

20 Tips on Implementation

Driver Tips

1. Create appropriate rider and driver registration materials.
2. Create appropriate driver monitoring materials.
3. Identify and purchase necessary volunteer (and program) insurance.
4. Recruit and screen drivers.
5. Organize driver training or purchase training materials on how to be a “good” driver.
6. Supervise volunteer drivers
7. Plan a driver recognition/awards method.

Rider Tips

8. Communicate information to prospective riders.
9. Create method for referring riders to other transportation options.
10. Provide training (or information) on how to be a “good” rider.
11. Solicit feedback from the riders/customers (and drivers).

Program Tips

12. Develop a risk management strategy.
13. Develop a strategy for sustainability of volunteer and rider involvement.
14. Create a plan for evaluating volunteer and rider roles and responsibilities.
15. Schedule and provide rides.
16. Attend to vehicle maintenance (of program owned or volunteer vehicles).
17. Communicate with transportation and human service providers.
18. Communicate information to and involve the community.
19. Market the program to the funding community.
20. Document the results of service delivery activities.