



## *Volunteer Transportation: Keys of a Successful Program Toolkit*

NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER

Volunteer transportation programs provide more than just a ride. Socialization and personalized services are key components to this transportation option, and the reason it is an attractive choice for many older adults and people with disabilities. The **Volunteer Transportation** toolkit was adapted from **NADTC's fall 2018 [online course](#)** which focused on volunteer transportation programs as an important option for meeting the transportation needs of older adults and people with disabilities in communities across the country. Using the NADTC blog, "*5 Keys of Successful Volunteer Driver Programs*," as a starting point, the webinar series explored critical aspects of successful volunteer transportation programs, including: 1) community context and collaboration; 2) driver recruitment and retention; 3) risk, liability and insurance; 4) data collection; 5) measuring and sharing impact; and 6) funding.

### **ROLE OF A VOLUNTEER DRIVER**

- As a driver: Some volunteers use their own vehicle, while others use an agency-owned vehicle.
- As an escort/assistant:
  - Some volunteer transportation programs go beyond curb-to-curb service by assisting the rider from the point of origin to the destination and back. This may be called door-through-door or hand-to-hand service.
  - Some programs use a volunteer escort in addition to the volunteer driver for riders who need additional assistance at their destination (i.e., for understanding a doctor's orders or reaching high shelves at a grocery store).
- Volunteers are also providing escort assistance on public transportation to support those who can use public transit but require help carrying bags, reminders for getting on and off, or for those passengers who are not ready or able to travel alone.
- As a trainer: Current volunteers serving as peer mentors can be an added enhancement to a volunteer driver training curriculum.
- As a recruiter: A volunteer discussing his/her experience as a volunteer driver has been reported as one of the most successful ways to recruit new volunteers.
- For program support: Some programs utilize volunteers to assist with scheduling, dispatch, and program management.

*Source: NCST Information Brief on Volunteer Transportation, 2016*

Volunteer transportation programs and services are critical in meeting the mobility needs of older adults, people with disabilities and their caregivers when accessibility to transportation options are limited. Barriers to transportation can result in a loss of independence and increased isolation. Volunteer transportation programs are often used to “fill in” transportation gaps when other options are not available and alleviate these barriers to the specific needs of older adults and people with disabilities.

This toolkit is comprised of three sections. Section 1 is a collection of written and video materials from the course which can be viewed independently. Section 2 consists of materials from a live webinar on risk, liability and insurance, hosted in conjunction with the course but made available to a broader audience beyond course registrants. Section 3 includes links to resources and supplemental reading that tie in to the material presented in the course.

## **SECTION 1: Volunteer Transportation: Keys of a Successful Program**

This section features course material, which include four presentations from successful volunteer transportation programs and services who use different approaches. Presenters shared an overview of their programs and how they address these six components: 1) community context and collaboration; 2) driver recruitment and retention; 3) risk, liability and insurance; 4) data collection; 5) measuring and sharing impact; and 6) funding to better meet the transportation needs of older adults and people with disabilities in their communities.

### **Section 1 Materials**

#### **1 Presentation by Joani Shaver, Director, Blount County Office on Aging, Senior Miles (SMiles) Program, Maryville, TN**

[Video Link](#); [PowerPoint Link](#)

*Joani Shaver has served as the director of the Blount County Office on Aging for 8 years. Joani previously held positions with several nonprofits in various parts of the U.S. since 1989. She believes whole-heartedly that community issues must be resolved by the community itself and led a process that produced a sustainable, senior-friendly and volunteer-friendly transportation program called Senior Miles or SMiles. Joani is a graduate of Michigan State University and has several certificates in aging.*



## **2 Presentation by TJ Burr, Mobility Manager, All Points Transit, Montrose, CO**

[Video Link](#); [PowerPoint Link](#)

*TJ Burr is the Mobility Manager with All Points Transit (APT) located in Montrose, CO and manages the APT volunteer driver program which began in the fall of 2015. TJ is a Kansas native and graduate of the University of Northern Colorado with a degree in Journalism & Mass Communications. With 11 years on the Front Range in marketing, sales and sales management and the past 2 years with All Points Transit, TJ loves getting to better know this beautiful area through his outreach, education, marketing and public education efforts.*



## **3 Presentation by Norine Doherty, Program Planning and Evaluation Analyst, Sonoma County Area Agency on Aging, Santa Rosa, CA**

[Video Link](#); [PowerPoint Link](#)

*Norine Doherty serves as the Program Planning and Evaluation Analyst with the Sonoma County Area Agency on Aging in Santa Rosa, CA. She manages the Area Agency on Aging's Transportation and Mobility programs for older adults and people with disabilities. Norine received her B.A. in Psychology from University of California, Santa Cruz and her Master's in Public Health, with a concentration in Community Health Education, from San Jose State University*



## **4 Presentation by Jennifer Kanarek, Manager, NV Rides, Fairfax, VA**

[Video Link](#); [PowerPoint Link](#)

*Jennifer is currently the program manager of NV Rides, a coordinated hub for volunteer driver programs administered by community-based organizations in Northern Virginia. She has worked in the non-profit sector for 19 years in various capacities including program management, marketing, fundraising development and public relations. She holds an Masters in Social Work with a concentration in Management and Community Practice from the University of Tennessee, and a BS in Journalism from the University of Florida.*



## **SECTION 2: Keys to a Successful Volunteer Transportation Program: Risk, Liability and Insurance Webinar**

On Tuesday, November 13, NADTC hosted an interactive webinar discussion, featuring four online course presenters on the topic of risk, liability and insurance for volunteer transportation programs. NADTC recognizes that risk and liability and insurance remains a top priority for these programs. Four presenters provided an in-depth discussion about their individual approaches to risk, liability, and insurance. Presenters reviewed common risks arising out of volunteer driver programs in a practical ways, to risk identification, volunteer selection, training, supervision, accountability, and structuring your insurance program to protect both

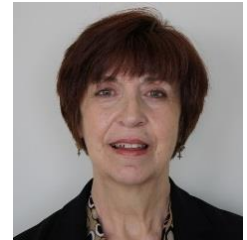
the organization and its volunteer drivers. Through presentations and a facilitated Q&A period, attendees learned about practical tools and creative interventions that increased knowledge about the importance of identifying risk management strategies when starting or growing a volunteer transportation program in their community.

### **1 Live Webinar: Risk, Liability and Insurance**

[Video Link](#); [PowerPoint Link](#); [Transcript](#)

*All material includes:*

- Introduction and Remarks by Virginia Dize, Co-Director, [National Aging and Disability Transportation Center](#), Washington, DC
- Webinar Speakers:
  - TJ Burr, Mobility Manager, All Points Transit, Montrose, CO
  - Norine Doherty, Program Planning and Evaluation Analyst, Sonoma County Area Agency on Aging, Santa Rosa, CA
  - Jennifer Kanarek, Manager, NV Rides, Fairfax, VA
  - Joani Shaver, Director, Blount County Office on Aging, Senior Miles (SMiles) Program, Maryville, TN



## **SECTION 3: RESOURCES/SUPPLEMENTAL READING**

### **Websites and Publications:**

- [NADTC Information Brief: Volunteer Transportation](#)
- [NADTC Blog: 5 Keys to Successful Volunteer Driver Programs](#)
- [Transportation Options for Older Adults and People with Disabilities](#)
- [NADTC Webinar Series: Volunteer Transportation Programs - Risk, Liability and Insurance](#)
- [National Volunteer Transportation Center](#)
- [NV Rides Volunteer Driver Program Resource Guide](#)
- [Volunteer Driver Recruitment Handbook](#)
- [Volunteer Management 3<sup>rd</sup> Edition](#)
- [Recruitment of Volunteers in Transportation Programs](#)
- [No Surprises: Harmonizing Risk and Reward in Volunteer Management](#)
- [In volunteer driver programs, safety is no accident: Guide by the Volunteers Insurance Service Association, Inc.](#)
- [Nonprofit Risk Management Center](#)
- [A Solutions Package for Adult Day Services Transportation Programs](#)
- [Coordinated Non-Emergency Medical Transportation for Seniors: Lesson Learned from Women on Wheels](#)
- [National Center of Mobility Management: Map of Volunteer Driver Programs](#)

### **Courses and Trainings:**

[Online Course for Volunteer Drivers](#)



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National Aging and Disability Transportation Center  
Washington, D.C. 20005  
Telephone and toll-free hotline: (866) 983-3222  
TTY: (202) 347-7385  
Email: [contact@nadtc.org](mailto:contact@nadtc.org)  
Website: [www.nadtc.org](http://www.nadtc.org)

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