



## **VOLUNTEER TRANSPORTATION PROGRAMS AND THEIR PROMISING PRACTICES**

These promising practices were collected from applications submitted for the nationally acclaimed STAR Awards program in 2010 through 2014. The applicants identified a variety of approaches they employ in the organization and delivery of volunteer transportation services to a variety of passengers, especially older adults. The Promising Practices included in this paper offer the reader a glimpse at innovative and conventional methods used by selected programs across the country for involving volunteers in providing transportation services. They should be both enlightening and helpful to both existing and prospective volunteer driver programs and readers are invited to adapt them to their organization and service delivery..

### **THIS IS AN INFORMATIONAL PRODUCT OF THE NATIONAL VOLUNTEER TRANSPORTATION CENTER**

The National Volunteer Transportation Center is an program of CTAA (Community Transportation Association of America). The Center provides assistances and support to volunteer transportation programs across America. Its philosophy is one of inclusiveness rather than exclusiveness and it encourages new and existing programs to reflect the culture and values of the community in which they are located. In other words, the Center emphasizes multiple methods rather than a “one best way” for organizing and delivering volunteer transportation services. The Center is a successor to the Beverly Foundation and opened in 2014 with a database of more than 700 volunteer transportation programs located in each of the 50 states plus the District of Columbia and Puerto Rico. It activities include the development of technical and informational materials, the maintenance of a web-based map of volunteer driver programs, on-line and classroom educational programs, and the collection of information and data related to volunteer driver programs. Please visit the NVTC website at: <http://nationalvolunteertransportationcenter.org/>

**January, 2015**

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**Volunteer Driver Programs:  
An Historic And Contemporary Perspective**

Communities across America are the home of volunteer driver programs. These generally are organized for a specific purpose with one or several passenger groups in mind. Such programs are not a recent phenomenon. In fact, the Parnly LifePointes Program of Chisago City, Minnesota provides a historic perspective of the volunteer driver program origin. The program was founded in 1862 by Swedish immigrants who saw a need to care for the elderly. Its volunteer driver program was organized in 1905 when volunteers used sleighs and wagons to take older adults to the train depot and to church. While volunteer driver programs no longer use sleighs and wagons, older adults continue to be their primary passengers.

Today, the National Volunteer Transportation Center includes 706 volunteer driver programs in its data base. As a group they are estimated to be operation an average of **18 years**, provide **4,989,864 one-way rides**, involve **54,837 volunteer drivers**, mobilize **49,265 vehicles** owned by volunteer drivers; total **59,931,840 miles** from volunteer driving trips; count **6,219,499 volunteer driver hours**; and value volunteer hours at **\$1,402,497,000**. The fact that these volunteer driver programs generally provide rides at a low cost to the organization and its passengers, and at the same time can provide assistance needed by people with physical and cognitive limitations is why some people refer to them as “the hope of the future”. For more information about volunteer driver programs please visit:

<http://nationalvolunteertransportationcenter.org/>

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## Promising Practices

### (1) Sponsorship of Volunteer Driver Program

#### **Organized and Operated by RSVP**

This RSVP supplements existing public transportation services by providing the recruitment and management of volunteers giving rides to county residents. The program provides rides to those needing safe, reliable, and affordable transportation to and from essential services. RSVP manages and schedules a pool of trained volunteer drivers who provide rides to mostly elderly residents, with priority going to those needing rides to in-county medical appointments. Other rides are considered on a case-by-case basis. The ultimate objectives of the volunteer driver program are: to improve access to necessary services, to have a positive effect on the recipients overall sense of well-being (e.g., less worry about getting around, get out more, increased community connectedness), and to provide an important service needed by older adults to remain living independently. **Central Iowa RSVP - Story City, Iowa** <http://www.rsvpvolunteer.org>

#### **Located Within A Transportation Program**

This volunteer driver program is located within a larger transportation service for seniors and people with disabilities. It provides rides to individuals in 31 cities. While the broader transportation program includes paid drivers who transport passengers and includes shopping shuttles, taxi vouchers, excursions, mobility management, and education about alternate transportation modes; the volunteer program focuses exclusively on volunteer drivers who use their own vehicles to deliver transportation. The program provides door-through-door and volunteers provide other assistance as needed and accompany seniors at the destination. **Jewish Federation and Family Service, SilverStreak Volunteer Driver Program of Orange County – Irvine, California** <http://www.familyservicesoc.org>

#### **RTA As A Contractor For Volunteer Transportation**

This regional transit authority was formed as a 501(c)(3) non-profit organization for the purpose of connecting the elderly, disabled, youth and low income citizens in three counties to critical services including healthcare, counseling, nutrition, childcare, education, employment, and social activities. The RTA currently contracts with the Area Agency on Aging to provide low cost services to older adults in the three county service area with an 1845 square mile service area. The volunteer driver program serves almost 300 older adult passengers.. **The Delaware, Dubuque and Jackson County Regional Transit Authority - Dubuque, Iowa** <http://www.rta8.org>

#### **Organized By Paid Driver Program**

This organization's paid driver program was started by a community action council with 15-passenger vans that had been used to transport senior nutrition program participants to congregate meals sites. It was later expanded to provide trips to the doctor and grocery store. Almost all funding comes in the form of contracted purchase of service arrangements with more than 70 nonprofit agencies to provide transportation for their consumers. The agency covers the full cost of the service. Even when funds come in the form of a grant, they are drawn down as service is provided at an established fee, usually a cost per trip. This allows consumers served under different contracts to ride on the vehicle together. A demonstration grant from the National Center on Senior Transportation was used to develop a volunteer driver program that could coordinate with and benefit from the experience and expertise of the sponsor. For example the newly formed volunteer driver program benefited from sharing its

computerized record-keeping and dispatching software. The sponsor in turn referred passengers who required the additional assistance of the volunteer driver program. The program also works with the local taxicab companies to provide screening and training for cab drivers who volunteer to participate. Drivers then become Certified Senior Friendly drivers. One of the goals is to help taxicab companies meet required standards so that both the paid and volunteer services can contract with them for services. **Knoxville-Knox County Community Action Agency VAT - Knoxville, Tennessee**  
<http://www.knoxseniors.org>

### **Sponsorship By A Council on Aging**

This COA is the designated Community Transportation Coordinator for the county. The COA offers demand response ambulatory, wheelchair and non-emergency stretcher service and operates a deviated fixed route system. In the past, a challenge faced by residents that residents of the county was access to reliable transportation for everyday situations that were non-emergency or not considered life-sustaining. A volunteer driver program was created with vehicles donated by the local police department. The volunteer drivers use these agency-owned vehicles to provide life-enhancing trips for older adults in the community. **St. John's County Council on Aging - St. Augustine, Florida**  
<http://www.coasic.com>

### **Inclusion in Menu of Services**

This organization offers seven programs that enhance quality of life during the aging process. The service with the greatest demand is transportation. The reason is that when older adults no longer can drive, "all bets are off" as to how they can continue to live independently in their own homes. Seniors living in the rural mountains face additional challenges with regard to their transportation needs. The transportation service delivers thousands rides annually to thousands of seniors. The program involves volunteer drivers to enhance its ability to deliver rides to older adults in rural areas. **Seniors' Resource Center - Denver, Colorado**  
<http://www.srcaging.org>

### **Brokerage Started By Public Transit District**

This organization began as a project of the local transit district. At the time, various social service and community agencies were providing transportation to their clients. A new organization was created as a coordinating entity for volunteer and paid driver programs in the region. Today it is funded through the local transit district, the state department of transportation, the Federal Transit Administration, Department of Human Services, rider contributions, grants and donations. "Joint Service Planning" (JSP) provides technical assistance, guidance and recommendations to the network of over 30 service partners. JSP facilitates access to resources, assistance with grant writing, volunteer recruitment, driver training, contract compliance, reporting and coordination with the organization's "One Stop Service Center". Service specialists evaluate existing programs and work with partners to create efficiencies that allow the network to provide transportation services to more individuals, despite funding reductions. **Ride Connection - Portland, Oregon**  
<http://www.rideconnection.org>

### **Developed In Partnership With Transit Provider**

This program provides volunteer escorted medical rides with a mission of providing access to direct health services at no cost through the efforts of volunteer drivers. The program was developed in partnership with a local transportation provider for the purpose of offering transportation that was complementary and unique from existing transportation services. The scope and size of its geographic service area not only is broad but also includes suburban and rural communities with volunteer drivers serving residents and destinations in four counties. Its volunteers provide transportation for a vulnerable

population. Its clients are 55+ and 71% are 70 or older. One hundred percent of the rides it provides are unserviceable by the local transportation provider and other similar agencies. **Medical Mobility - Boulder, Colorado** <http://www.careconnectbc.org>

### **Support And Planning By a Community Transit Agency**

This transit service offers transportation, travel training, mobility options information and referral. The services support resilience, hope and healthy joyful aging. 75% of the programs passengers are age 65+. The program works with a non-profit partner that recruits volunteers who use their cars to drive clients to/from medical appointments. The volunteers stay with the passengers during the visit. The transit service provides its partner with reimbursement and training. Together they plan to meet the growing demand for affordable, flexible escorted transportation by increasing volunteer numbers to ensure our clients have access to health care as needed. In recent months, the transit service began planning its own volunteer driver program. **Via (formerly known as Special Transit) – Boulder, Colorado** <http://www.viacolorado.org>.

### **Organized and Operated By Veterans**

The program is entirely volunteer-based and designed to transport older veterans who no longer drive and those who may be wary of accessing medical assistance. Veteran volunteers also provide companionship as they accompany clients and provide support while they wait during passenger appointments. Then that same volunteer provides the ride on the return trip. The program includes volunteers who provide veterans with rides to VA medical centers in nearby towns and as far as 92 miles away. Twenty-one dedicated volunteers provide those rides. **Veterans Helping Veterans Now - Boulder, Colorado (no website)**

## Promising Practices

### (2) Multiple Services With Volunteer Drivers

#### **Shuttle, Taxi Scrip & Volunteer Drivers**

This program provides three service levels of transportation specifically to seniors over 65 years: on-demand shuttle, taxi scrip, and volunteer driver services. The volunteer program includes the volunteer's personal vehicle and volunteers assist seniors in daily outings to mostly medical appointments, pharmacy and shopping trips, and personal care trips. Volunteers provide passenger assistance as necessary: at the location, on the return home, and getting back into the home. **City of Oceanside, Solutions for Seniors on the Go - Oceanside, California** <http://www.ci.oceanside.ca.us>

#### **Multi-transportation Option Program**

This program called Transportation Solutions for Older Adults is a comprehensive transportation service which includes Shuttles, Excursions, Taxi Scrip, and a Rides & Smiles volunteer driver program. Shuttles and Excursions provide group transportation to social and wellness centers, shopping centers, and other cultural events throughout the county. Its volunteer services provide transportation for older adults to medical and personal appointments and other client-determined destinations. Taxi Scrip is available at a discount for requests that cannot be handled by the program's dedicated volunteer or paid drivers. **Jewish Family Service of San Diego - San Diego, California** <http://www.jfssd.org>

#### **Inclusion Within A Community Service Agency**

This program has offered transportation within its menu of older adult services for more than thirty years. Its volunteer transportation program supplements public transit services and other transit options, especially in areas where services are minimal or non-existent. Volunteers provide rides for shopping/errands, medical appointments, and social activities daytime or evening, seven days a week. Its volunteer drivers use their own vehicles. They transport seniors and adults with disabilities, many of whom are matched for on-going relationships. Riders may receive one-on-one support during the ride and at their destination. The program respects the dignity of its passengers and helps them maintain their independence. **Catholic Community Services of King County Seattle, Washington** <http://www.ccsww.org/vcs>

#### **Inclusion Within A Social Service Agency**

This organization provides numerous programs and services in a rural county, services to relieve isolation and loneliness among elderly people age 60 and older. Friendly Visiting, the signature program, helps to relieve isolation and loneliness among the elderly by offering regular friendly visits. An average visit may include friendly conversation, helping a person write a letter, or assistance with transportation for shopping, errands and appointments. The organization also provides transportation to programs, events, and parties that it hosts. Its medical transportation program provides transportation for any community member over the age of 60 who has no other means of transport to medical appointments locally and to the nearest regional hospital over 100 miles away. All services are free of charge. **Little Brothers, Friends of the Elderly - Hancock, Michigan** <http://houghton.littlebrothers.org>

### **Inclusion Within A Senior Service Program**

By offering transportation to life-sustaining, life-maintaining and life-enriching destinations, this senior service program enables seniors to stay connected to their community, provides them with a sense of independence, reduces social isolation, and makes it possible for them to age-in-place in their homes. Drivers are trained to understand the needs of seniors with dementia and mobility impairments and ensure that they reach their destinations safely. Utilizing volunteer drivers allows the program to significantly expand service delivery to clients. It would not be possible to operate this successful program without them; and the program's ability to meet client demand and serve seniors living in remote and isolated areas of town would be severely hindered. **Silver Express - Hyannis, Massachusetts** <http://www.town.barnstable.ma.us/seniorservices>

### **Volunteers Augment Paid Drivers**

This volunteer driver program provides rides for older adults who live in a rural, mountainous region. Its demand-response service operates weekdays. A fleet of 11 lift-equipped vehicles operated by professional drivers is augmented by dedicated volunteers who provide rides for constituents who have medical appointments outside of regular service hours, live in locations that are difficult to access, or require long-distance transportation for specialty medical services. The program works closely with other transit providers through regional and statewide community transportation coordinating councils. **Grafton County Senior Citizens Council - Lebanon, New Hampshire** <http://www.gcsc.org>

### **Both Paid and Volunteer Drivers Provide Transportation**

The program has provided services to individuals with disabilities and their families for more than fifty years. A program subsidiary began providing transportation services to older adults twenty years ago using one van and part time drivers. The program currently operates wheelchair accessible vehicles; employs paid drivers, involves volunteer drivers, and includes mobility service coordinators to provide sophisticated, individualized scheduling for its senior passengers. **Gateway Services ARC/Access Johnson County - Franklin, Indiana** <http://www.accessjohnsoncounty.org>

### **Both Paid and Volunteer Drivers Provide Transportation**

This senior service agency's mission is to provide services to enhance the autonomy and independence of the elderly and other adults, whatever their present level of functioning may be. For frail seniors and disabled adults the agency provides services that help prevent premature institutionalization and support maximum independence. For healthy seniors the agency offers activities and services designed to prolong independence by involvement in community. Transportation is vital to seniors as it maximizes their independence and provides access to the community. The agency's transportation program for older adults was begun in late 1970 with Older Americans Act funding. Today, transportation services are provided using paid and volunteer drivers who use wheelchair accessible minivans and minibuses and the vehicles of volunteers. Trips are provided within the county and extend throughout the region into two adjoining states. Not only have the number of trips provided by the agency increased, the number of miles traveled on behalf of the program also have increased. **Klickitat County Senior Services - Goldendale, Washington** <http://www.klickitatcounty.org/senior/>

## Promising Practices

### (3) Program's Located in Urban & Rural America

#### **Multi Community Service in Rural Area**

Public transportation in communities in the New Hampshire Seacoast region is extremely limited, making it difficult for transit dependent seniors to get to medical appointments, the grocery store, or even to get a haircut. The volunteer driver program mobilizes volunteers who provide rides to seniors and adults with disabilities in nine communities in the region. All rides are provided in the legally inspected, registered and insured vehicles of volunteer drivers. **Transportation Assistance for Seacoast Citizens - Hampton, New Hampshire** <http://www.tasc-rides.org>

#### **Medical Destinations in Rural Area**

This program provides arm-in-arm, door-through-door transportation in a rural area to destinations up to 100 miles from the country seat. Volunteer drivers use their own vehicles and rides are provided primarily to medical appointments. However, in some instances rides have been arranged for class reunions, weddings, business appointments, shopping and connecting riders with buses, trains and airlines. One key to its success is knowledge of area travel options and coordinating links to the most appropriate service. For example, the program coordinates rides with the Veteran Services and helps passengers identify taxi and bus services as options. **Vernon Volunteer Drivers - Viroqua, Wisconsin** <http://www.vernoncounty.org/UOA/Transportation/volunteerdriver.html>

#### **Medical Transportation Service Delivery in Three Rural Counties**

This program provides transportation in three rural counties of Maine to seniors who receive Medicare and do not have access to transportation services. Utilizing a force of nearly 400 volunteer drivers, the program provides transportation for vulnerable rural seniors who need critical and preventative medical care. **Community Concepts, Inc. - Auburn, Maine** <http://www.community-concepts.org/>

#### **Multiple Rural Community Transportation Delivery**

This organization provides transportation services to ten small communities and large rural areas for older adults in need who are unable to drive due to limitations caused by health problems. Volunteer drivers are dispatched through a One-Call Center which also provides clients with a contact point to express other needs and receive information and assistance for problems that, if left unresolved, may compromise their ability to live independently. Approximately 70% of the rides the volunteers provide are to healthcare destinations. The program has worked diligently with the regional healthcare system to obtain ongoing support for volunteer transportation services. **Verde Valley Caregivers Coalition - Sedona, Arizona** <http://www.vvcaregivers.org>

#### **Transportation Services Within NORC**

This comprehensive program was designed to meet older adults' transportation needs. The program operates in a Naturally Occurring Retirement Community (NORC) and aims to coordinate existing transit services, reduce barriers to using those options, and offer supplemental door-through-door volunteer driving and volunteer escort assistance services. Its volunteer driver program offers broad geographic coverage; and provides weekend service, last minute rides, trip chaining, and gentle assistance at destinations. Its volunteers transport people wherever they would like to go throughout the county, and in one case, a volunteer escorted a rider on a 300 mile (round-trip) ride. **Jewish Family Service of Los Angeles - Los Angeles, California** <http://www.jfsla.org>

## Promising Practices

### (4) Passenger Assistance

#### **Drivers Stay With Passengers at the Destination**

This program provides transportation and caring friendship to hundreds of local seniors. Its service areas covers 160 sq. mile suburban area and its volunteer drivers make sure the more frail members of the community are able to get to their life-sustaining medical and dental appointments. The volunteers use their own vehicles to provide door-through-door service. Unique to the community is the fact that volunteer drivers wait with the senior at the appointment site. During a single year, the volunteer drivers provided 4,906 rides, logged more than 50,000 miles, and contributed 8,000 hours on a budget \$65,000. **Escorted Transportation Service Northwest - Arlington Heights, Illinois**

<http://www.etsnw.org>

#### **Drivers Confirm The Time and Destination of Rides**

This program serves a rural area of two counties and is located between three cities where medical facilities are located. Because of its volunteer drivers, it can provide free transportation for medical visits and shopping and other transportation needs. The transportation helps seniors: to remain independent and at home, and enhances their lives.. When scheduling rides, calls are received, requests are logged, appointments are confirmed, and drivers are contacted. The coordinator briefs the driver on the special needs/logistics of rider. The driver calls to confirm the time of pick up; takes the passenger to the destination; and returns the passenger home. The number of requested rides has tripled in recent years, however, recruitment has not kept up with the increase in the number of rides requested, thus requiring more time and miles of the volunteer drivers. **The Shepherd's Center of Kernersville - Kernersville, North Carolina** [www.shepctrkville.com/](http://www.shepctrkville.com/)

#### **Drivers Offer Escort and Bilingual Support**

This medical escort program coordinates volunteers who accompany elders to and from their medical appointments. Its trained volunteers offer physical assistance and emotional support at no cost—all the way from the recipient's living room to their doctor's waiting room, and safely home again.. Although some volunteers drive passengers, because parking at medical facilities can be difficult, many volunteers act as escorts who are dropped off and picked up at the medical facility by volunteer drivers from other organizations. The program also can provide bilingual escorts to help ensure equal access to health care for Spanish-speaking elders. **FriendshipWorks - Boston, Massachusetts**

<http://www.fw4elders.org>

#### **Passenger Assistance Plus Client Monitoring**

In recent years, this organization launched a new program called Rides for Seniors. Its screened and trained volunteer drivers provide free, one-on-one, door-through-door rides to homebound seniors residing anywhere in the county, primarily for the purpose of helping them access medical and dental care and basic necessities. Its clients also participate in the Reassurance Phone Friend Program, so that changes in their condition that might affect their ability to be safely transported by volunteer drivers can be monitored. These two synergistic programs help make this transportation model a unique one with safeguards not provided by other transportation programs in the area. **Senior Helpline Services - Lafayette, California** <http://www.seniorhelpline.net>

### **Planning And Program Implementation to Meet Assistance Needs**

Prior to the formation of this program, focus groups had discovered that a major barrier to transportation for seniors and the disabled was a lack of destination help. Due to chronic or short-term illness or disability, many prospective passengers had such difficulties navigating office buildings or completing forms that they simply did not attend their appointments. Many prospective passengers were frail and did not have the strength or visual ability to select groceries or pick up medications. The volunteer driver program was organized as the first 'door-through-door' transportation program in the area. Today, the patient and committed volunteers are trained to provide visual, mobility, cognitive or emotional support as needed. They stay with their passengers so they can make their way successfully around the community and accomplish basic tasks necessary to living a good quality of life. **VIP Rides - Fremont, California** <http://www.lifeeldercare.org>

### **Door Through Door and In-Home Support**

This neighbor-helping-neighbor program recruits volunteers to assist older and physically challenged adults to remain safely and independently in their homes and communities of choice. The 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 throughout Western New York. For the past several years the program has maintained more than a 95% success rate in filling requests for volunteer transportation services, a reflection of the dedication of the volunteers in support of their neighbors and community. In 2013, 142 volunteer drivers provided over 6000 rides, served over 6700 hours, and assisted over 500 seniors in seven caring communities covering 240 square miles. **Hearts and Hands - Akron, New York** <http://www.heartsandhandsfia.org>

## Promising Practices

### (5) Volunteer Driver Training

#### **Dementia Training for Volunteer Drivers Using The 5A's**

This organization has served vulnerable older adults for over 40 years. Its services include multi-service senior centers, ombudsman, and programs including senior nutrition, mental health, substance abuse, adult day care, and transportation. Its Day Break Respite and Caregiver Support Services program blends a state-licensed adult day care center with in-home respite and escorted transportation services, to provide an expanded and more comprehensive level of care to family caregivers and their dependent elders who are suffering from dementia and other chronic conditions. Its dedicated and responsible volunteer team provides escorted transportation to frail, homebound, and/or dependent seniors (the vast majority of them suffering from mild to moderate dementia). While they occasionally drive seniors to adult day care centers, volunteers primarily drive and escort them to their medical appointments and grocery shopping. The volunteers remain with the passengers – from the moment that they pick them up at the door to when take them back home in order to make sure that they are safely reunited with their families or friends. In training the drivers, Day Break closely follows the Beverly Foundation's "5 A's of Dementia Friendly Services." Availability: the volunteers provide an escorted transportation service along with much-needed socialization for seniors, providing any assistance as needed. Accessibility: the volunteers are educated about dementia and understand the unique needs of the seniors that they are driving. Acceptability: volunteers are trained to be sensitive to the challenges of people with dementia and to communicate with them as effectively as possible.. Adaptability: volunteers are trained to accommodate the challenging behaviors that often arise in seniors with dementia. Affordability: while there is a suggested donation of \$10 per round trip, no one is ever turned away due to inability to pay. Day Break works hard to maximize its resources in order to provide escorted transportation service to the most vulnerable senior residents to enable them to maintain optimal self-sufficiency and healthy functioning. **Catholic Charities of Santa Clara County - San Jose, California** <http://www.CatholicCharitiesSCC.org>

#### **Dementia Training for Volunteer Drivers**

This senior service program began more than fifty years ago and over the years has developed a variety of services for older adults including transportation. Its transportation program supports adults age 60 and older in getting to critical destinations such as medical appointments, dementia specific adult day health services, dialysis, grocery shopping and more. In recent years, the transportation needs of older adults with dementia have increased dramatically and additional increases are expected in the future. The program provides extensive dementia training to its 75 volunteer drivers. Its dementia training classes are taught by two registered nurses with years of experience in dementia care and the drivers learn about types and stages of dementia and the physical and behavioral changes typical of the disease. It makes professionals at the adult day center available for consultation with drivers which enables the drivers to continue to improve their skills. The drivers openly discuss transportation challenges and effective techniques with each other. They understand and know what to do if someone becomes agitated, gets disoriented or wants out of the car. Most importantly they get to know and really care about the clients with dementia to whom they provide rides. **Senior Services - Midland, Michigan** <http://www.seniorservicesmidland.org>

## Promising Practices

### (6) Volunteer Driver Recruitment & Reimbursement

#### **Volunteer Driver Recruitment Through Social Media**

The program has served the community for almost twenty years. It provides no cost transportation and other services to help people stay independent and healthy. In 2013, 73 volunteer drivers connected with more than 200 senior neighbors to provide not only transportation but vital companionship and social connections. Volunteers provided 4,504 trips and drove more than 14,000 miles and also provided extra assistance such as making ferry trips to off-Island medical appointments, stay-at-destination support and carrying groceries. Requests for services have increased 35% in the past 5 years, and the program is undertaking an aggressive initiative to recruit, retain and support new and existing volunteers through social media, speaking engagements, recognition, training, establishing a mentoring program, and networking opportunities with staff and other volunteers. The service area covers nearly 200 square miles with a transportation budget of \$78,546. **Island Volunteer Caregivers - Bainbridge Island, Washington** <http://ivcbainbridge.org>

#### **Passengers Recruit Drivers and Together They Schedule Rides**

This volunteer driver program is a RIDER focused program that empowers seniors to be self-reliant. Riders are required to recruit their own volunteer drivers. Travel is arranged as mutually convenient and mileage reimbursements for drivers cement long-term volunteer relationships. Purposes of travel and monthly mileage allowances are determined for each rider based on their individual capabilities and needs. **TRIP (Transportation Reimbursement and Information Program) - Riverside, California** <http://www.livingpartnership.org/>

#### **Volunteers Contribute Time Without Reimbursement**

Volunteer drivers and staff transport seniors in their private vehicles, enabling passengers to access medical care in and out of the county. The program provides door-through-door transportation for at-risk seniors to their essential medical appointments. The pool of volunteers allows the program to serve many senior passengers. Volunteers have generously contribute their time, vehicle, and gas without reimbursement for many years. Without the volunteers, the program would never be able to serve so many seniors in the county. **Senior Support Program of the Tri-Valley Volunteers Assisting Seniors with Transportation (VAST) - Pleasanton, California** <http://www.ssptv.org>

#### **Volunteer Drivers Are Not Reimbursed for Mileage**

The program organized a volunteer driving program for seniors and relies on volunteers to transport them. The program provides transportation throughout the county and at no cost to senior passengers. The volunteers drive their own vehicles and provide their own gasoline and receive no reimbursement for donating their time. The program is challenged with an increase in the number of trips requested and the need to recruit and retain an adequate volunteer base. **Senior Resource Services - Greeley, Colorado** <http://www.seniorresourceservices.info>

## **Promising Practices**

### **(7) Volunteer Driver Program Management & Funding**

#### **Limited Administrative Costs**

This program provides transportation to riders unable to access senior buses that only offer curb-to-curb service. In addition to providing door-through-door service, the program also provides arm-to-arm assistance to passengers who need extra assistance. While its service area encompasses 1,000 square miles, its volunteer drivers also take passengers to destinations as far as 150 miles away. Approximately 88% of its budget is spent on the delivery of senior transportation services. **Community Partners in Caring - Santa Maria, California** <http://www.partnersincaring.org>

#### **Multiple Sources of Funding**

This volunteer transportation program is located in an office on aging on a college campus. It provides transportation services to senior adults age sixty and over through contractual agreements with outside providers. RSVP volunteers serve as drivers and use their own personal vehicles to provide transportation for senior adult clients. The program has multiple funding sources from the federal government, public donations, client donations a local community health improvement grant and the United Way. **College of Southern Idaho Office on Aging - Twin Falls, Idaho** <http://officeonaging.csi.edu>

#### **Use of Website To Facilitate Rides**

This program provides a lifeline by helping elders and adults with disabilities live safely and independently in their homes by pairing them with caring volunteers who provide vital transportation and friendship. Volunteers, using their own vehicles, provide escorted door-through-door, one way, free-of-charge rides to medical and social service appointments as well as grocery stores. Volunteers drive passengers to destinations, stay with them at destinations, and bring them home safely in one-on-one "duets of service.". Volunteers may facilitate their ride by accessing an innovative, interactive website map that shows, in real-time, individuals waiting for service in the area, minus last names and addresses. The program serves a densely populated area of more than 972 square miles. **Duet: Partners in Health & Aging, Inc. - Phoenix, Arizona** <http://www.duetaz.org>

## Promising Practices

### (8) Coordination and Collaboration

#### **Service Collaboration with Other Agencies**

This program represents a collaboration between several local agencies that provide assisted transportation to older adults on an island of 730 square miles. Its volunteers provide in-home and transportation services free of charge to elders on the island. Transportation volunteers provide door-to-door, curb-to-curb and escort services to medical appointments, shopping and errands. Although the number of transportation requests continue to increase, the transportation budget for program management, mileage reimbursement, insurance, background checks has remained constant and its staff members have been challenged to keep up with the demand for transportation services. **Na Hoaloha - Wailuku (Maui), Hawaii** <http://www.nahoaloha.org>

#### **A Collaborative Among Eight Organizations**

This collaborative of eight 501(C)3 volunteer caregiver organizations provide a coordinated network of transportation services to seniors in a large city and the surrounding communities. Its volunteer drivers use their personal vehicles to provide door-through-door transportation services for medical appointments, rehabilitation services, grocery shopping and other community destinations. Assistance with grocery shopping has been identified as an unmet need and also is provided as needed. The collaborative provides gas cards to reimburse drivers and provides taxi vouchers when volunteer drivers are not available. The group collaborates on the use of software and on the development of grant applications. **Drive A Senior – Greater Austin Area, Texas** <http://www.driveasenior.org>

#### **Volunteer Network Collaborates With Community**

Trained volunteers provide supportive transportation by helping their neighbors – the elderly, those with disabilities, and those with chronic illnesses. The program is part of a volunteer network of community-based programs with volunteers trained to help elderly neighbors live independently in their communities. Volunteers provide transportation services tailored to the needs of the individual which include chore services, respite, visiting, and more. All transportation is provided at no charge regardless of age, income, ethnicity, or religion. Established member programs mentor and work collaboratively with community leaders in their efforts to start and sustain viable volunteer programs within other communities. **Neighbors Helping Neighbors Volunteer Network - Cavalier, North Dakota (No Website)**

#### **Sponsor And Partner Agencies Work Together**

This program provides no-cost, personalized, volunteer transportation to frail seniors through a local council on aging. Its service area covers the county plus a 5-10 mile buffer. Volunteer drivers are available beyond business hours to assist with medical check-in, grocery shopping, transitions from long-term care facilities and transportation to non-traditional destinations. In 2013, 23 trained volunteers contributed 2,344 hours, drove 35,166 miles and provided 5,384 trips to a roster of 140 senior passengers. Its expenses were \$75,431 including mileage reimbursements, volunteer support and a portion of agency operation and administration costs. The council on aging and partner agencies work together to further develop and expand transportation services. **Call A Ride - Asheville, North Carolina** <http://www.buncombcounty.org/governing/depts/transportation/>

## Promising Practices

### (9) Extra Effort Services

#### **Taxi Services When Volunteers Are Not Available**

For over 20 years, this transportation program has matched seniors with volunteers who provide escorted door through door transportation for medical rides and basic needs. Volunteers use their own vehicles and generally cover their own costs. If no volunteer is available, taxi service is provided to ensure needs are met. The program serves a mix of urban and rural small towns covering 834 square miles, dedicated to providing volunteer transportation services with no fees for service. **The Center for Volunteer Caregiving - Cary, North Carolina** <http://www.volunteercaregiving.org>

#### **After Hours Transportation Service**

This non-profit service organization provides affordable transportation options for seniors. Fourteen on-staff drivers and are supported by five volunteer after-hour drivers comprise the driving team. Its transportation includes door-to-door demand response services; a fare-free community circulator bus that travels through the heart of the business district; an inter-urban express bus program that links smaller neighboring communities together with fixed route service; and a van program that provides rides from rural areas to appointments throughout the county. **Western-Washtenaw Area Value Express (WAVE) - Chelsea, Michigan** <http://www.ridethewavebus.org>

#### **Multiple Responsibilities for Volunteers**

This regional service provider has a unique approach to transportation. It partners trained volunteers together with professional caseworkers to make a distinctive impact by helping the elderly, disabled and families facing health challenges reach their goal of remaining at home. The program provides caring relationships and the delivery of risk assessment and mitigation, care-planning and coordinated volunteer services. Its volunteers work to strengthen their communities by developing caring relationships with those they serve while providing escorted transportation, homemaking and chore services, respite, home modifications, visiting and more. The organization coordinates more than 5,000 rides annually, with a transportation budget of \$60,000. **Great River Area Faith in Action - Becker, Minnesota** <http://www.grafia.org>

#### **The Vehicle Is A School Bus**

This grassroots senior service organization began to address aging in place on a rural peninsula in southern Puget Sound. The peninsula is nearly 25 miles long and home to 2,000+ residents age 65+. It provides transportation essential to independent living and to the minimization of isolation. There is no other public transportation, and distances are great along winding, narrow-shouldered roads. The transportation program depends on community volunteers and creative collaborations. It utilizes personal cars, a leased van, and recently, school buses. Without transportation, elders have frequently been forced to leave the peninsula they cherish and the community is diminished each time a senior moves away for lack of services. **The Mustard Seed Project of Key Peninsula - Vaughn, Washington** <http://www.themustardseedproject.org>

## Promising Practices

### (10) Special Volunteer Driver Program Initiatives

#### Special Program: Time Exchange

This non-profit organization provides volunteer transportation and other services to support older adults who are aging in place. Volunteers can bank the time they spend providing services. For example, when a volunteer spends 10 hours providing transportation, he or she can store that 10 hours of credit in the organization's Timebank. Volunteers can use banked time in meeting their own future needs or they can donate banked time to someone who needs help. This Timebank appears to work especially well because its focus is on volunteer activities in a single area and because the organization offers many services, thus enabling people to bank their volunteer hours for providing rides as well as handy-man services, financial services, light housekeeping, shopping etc. The Timebank is particularly advantageous for older adults who need transportation but who may not want to ask for it or cannot afford it for it gives them the opportunity to volunteer for other activities and feel that they are helping as well as being helped. And, while the time bank can meet the needs of older adults, volunteers of all ages find it a way to save time credits so another volunteer can help them meet future needs or so they can double their volunteer contribution by donating their time credits to someone else. **Partners in Care - Pasadena, Maryland** <http://www.partnersincare.org>

#### Special Program Transportation For A Retirement Community

This organization provides transportation services to homebound and disabled seniors. Over 75% of the passengers served live in an unincorporated retirement community with no public transportation. 80% of the passengers are over 75 years of age with the oldest being 102. Volunteer drivers provide door-through-door transportation to medical appointments, shopping and errand assistance, and a van makes scheduled trips to local grocery stores. The transportation services enable passengers to continue living independently in their own homes. In 2013 260 volunteers drove 363 seniors to 3487 medical appointments. 187 volunteers took 98 seniors on 873 shopping trips, and 17 volunteers drove 69 seniors to 736 grocery store visits for a total of 108,190 miles at a cost of \$138,600. **Neighbors Who Care, Inc. - Sun Lakes, Arizona** <http://www.neighborswhocare.com>

#### Special Program: Volunteer Escorts

This Shop & Escort program is available from 9AM –5PM, Monday through Friday. More than 50% of its trips are related to health service. The escorts, many of whom are volunteers, shop for seniors when frailty or adverse weather conditions make it difficult for them to venture out, even if accompanied; and provides elders with the social interaction necessary to counter isolation. In a recent survey of participants, 87% stated that Shop & Escort helps them “age in place” and remain more independent. Twice each summer the Cemetery Visits Program provides volunteer escorts and transportation via a car service to frail seniors so they may visit the graves of loved ones. The compassionate volunteers who assist the seniors also find the experience meaningful for gaining insight into the lives of seniors and for developing a deeper understanding of their own spiritual tradition. **DOROT, Inc. - New York, New York** <http://www.dorotusa.org>