



NVTC Exercise 2014

Volunteer Driver Programs

T & F and 20 Facts

VOLUNTEER DRIVER PROGRAMS - TRUTH OR FICTION

What follows are factors suggested features of any volunteer driver program.
Check each feature that you believe is true.

- 1. Volunteer driver programs only serve senior passengers.
- 2. Volunteer driver programs only use the vehicles of volunteer drivers.
- 3. Volunteer driver programs are prevented from paying drivers.
- 4. Volunteer driver programs always go to life-enriching destinations.
- 5. All volunteer driver programs provide assistance.
- 6. Volunteer driver programs generally provide services within a single jurisdiction.
- 7. Volunteer driver programs only operate in urban areas.
- 8. Volunteer driver programs generally are so small they do not need software.
- 9. All volunteer driver programs must schedule passenger rides.
- 10. Volunteer driver programs only provide round trip services.
- 11. Volunteer driver programs need to be free-standing organizations.
- 12. Volunteer driver programs are, by definition, low-cost services.
- 13. Volunteer driver programs are unsafe for drivers and passengers.
- 14. Volunteer drivers' insurance premiums increase if they use their own vehicle.
- 15. Volunteer driver programs must charge for rides to support their services.
- 16. Volunteer driver programs have only been existence for the past 10 years.
- 17. Volunteer driver programs receive most of their financial support from fares.
- 18. Volunteer driver programs usually are sponsored by government agencies.
- 19. Volunteer driver programs almost never serve rural areas.
- 20. Volunteer driver programs cannot secure insurance coverage.

For the answers to the above questions, turn to the back of this page.

VOLUNTEER DRIVER PROGRAMS: TWENTY FACTS*

1. While volunteer driver programs often serve senior passengers, the passengers served are determined by the population targeted, the sponsoring organization, or the funding sources.
2. In addition to “volunteer vehicles”, volunteer driver programs often own and/or lease vehicles, although vehicle ownership can increase the costs of providing service.
3. Many volunteer driver programs include volunteer and paid drivers, although paying drivers can increase the costs of providing transportation services.
4. Volunteer driver programs often limit their transportation destinations, although destinations are often dictated by factors other than passenger transportation needs.
5. Volunteer driver programs generally provide assistance, however, not provide the levels of sufficient to meet the needs of some senior passengers.
6. Many volunteer driver programs provide services beyond the jurisdictional boundaries of the city, county or even the state.
7. While there are many volunteer driver programs in urban areas, a much larger number are located in rural areas and serve rural passengers.
8. Regardless of their size, inexpensive software can assist volunteer driver programs in scheduling rides and in managing data related to the delivery of transportation services.
9. Although most volunteer driver programs schedule trips, the TRIP model and some specialized software allow riders and driver to schedule their own trips.
10. Each stop is counted as a one-way trip and many volunteer driver programs provide what is called “trip-chaining” which allows for multiple stops during a single trip.
11. While some volunteer driver programs are independent and free-standing organizations, the majority are located within a menu of senior or human service organizations.
12. A volunteer driver program can provide transportation services for exceptionally low costs, however, paid drivers, owned vehicles, paid staff, and expensive overhead can dramatically increase costs.
13. Volunteer driver programs are generally low risk transportation services in that they report very few crashes involving bodily injury or property damage.
14. Auto insurance premiums are based on miles driven, not who is riding in the car, so premiums should not increase because the car’s owner volunteers to drive.
15. Although the majority of volunteer driver programs employ grants, donations, contributions, and fundraising activities to support their services, a small number charge a fare.
16. Programs that only field volunteer drivers average 17 years as transportation services.
17. Primary sources of funding for volunteer driver programs include individual contributions, foundation contributions, government grants and fundraisers.
18. Volunteer driver programs generally are sponsored by not-for profit organizations.
19. Volunteer driver programs provide services in urban, rural, and suburban areas, although a greater percentage provide services in rural areas.
20. While the volunteer driver’s insurance is the first line of coverage for property damage or bodily injury, volunteer driver programs can (and should) be insured. A volunteer driver program’s insurance coverage generally covers the program, the drivers, and the passengers.

**The above information includes data from 582 volunteer driver programs identified by the Beverly Foundation Star Awards applicants 2008 - 2012*