



Plan a Volunteer Driver Program

NVTC Exercise (Revised 2018)

- ***Introduction***
Volunteer Driver Program Highlights
- ***Key Planning Questions***
Identifies volunteer driver program service & organizational features
- ***Organizational Features***
Presents A list of ten organizational features to select for a planned volunteer driver program.
- ***Service Features***
Presents a list of ten service features to select for a planned volunteer driver program.
- ***Feature Selection***
The final task of the planning activity is to enter the selected organizational and service features into charts which provide visual illustrations of the planned volunteer driver program.

For More Information Visit

[http://
nationalvolunteertransportationcenter.org/](http://nationalvolunteertransportationcenter.org/)

***NVTC is an Initiative of
CTAA with offices in
Washington, DC &
Albuquerque, New Mexico***

Although some view volunteer driver programs as a “one best way” to service delivery, in fact they exhibit great variation in the way they are organized and the services they provide to passengers, many of whom may be older adults. Thus, each volunteer driver program generally reflects the needs, values, attitudes, and resources of the community in which it is located. This variation suggests the absence of a “one best way” for enabling neighbors to help neighbors.

- Some provide transportation just for seniors,
others serve a more varied clientele.*
- Some provide service in rural areas,
others in urban and suburban areas.*
- Some have a large staff,
others operate solely with volunteer support.*
- Some only rely on volunteer drivers,
others also hire paid drivers.*
- Some have no budgeted expenses,
others have budgets in the million-dollar range.*
- Some reimburse volunteer drivers for mileage,
others do not.*
- Some provide rides for specific needs,
others provide rides to special destinations.*
- Some allow escorts to ride free,
others mobilize drivers as escorts.*
- Some use passenger vehicles only,
others use a mixed fleet of vehicles.*
- Some provide thousands of rides each year,
others provide hundreds of rides.*
- Some charge fees to passengers,
others request donations from passengers.*
- Some have tax support, grant funding, and donations,
others initiate fundraisers.*

Some Key Planning Questions

Volunteer driver programs take many forms because of the many service methods that can be included in their operations. Perhaps planning should begin with a question. What is the goal? Once that question has been answered, there are a number of important organizational and service questions that must be answered. Several of these questions are listed below.

Who is going to ride?	When will rides be available?
Who is going to drive?	What types of rides will be offered?
What kind of vehicles will be used?	What will be the destinations?
How will the program be organized?	How will eligibility be determined?
What area will the program serve?	What types of assistance will be provided?
Who will sponsor the program?	How and when will rides be scheduled?
How will the program be staffed?	What training will be offered?
How will the program be funded?	How will risk be managed?
How will budget decisions be made?	What records will be maintained?
How will the program be coordinated?	What technology will be used?

Organizational Features of Volunteer Driver Programs

The features below are used by many volunteer driver programs to structure the organization of their volunteer driver program.

Passengers	Sponsorship
Drivers	Staffing
Vehicles	Funding
Organizational Type	Budget
Service Area	Linkage Relationships

Service Features of Volunteer Driver Programs

The features below are used by many volunteer driver programs to plan the services or activities of their program.

Availability	Scheduling
Trip Method	Training
Destinations	Risk Management
Eligibility	Records
Assistance	Technology

The following pages will enable you to use these organizational and service features in planning your own volunteer driver program.

Selection Of Organizational Features

In planning your volunteer driver program, your first task is to identify the organizational features you want to include. Please circle your selection.

1. *What passengers do you plan to serve?*

The general public and seniors _____
Seniors and People with Disabilities _____

Seniors Only _____
Other _____

#2 *What drivers do you plan to involve?*

Paid drivers _____
Volunteer Drivers _____

Paid & Vol. Drivers _____
Other _____

#3 *What vehicles do you plan to use?*

Owned/leased Vehicles _____
Volunteer Vehicles _____

Owned/ & Volunteer Vehicles _____
Other _____

#4 *How will your program be organized?*

Profit Corporation _____
Non Profit Corporation _____

Government Agency _____
Other _____

#5 *What location (areas) will you serve?*

Urban _____
Suburban _____

Rural _____
Other _____

#6 *Who (what organization) will be the sponsor?*

A Transportation Service Agency _____
A Human Service Agency _____

A Senior Service Agency _____
Other _____

#7 *How will you staff the program*

Paid Staff Only _____
Paid and Volunteer Staff _____

Volunteer Staff Only _____
Other _____

#8 *How will you fund the program?*

Government Grants _____
Foundation Contributions _____

Passenger Donations _____
Other _____

#9 *How will you budget for your program?*

Staff Decision _____
Staff with Board Involvement _____

Staff, Board, and Others _____
Other _____

#10 *What relationships will you want to develop?*

With Transportation Agencies _____
With Human Service Agencies _____

With the Faith Community _____
Other _____

*Now that you have selected your organizational features
turn to the next page and select the service features
you want to include in your volunteer driver program*

Selecting Service Features

Now that you know how you want to organize your volunteer driver program, your second task is to identify the services or activities that you want to provide. Please circle your selection.

#1 When will your service be available?

Weekdays _____
Weekdays & Evenings _____

Weekday, Evening, Weekend _____
Other _____

#2 What trip method will you use?

1 way Trip _____
Round Trip _____

Trip Chaining _____
Other _____

#3 What destinations to you want to serve?

Life-Sustaining Destinations _____
Life Maintaining Destinations _____

Life Enriching Destinations _____
Other _____

#4 What eligibility criteria will you use?

Older Adult Passengers _____
People with Disabilities _____

Members of An Organization _____
Other _____

#5 What assistance will you provide?

Curb-to-Curb _____
Door-to-Door _____

Door-through-Door _____
Other _____

#6 How will you schedule rides?

Telephone _____
E-Mail _____

Self-Schedule _____
Other _____

#7 How will you train your drivers?

In-house Training _____
Contract with Consultant _____

Link with Public Transit _____
Other _____

#8 How will you manage risk?

Train Drivers _____
Insure Drivers & Vehicles _____

Purchase Insurance _____
Other _____

#9 What records will you maintain?

Accounting Records _____
Destination & Mileage Records _____

Volunteer Hours _____
Other _____

#10 What technology will you use?

No technology _____
Spreadsheets _____

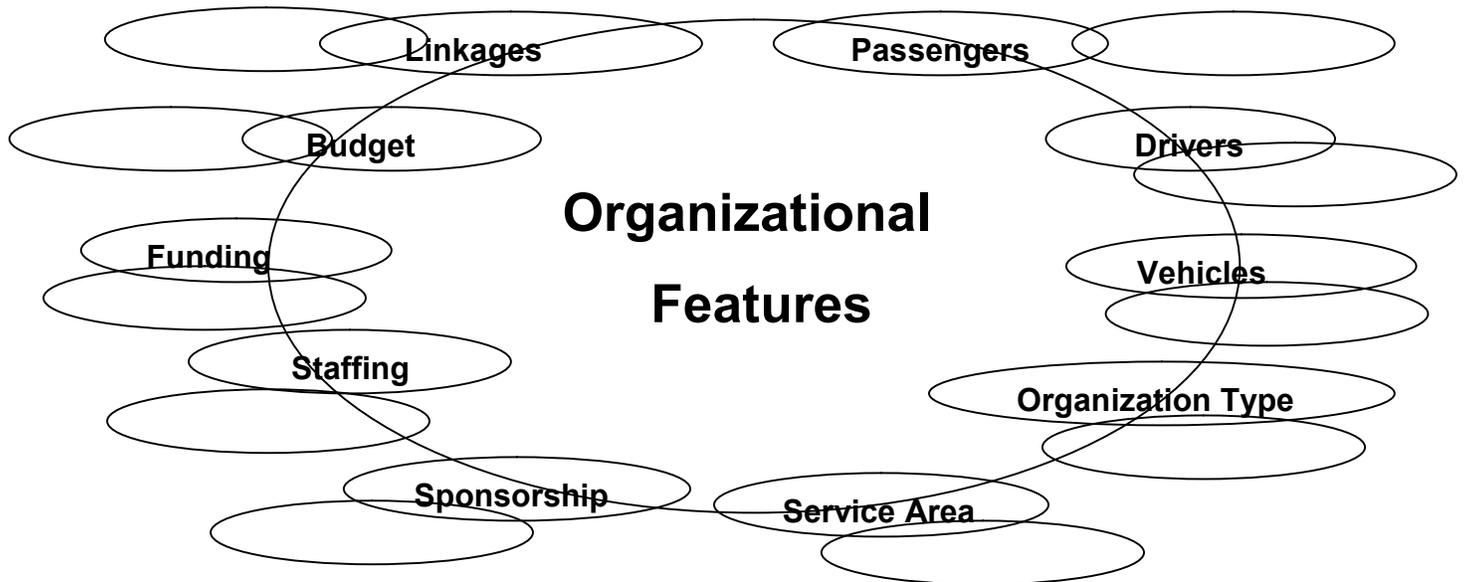
Scheduling & Data Software _____
Other _____

Now that you have identified organizational and service features
turn to the next page and develop a pictorial representation
of your planned volunteer driver program.
of your volunteer driver program

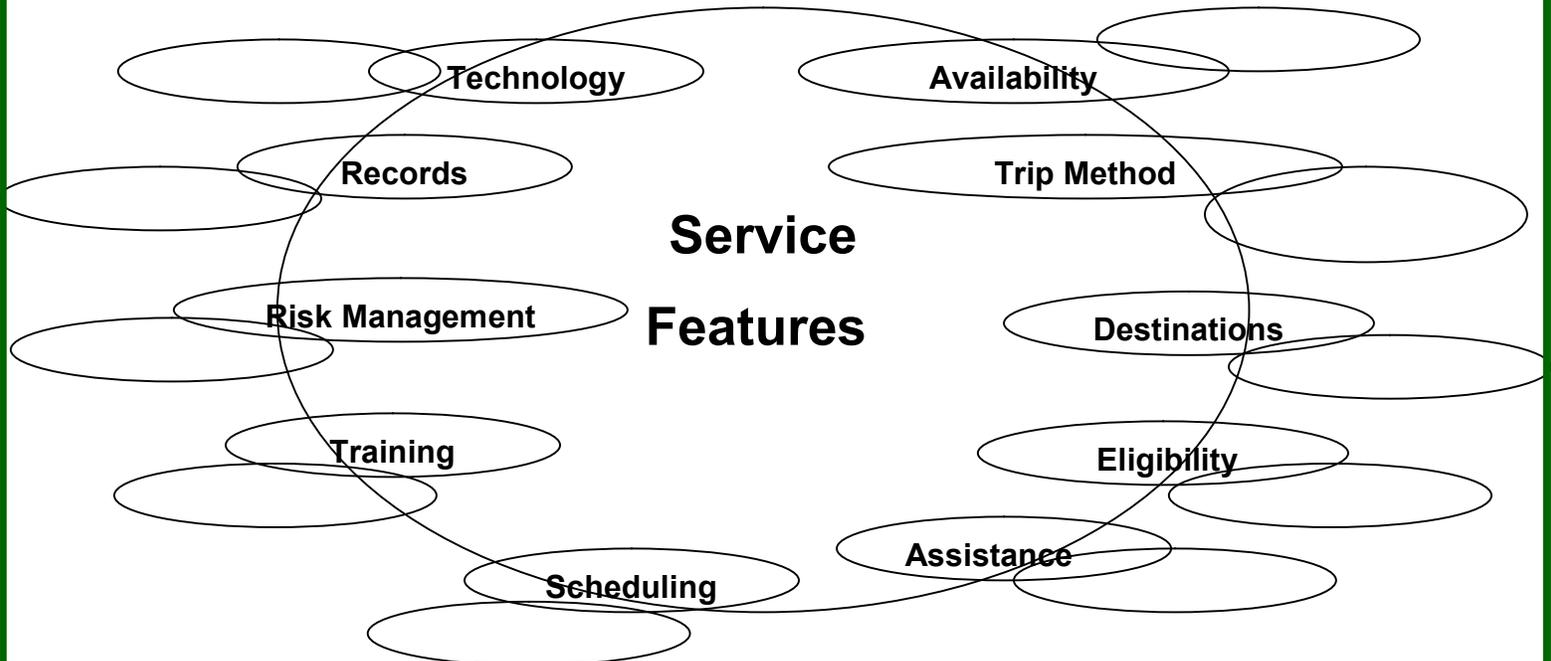
Volunteer Transportation Service Plan

Your final task is to fill in the blanks for each of the of the organizational and service features that you identified on pages #3 & #4. Once you fill in the blanks, you should have a pictorial representation of the volunteer driver program you have planned.

Organizational Features



Service Features



Congratulations!

You have completed an important step in planning a volunteer driver program.

The National Volunteer Transportation Center



The National Volunteer Transportation Center resulted from the efforts of each of its founders to support existing and emerging volunteer transportation programs and services across the country.

In 2000, the Beverly Foundation began a research and awards initiative related to volunteer driver programs. In 2014, the National Volunteer Transportation Center opened with a database of more than 700 volunteer transportation programs throughout the 50 states plus the District of Columbia and Puerto Rico. In 2015, Toyota and the NVTC partnered to undertake the Center's STAR Awards program and a variety of other initiatives.

The NVTC website includes numerous technical and informational materials related to planning, organizing, and managing volunteer driver programs. Perhaps its most important asset is the wisdom, experience, and expertise of its founders who, as a group, bring to the Center a long history of transportation and aging research, direct service delivery, risk management



TOYOTA