



NVTC Fact Sheet (2018 Revised)

STAR Awards 2016

Overview and Data from Applications

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A STAR Awards Program history from 2000—2016
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A glimpse of Toyota's support for STAR Awards in 2015 and 2016 and the personal mobility interests of Toyota and the NVTC.
- **The NVTC**
An introduction to the history and current activities of the NVTC.
- **STAR Awards Data**
Includes the 146 STAR Awards applicants in 2016 with insights into volunteer driver programs, their services and drivers. Also includes extensive data on the 54,338 passengers served by the programs.

For More Information Visit

<http://nationalvolunteertransportationcenter.org/>

**NVTC Offices Are Located in
Albuquerque, New Mexico
and
Washington, DC**

NVTC is an initiative of CTAA

HISTORY

Initiated by the Beverly Foundation in 2000, STAR Awards became a program of the National Volunteer Transportation Center (NVTC) in 2014. Almost 1,000 unduplicated volunteer driver programs have submitted applications for a STAR Award and more than \$1,500,000 has been given to STAR Awards winners, the majority of which provided volunteer transportation to older adults.

CORPORATE SUPPORT

In 2015, Toyota began supporting the NVTC's STAR Awards program. In addition to cash awards, the company contributes a vehicle to the Grand Star Award winner. Toyota's interest in volunteer transportation is related to its corporate interests and initiatives in personal mobility of older adults.

THE NVTC

The NVTC's website includes both technical and informational materials directed toward the planning and operation of volunteer driver programs. Annual STAR Awards reports, fact sheets, tip sheets and exercises are available. In 2015, a Volunteer Driver Program Recruitment and Retention Handbook was prepared from information supplied by STAR Awards applicants. In 2017, a book: *Stories of Gratitude: The Stories of Passengers* was published from stories submitted by passengers of the volunteer driver programs that applied for a 2016 STAR Award.

DATA FROM 2016 STAR AWARD APPLICATIONS

GENERAL DATA In 2016, 146 volunteer driver programs applied for a STAR Award. The self-reported 2015 data from the applicants revealed that thousands of volunteer drivers used their personal vehicles to drive thousands of passengers millions of miles. The applicants:

- were located in **37 states**;
- had operated an average of **17 years**;
- involved **11,477 volunteer drivers**;
- mobilized **9,671 personal vehicles** owned by volunteer drivers;
- totaled **8,913,627 miles driven by volunteer drivers**;
- counted **800,720 volunteer driving hours**;
- valued volunteer hours @ **\$18,864,963**.

PASSENGERS The 2016 STAR Awards applicants:

- **served 54,338 passengers**;
- **provided passengers with 633,767 rides**
- of their **54,338 passengers**:
 - **26,943 were age 65+**;
 - **7,531 were age 85+**;
 - **18,100 needed someone to assist them with transportation**;
 - **15,882 lived alone**;
 - **10,991 had no other means of transportation**;
 - **13,379 had mobility limitations**;
 - **6,851 used a walker**;
 - **1,210 used a wheelchair**.

ORGANIZATION Applicants reported a variety of ways of organizing services:

- **51% provided services in addition to transportation**;
- **47% were located within human or senior services**;
- **36% only provided transportation**;
- **19% were located within a volunteer organization**;
- **19% were stand-alone organizations**;
- **2% were located within a transportation agency**;

SERVICES Applicants reported serving many areas and providing high levels of assistance:

- **84% either did not charge for rides or accepted donations from passengers**;
- **81% provided door-through-door service**;
- **81% provided stay-at-the-destination service**;
- **79% took passengers to urban areas**;
- **77% provided door-to-door service**;
- **72% took passengers to suburban areas**;
- **63% took passengers to rural areas**;
- **62% provided trip chaining (made multiple stops)**;
- **55% provided curb-to-curb service**.

DATA (CONTINUED)

SPECIAL DESTINATIONS When given a choice of four destinations specific to health care, the most frequently selected the destinations were as follows:

- 99% reported taking passengers to **doctors' offices**;
- 53% reported taking passengers to **physical therapy services**;
- 35% reported taking passengers to **dialysis centers**;
- 26% reported taking passengers to **pharmacies**;
- 21% reported taking passengers to **cancer services**.

OTHER DESTINATIONS When given only one health care destination to choose, applicants selected many other types of destinations such as:

- 97% reported taking passengers to **non-emergency and health related services**;
- 77% reported taking passengers **grocery shopping**;
- 49% reported taking passengers to do **personal errands**;
- 31% reported taking passengers for **general shopping**;
- 29% reported taking passengers to **social activities**;
- 27% reported taking passengers to **beauty shops**.

(Note: Fewer than 20% took passengers to destinations such as banks, nutrition services, nursing home visits, recreational and volunteer activities, adult day centers, and libraries)

VEHICLES Applicants reported using more than 10,000 vehicles. They included:

- 9,671 personal **vehicles of drivers**;
- 884 personal **vehicles of passengers**;
- 108 **leased/owned vehicles**;
- 78 **accessible vans**;
- 37 **leased or owned buses**;
- 27 **lift-equipped vans**.

(Note: Many applicants reported interest in purchasing a vehicle)

DRIVERS Applicants reported mobilizing more than 19,000 drivers. They included:

- 11,477 **volunteer drivers**;
- 5,817 (out of 11,477 volunteer drivers) **had driven five years or more**;
- 2,251 volunteer drivers preferred to **drive a program vehicle**;
- 314 **drivers were paid by the volunteer driver program**.

RIDES Applicants reported driving millions of miles and providing thousands of rides:

- programs reported providing **633,767 one-way rides**;
- volunteer drivers contributed **800,720 hours** providing rides to passengers;
- programs reported their volunteers drove **913,627 miles** in providing one-way rides.

PAYMENT FOR RIDES Many applicants reported they did not charge for rides:

- 44% of their passengers **did not pay for rides**;
- 40% of their passengers did not pay for rides but **made donations**;
- 13% of their passengers paid **between less than \$1.00 and \$10.00** for a ride;
- Less than 2% paid **\$10 to \$20 for a ride** and 0% paid over \$30 for a ride.

DATA (CONTINUED)

BUDGETS The majority of applicants reported program budgets of **less than \$100,000**:

- 43% of their budgets were **less than \$49,999**;
- 27% of their budgets were **\$50,000 to \$99,999**;
- 28% of their budgets were **\$100,000 to \$499,999**;
- 2% of their budgets were **\$500,000 or more**.

REVENUE Below are applicant selections regarding their five top sources of revenue:

- 67% selected **government grants**;
- 52% selected **personal donations**;
- 52% selected **foundation support**;
- 52% selected **fundraisers**;
- 27% selected **United Way** and **passenger donations**;
- 23% selected **congregation donations**;
- 19% selected **in-kind donations**;
- 13% selected **local business donations** and **volunteer donations**;
- 12% selected **corporate support**.

(Note: Fewer than 10% of the applicants selected tax revenue, passenger fees, user membership fees, and bequests as sources of revenue)

ADDITIONAL PASSENGER DATA

Prior to 2016, STAR Awards applications did not request information about passengers. The 2016 application emphasized passengers; and in addition to the data provided earlier, programs also reported the following physical, cognitive, financial and service challenges faced by their passengers.

OF THE 54,338 PASSENGERS:

- 76% were **not able to drive**;
- 61% **could not access** other transportation options;
- 54% were **afraid to drive** or **no longer wanted to drive**;
- 48% had **outlived their driving expectancy**;
- 46% had **cognitive or physical limitations**;
- 39% **could not afford to pay** for rides;
- 15% **had to stop driving** because their family made them stop;
- 6% **could no longer afford an automobile**;
- 5% had **no other means of transportation**.

OF THE REASONS PASSENGERS USED THE VOLUNTEER DRIVER PROGRAMS:

- 58% selected...the service provides them with **assistance and support**;
- 46% selected...the **service is free**;
- 44% selected...passengers **cannot access other options**;
- 37% selected...the service **takes passengers where they need to go**;
- 34% selected...the volunteer **drivers provide socialization**.

(Note: Fewer than 30% of the applicants selected destinations, ease of scheduling rides, help in and out of the vehicle, and help with packages).