

Volunteer Driver Programs

*Model
Volunteer Driver Programs
In Rural America*

Rural Bus Conf.

October, 2010

The Beverly Foundation

Located in Albuquerque

25 Years of Experience

Quality of Life Emphasis

Research and Demonstration

Agenda: Senior Transportation

Mission

At the Beverly Foundation, new ideas and options are fostered to enhance mobility and transportation for today's and tomorrow's older adults.



"Elevator Message"

Seniors Face Transportation Challenges & Needs

There Will Never Be Enough Money

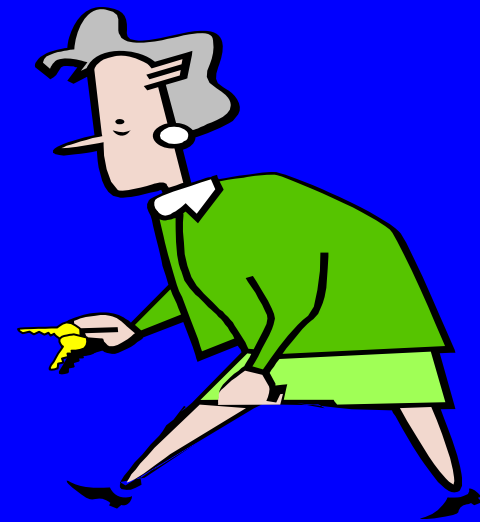
to Meet the Transportation Needs of Seniors

- **Volunteer driver programs offer access and support**
- **They include low-cost elements, but not all have them**
- **Service selection and design are the key to success**
- **Volunteer driver programs are the hope of the future**
- **There is no "one best way"**



Driving May Not Be An Option

“Could I really outlive my driving expectancy?”



Many Senior Passengers Require...

...Assistance and Support

Transportation Services

Public
Transit
Services

ADA
Paratransit
Services

Taxi
Services

Community
Transit
Services

Volunteer
Driver
Programs

Destination Transportation

Supportive Transportation

Transit
Stop

Curb-
to-Curb

Door-
to-Door

Door-thru-
thru-Door

Stay At
Destination



Others Will Require...

Special Access...

Public
Transit
Services

ADA
Paratransit
Services

Taxi
Services

Community
Transit
Services

Volunteer
Driver
Programs

Transportation Services

The Senior Passenger



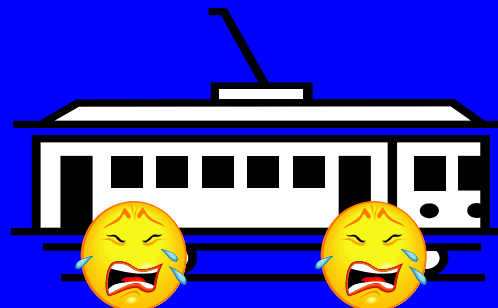
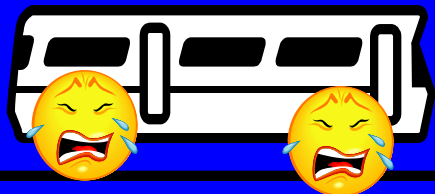
Their Needs May Include...

- ...transportation services that are **available**
- ...transportation services that are **affordable**
- ...the ability to get to **distant** destinations
- ...the ability to cross **jurisdictional boundaries**
- ...the ability to get to **life sustaining activities**
- ...the ability to get to **life enriching activities**
- ...the ability to **trip chain**
- ...services that **meet past expectations**

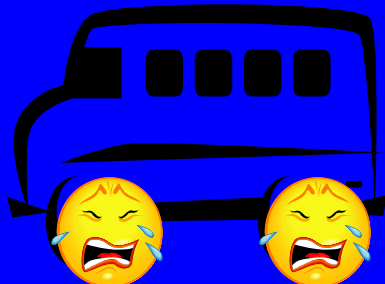
All Passengers Have These Needs



Not All Transit Can Meet Needs



*Which of These
Options Will Meet
My Needs?*



The Solution

Volunteer Driver Programs In Rural America



Volunteer Driver Programs in America

2000 - 2007

Average # Years in Operation 17

Median Budget \$23,450

Service Scope

Menu of Service 90%

Fee Structure

No Fees 85%

Accept Donations 62%

Riders

Total # 203,698

Top 3 Destinations

Medical, Shopping, Social Services

Drivers

Total # 27,217

Volunteer Only 71%

Volunteer & Paid 29%

% Age 65+ 54%

Relationships

Human Services = 6

Transit Services = 1

Service Availability

Daytime/Weekdays 98%

Evening 48% Nights 18%

Saturday 51% Sunday 44%

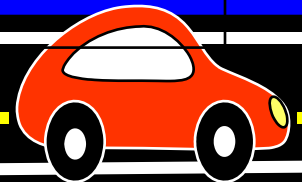


Volunteer Driver Program In Rural Areas

Program Data

Drivers

(2008-2010)		Paid	Paid & Vol.	Vol. Only
Cases		127	99	80
Av. Years Operation		25	23	15
Represented States		39	37	30
Budget	\$0 - \$99,000	31%	45%	85%
	\$100,000 - \$1M	44%	36%	13%
	\$1M+	25%	18%	3%
Vehicle Ownership	Program Owned	97%	90%	26%
	Vol. Driver Owned	0%	50%	84%
	Rider Owned	0%	8%	9%
	Staff Owned	3%	1%	0%
Assistance Support	Curb-to-Curb	48%	58%	40%
	Door-to-Door	75%	80%	74%
	Door-thru-Door	37%	44%	78%
	Stay At Destin.	34%	46%	78%
	Escort	31%	5	65%



Rural Volunteer Driver Start Ups

Volunteer Only

(2008-2010)

Paid & Volunteer

Senior Companion Programs
RSVP Programs
Community Action Agencies
Offices on Aging
Corporation for Nat. Service
Catholic Charities
Volunteer Centers
American Cancer Society
Lutheran Social Services
Ministerial Alliance
Senior Centers
Home Care Organization
Groups of Churches
BORPSATs

No Human Serv. Relations 3%

No Transit Relationships 38%

Councils on Aging
Catholic Soc. Services
Community Action Agencies
Departments on Aging
Dial--A-Ride
Area Mobility Systems
Area Transportation Agency
Community Services Agency
Senior Centers
Jewish Federation
Aging Services Department
Adult Day Centers
Area Agencies on Aging
RSVP Programs

No Human Service Relations 2%

No Transit Relationships 31%

Robert Wood Johnson Foundation



General Program Considerations

Availability

- able to recruit and retain sufficient number of volunteer drivers**
- able to provide trans. when needed (weekdays, evenings, weekends)**

Acceptability

- does not require advance scheduling**
- ensures volunteer vehicles are clean and well maintained**

Accessibility

- can take riders to destinations beyond city boundaries**
- can provide transportation assistance**
- able to provide rides to essentials and non essentials**

Adaptability

- able to accommodate riders needs for trip chaining**
- able to link riders with other community based transportation services**

Affordability

- provides rides at a low cost to the service and the passenger**
- covers the volunteer driver's deductible in the event of a crash**

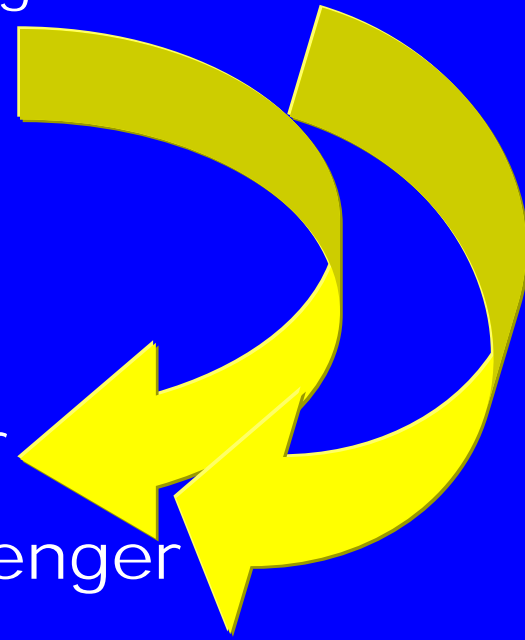


Assistance & Access Considerations

Transportation Services

Public Transit Services	ADA Paratransit Services	Taxi Services	Community Transit Services	Volunteer Driver Programs
-------------------------------	--------------------------------	------------------	----------------------------------	---------------------------------

Take Services to Passenger
Provide Assistance to Passenger



Cost Considerations

Transit - Paratransit - Volunteer Driver

Budget

Transit	\$55,000,000
Paratransit	\$14,000,000
Volunteer Driver Program	\$500,000

Cost Per Ride

Transit	\$3.00
Paratransit	\$28.00
Volunteer Driver Program (TRIP)*	\$5.08

*80,000 Rides



Volunteer Driver Programs



TRIP (CA)

\$500,000+

YCCAC (ME)

\$500,000+

Prairie Hills Transit (SD)

\$100,000+

Palmer Senior Citizens (AK)

\$100,000+

Na Hoaloha (Hawaii)

\$49,000-



Program Planning

Service Elements

- | | |
|-------------------------|-----------------------|
| (1) Destination | (6) Linkages |
| (2) Assistance | (7) Rides |
| (3) Availability | (8) Insurance |
| (4) Scheduling | (9) Technology |
| (5) Service Area | (10) Payment |

Design Elements

- | | |
|---------------------|-------------------------|
| (1) Sponsor | (6) Staff |
| (2) Category | (7) Vehicles |
| (3) Location | (8) Funding |
| (4) Riders | (9) Eligibility |
| (5) Drivers | (10) Affiliation |



Service Priority Exercise

Service Priorities

Destinations

Medical Only
Medical/Essentials
Anywhere

Linkages

Human Services
Transit Services
Consumer Venues

Assistance

Curb-to-Curb
Door-to-Door
Stay at Destination
Door-thru-Door

Scheduling

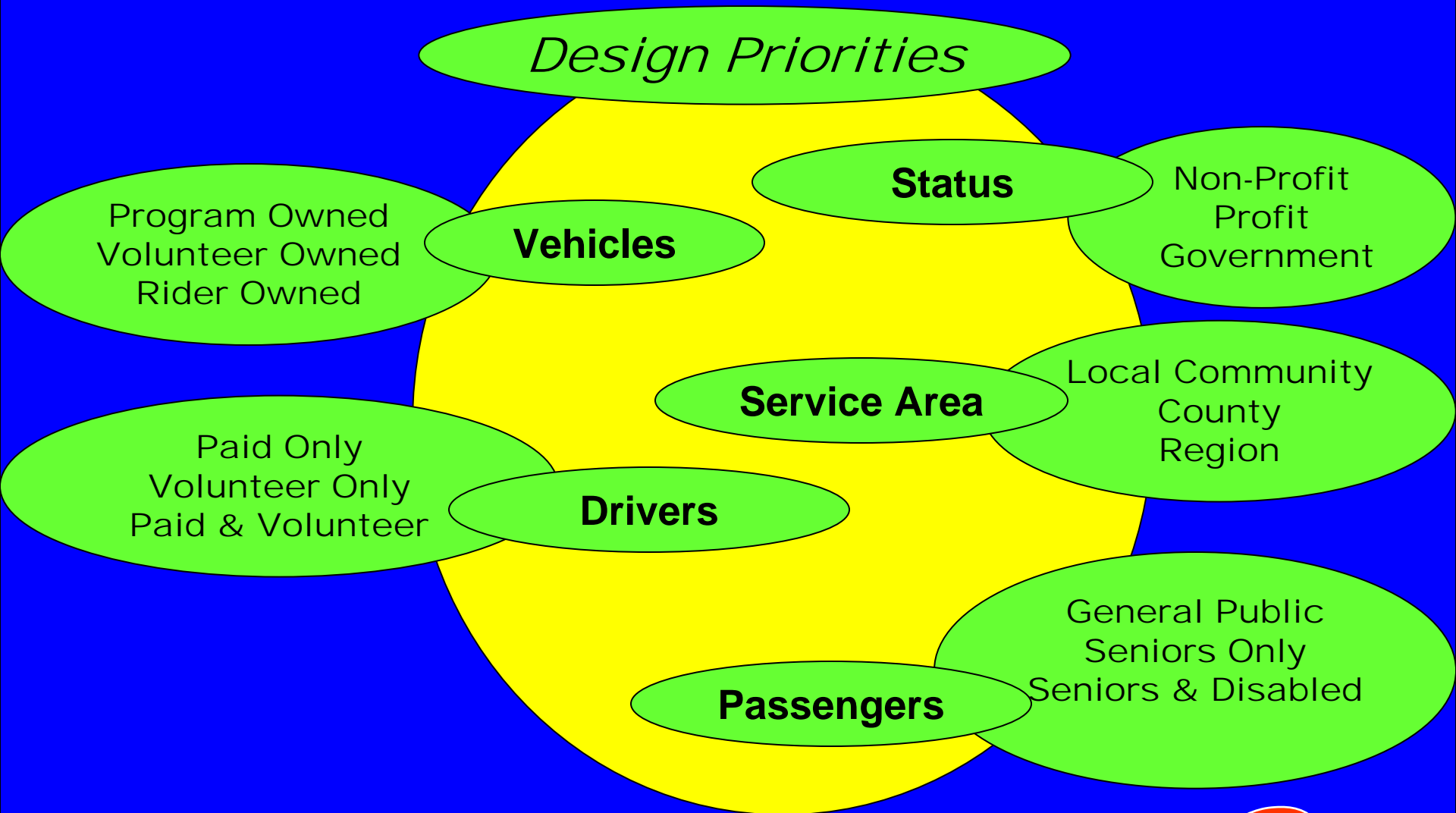
Demand-Response
24 hr. Advance
24hr. Advance +

Availability

Weekdays
Weekdays/Weekend
24/7



Design Priority Exercise





Are...The Hope of The Future

When They....

- **serve senior passengers**
- **provide necessary passenger assistance**
- **are sponsored by community-based organizations**
- **provide insurance coverage (program, driver, passenger)**
- **go to important destinations (life-sustaining & life-enriching)**
- **involve volunteers as drivers**
- **involve volunteer vehicles**
- **inexpensively schedule rides (by staff, riders, or on-line)**
- **ensure good data management (with appropriate software)**
- **minimize infrastructure costs (staff, software, vehicles, etc)**
- **provide rides at a low cost (\$4.50 - \$10.00)**





...May Offer Less Hope

When They....

- **pay drivers**
- **purchase vehicles**
- **limit their passenger destinations**
- **limit assistance to the curb or to the door**
- **use expensive data and scheduling software**
- **are free-standing organizations**
- **must pay high premiums for insurance**
- **charge for rides**
- **limit their funding sources**
- **are organized with high cost infrastructure requirements**



Senior Friendliness is Critical

The Five A's of Senior Friendliness

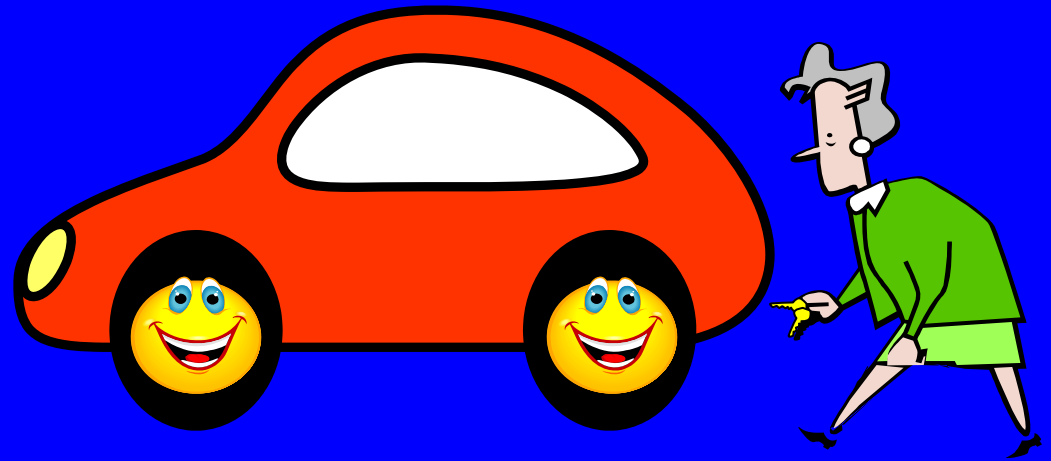
availability

accessibility

acceptability

adaptability

affordability



No "One Best Way"

Passengers

Drivers

Key Elements of
Volunteer Driver
Program Model

Assistance

Vehicles

Destinations

Organization



Special Thanks!



AAA Foundation for Traffic Safety



APTA

American Public Transportation Association

CTAA



NCST

National Center on Senior Transportation

American Society on Aging



California Association for Coordinated Transportation

Faith in Action

