

STAR Search 2004

**Report
on
2004 STPs Survey on Volunteer Driver
Organizations and Drivers
May 2005**

**The Beverly Foundation
Pasadena, CA**

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This report summarizes the results and provides data from the 2004 STPs survey of volunteer drivers programs and volunteer drivers themselves. The survey was conducted in the fall of 2004.

The Executive Summary introduces the purpose and participants of the organization and volunteer driver surveys and findings, challenges and recommendations for further research.

Part I: Survey of Volunteer Driver Organizations includes an analysis of the responses of 46 organizational leaders to the STAR Search survey.

Part II: Survey of Volunteer Drivers includes an analysis of the responses of 246 volunteer drivers to the STAR Search survey.

The STAR Search survey is an annual survey of Supplemental Transportation Programs for seniors (STPs). The survey originated in 2000 and has continued on an annual basis since that time. Currently, there are almost 500 organizations in the STAR Search data base.

EXECUTIVE SUMMARY

In 2004, the Beverly Foundation of Pasadena, CA conducted its annual STAR* Search survey as part of an ongoing effort to recognize organizations throughout the United States that provide Supplemental Transportation Programs for seniors (STPs). The 2004 STAR Search survey targeted.

- 1) Organizations with volunteer driving programs and volunteers
- 2) Drivers who provided services for older adults.

Organization Survey. The organization survey was designed to identify transportation programs that provide rides to seniors; and to gather information about their organizational history, service experience, and management practice. It was intended for senior transportation programs that emphasized or included volunteer drivers.

Driver Survey. The driver survey was designed to gather information on the backgrounds of the volunteer drivers, their attitudes and experiences, as well as to solicit suggestions for improving transportation service for seniors.

Purpose. The purpose is to demonstrate to policy makers and service providers the importance of volunteer driving programs, and to encourage volunteers to become participants in driving programs that target seniors.

Process. The STAR Search 2004 was a three-step process. Applicants were required to:

- 1) be nominated by an individual, organization or government agency
- 2) complete a STAR Search Survey
- 3) have at least three volunteer drivers submit a survey and to write stories about their driving experiences.

As an incentive for their participation, organizations were given the opportunity to receive the STAR Award for Excellence. Drivers who submitted stories also had a chance to win Volunteer Driver Story Awards. The awards provided winners with recognition as well as cash prizes.

Participants. Forty-six volunteer driving programs from 23 states and 42 cities submitted surveys; and 245 volunteer drivers from these organizations returned surveys with stories about their driving experiences.

*Senior Transportation Action Response

The Winners. The winner of the 2004 STAR Award for Excellence was Partners in Caregiving of greater Austin, Texas; a consortium of eight non-profit organizations that provide transportation services for seniors as their core activity. The award included a cash contribution of \$10,000. Partners in Caregiving consists of the following eight organizations:

Far Northwest Caregivers
Georgetown Caregivers
Caregivers of North Central Austin
Caregivers of Northeast Austin
Round Rock Caregivers
South Austin Caregivers
West Austin Caregivers
Faith in Action - Pflugerville Caregivers

The drivers who submitted their stories were selected to receive Volunteer Driver Story Awards for cash prizes of \$500 each. The recipients were:

Gena Morrow of Hebron, Indiana
Virginia Burns of Laingsburg, Michigan
Patricia Britt of Encinitas, California.

A publication, *Stories from the Road*, was prepared from these and other stories submitted by the volunteer drivers.

FINDINGS

The Organizations. Survey respondents were primarily non-profit organizations with service histories ranging from two weeks to 35 years. Key findings from the surveys are summarized below. A more extensive profile of the organizations can be found in Part I of this report.

- Organizations said they mainly served older adults, but also were available to people with disabilities and other age groups.
- Organizations covered mostly rural areas but also provided services in suburban and urban locations.
- Most of the organizations depended on grant support and donations from riders as their source of funding.
- Organizations reported their most frequent destinations as medical services, followed by shopping and personal activities.
- Organizations said the drivers primarily used their own vehicles, with less than one-third using their organizations' vehicles.
- About half of the organizations provided rides in the evening and on Saturday in addition to providing weekday transportation; and about one-third had drivers available at night and on Sunday.

- Organizations provided door-to-door, hand-to-hand, and to a lesser degree, door-thru-door and escort services.
- Organizations indicated that the major concerns of their drivers were finding time to drive, liability for an accident, and handling disabled passengers.

The Volunteer Drivers. A total of 245 volunteer drivers completed the Volunteer Driver Survey. Respondents represented 95 cities and 23 states. Key findings on these drivers and their driving experiences are summarized below. A more extensive profile of the organizations can be found in Part II of this report.

Profile of the Volunteer Drivers:

- Almost half of the volunteers were 65 and older.
- Slightly more women than men volunteered to drive.
- Half of the drivers had at least graduated from college.
- Most drivers were married and in the middle income group.
- An exceptionally high percent were Caucasians.
- Over half the drivers had more than 50 years of driving experience.
- Drivers served both single riders and multiple riders.

Service Experiences of the Volunteer Drivers:

- Drivers mainly served seniors, a smaller proportion also were available to drive other age groups, as well as people with disabilities.
- While most drivers served daytime and on weekdays, many were also available to serve in the evenings and Saturdays.
- Most drivers required at least 24 hours of scheduling in advance.
- The most frequent driver destinations were for medical services, followed by shopping and personal activities.
- Most of the drivers used their own vehicles and carried their personal liability insurance
- Drivers indicated their major challenges were finding time to do the volunteer driving, finding the destinations for their riders, and fighting traffic.

The surveys of both organizations and volunteer drivers produced similar profiles of volunteer drivers with respect to their driving experience, attitudes and relationships with management. In both surveys volunteer drivers were identified as older adults who were motivated to serve the community by donating time to help those who were not able to get around on their own, and who found great satisfaction in helping others and feeling that their services were much needed.

Management Practice. The organizations used application forms, job descriptions; handbooks; driver screening, training, and feedback mechanisms; and evaluations to manage their volunteer drivers. However, some management

practices were carried out less frequently, if at all. For example, most organizations required the completion of an application form, a job description and handbook, and a feedback mechanism such as meeting with staff and manager. However, management practices such as signing contracts and training in wheelchair transfer, first aid/CPR, and drug prevention were rarely included.

Volunteer drivers revealed a less formal management relationship between themselves and their driving programs. For example, only 77% indicated that they had completed an application form and 68% had driver screening, compared with 90% in both cases reported by the organizations.

CHALLENGES

Three major challenges were expressed by survey participants with regard to volunteer driving. They were: funding, recruitment and management.

Funding. With increases in gasoline prices, insurance, cost of maintenance, driver recruitment and other cost related to operating the senior transportation programs, fundraising was the major problem articulated by the organizations.

Drivers Recruitment. A major challenge identified by the organizations was the shortage of drivers to meet the continuous increase in demands for rides. The issues of safety, fighting traffic, insurance, gas price and time commitment were obstacles identified as preventing drivers from volunteering.

Driver Management. Survey results indicated that formal screening and training of drivers are were lacking, and driver attrition was high. As both programs and drivers face the challenges of cost, time limitation and liability, and it was suggested that more attention be paid to risk management practices.

Drivers' Stories. The 244 volunteer driver responses included stories about the experience of driving seniors. The stories followed themes suggested in the survey instrument:

“My happiest experience as a volunteer driver”

“My saddest experience as a volunteer driver”

“My most memorable experience as a volunteer driver”

“The best part of being a volunteer driver is...”

“A favorite rider who makes my day”

“The most worthwhile trip I ever made as a volunteer driver”

“The one volunteer driving trip I wish I could make again”

“How being a volunteer driver has changed my rider’s life”

“How being a volunteer driver has changed my life”
“What my family/friends think about my volunteer driving”

All stories that were submitted were both very personal and inspirational. The Beverly Foundation selected about 90 of them as “Stories of Distinction”. These stories will be included in a book called *Volunteer Drivers: Stories from the Road*.

FURTHER RESEARCH

To address the challenges and concerns for funding, driver recruitment and driver management, organizations made the following suggestions for further research.

- **Impact of Driving on Drivers.** A deeper understanding of the motivation behind volunteer driving will lead to better driver retention, recruitment, and satisfaction. Thus, research is needed on volunteer drivers for seniors and how volunteer services impact their own lives.
- **Risk Management Practices.** The improvement of existing programs as well as in developing new and effective programs is important. Thus, research is needed on risk management practices and information on good management practices is needed.
- **Evaluation of Volunteer Driving Programs.** Evaluation is important in determining the impact of the driving programs on physical, social, mental and spiritual well-being of senior riders. Thus, research is needed on how to evaluate volunteer driving programs is needed.
- **Linkage of Community-based Organizations.** The importance of collaboration among voluntary organizations should be investigated in order to understand how low-cost and effective community services can be provided. Thus, research is needed on linkage of community-based organizations with volunteer driving programs is needed.
- **Funding Sources.** Information on government policies, grants sources, and methods of fundraising are important for the development of successful volunteer driving programs. Thus, research is needed on funding sources for the support of volunteer driving programs.

CONCLUSIONS

The survey reflects that the main concerns of the organizations were related to funding, recruitment, and management. Although organizations express difficulty in recruiting drivers, once recruited, the drivers state satisfaction with their volunteer driving and over half report driving at least 1-5 hours per week.

PART I SURVEY OF ORGANIZATIONS SUMMARY OF THE RESULTS

INTRODUCTION

This report summarizes the results of survey analysis of 46 organizations with volunteer driving programs. These organizations represent 42 cities and 23 states. To give the results of the organizational survey at a glance, key data are summarized in tabulated forms first. Special highlights observed from these data are then described in more detail, along with chart illustrations.

The results of the organizational surveys are presented in six topic areas below.

1. A Profile of STAR Search 2004 Respondents
2. A Profile of Volunteer Driver Organizations
3. A Profile of The Types of Drivers
4. Organizational Perceptions of Volunteer Driver Attitudes
5. Management Methods
6. Organizational Best Practices

Each of these topics is introduced by a data summary table and followed by highlights of the data introduced in the table.

DATA AT A GLANCE

1. A Profile of STAR Search 2004 Respondents

The table below introduces background information on the organization of volunteer driver programs that submitted applications for STAR Awards for Excellence.

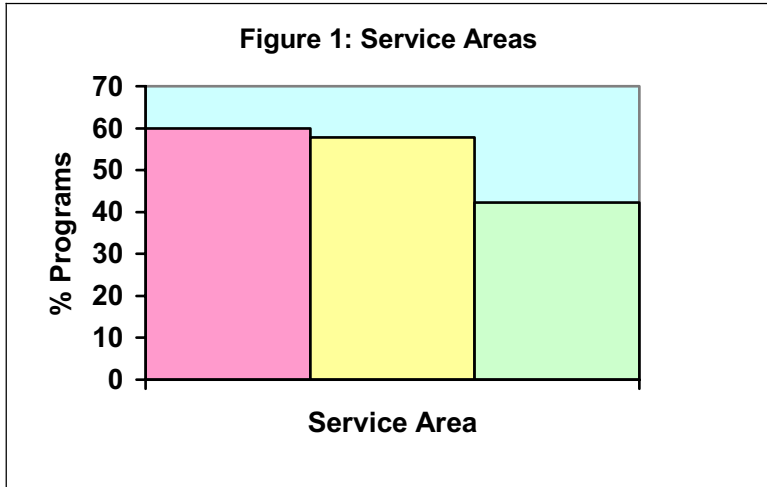
Table 1: The STAR Search 2004 Organizations

When (Year program started)	13% 1970-80 9% 1981-85 17% 1986-90 28% 1991-95 15% 1996-2000 15% 2001-04
What	91% Nonprofit 9% Government/City/Municipal
Where (Area Served)	60% Rural; 58% Suburban; 42% Urban
Cost Of Insurance For 2003	Average = \$1,992.20 Total = \$89,649 (Range= \$0 - \$27,000)
Budget For 2003	Average = \$53,849.50 Total = \$2,315,528
Organization Type	26% Faith-Based 20% Community Volunteer 15% Senior Center 15% Transportation Service 11% Social Service Program 6% AAA
Paid Staff	70% Part Time Staff, 59% Full Time Staff

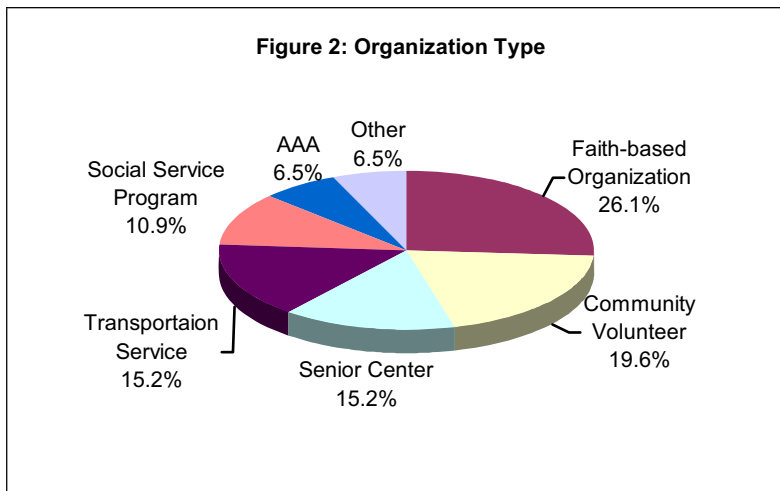
Part I: Survey of Organizations

History of the Programs. The organizations had a wide range of service history from only two weeks in existence prior to participating in Star Search 2004, to nearly 35 years of service. 67% had more than 10 years of service experience.

Service Areas. The organizations covered rural, urban and suburban areas. As shown in Figure 1, a greater number served in rural areas, slightly more than half served in suburban areas, and a smaller proportion served in urban areas.



Organization Types. Most of the organizations were non-profit organizations such as faith-based community organizations, community volunteer groups, senior center programs, with the rest being part of governmental, city or county programs such as social service agencies AAA programs. Figure 2 summarizes the types of organizations represented in this survey.



Part I: Survey of Organizations

2. Profile of Volunteer Driver Organizations

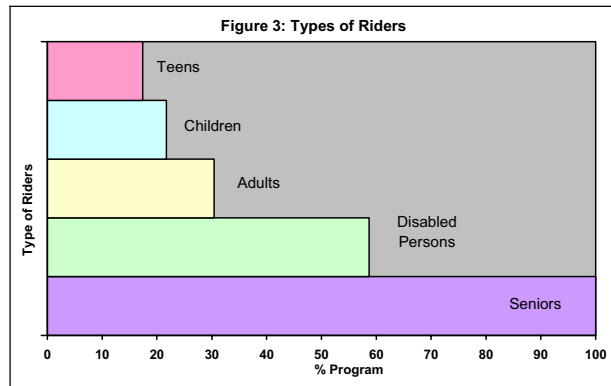
Table 2 below introduces the “who, when, how, how many, and why” about services provided by the organizations.

Table 2: Organizations

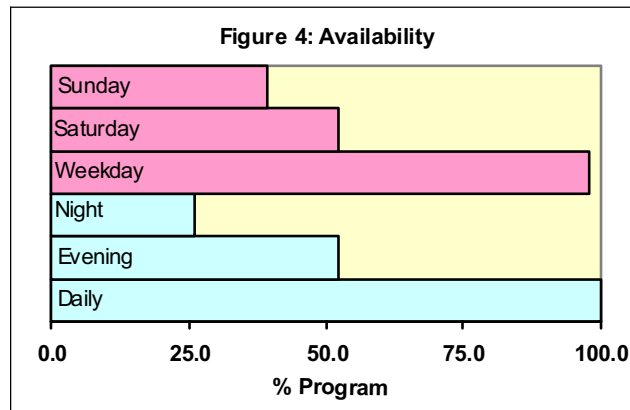
Ridership	100% Seniors 59% Persons With Disability 30% Adults 22% Children 17% Teens
Availability Of Drivers	<u>Time Of Day:</u> 100% Daytime 52% Evenings 26% Nights <u>Day Of Week:</u> 98% Weekdays 52% Saturdays 39% Sunday
Reservation Preference	26% 24 hours in advance 24% 2 days in advance 30% more than 2 days in advance 17% same day 11% Other
Insurance Coverage	57% Director and Staff Insurance 44% Auto Liability Insurance 28% Non-Owned/Hired auto Liability 61% Volunteer Personal Liability Insurance 56% Volunteer Driver Excess Auto Liability 54% Accident Insurance for Volunteers 9% Other
Collision Experience	2% In The Past Year 2% 5-10 Year Ago 2% 10 Years +
Fee Structure	59% No Fee 50% Rider Donation 9% Mileage Rate 6% Sliding Scale 2% Flat Rate 13% Other
Funding Source	70% Grant Funding 61% Rider Donation 15% Tax Revenue 11% Rider Fee 24% Other
Trip Purpose (Most Frequent Trips)	89% Medical Services 56% Shopping 26% Personal Activities

Part I: Survey of Organizations

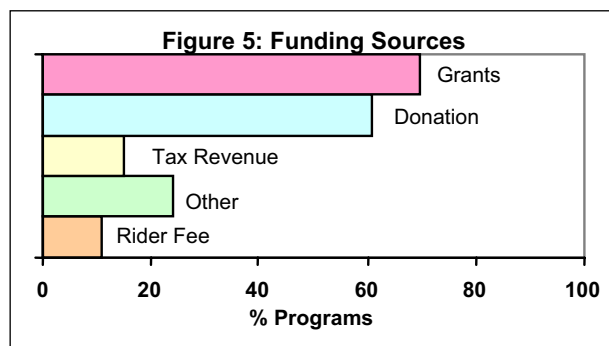
Rider Information. Most organizations offered services to a variety of age groups. Although all served seniors, most also were available to people with disabilities. Smaller fractions of programs served other adults, children, and teenagers. Figure 3 illustrates the ridership.



Availability of Services. Figures 4 illustrates the daily and weekly availability of rides. All organizations provided daytime services, but evening and nighttime services were limited. However, slightly more than half of the drivers were available to drive in the evening. Similarly, almost all drivers were available to drive during weekdays, but more than half were also available on Saturdays, and about one-third were available to serve on Sundays.

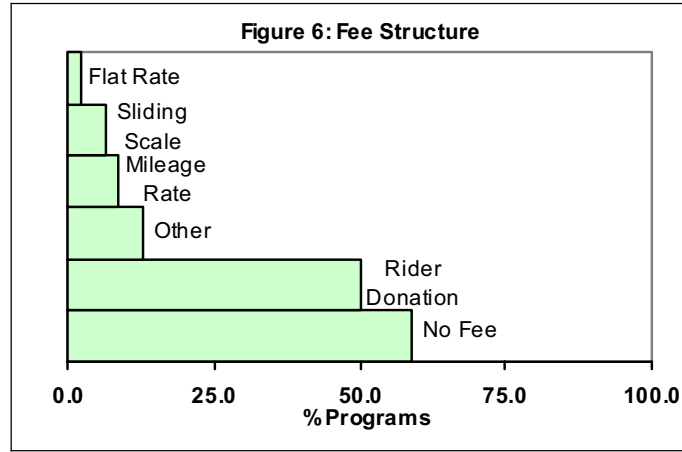


Funding Sources. Most of the organizations were supported by grants and rider donations. Other funding sources included tax revenue, rider fee, and other sources such as organization fundraisers. The funding sources are illustrated in Figure 5.

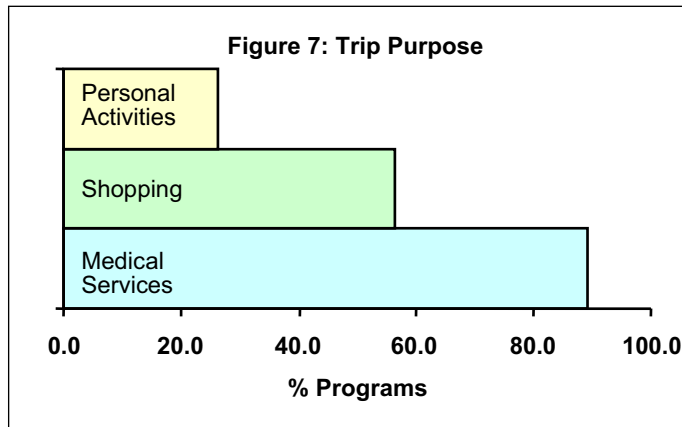


Part I: Survey of Organizations

Fee Structure. As Shown in Figure 6, most of the programs provided services for no fee, although some organizations accepted donations and other fees such as mileage rate, sliding scale, and flat rates.



Trip Purpose. Organizations reported that their most frequent rider destination were medical services. This was followed by shopping for food and personal supportive services as demonstrated in Figure 7.



Part I: Survey of Organizations

3. A Profile of The Types of Drivers

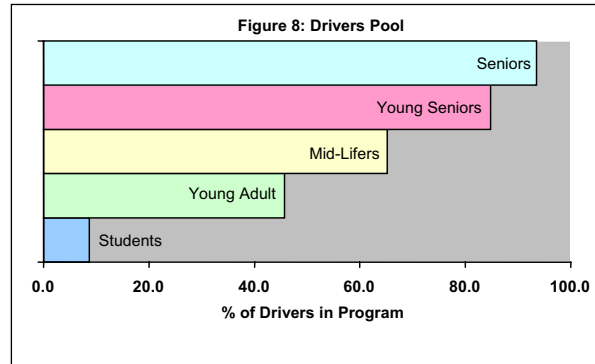
Table 3 below depicts the organizations' profile their volunteer drivers.

Table 3: Volunteer Driver Service

Driver type	83% Volunteer 17% Mixed of volunteer and paid
Total number of drivers in 2003	2,498
Volunteer Drivers Pool Composition	93% Seniors 85% Young Seniors 65% Mid Lifers 46% Young Adults 9% Student
Gender Of Drivers	63% Female (total number =1577) 37% Male (total number = 921)
Vehicle	91% Driver's Vehicle 28% Program Leased/Owned 11% Rider's Vehicle
Type Of Assistance	91% Door-To-Door 93% Hand-To-Hand 78% Door-Thru-Door 76% Escort
Time Commitment	63% 1-5 Hours 24% 6-10 Hours 4% 11-20 Hours 4% Less Than 1 Hour Per Week
Length Of Service	43% 4-6 Years 35% 1-3 Years 20% 7-10 Years 2% Less Than 1 year
Other Activities	63% Volunteer Recruitment 61% Board Membership 46% Driver Recognition 37% Driver Scheduling 30% Caregiver Services 24% Driver Training 9% Driver Supervision

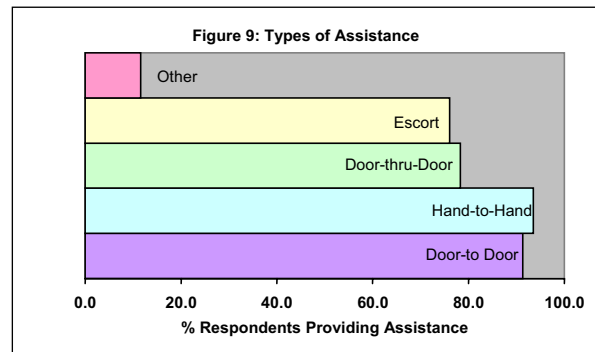
Part I: Survey of Organizations

Driver Pool Composition. As shown in Figure 8, the driver pool of organizations surveyed included different age groups, ranging from students and young adults to seniors. However, the largest pool of drivers were aged 65 and over, indicating that seniors were most ready to serve other seniors in need of transportation.

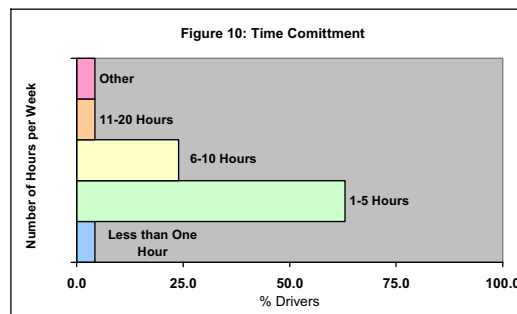


Type of Vehicle. The organizations indicated that the drivers not only volunteered their time for service, most also donated the use of their own vehicles. More than 90% used their own personal vehicles. Only a smaller proportion of drivers used leased/owned vehicles and the riders' own vehicles.

Type of Assistance. The data illustrated in Figure 9 show that organizations provided mostly hand-to-hand and door-to-door service. Relatively high proportions of drivers also gave door-thru-door and escort assistance. In addition, they indicated that some drivers assisted with tasks such as carrying packages and unpacking groceries.



Time Commitment. According to organizations, most of their drivers served 1 to 5 hours a week. About a quarter of the drivers worked between 6 and 10 hours; while a smaller proportion of the drivers worked more that 11 hours or less than 1 hour a week. Figure 10 illustrate the time commitment of drivers.



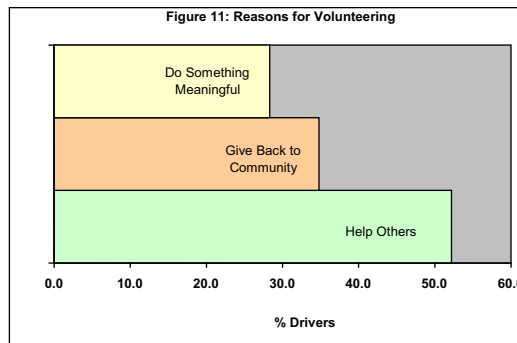
4. Organizational Perception of Volunteer Driver Attitudes

This section presents the views of the organizations about volunteer drivers' reasons for driving, their concerns and what brought about the greatest satisfaction regarding their service.

Table 4: Reasons, Concerns and Satisfaction

Reasons For Driving	52% To Help Others 35% To Do Something Meaningful 28% To Give Back To Community
Major Concerns	78% Time Requirement 74% Liability In An Accident 65% Disabled Passengers 15% Reimbursement 11% Program Sponsor 4% Receive Recognition
Greatest Satisfaction	87% Helping People Feeling Needed 52% Getting To Know Riders 26% Appreciation And Recognition

Major Reasons for Volunteering to Drive. Three reasons were selected by organizations as most important in motivating volunteer driving: to help others, to do something meaningful, and to give back to community. Figure 11 illustrates these reasons.



Major Concerns. Survey responses from organizations identified three major concerns of volunteer drivers: finding time to drive, liability in an accident and handling disabled passengers. Other concerns included program sponsorship, receiving recognition and recruitment.

Greatest Satisfaction. According to organizations surveyed, drivers received the greatest satisfaction from driving because of getting to know the riders, and receiving appreciation and recognition.



5. Volunteer Driver Management Methods

Organizations surveyed were likely to have traditional and informal management practice such as completing application form and checking of driving record, and feedback with the staff. Formal management such as signing a contract and skill training were less common. Management methods are summarized in table 5. Highlights of management practice are illustrated by figure 16.

Table 5: Volunteer Driver Management

Complete Application Form	89.1%
Sign A Contract	28.3%
Have Job Description	82.6%
Provide A Handbook	71.7%
Screen Volunteer Drivers	89.1% Screening 78.3% Valid Driver's License Check 76.1% Motor Vehicle Insurance Check 58.7% Driver Record Check 52.2% Criminal Record Check 6.5% Finger Printing
Staff Meeting	43.5%
Central Place To Meet	71.7%
Feedback Mechanism	89.1%
Report To A Manager	76.1%
Train Volunteer Drivers	71.1% Training Program 43.5% Senior Sensitivity Training 30.4% Traffic Laws & Safe Driving 26.7% Wheelchair Transferring 8.7% Vehicle Maintenance/Repair 8.7% First Aid/CPR 2.2% Alcohol & Drug Prevention
Volunteer Driver Become Riders	71.7%
Firing A Volunteers Driver	34.8%
Need More Volunteer Drivers	95.7%
Evaluate Volunteer Drivers	19.6% Driving Ability 41.3% Staff Feedback 80.4% Conducted Evaluation 80.4% Rider/Passenger Feedback
Challenges	6.5% Volunteer Driver Insurance 10.9% Driver Training 13.0% Risk Management 52.5% Meeting The Needs Of Riders 67.4% Fund Raising 73.9% Volunteer Driver Recruitment
Two Biggest Challenges	43.5% Funding 47.8% Volunteer Driver Recruitment
Useful Resources For Organization's Driver Program	15.2% Scheduling Forms 15.2% Volunteer Driver Trip Report Form 28.3% Volunteer Driver Job Description 43.5% Recruitment Forms 54.3% Risk Management Brochure 63.0% Feedback Forms 76.1% Tip Book

6. Organizational Best practices

Organizations with volunteer driver programs presented a variety of methods of management, recruitment, fundraisers, and driver recognition. What they identified as their best practices are summarized in Table 6 together with descriptions of numerous ways their programs were impacting their communities, and their suggestions to congressional representatives.

Table 6: Best Practices

Recruitment of Volunteer Drivers	Recruitment efforts included use of TV, radio, newspapers, newsletters, church bulletins, direct mail, presentations at trade shows and city council meetings, and by word of mouth throughout the community.
Volunteer Drivers Training	76.1% of the programs offered a driver training program. Methods of training included an orientation program, annual in-service review and feedback mechanism, defensive driver training video, workbook and online certification.
Fund Raising	73.9% of the organizations conducted fundraising by grant writing and holding events such as basket raffles, dinners, luncheons, breakfasts, Christmas choral concerts, matching funds, annual spaghetti dinner and golf tournament.
Recognition of Volunteer Drivers	97.8% of the programs had special events and other methods to honor and show appreciation to the volunteer drivers such as an annual recognition breakfast, brunch, and banquet where volunteers are presented gifts and certificates. Some programs spotlighted volunteers in their newsletters.
Impact of driver program	The programs provided transportation to seniors who were unable to drive and help them to stay independent in their community for as long as possible. The volunteer drivers (usually comprised of retirees) could continue staying active, become involved within their community, and serve others. Volunteer driving programs could fill the gap for seniors who are unable to utilize public transportation or need one-on-one assistance. The programs allowed drivers to give back to the community while providing increased access to health care, socialization, quality of life to the elderly.
Suggestions to Congressional Representatives	<p>Typical suggestions included cost-efficient and community-building ways to provide services that are essential in keeping seniors independent in their own homes. Increase funding for vital services for vulnerable citizens and encourage neighborhoods to develop volunteer transportation programs are also suggested by many program representatives.</p> <p>Comments to support the suggestions included: “Require social security administration to include a flyer in its regular mailings encouraging seniors to start a volunteer driver program in their community.”; “That I’d like the Michigan legislature to set a day to honor volunteer driver programs and drivers.”; “They are an absolute lifeline for many of our seniors in western Nevada county.”; “Volunteer driver programs help the elderly remain independent and live in their own homes saving tax payers thousands of tax dollars each year.”; and “Volunteer programs actually save tax dollars but do not get the recognition and support they deserve.”.</p>

CONCLUSION

The survey of organization suggests that funding, driver recruitment and attrition, and management, including liability are its biggest challenges.

Funding - The organizations that responded to the survey receive more than half of their funding from grant funding and rider donations while over half do not charge rider for fees.

Volunteer Driver Recruitment/Attrition – Organizations stated that volunteer driver recruitment and attrition were one of their biggest challenges. Organizations mentioned having more demand for driving services than what volunteer drivers could provide.

Management/Liability – A major factor in managing volunteer driving programs had to do with training and technical assistance. The organizations were faced with liability questions although only 2% of the organizations surveyed had a history of collisions within the past five years.

With liability/management being one of the challenges, organizations could develop better techniques on technical assistance and risk management. The development of such management procedures in return may allow the organizations to procure more grants, recruit more volunteers and keep them (as a result of having strong management skills) and develop bigger programs (service areas) which can accommodate more areas.

PART II SURVEY OF VOLUNTEER DRIVERS SUMMARY OF THE RESULTS

INTRODUCTION

The survey of volunteer drivers collected information on the backgrounds of the drivers and their experience, concerns and attitudes regarding volunteer driving. The surveys asked about management relationships with the driving program, and suggestions to congressional representatives about ways to help seniors get around in the community when they can no longer drive.

A total of 245 volunteer driver surveys were submitted. Respondents represented 95 cities and 23 states. A summary of the results of the survey is organized within the following topics:

1. A Profile of the Volunteer Drivers
2. Volunteer Driver Services
3. Attitudes of the Volunteer Drivers
4. Management Practices
5. Recommendations for Action

Each of these topics is introduced by a data summary table and followed by highlights of the data with discussion and illustrations by charts. The last section presents a synopsis of the drivers' suggestions to congressional representatives.

DATA AT A GLANCE

1. A Profile of the Volunteer Drivers

The data show that a high percentage of volunteer drivers who responded to the survey were Caucasian; most were married, middle income, and fairly well educated, and mid life or older individuals, with the number of women slightly more than men.

Table 1: Volunteer Drivers – Who are They?

Age	70% older than 55; 46% 65 and older
Gender	56% women ; 44% men
Education	50% high school; 50% college graduates
Marital Status	69% married
Income	70% middle income (above \$30,000)
Ethnic Background	95% Caucasians
Driving Experience	80% 40+ years; 53% 50 +years

Part II: Survey of Volunteer Drivers

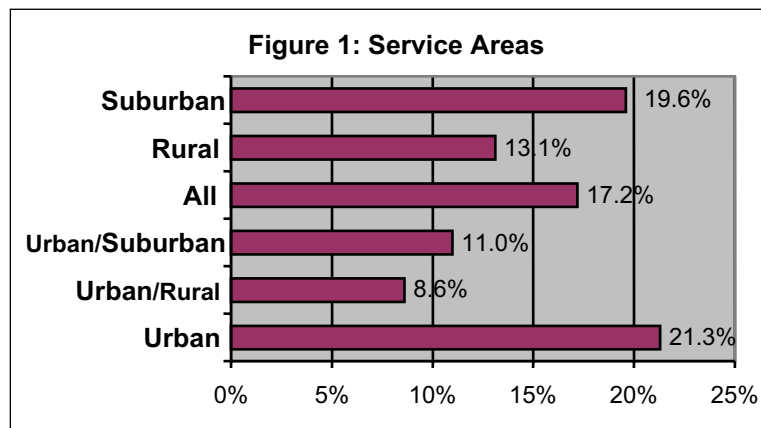
2. Volunteer Driver Services

Volunteer drivers undertake many roles. Table 2 reports the type of services they say they provided – who they served, how long, where, when and how they served, and what other types of activities they did in the driving programs.

Table 2: Volunteer Drivers – What Do They Do?

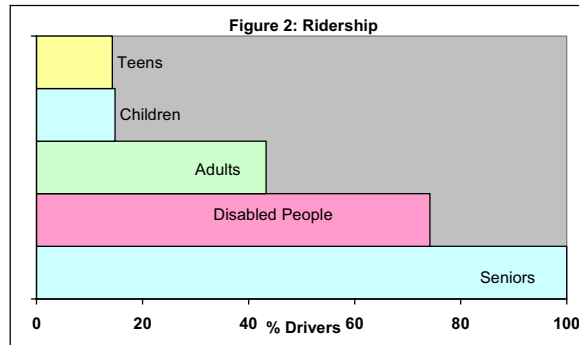
Riders	47% single riders; 53% multiple riders
Number of Years as Drivers	16% less than one year; 14% more than ten years
Areas	21% urban; 20% suburban; 13% rural 17% urban/suburban/rural 11% urban/suburban 9% urban/rural
Riders	100% seniors; 74% people with disabilities 43% adults; 15% children; 14% teens
Purpose of Trips	84% medical services; 43% shopping 26% personal needs
Type Of Vehicle	84% driver's own vehicle 20% program leased/owned vehicles 4% riders' vehicles
When Driving Service was Provided	96% daytime; 38% evening; 14% night 84% weekdays; 30% Saturdays; 22% Sundays
Type Of Assistance	90% door-to-door; 78% escort service 63% door-thru-door; 86% hand-to-hand
Time Commitment	58% 1-5 hours a week 17% 6-10 hours a week 8% less than one hour a week 8% 11-20 hours a week
Other Activities	20% Volunteer recruitment ; 16% Board membership 12% Driver training; 8% Driver recognition 8% Caregiver services; 4% Driver supervision 4% Driver scheduling

Location. Volunteer drivers said they drove in urban, suburban and rural areas, with a relatively larger proportion of drivers serving in the urban areas. Smaller proportions of drivers also covered the urban/suburban. Figure 1 summarizes the distribution of driving areas. This data could reflect the location of organizations and drivers that responded to the survey.



Part II: Survey of Volunteer Drivers

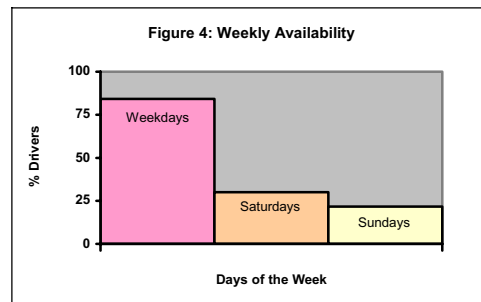
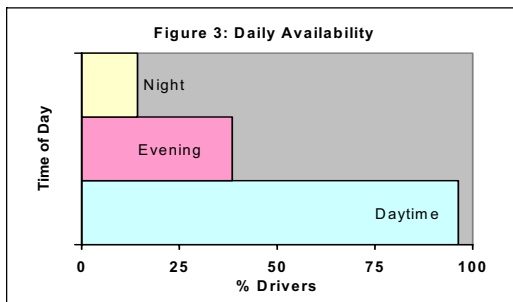
Type of Rides. As illustrated in Figure 2, all the volunteer drivers provided rides for seniors. In addition, a majority served people with disabilities, while smaller proportions served other adults, children, and teens.



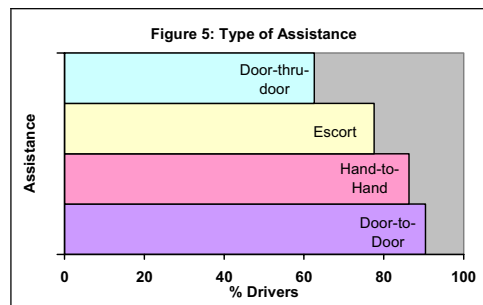
Trip Purpose. Volunteer drivers selected medical services as their most frequent trip. Other major destinations were for daily essentials such as shopping for food and personal needs.

Type of Vehicle. Most of the drivers said they used their own personal vehicles. Only about one-fifth used program leased/owned vehicles, and a smaller proportion used the riders vehicles.

Availability. Figures 3 and 4 illustrate the daily and weekly availability of the volunteer drivers, respectively. All the volunteer drivers said that they were available to drive during the day. Only a limited number drove in the evenings and at night. Similarly, most drove on weekdays, but less were available to drive on Saturday and Sunday.

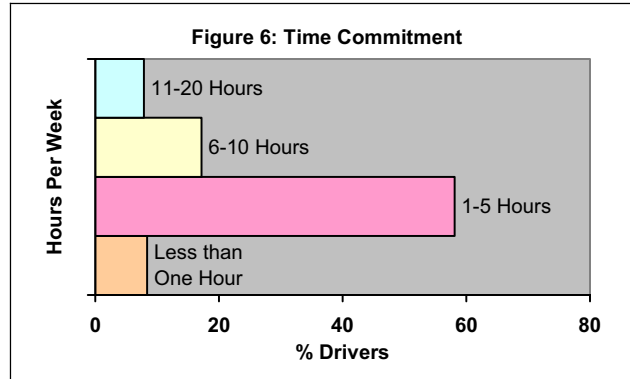


Type of Assistance. The largest proportion of drivers said they provided door-to-door service. This was followed by hand-to-hand, escort service, and door-thru-door assistance. Figure 5 illustrates the four types of assistance provided by volunteer drivers.



Part II: Survey of Volunteer Drivers

Time Commitment. Figure 6 shows that the largest number of volunteer drivers said they committed 1-5 hours a week, with much smaller proportion of drivers committing 6-10 hours a week, and even fewer committing less than one hour a week and 11-20 hours a week.



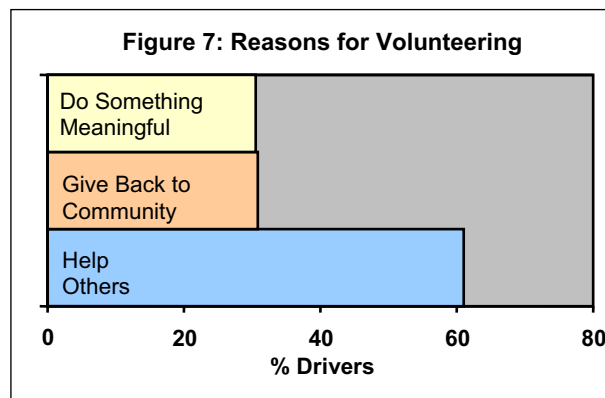
3. Motivations, Concerns and Greatest Satisfaction

The drivers were asked about their reasons for driving, what brought them the most satisfaction, and major concerns about their driving service. Table 3 summarizes the selections of the drivers for motivations, concerns, and satisfaction.

Table 3: Motivations, Concerns and Greatest Satisfaction

Major Reasons For Driving	61% to help others 31% give back to community 30% to do something meaningful
Major Challenges	31% finding the time to drive 17% locating the destination 12% the traffic
Greatest Satisfaction	72% helping people, feeling needed 40% getting to know the riders 20% donating time rather than money

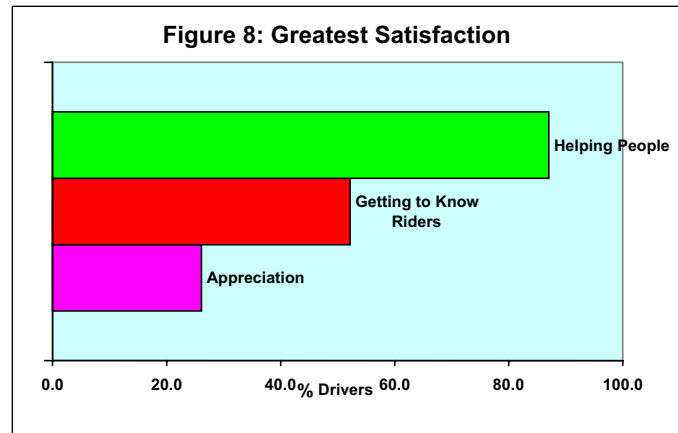
Major Reasons for Volunteering To Drive. The drivers' answers to the question about the reasons to drive revealed a sense of compassion toward others and the willingness to give back to the community, as well as doing something meaningful with their lives. Figure 7 illustrates these reasons.



Part II: Survey of Volunteer Drivers

Major Challenges. The major challenge to volunteer drivers was finding the time to drive. Other challenges include finding the destinations and fighting the traffic.

Greatest Satisfaction. Similar to their main reason for driving, the volunteer drivers indicated that helping people and feeling needed gave them the greatest satisfaction in their driving experiences. They also expressed that getting to know the riders, and being able to donate their time rather than money also gave them great satisfaction. Figure 8 illustrates these three major sources of satisfaction for the drivers.



4. Management Practices

Drivers were asked a special question to elicit information about the relationship between volunteer drivers and management. Table 4 summarizes the data obtained from survey analysis. Basic practice such as application form and screening were made. A high percentage of drivers also had feedback mechanism and made reports to managers. However, areas less practiced included more formal process such as signing a contract and working with paid drivers.

Table 4: Volunteer Drivers and Management

Management Practice	%
Actively recruited	45
Completed application form	77
Sign a contract	28
Received driver screening	68
Received driver handbook	58
Received driver training	54
Received a job description	53
Reported to a volunteer manager	71
Had available a central place to meet with drivers/staff	62
Had a mechanism to give feedback to paid staff	77
Had evaluation as volunteer driver	44
Had contact with paid drivers	10
Attended volunteer driver staff meetings	34

5. Recommendations for Action

Both the organizations and volunteer drivers stressed the importance of transportation programs within the community. However, based on the data from the surveys, the organizations and drivers were concerned about management issues: recruitment and retention of drivers; training/technical assistance and materials; and risk management – prevention and liability.

Recruitment and Retention – With the demand for service growing continuously, recruitment and retention of drivers is essential for the life of the program or organization. Based on data from the drivers' survey stating that training/technical assistance and risk management issues are of concern, organizations may need to develop materials providing information on those topics for increase in driver recruitment and retention rates.

Training/Technical Assistance – With liability issues being of concern both to organizations and drivers, it is essential that organizations provide training materials and technical assistance that are suitable to the services being provided by the program and drivers. Volunteer drivers do not place liability as being a major concern when compared to the ratings of the organization; yet, it is necessary for both the organization and volunteer drivers to have a mutual understanding of the importance of training and technical assistance materials for risk management.

Risk Management – Although organizations stressed risk management being of greater importance for the program than the volunteer drivers themselves, the concern exists. Specific training programs on handling of passengers and discussion involving solutions for the question of liability will be of great importance.

Having topics of concern by both drivers and organizations being identified, organizations can develop liaisons with community and government resources for further assistance if in-house development or solutions are not available.

CONCLUSION

Both organizations and volunteer drivers suggested that funding, risk management, and driver recruitment/retention were the biggest challenges that they faced. The organizations placed greater emphasis on risk management while volunteer drivers did not rank risk management as highly on their list of concerns. Volunteer driver recruitment/retention was indicated by a challenge by the organizational survey but volunteer drivers, as indicated in *Stories from the Road*, suggest that the satisfaction from volunteering cause them to continue.

Whether observed from the organizational point of view where risk management can hinder volunteer driving recruitment/attrition or from the volunteer drivers' perspective where the satisfaction of their volunteer effort outweighs all other factors, the importance of a volunteer driving program is emphasized by the survey responses from both groups.