# 20 Tips On Evaluation

**In evaluating a volunteer driver program, it is important to:**
1. review evaluation criteria
2. design appropriate evaluation methods
3. involve staff, drivers, and riders in the evaluation process
4. use an outside evaluator if possible

**Analyze**
5. driver feedback information
6. rider feedback information
7. staff reports
8. operation data
9. ride data
10. cost data
11. performance data

**Review**
12. reaction to and support for the program
13. funding support for the program
14. feedback from volunteer organizations
15. appropriateness of risk management strategy
16. effectiveness of driver recruitment
17. effectiveness of rider recruitment

**Assess**
18. the impact of the program on volunteer drivers
19. the impact of the program on riders
20. data to determine program efficiency, effectiveness, and impact