



NVTC Fact Sheet (2018 Revised)

- **A Brief History**

The history traces the STAR Awards Program from 2000 - 2014.

- **Volunteer Driver Program Map**

The National Volunteer Transportation Center's website includes a Map of 700+ Volunteer Driver Programs.

- **2014 STAR Award Applications**

The results from the analysis of applications is summarized, with a link to the 2014 STAR Awards Report.

- **2014 STAR Award Winners**

Each STAR Award winner is listed. Also, included is information related to the winners and challenges faced by many STAR Award applicants.

- **Exemplary Programs**

Brief descriptions are provided of five programs that won a STAR Award in 2014.

For More Information Visit

<http://nationalvolunteertransportationcenter.org/>

**NVTC is an Initiative of CTA
with offices in
Albuquerque, NM
And
Washington, DC**

2014 STAR Awards

History Facts Examples

A BRIEF HISTORY

When the STAR Award program (initially called STAR Search Survey) was begun in 2000, it focused on transportation programs for older adults. At that time very little was known about volunteer driver programs, however, many programs that applied for a STAR Award included volunteer drivers. Some were independent, free standing organizations that only involved volunteer drivers, although some involved both volunteer and paid drivers. Many programs located in human service organizations included both paid and volunteer drivers.

In 2000 a partnership of the Beverly Foundation and AAA Foundation for Traffic Safety initiated the STAR Awards program. In 2013, the Beverly Foundation and Ride Connection partnered for what was called the STAR Award Application. In 2014, STAR Awards was undertaken as a partnership with Ride Connection, CTA, and the newly formed National Volunteer Transportation Center.

From 2000 through 2014, 700 plus unduplicated volunteer driver programs were identified; and 158 STAR Awards were conveyed to 140 programs in 40 states. STAR Awards of more than \$1,000,000 were given to award winners.

A MAP

All volunteer driver programs that had applied for a STAR Award were listed on a Map of Volunteer Driver Programs in America which is located at...

<http://nationalvolunteertransportationcenter.org/>

RESULTS OF 2014 STAR AWARD APPLICATIONS

In 2014, 190 volunteer driver programs applied for a STAR Award. Self-reported information from the applicants revealed that in 2013 thousands of passengers received more than a million rides from a wide array of volunteer driver programs. These applicants....

- were located in **30 states**.
- operated an average of **19 years**.
- provided **1,348,512 one-way rides**.
- involved **14,821 volunteer drivers**.
- mobilized **13,315 vehicles** owned by volunteer drivers.
- totaled **16,197,620 miles** from volunteer driving trips.
- counted **1,680,620** volunteer driver hours.
- valued volunteer driving hours a **\$37,884,776**.

The applicants emphasized **transportation service to many locations**: urban (25%), suburban (32%), rural (41%), and frontier (2%). They **served a variety of passenger groups**: including seniors (98%), people who no longer drove (91%), people with cognitive and physical limitations and/or needing to get to medical appointments (83%), people who could not afford other transportation services and veterans (83%), ADA eligible passengers (43%), children (10%), and teens (9%). They **operated** as: stand alone programs (32%), within a senior or human service agency (42%), within another type of organization (22%), and within a transportation agency (5%). They identified **their most important activity** as: volunteer driver recruitment and screening (91%). Their **primary destinations were**: doctors offices (96%), health care services and pharmacies (92%), shopping (85%), dialysis centers (80%), and banks (73%). The **types of passenger assistance** they provided were: door-to-door (80%), stay at the destination (80%), door-through-door (75%), curb-to-curb (51%), and escort (48%). Their **hours of service** were weekdays and daytime (92%), Saturdays (53%), evenings (45%), and 24/7 (14%). Their **sources of funding** included: government grants (66%), fundraisers, (64%), passenger donations (57%), in-kind contributions (56%), foundation support (53%), and corporate support (25%).

Applicants identified their most **important methods for ensuring passenger safety** as: volunteer recruitment and screening (91%), volunteer driver program sustainability (61%), volunteer driver background checks (43%), and volunteer driver training (34%). Perhaps one reason volunteer driver training rated so low is the difficulty many volunteer driver programs face in providing their drivers with training.

Many applicants, including STAR Award winners, faced challenges in gathering and documenting numerical data which impacts on the data they report. This limitation certainly impacted on their ability to report accurate budget data such as: their number of rides, their cost per ride, their number of volunteer hours, or the dollar value of their volunteer hours. The result was inconsistent data reporting, high costs per ride, and small programs that reported very large budgets. The ability to accurately calculate and report numerical data is an essential function of any transportation service, including volunteer driver programs.

2014 STAR Award Winners

The winners of the 2014 STAR Awards are listed below. Each winner with the exception of those receiving honorable mention received a cash contribution.

STAR AWARD FOR EXCELLENCE \$10,000

Duet: Partners in Health & Aging, Inc. Phoenix, AZ

STAR AWARDS FOR DISTINCTION \$7,500

Call A Ride, Asheville, NC

Island Volunteer Caregivers, Bainbridge Island, WA

STAR AWARDS FOR QUALITY \$5,000

Vernon Volunteer Drivers, Viroqua, WI

VIP Rides, Fremont, CA

Great River Area Faith in Action, Becker, MN

STAR AWARDS FOR QUALITY \$2,500

Hearts and Hands, Akron, NY

Neighbors Who Care, Inc. Sun Lakes, AZ

Medical Mobility, Boulder, CO

Verde Valley Caregivers Coalition, Sedona, AZ

HONORABLE MENTION AWARDS

Seniors Assisted Services, Twin Falls, ID

Palmer Senior Citizens Center (Mat-Su Seniors), Palmer, AK

In Service of Seniors, Pittsburgh, PA

Ride Connect, Mount Kisco, NY

At Home on the Sound, Mamaroneck, NY

These 15 STAR Award winners represented many innovative methods of organization and service delivery. Examples include the use of social media to recruit drivers, partnership across states, excellence in training, initiation of mobility management, Title III funding for rides, cost sharing by high income passengers, elimination of fees for rides, surveys of passengers and drivers, travel training, special attention focused on tough to serve passengers in rural areas, collaboration with public transportation, evening transportation services, contractual relationships with hospitals and medical groups, and the use of software for ride scheduling and data management.

2014 STAR Award Report

The STAR Awards Report is organized in three sections. **Part I** lists the winners of the 2014 STAR Awards and describes the review process, plus a list of the reviewers. **Part 2** introduces each STAR Award winner with a summary description of its transportation program and a photograph that represents its transportation activities. **In Part 3** provides find a summary of the STAR Award application methodology, a profile of the applicants, data from the applications, and comments related to the applications. **The Appendix** includes a list of 2014 STAR Award finalists and the 2014 STAR Award news release.

For more information about the 2014 STAR Awards program please visit the NVTC website

Look for STAR Awards and locate the 2014 STAR Award Report

<http://nationalvolunteertransportationcenter.org/>

Exemplary Volunteer Driver Programs

The examples below present five of the 2014 STAR Award winners

Duet: Partners in Health & Aging, Inc. Phoenix AZ pairs elders and adults with disabilities with caring volunteers who provide vital transportation and friendship. Its 2013, its budget of \$291,400 supported 601 volunteers who used their own vehicles to provide 33,926 rides to 543 passengers in a densely populated area that covers 972 square miles. Volunteers provided one-on-one, escorted door-through-door, one-way free-of-charge rides to medical and social service appointments and grocery stores. Volunteers have the ability to access Duet's interactive website map that shows, in real-time, individuals waiting for service in the area. www.duetaz.org

Call A Ride (CAR), Asheville, NC. provides no-cost, personalized, volunteer transportation to frail seniors through the Council On Aging of Buncombe County (COA). Covering the 646 square miles in the county plus a 5-10 mile buffer, CAR volunteers are available beyond business hours to assist with medical check-in, grocery shopping, and non-traditional destinations. In 2013, 23 trained CAR volunteers provided 5,384 trips to 140 senior passengers, drove 35,166 miles, and contributed 2,344 volunteer hours. Its program expenses of \$75,431 included mileage reimbursements, volunteer support, a portion of agency operation and administration costs. www.coabc.org > [Volunteer](#)

Hearts and Hands, Akron, NY is a neighbor-helping-neighbor program that recruits volunteers to assist older and physically challenged adults to remain longer, safely and independently in their homes and communities of choice. Its volunteers provide door-through-door transportation and in-home support (to enhance nutritional status, foster socialization, increase physical activity, and provide access to healthcare and community services). In 2013, 142 volunteer drivers assisted 500 seniors by providing over 6000 rides, contributing over 6,700 hours in its seven communities covering 240 square miles in Western New York. In the previous four years, It had more than a 95% success rate in filling requests for volunteer transportation, a reflection of the dedication of its volunteers in support of their neighbors and community. <http://hnhcares.org/services>

Medical Mobility, Boulder, CO has the mission of providing access to direct health services at no cost through the efforts of volunteer drivers. It was developed in partnership with Via, a local transportation provider, to offer services complimentary and unique from existing transportation services. In 2013, seventy two volunteers contributed 4,051 hours and provided 3,474 volunteer escorted medical rides for 233 unduplicated clients. The scope and size of the geographic service area is broad and includes suburban and rural communities. Volunteers serve residents with destinations in Boulder, Arapahoe, Broomfield and Denver counties. Medical Mobility is a program of Boulder County Care Connect which also includes RSVP, home repairs, and grocery delivery. <http://www.careconnectbc.org/services/>

Palmer Senior Citizens Center dba Mat-Su Senior Services, Palmer, AK has a service area roughly the size of West Virginia (including several remote/frontier rural communities). The program includes the fastest growing senior population in the nation. It provides transportation to medical facilities, senior center activities, congregate and home-delivered meals, adult day services, grocery shopping, and community events for seniors 60+ and eligible individuals on a fixed income. It offers: 1) door through door transportation and makes sure passengers have their coats, hats and gloves, oxygen bottles and/or walkers and wheelchairs; 2) an on-demand shuttle to and from medical facilities located 45 miles away; and 3) no cost or low cost service. In 2013 it included 15 paid drivers and 12 volunteer drivers who together provided 20,701 rides, and drove 265,000 miles on a budget of \$209,839. www.matsuseniors.com