Volunteer Driver Program Calculator

Ten Topic Calculator

Volunteer driver programs are intended to fill the transportation gaps in community-based transportation services. While some think of volunteer driver programs as small, “mom and pops” an increasing number of the small ones are well organized and provide excellent transportation services. At the same time, many volunteer driver programs are large, multi-modal services that provide thousands of rides to hundreds of passengers.

This calculator is intended to support volunteer driver programs in their efforts to provide what might be called “high touch/low cost” services to people who cannot access other community based transportation. It was designed to enable volunteer transportation program managers and staff to review the operations and management of their volunteer driver program in providing and supporting their delivery of transportation services.

The Calculator is offered as a check or no check opportunity with each check equal to 1 point. Upon completion of this review, add up your checks and you will be aware of your volunteer driver program’s location on…

The Road to Excellence

This Volunteer Driver Program Calculator was developed by the National Volunteer Transportation Center.

It includes the following topics:

1. Driving Transitions
2. Passenger Assistance
3. Service Features
4. Volunteer Driver:
   - Recruitment
   - Orientation
   - Management
5. Ride Scheduling
6. Program Management
7. Program Financing:
   - Fundraising
   - Funding
8. Sustainability
9. Outcomes
10. Innovation

For More Information Visit

http://nationalvolunteertransportationcenter.org/
Part 1: Program’s Driving Transition Features
- has knowledge about issues related to driving cessation
- can assist drivers with information about driver assessment opportunities
- can assist drivers in locating vehicle assistive devices
- can provide volunteer drivers and prospective passengers with driver cessation information
- other

Part 2: Program’s Assistance Feature
- has written policies on assistance its drivers can provide
- informs passengers and family members of assistance that is available
- makes assistance available to passengers as needed
- provides information to community (business, medical services) about assistance
- other

Part 3: Program’s Service Features
- maintains sufficient staffing for providing advertised services
- provides rides to destinations requested by passengers
- provides rides regardless of availability of a volunteer driver
- uses results of passenger satisfaction surveys to improve services
- other

Part 4: Driver Recruitment, Orientation, Management
  Part A. Volunteer Driver Recruitment
- performs driver background checks
- sets recruitment goals and meets recruitment goals
- recruits a sufficient number of volunteer drivers to meet passenger demands
- is satisfied with ability to retain volunteer drivers
- other

  Part B. Volunteer Driver Training
- provides “behind the wheel” driver training
- provides drivers with “how to” information on passenger assistance
- provides drivers with information on methods of “safe driving”
- encourages volunteer driver “self-training (e.g. CPR, AARP Safe Driving etc.)
- other

  Part C. Volunteer Driver Management
- provides drivers with information on program policies
- provides information on program and volunteer risk to volunteer drivers
- provides information on type and needs of passengers
- offers method for volunteer drivers to provide feedback
- other

CALCULATOR: Part 1 - 4
Part 5: Program’s Ride Scheduling
   ______ uses software to reduce staff time for ride scheduling
   ______ scheduling method is simple for passengers AND drivers
   ______ offers minimal requirements for advance ride scheduling (e.g. 1 day advance)
   ______ offers alternative if volunteer is not available
   ______ other ____________________________

Part 6: Program’s Management
   ______ technology is adequate for ride scheduling and data management
   ______ retrieval of program’s data is quick and efficient
   ______ surveys are used to determine satisfaction
   ______ program’s risk management practices are related to policies
   ______ other ____________________________

Part 7: Program’s Financing
   A. Fundraising
      ______ is focused on multiple donors
      ______ makes use of accurate service data
      ______ monetizes volunteer hours
      ______ meets annual fundraising goals
      ______ other ____________________________
   B. Funding
      ______ derives funding from multiple sources
      ______ is sufficient to cover current year operations
      ______ is sufficient to support volunteer driver involvement
      ______ is sufficient to cover program expansion
      ______ other ____________________________

Part 8: Program’s Sustainability
   ______ program maintains plan for sustaining operations
   ______ program is supported by the community
   ______ program is in a growth mode
   ______ program has adequate funding for future
   ______ other ____________________________

Part 9: Program’s Outcomes
   ______ undertakes research to determine service outcomes
   ______ undertakes research to determine impact on passengers and drivers
   ______ undertakes research to determine impact on its community program
   ______ uses outcome results to improve program
   ______ other ____________________________
CALCULATOR: Part 10

Part 10: Program’s Innovation
- [ ] program has developed an innovative driver recruitment or training method
- [ ] program has developed an innovative service delivery method
- [ ] program has developed an innovative fundraising method
- [ ] program has undertaken an innovative coordination method
- [ ] other

Calculate Your Score

Add up your checks to calculate your score.
(Possible Score 65)
Your Score _______

Circle where you are on...
The Road To Excellence!

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<th>0</th>
<th>10</th>
<th>20</th>
<th>30</th>
<th>40</th>
<th>50</th>
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<th>65</th>
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<td>Flat Tire</td>
<td>Needs Oil</td>
<td>On the Road</td>
<td>Chugging Along</td>
<td>Pretty Nifty</td>
<td>Doing Sixty</td>
<td>You’ve Arrived</td>
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Now that you know where you are on the Road to Excellence, go back and review your strengths AND identify areas you might want to target for improvement.

The National Volunteer Transportation Center is an outgrowth of the efforts of each of its founders, especially the Beverly Foundation, to support existing and emerging volunteer transportation programs and services across the country. The Center opened with a database of more than 700 volunteer transportation throughout the 50 states plus the District of Columbia and Puerto Rico. It also includes technical materials related to the planning, organization, and operations of volunteer transportation. Perhaps its most important asset is the wisdom experience, and expertise of its founders who as a group bring the Center a long history of research, direct service delivery, risk management, and insurance, specialized software, and education.