

# Volunteer Driver Program Data

## HIGHLIGHTS

### History

Reviews the history of the STAR Awards Program

### Corporate Support

Describes Toyota's support for STAR Awards and the personal mobility interests of Toyota and the NVTC

### Results

Summarizes outcomes and publications that resulted from the STAR Awards

### 2016 STAR Awards Data

Presents insights and data on the 54,338 passengers served by the volunteer driver programs that submitted STAR Award applications

## HISTORY

Initiated by the Beverly Foundation in 2000, STAR Awards became a program of the National Volunteer Transportation Center (NVTC) in 2014. In those years, almost 1,000 unduplicated volunteer driver programs submitted applications for a STAR Award and more than \$1,500,000 were given to STAR Awards winners, the majority of which provided volunteer transportation to older adults.

## CORPORATE SUPPORT

In 2015, Toyota began supporting the STAR Awards program. In addition to cash awards, the company contributed vehicles to the Grand Star Award winner. Toyota's volunteer transportation was related to its corporate interests and initiatives in the area of personal mobility of older adults.

## RESULTS

Each year the results of STAR Awards applications were shared with applicants and the general public. In addition to publicizing data and fact sheets, the results also were included in books and periodicals. In 2006, each applicant was asked to submit a brief story written by a volunteer driver. The collection of the submitted stories was published in a book, *Stories from the Road*. In 2016, applicants were asked to submit brief stories prepared by passengers. The outcome was the publication, *Passenger Stories of Gratitude*. Both of these publications are available in the TurnKey Kit.

## FOR MORE INFORMATION

Please visit the numerous fact sheets and exercises in addition to the planning, implementation, and evaluation sections of the TurnKey Kit.

## DATA FROM 2016 STAR AWARD APPLICATIONS

**GENERAL DATA** 146 volunteer driver programs applied for a STAR Award. The self-reported 2015 data from applicants revealed that thousands of volunteer drivers used their personal vehicles to drive thousands of passengers millions of miles. The applicants:

- were located in 37 states
- had operated an average of 17 years
- involved 11,477 volunteer drivers
- mobilized 9,671 personal vehicles owned by volunteer drivers
- totaled 8,913,627 miles driven by volunteer drivers
- counted 800,720 volunteer driving hours
- volunteer hours contributed value \$18,864,963

**PASSENGERS** STAR Awards applicants:

- served 54,338 passengers
- provided passengers with 633,767 rides
- of the 54,338 passengers
  - 26,943 were age 65+
  - 7,531 were age 85+
  - 18,100 needed assistance with transportation
  - 15,882 lived alone
  - 10,991 had no other means of transportation
  - 13,379 had mobility limitations
  - 6,851 used a walker
  - 1,210 used a wheelchair

**ORGANIZATION** Applicants reported a variety of ways of organizing services:

- 51% provided services in addition to transportation
- 47% were located within human or older adult services
- 36% only provided transportation
- 19% were located within a volunteer organization
- 19% were stand-alone organizations
- 2% were located within a transportation agency

**SERVICES** Applicants reported serving many areas and providing high levels of assistance:

- 84% either did not charge for rides or accepted donations from passengers
- 81% provided door-through-door service
- 81% provided stay-at-the-destination service
- 79% took passengers to urban areas
- 77% provided door-to-door service
- 72% took passengers to suburban areas
- 63% took passengers to rural areas
- 62% provided trip chaining (enabled passengers to make multiple stops)
- 55% provided curb-to-curb service

**SPECIAL DESTINATIONS** When given a choice of four destinations specific to health care, applicants selected a variety of destinations:

- 99% reported taking passengers to doctors' offices
- 53% reported taking passengers to physical therapy services
- 35% reported taking passengers to dialysis centers
- 26% reported taking passengers to pharmacies
- 21% reported taking passengers to cancer services

**OTHER DESTINATIONS** When given only one health care destination to choose, applicants selected many other types of destinations:

- 97% reported taking passengers to non-emergency and health related services
- 77% reported taking passengers grocery shopping
- 49% reported taking passengers to do personal errands
- 31% reported taking passengers for general shopping
- 29% reported taking passengers to social activities
- 27% reported taking passengers to beauty shops

*(Note: Fewer than 20% took passengers to destinations such as banks, nutrition services, nursing home visits, recreational and volunteer activities, adult day centers, and libraries.)*

**VEHICLES** Applicants reported using more than 10,000 vehicles. They included:

- 9,671 personal vehicles of drivers
- 884 personal vehicles of passengers
- 108 leased/owned vehicles
- 78 accessible vans
- 37 leased or owned buses
- 27 lift-equipped vans

*(Note: Many applicants reported interest in purchasing a vehicle)*

**DRIVERS** Applicants reported mobilizing more than 19,000 drivers. They included:

- 11,477 volunteer drivers
- 5,817 (out of 11,477 volunteer drivers) had driven five years or more
- 2,251 volunteer drivers preferred to drive a program vehicle
- 314 drivers were paid by the volunteer driver program

**RIDES** Applicants reported driving millions of miles and providing thousands of rides:

- programs reported providing 633,767 one-way rides
- volunteer drivers contributed 800,720 hours providing rides to passengers
- programs reported their volunteers drove 913,627 miles in providing one-way rides

**PAYMENT FOR RIDES** Many applicants reported they did not charge for rides:

- 44% of their passengers did not pay for rides
- 40% of their passengers did not pay for rides but made donations
- 13% of their passengers paid between less than \$1.00 and \$10.00 for a ride
- Less than 2% paid \$10 to \$20 for a ride and 0% paid over \$30 for a ride

**BUDGETS** The majority of applicants reported program budgets of less than \$100,000:

- 43% of their budgets were less than \$49,999
- 27% of their budgets were \$50,000 to \$99,999
- 28% of their budgets were \$100,000 to \$499,999
- 2% of their budgets were \$500,000 or more

**REVENUE** Below are applicant selections regarding their five top sources of revenue:

- 67% selected government grants
- 52% selected personal donations
- 52% selected foundation support
- 52% selected fundraisers
- 27% selected United Way and passenger donations
- 23% selected congregation donations
- 19% selected in-kind donations
- 13% selected local business donations and volunteer donations
- 12% selected corporate support

*(Note: Fewer than 10% of the applicants selected tax revenue, passenger fees, user membership fees, and bequests as sources of revenue)*

### **ADDITIONAL PASSENGER DATA**

Prior to 2016, STAR Awards applications did not request information about passengers. The 2016 application emphasized the passenger experience. In addition to the data provided in earlier years, programs also reported the following: physical, cognitive, financial, and service challenges faced by their passengers.

### **OF THE 54,338 PASSENGERS:**

- 76% were not able to drive
- 61% could not access other transportation options
- 54% were afraid to drive or no longer wanted to drive

- 48% had outlived their driving expectancy
- 46% had cognitive or physical limitations
- 39% could not afford to pay for rides
- 15% had to stop driving because their family made them stop
- 6% could no longer afford an automobile
- 5% had no other means of transportation

### **OF THE REASONS PASSENGERS USED THE VOLUNTEER DRIVER PROGRAMS:**

- 58% selected...the service provides them with assistance and support
- 46% selected...the service is free
- 44% selected...passengers cannot access other options
- 37% selected...the service takes passengers where they need to go
- 34% selected...the volunteer drivers provide socialization

*(Note: Fewer than 30% of the applicants selected destinations, ease of scheduling rides, help in and out of the vehicle, and help with packages.)*