



Technical Assistance Brief

Resources on Starting and Funding Volunteer Transportation

Volunteer transportation programs offer personalized service, socialization and comfort for riders. While all volunteer programs mirror these characteristics, there is no one-size-fits-all volunteer transportation program. Some programs offer no rider assistance but require passengers to be able to travel independently, while others assist riders to get in and out of the vehicle or accompany riders to the door of their destination. Still other programs provide door-through-door assistance and accompany riders at medical appointments or other destinations, while some offer wheelchair accessible vehicles. Many programs, though not all, reimburse volunteers for mileage or pay a small stipend. In some communities, the volunteer transportation program may be the only option available to meet the travel needs of older adults and people with disabilities.

This list of technical assistance resources on volunteer transportation can help local communities start, improve, or expand a volunteer transportation program targeted to the needs of older adults, people with disabilities and caregivers. There is no magic bullet for developing a volunteer transportation program. Each community should develop a program that meets their unique needs. The resources listed here are meant to give you a head start.

Links and a brief description are provided for each resource listed below. Along with the resources listed here, check out additional volunteer transportation resources at www.nadtc.org/resources-publications/resource/volunteer-transportation. For technical assistance and additional information, please contact NADTC directly. We are always happy to help!



Credit: Sebastopol Area Senior Center, Sebastopol, CA

General & Comprehensive Resources:

Volunteer Driver Programs and the Use of Section 5310 Funding

This compendium introduces the benefits of volunteer programs and their ability to supplement existing transportation services. Along with its explanation of FTA 5310 funding, descriptions are provided of volunteer transportation program attributes, including service area, trip purpose, program eligibility, trip payment, level of service and volunteer reimbursement, and highlights three volunteer transportation programs. (NADTC 2022) www.nadtc.org/wp-content/uploads/7-Volunteer-Driver-Programs-and-the-use-of-Section-5310-Funding.pdf

Volunteer Transportation

This “Best Practices” publication describes the experiences of two former NADTC grantees that designed and implemented volunteer transportation programs to fill transportation gaps in their communities. (NADTC 2022) www.nadtc.org/wp-content/uploads/USAgging-NADTC-Volunteer-Transportation-508.pdf

Volunteer Transportation: Keys of a Successful Program Toolkit

Based on NADTC’s fall 2018 online course on how to create or improve a volunteer transportation program, this publication contains overviews and links to PowerPoint and video presentations about four successful volunteer transportation programs; an overview and links to a PowerPoint, video presentation and transcript on risk, liability, and insurance; and links to additional resources and supplemental reading on volunteer transportation. (NADTC 2018) www.nadtc.org/wp-content/uploads/Volunteer-Transp-Toolkit_Final.pdf

5 Keys to Successful Driver Programs

This blog reviews critical elements of volunteer transportation programs: insurance, drivers, collaboration, data collection, and impact. (NADTC 2018) www.nadtc.org/news/blog/5-keys-to-successful-volunteer-driver-programs/

Insurance and Liability Resources:

Every Ride Counts Volunteer Driver Campaign

This resource offers downloadable and customizable print ads, posters, social media graphics, and postcards for eight campaign messages to help volunteer transportation programs recruit volunteer drivers. All materials are available in English and Spanish. (NADTC 2022) www.nadtc.org/everyridecounts/

Risky Business II: Insurance for Nonprofits and Small Transit Agencies

This webinar provides nonprofit and small public transit agencies an overview of volunteer insurance, insurance pools for small organizations and tips about insuring their assets. (NADTC 2022) www.nadtc.org/event/risky-business-ii-insurance-for-nonprofits-and-small-transit-agencies/

Volunteer Driver Programs: Insurance and Liability Issues

This webinar focuses on the insurance challenges volunteer drivers face and protection from liability through insurance and program policies. It includes a discussion of specific processes and training implemented by volunteer transportation programs across the country to reduce risk. (NADTC 2020) www.nadtc.org/event/volunteer-driver-programs-insurance-and-liability-issues-part-1-volunteer-driver-insurance/

Volunteer Recruitment and Retention Resources:

Volunteer Driver Programs: Creative Recruitment Strategies

This blog offers helpful volunteer recruitment ideas on messaging, media promotions, incentives, community outreach, and volunteer driver retention. (NADTC 2021) www.nadtc.org/news/blog/volunteer-driver-programs-creative-recruitment-strategies/

Volunteer Driver Programs: Recruitment and Retention

This “office hours” webinar shares innovative ideas to promote and recruit volunteer drivers. (NADTC 2021) www.youtube.com/watch?v=EGOYZwxjAuU

August 2023



Credit: Whistlestop Carepool San Rafael, CA



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YouTube & LinkedIn!



Who We Are

Established in 2015, the NADTC is a federally funded technical assistance center administered by Easterseals and USAging based in Washington, DC.

The **National Aging and Disability Transportation Center** is funded through a cooperative agreement of Easterseals, USAging, and the U.S Department of Transportation, Federal Transit Administration, with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

USAging is the national association representing and supporting the network of Area Agencies on Aging and advocating for the Title VI Native American Aging Programs. Our members help older adults and people with disabilities live with optimal health, well-being, independence and dignity in their homes and communities. USAging and our members work to improve the quality of life and health of older adults and people with disabilities, including supporting people with chronic illness, people living with dementia, family caregivers and others who want to age well at home and in the community. Together, we are ensuring that all people can age well. Our members are the local leaders that develop, coordinate and deliver a wide range of home and community-based services, including information and referral/assistance, case management, home-delivered and congregate meals, in-home services, caregiver supports, transportation, evidence-based health and wellness programs, long-term care ombudsman programs and more. www.usaging.org

Easterseals is leading the way to full equity, inclusion, and access through life-changing disability and community services. For more than 100 years, we have worked tirelessly with our partners to enhance quality of life and expand local access to healthcare, education, and employment opportunities. And we won't rest until every one of us is valued, respected, and accepted. Through our national network of affiliates, Easterseals provides essential services and on-the-ground supports to more than 1.5 million people each year — from early childhood programs for the critical first five years, to autism services, to medical rehabilitation and employment programs, to veterans' services, and more. Our public education, policy, and advocacy initiatives positively shape perceptions and address the urgent and evolving needs of the one in four Americans living with disabilities today. Together, we're empowering people with disabilities, families and communities to be full and equal participants in society. www.easterseals.com