

# Evaluation Categories and Questions

CATEGORY	EVALUATION QUESTIONS
<p><b>Cost Effectiveness</b></p>	<ul style="list-style-type: none"> <li>■ Does the volunteer driver program represent a cost-effective investment?</li> <li>■ Were the costs and time associated with organizing the program reasonable?</li> <li>■ Has technology been purchased, and if so, is it available and economical?</li> <li>■ Does the program incur a reasonable level of annual costs?</li> <li>■ Is the program labor intensive and/or expensive to operate annually?</li> <li>■ Are vehicles that are used cost effective?</li> <li>■ Do the program's drivers participate at an affordable cost?</li> </ul>
<p><b>Equity</b></p>	<ul style="list-style-type: none"> <li>■ Do the targeted passengers have unmet transportation needs?</li> <li>■ Does the area served meet the needs of targeted passengers?</li> <li>■ Does the program provide affordable transportation to the passengers?</li> </ul>
<p><b>Safety/ Access</b></p>	<ul style="list-style-type: none"> <li>■ Will the program provide convenient services to potential users?</li> <li>■ Does the program provide assistance to potential passengers?</li> <li>■ Will the program provide convenient access for potential passengers?</li> <li>■ Do passengers feel safe when being transported by the program?</li> </ul>
<p><b>Service Effectiveness</b></p>	<ul style="list-style-type: none"> <li>■ Does the program meet the travel needs of the targeted passengers?</li> <li>■ Does the schedule for travel times meet the needs of passengers?</li> <li>■ Were destinations served determined by the program or the passengers?</li> <li>■ Do the destinations served meet the needs of most passengers?</li> <li>■ Does the program's ridership meet the needs of the community and the expectations of program's funders?</li> <li>■ Does the program provide reliable transportation services to passengers?</li> </ul>

**CATEGORY**

**Planning Method**

**EVALUATION QUESTIONS**

**Was planning for the program:**

- the result of a need for the type of services it provides?
- done with input from community groups?
- done with input from service and healthcare organizations?

**Did planning for the program include:**

- research and/or information gathering activities?
- eligibility of potential/targeted passengers?
- types of potential/targeted drivers?
- priority destinations?
- input from funding agencies and individuals?

**Did planning for the program include:**

- information about transportation options in the community?
- decisions about service areas and/or destinations?
- a business plan?
- a budget for the first two years?
- decision or acquisition of appropriate scheduling and data management software?
- Information about insurance needs?
- adequate start-up funding?

**Implementation Method**

- Did the program undertake a risk management strategy?
- Did the program sustain itself with the resources that were available?
- Was the program able to recruit volunteer drivers?
- Was the program able to train volunteer drivers?
- Was the program able to retain volunteer drivers?
- Was the program able to recruit passengers?
- Was the program able to provide rides that meet passenger needs?
- Was the program able to provide rides to planned destinations?
- Did the program provide one-way rides?
- Did the program count the hours of its volunteer drivers?
- Did the program create a website?
- Did the program communicate with its constituencies?
- Did the program seek funding from existing funders?
- Did the program seek funding from new funders?

## CATEGORY

### Planning and Implementation Obstacles

## EVALUATION QUESTIONS

- Was your program able to exchange and communicate ideas with successful volunteer driver programs?
- Did your program pay drivers, and if so, were they cost effective?
- Did your program involve volunteer drivers, and if so, were you able to recruit the number needed?
- Did you provide driver training in rules of the road?
- Did you provide driver training in safe driving?
- Did you provide driver training in passenger assistance?
- Did your program own vehicles, and if so, were they reliable?
- Did your program use volunteer vehicles, and if so, were the drivers satisfied to use their personal vehicles?
- If your program uses the vehicles of volunteer drivers, were the passengers pleased to be transported in them?
- Did your program use software, and if so, did it meet your needs?
- Did you have sufficient funding to support your program in the previous year?
- Have you been able to raise sufficient funding to support your program in the coming year or years?
- In your opinion (and that of your drivers and passengers) is your program safe?
- Has your program undertaken a risk assessment related to providing transportation services?
- Has your program purchased insurance coverage for your passengers, your drivers, and your program?

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*This evaluation format was adapted from a transportation study in Cincinnati. Although it was not used as a volunteer driver program resource, the evaluation questions have been developed for the TurnKey Kit. Please feel free to include additional questions.*