



Volunteer Driver Programs 2014 Facts

In 2014 the National Volunteer Transportation Center and Ride Connection organized the STAR Awards application process to identify volunteer transportation programs and convey cash awards to the “best of the best”. Below is a thumbnail sketch of the 2014 applicants.

190 Applications Were Received
Were in operation An Average of 19 years
Were located In 30 States
Involved 14,812 Volunteer Drivers
Provided 1,348,512 One-Way Rides
Traveled 1,348,512 Miles
Mobilized 13,315 Volunteer Vehicles
Volunteer Drivers Contributed 1,6780,620 Hours
The Dollar Value of Volunteer Drivers’ Contribution was \$37,884,776

To date, the database of volunteer transportation programs includes more than 700 unduplicated entries. Most are organized to enable volunteers to transport people who cannot access or afford other transportation services . In most instances their primary passengers are people who have physical or cognitive limitations and need the special assistance and support that can be provided by volunteer drivers.

Facts About Volunteer Driver Programs in America

In 2014, the National Volunteer Transportation Center updated the Map of Volunteer Transportation Programs and incorporated it into the Center’s website. The Map includes more than 700 entries with links to the website of each of the entries.

Below is how twenty-five of the volunteer driver programs in the database and on the map reveal substantive considerations associated with providing transportation. 2014 data is emphasized.

1. Some programs provide thousands of rides to thousands of customers each year.
(Ride Connection - 393,293 Rides & 11,486 Customers in 2010 – Portland, OR)
2. Most programs in the database appear to meet anyone’s sustainability criteria.
(Ecumen dba Parmly LifePointes - 1905 sleighs and wagons - Chisago City, MN)
3. Most programs are community-based and serve the needs of seniors in the community.
(Neighbor Ride - community developed initiative – Columbia, MD)
4. Most programs (75%) are organized within a menu of services and not as free-standing organizations. *(YCCAC - York County Community Action Agency – Sanford, ME)*
5. Most programs use a customer-based (rather than market-based) approach for meeting the pressing need of seniors for transportation. *Sheridan Mini Bus Program - Sheridan, WY)*

6. Many programs use both paid and volunteer drivers to provide transportation.
(*St. John's County Council on Aging - St. Augustine, FL*)
7. Many programs in rural America have evolved from senior services.
(*Prairie Hills Transit – Spearfish, SD*)
8. Many programs also help passengers locate and/or use other transportation services.
(*Jewish Family Services of Los Angeles – concierge service – North Hollywood, CA*)
9. Many programs tap into destinations for the support of their transportation services.
(**Medical Motors = \$500,000 from local grocery – Rochester, NY**)
10. Programs generally find it necessary to provide many levels of assistance (e.g. door-to-door, through-door, and stay-at-destination) to senior passengers.
(*Seniors Resource Center – Denver, CO*)
11. Programs generally include volunteer drivers who say they drive to help or to give back, not to get something in exchange for volunteering to drive,
(*Rides and Smiles - Poway, CA*)
12. Programs often use low-cost software (such as Assisted Rides) for ride scheduling and data management.
(*Faith in Action Collaborative partners - Austin, TX*)
13. Some programs allow volunteer drivers to schedule rides on-line.
(**Silver Ride - connecting seniors – San Francisco, CA**)
14. Many programs provide low-cost transportation (e.g \$5.00—\$10.00 per ride) and even enable their passengers to recruit their own drivers.
(*TRIP in Riverside County – Riverside, CA*)
15. While some programs charge fares, many request and receive donations from passengers.
(*Jewish Family Services – appeal card with cost per ride - Albuquerque, NM*)
16. Some programs focus their transportation services on passengers from other cultures.
(*Asian Community Center - Sacramento, CA*)
17. Many programs organize innovative service methods for meeting the needs of passengers.
(*Na Hoaloha...”loving friends”...Aloha Cruisers – Maui, HI*)
18. While some programs charge fees for providing with transportation most (%) do not)..
(**Senior Helpline Services – Rides for Seniors – Lafayette, CA**)
19. Many programs (42%) are located in rural America (some in Indian Country and frontier areas) and must travel long distances to provide transportation services to older adults.
(**Navajo Area Agency on Aging – Window Rock, AZ**)
20. Some programs involve mobility managers
(*Mountain Empire Older Citizens, Inc. - Big Stone Gap, VA*)
21. Programs often provide special transportation services for people with dementia.
(*Catholic Charities – San Jose, CA*)
22. Some programs are organized by city government agencies.
(*City of Oceanside, Oceanside, CA*)
23. Some programs are organized by other volunteer programs such as RSVP and even use NEV's (neighborhood, electric vehicles).
(*RSVP of Dane County – Madison, WI*)
24. Programs often cross city, county, and even state boundaries
(**Klickitat County Senior Services – Goldendale, WA**)
25. Many programs have expanded their services because of cutbacks in public transit
(*Palmer Senior Citizens Center – Palmer, AK*)

For More Information Visit the National Volunteer Transportation Center Website

<http://nationalvolunteertransportationcenter.org/>