trips do you use a rideshare? What types of destinations?
- How does rideshare use compare with your other methods of travel? Do you use a private vehicle, transit, taxis?
- How about with your children? When was the last time you used a rideshare with your child?
- Do you use a rideshare for the same types of trips with your children? What is similar / different about the types of rideshare trips you take with you child?

- Tell us about the process of requesting a rideshare when you travel with children. Do you need to identify that you are traveling with children in the app? Does the app allow you to request a car seat?
- Which rideshare companies do you use? How about with your children? Have you ever used a special rideshare service for children? *Prompt with list of rideshare companies.*
- Does your child ever travel alone in a rideshare? If yes, what age children, what types of destinations?
- What do you think are the benefits of using a rideshare?
 - Are there any benefits of using rideshare with your children?
- What do you think are the challenges associated with using rideshare?
 - Are there barriers when using rideshares with your children?

Occupant protection in rideshares and personal vehicles

- When traveling in your own vehicle (for those who have a vehicle) or as a passenger in a friend or family member's vehicle do you use a seat belt?
- When you are traveling in a rideshare do you usually use a seat belt?
 - How do you decide on whether or not to wear a seat belt?
- How about with children? How does your child usually travel in your vehicle (for those who have a vehicle)? *If necessary ask directly – do they use a seat belt? A car seat?*
- How about in a rideshare, does your child use a car seat? *Why?*
- Do you use your own car seat when traveling in a rideshare? *Why?*
 - Do you borrow or request a car seat from the rideshare company? *Why?*
- Is there any difference in the type of car seat/ restraint used depending on the rideshare company? How about depending on the child (*prompt – age, size*)?
- What are some of the challenges to using a car seat/ restraint in a rideshare?
- What helps / facilitates car seat use in a rideshare?

Perceptions of CRS use in a rideshare

- What are important factors you consider when you elect to use a rideshare? Any difference between factors you consider when traveling alone and traveling with your child? (*Prompt – convenience, driver record, vehicle maintenance, availability of a car seat or to reserve a seat*)
- What is the law in your state regarding child restraint use in personal vehicles?
 - o What about the law in your state regarding child restraint use in a rideshare? Is it different?
- Do you think that it is important to use a seat belt or car seat in a rideshare?
- Do you think that rideshares are safe? Compared to other types of travel?

Interventions to increase CRS use in rideshares

- What conditions do you think would facilitate child restraint use in rideshare vehicles? *Prompt – related to the vehicle, rideshare company, driver, location, type of trip, child age, size or maturity level, CRS type*
- Do you think any type of reminders, educational materials or programming would help? When and where? *Prompt – a reminder / request in the App, educational material from the rideshare company, from a safety organization, other resource, signs in the vehicle, the driver.*

Final Comments/Other Ideas

Does anyone have anything else they would like to mention about traveling with children in rideshare vehicles before we conclude the focus group? Are there any issues that we have not touched on?

Closing Remarks

Thank you for your time. What we have heard and learned about today will help the Department of Transportation and States understand ways to help promote child passenger safety. Do you have any questions about the study or what was discussed today?

**Child Passenger Safety Perceptions and Practices
in Ridesharing And Autonomous Vehicles
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Introductions and rules

The National Highway Traffic Safety Administration (NHTSA) is responsible for keeping people safe on America's roadways, and its mission is to save lives, prevent injuries and reduce economic costs due to road traffic crashes through education, research, safety standards and enforcement activity. The purpose of this focus group is to learn more about rideshare use in general and with child passengers. You have been selected to participate in this focus group because you indicated that you are a rideshare driver. During this focus group, you will have an opportunity to share your experiences driving a rideshare and your opinions on rideshare users who travel with children.

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B. Please be completely honest during this discussion.

- iii. Your responses will NOT be shared with anyone other than people working on the project. Your name and any other identifying information will not be used in any reports that we prepare about the focus group.
- iv. Please respect the privacy of the other people in this group by not discussing what is said here with anyone outside the group or in public. With that in mind, please make sure you are in a location that reduces the likelihood that others may overhear this conversation.

Our objective is to gain insight about use of rideshares, in particular with children. During the session, I will guide us along various topics; but YOU are the experts and will be doing most of the talking.

To start, let's have each person introduce themselves and share how long they have been a rideshare driver.

Discussion

General Driving Questions

- Tell us about your experiences driving rideshares. Have you driven for different companies?

Driving with children

- Do you have experience driving children with their parents / caregivers? Tell us about those rides - what types of trips are they? To which destinations? What ages are the children?
- Have you ever driven with children alone? What types of trips are those? To which destination? What ages are the children?
- Tell us about the process within the rideshare app for parents who are interested in traveling with children. Do they need to identify that they are traveling with children in the app?
- Are you comfortable driving children alone / with adults? What are some of the challenges for you?
- Have you encountered any difficulties driving with caregivers and children?

CRS use in a rideshare vehicle

- Do your passengers ride with a seat belt? Have you encountered any difficulties regarding use of occupant restraints? Did you ever have to request that passengers use a restraint?
- How about child passengers? What type of restraint?
- Have there been instances when passengers arrived without the appropriate child restraint? What do you do in this situation?
- Do you carry a car seat in your vehicle? Which type?
- Do you ever assist the caregiver to install the car seat?

Company policies

- What are your company's policies regarding driving with child passengers? Driving alone with children?
- How about policies on use of seat belts? How about child restraints?
- Are you expected to enforce seat belt use in the vehicle? How about child restraint use?
- Does your company offer child restraints in vehicles for hire?
- Are drivers trained on use of seat belts? Car seats? Installation of car seats?

Familiarity with CRS installation and laws

- Are you familiar with the child restraint laws in your State? Are they the same or different for rideshare vehicles?
- Are you familiar with car seats? How about installing a car seat? What type of experience do you have?

Thoughts on ways to increase CRS use in rideshares

- Do you think rates of child restraint use are similar in rideshares as in regular private vehicles? (*If no, why not?*)
- What are some ways to increase child restraint use in rideshare vehicles?

Final Comments/Other Ideas

Does anyone have anything else they would like to mention about traveling with children in rideshare vehicles before we conclude the focus group? Are there any issues that we have not touched on?

Closing Remarks

Thank you for your time. What we have heard and learned about today will help the Department of Transportation and States understand ways to help promote child passenger safety.

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