



NVTC Fact Sheet (Revised 2018)

STAR Awards 2015

Review — Facts STAR Award Recipients Examples

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For More Information Visit

<http://nationalvolunteertransportationcenter.org/>

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

REVIEW

The first STAR Awards program which emphasized senior transportation was undertaken by the Beverly Foundation in 2000. Over time, STAR Awards segued into a focus on volunteer driver programs. Beginning in 2014, STAR Awards became a program of the National Volunteer Transportation Center (NVTC), a successor to the Beverly Foundation, and an initiative of the Community Transportation Center of America.

In 2015, Toyota supported the Center's STAR Awards program, and in addition to providing cash contributions for awards, the company also provided a Prius vehicle. Toyota will support the 2016 STAR Awards with cash awards and a Toyota Sienna.

Today more than 800 unduplicated volunteer driver programs have submitted applications for a STAR Award. For the past fifteen years, awards ranging from \$1,000 to \$10,000. have been given annually for total of more than \$1,000,000 in awards.

THE NVTC WEBSITE

Many informational and technical materials on the NVTC website have been developed from STAR Awards applications. The website also includes a map of more than 700 volunteer driver programs located in 50 states plus Puerto Rico and Washington, DC. An additional 50 volunteer driver programs will be added to the website as a result of the 2015 application.

RESULTS OF 2015 STAR AWARD APPLICATIONS

In 2015, 157 volunteer driver programs applied for a STAR Award. The self-reported data from the applicants revealed that in 2015, thousands of passengers received millions of rides from a wide array of volunteer driver programs. The applicants....

- were located in **39 states**.
- operated an average of **17 years**.
- served **95,610 passengers**.
- Involved **14,722 volunteer drivers** (average 95).
- mobilized **12,263 personal vehicles** owned by volunteer drivers.
- provided **955,138 rides** for passengers using the volunteer transportation program.
- totaled **17,116,497 miles driven by volunteer drivers**.
- Counted **1,450,242 volunteer driving hours**.
- valued volunteer hours @ **\$33,457,082**.

The applicants reported many organizational and service characteristics. **They served many locations:** suburban (36%) rural (35%) urban (27%). **They provided rides to a variety of passenger groups:** primarily seniors (97%), people with cognitive/physical limitations (91%), people who could no longer drive (72%), veterans (76%), and veterans and people who could not afford other transportation services (72%), **They were organized in a variety of ways:** within a senior or human service agency (43%), as a stand alone service (23%), and as a service within a volunteer agency (19%). **Their hours of service varied:** weekdays only (92%), Saturdays and Sundays (53%), evenings (44%), and 24/7 (15%). **Their primary destinations** were health care services (99%). **Other top destinations were:** grocery shopping (61%) and personal errands (29%). **They provided high levels of assistance** in the form of: stay at the destination (84%), door-to-door (83%), door-through-door (79%), and curb-to-curb (68%). **The top five non-transportation services they provided were:** volunteer activities in the office (72%), handy person service (46%), caregiver respite (42%), food delivery (41%), and home repair (41%). Their top **sources of funding** were: personal donations (64%), government grants (63%), foundation support (56%), passenger donations (49%), and fundraisers (42%).

Perhaps the greatest challenge for applicants was accurately reporting their cost per ride for providing transportation to passengers. The reported cost per ride of the 157 applicants ranged from \$5.00 to \$55.00. Of course, the cost per ride may be impacted by factors such as the type of vehicle used, distance traveled especially by rural transportation, and personnel and infrastructure costs. However, regardless of their location, service area, vehicle ownership, or personnel or infrastructure; many applicants appeared to be confused about just how cost per ride is figured. And, the ability to correctly calculate the accurate cost per ride was central to the a question on the 2016 STAR Award application.

Below is a simple formula for accurately figuring the cost per ride:

THE COST OF PROVIDING RIDES / THE NUMBER OF RIDES PROVIDED

20145STAR Award Winners

The winners of the 2015 STAR Awards are listed below. All winners, with the exception of those receiving honorable mentions, received a vehicle or cash contribution.

GRAND STAR AWARD WINNER (TOYOTA PRIUS)

The Senior Connection - Silver Spring, MD

STAR AWARD FOR EXCELLENCE \$10,000

The Senior Care Network - Crystal Lake, IL

STAR AWARDS FOR DISTINCTION \$7,500

TASC - Hampton, NH

Hearts and Hands Faith in Action - Getzville, NY

STAR AWARDS FOR QUALITY \$5,000

Foothills CCorps - Carefree, AZ

Dial a Bus of Benton County - Corvallis, OR

Reach Out Morongo Basin - Twenty Nine Palms, CA

STAR AWARDS FOR INNOVATION \$2,500

Elder Buddies - Bangor, ME

Friendly Visitor Program - Middleton, NY

Faith in Action Caregivers - Martins Ferry, OH

Indian River County Ambulance - Vero Beach, FL

STAR AWARDS FOR MERIT \$1,000

ECCHO, Port Townsend - WA

Escorted Transportation Service NW - Arlington Heights, IL

Interfaith Caregivers of Haddonfield - Haddonfield, NJ

In Service of Seniors - Pittsburgh, PA

Interfaith Senior Program - Waukesha, WI

HONORABLE MENTION AWARDS

Veteran and Countrywide Volunteer Transportation Program - Sturgeon Bay, WI

Rural Transit Service, Inc. - Brant, NY

RSVP of Dane County: Driver Services - Madison, WI

Patient Navigators - Framingham, MA

Kibbitz & Ride Volunteer Transportation Program - Delray Beach, FL

Silver Spring Village, Inc. - Silver Spring, MD

NORC Volunteer Transportation Services - Atlanta, GA

Catholic Charities - Honolulu, HI

Wet Mountain Valley Rotary Community Service - Westcliffe, CO

Red Cross Transportation Service - Grand Rapids, MI

Shepherd's Center of Greater Tupelo - Tupelo, MS

St. Claire's Catholic Social Services - MA

These STAR Award winners represent many innovative organizational and service delivery methods. They also represent numerous ways of recruiting volunteer drivers. One of the important outcomes of the 2015 STAR Awards Application was The Volunteer Driver Recruitment Handbook. The handbook was posted on the NVTC website May, 2016.

Exemplary Volunteer Driver Programs

The examples below present five of the 2015 STAR Award winners

The Senior Connection, Silver Spring, MD. The Senior Connection's signature Senior Rides program provides free, escorted door-to-door transportation services to county residents age 60 and older with no restrictions. All rides are given by trained volunteers using their personal vehicles. The organization also offers a Pantry Fillers and a Money Monitors program to help senior with their grocery shopping and money management. The Senior Connection's volunteers provide 8,128 rides annually on a transportation budget of \$175,112.

Senior Care Network, Crystal Lake, IL Formerly Faith in action of McHenry County, SCVN provides no-cost volunteer transportation to seniors as young as age 57. It provides transportation to both life sustaining and life enriching destinations and takes passengers to dialysis and assists the Veterans Assistance Commission in transporting by providing transport to vets to help them reach the VA hospital. The program also offers short-term respite care, friendly visits, minor home repairs, and shopping. The Senior Care Network's volunteers provide 12,830 rides on a volunteer transportation budget of \$60,201.

TASC (Transportation Assistance for Seacoast Citizens), Hampton, NH. TASK mobilizes volunteer drivers to provide rides to eligible residents of nine seacoast New Hampshire communities. Affordable public and community transportation is very limited in the area and TASC helps passengers maintain their health, independence and dignity by providing rides. Transportation is the only service provided by TASK and it is made possible by the dedication of volunteer drivers. TASC's volunteers provide 2,835 rides on a volunteer transportation budget of \$60,201.

Hearts in Hands Faith in Action, Getzville, NY Hearts in Hands "best effort" program recruits volunteers to assist older and disabled adults to stay safely and independently in their communities longer by providing transportation and non-medical in-home support. Its volunteer drivers serve communities where there is a lack of transportation and an increasingly aging population. Hearts in Hands Faith in Action's volunteers provide 7,123 rides on a volunteer transportation budget of \$189,124.

Foothills CCorp, Carefree, AZ. Foothills Caring Corps (CCorps) operates in geographically large community with no public or paratransit services. The organization provides transportation for medical appointments, grocery shopping, special appointments as well as social, recreational, fitness and health outings. All rides are provided by volunteers to passengers who are referred to as "neighbors". In addition to driving, volunteers also ride along to assist passengers. Passengers are older persons with disabling conditions and often are completely homebound. Volunteers also provide services such as mobile meals, friendly visiting, phoning, respite care, pet visiting, handy person work, and business help. Foothills CCorp's volunteers provide 11,381 rides on a human service agency budget of \$890,000.

Dial-a-Bus of Benton County, Corvallis, OR. Dial-a-Bus meets the needs of disabled and senior clients. Its volunteers drive for its "demand-response" service. They provide transportation to disabled, elderly, and indigent clients in Benton and adjoining counties who cannot use local transportation due to disability or living outside the system's boundaries. Dial-a-bus volunteers provide 13,455 rides on a volunteer transportation budget of \$190,300