

Test Your Volunteer Driver Program Knowledge

This knowledge review will enable you to “test your personal data base” related to volunteer transportation. Answer True (T) or False (F) to each question and then discover the correct answer. Many of the answers, especially those written in the past tense or reporting data, were developed from 714 responses to a Beverly Foundation STAR Awards survey of active volunteer drivers and 450 applications for the 2014–2016 NVTC* STAR Awards.

KNOWLEDGE REVIEW QUESTIONS

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| 1. Volunteer driver programs were first organized in the United States in the early 1980s. | T | F |
| 2. The United States is the only country in which volunteer driver programs are located. | T | F |
| 3. Volunteer driver programs can provide transportation for older adults and others (e.g., children, veterans, and the general public). | T | F |
| 4. Many volunteer driver programs are located within a transportation service agency. | T | F |
| 5. Volunteer recruitment is difficult even though people generally want to help friends and neighbors in their community. | T | F |
| 6. Volunteer drivers drive because they want to help others. | T | F |
| 7. Facebook is one of the more common tools for recruiting volunteer drivers. | T | F |
| 8. Training volunteer drivers who drive their personal vehicles is always a requirement for securing insurance for the volunteer driver program. | T | F |
| 9. Sometimes volunteer driver programs provide volunteer services other than transportation. | T | F |
| 10. It is almost impossible to organize a volunteer driver program with a mix of volunteer and paid drivers. | T | F |

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

*NVTC - National Volunteer Transportation Center

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| 11. The use of vehicles owned by volunteer drivers does not prevent volunteer driver programs from owning vehicles. | T | F |
| 12. Assistance to passengers beyond curb-to-curb service is a usual service provided by volunteer driver programs. | T | F |
| 13. Volunteer driver programs usually provide transportation to people with disabilities. | T | F |
| 14. The most frequent destinations to which volunteer driver programs take passengers are to health services. | T | F |
| 15. Volunteer driver programs generally support their operations with fare box revenues. | T | F |
| 16. Most volunteer driver programs provide transportation services on Saturday and Sunday. | T | F |
| 17. Budgets of volunteer driver programs vary considerably. | T | F |
| 18. Most volunteer drivers only drive for a year or two and then move on to another volunteer activity. | T | F |
| 19. Almost as many men volunteer to drive as women. | T | F |
| 20. Volunteer driver programs report that the most helpful information for their programs is information about funding. | T | F |

Please go to the next page for the knowledge review answers.

KNOWLEDGE REVIEW ANSWERS

1. (False) Many volunteer driver programs were organized in the late 60s and early 70s. However, the Parmlly Life Pointes Program of Chisago City, Minnesota, was organized in 1905 when volunteers used sleighs and wagons to take older adults to the train depot and to church.
2. (False) Three other countries in which volunteer driver programs are located include Canada, Australia, and the UK.
3. (True) One, some, or all of these passenger groups can be served by volunteer driver programs.
4. (False) Only 6% were located in a transportation service agency, but 93% were located within another type or were stand-alone organizations.*
5. (True) Volunteer driver program managers often say that volunteer drivers are the hardest volunteers to recruit, "but once you've got them, you've got them."
6. (True) The top three reasons drivers said they volunteered to drive was to help others (89%), to do something meaningful (72%), and to give back (52%).*
7. (True) Many recruitment methods were selected as one of five top choices. However, the top five selections were: e-mail (84%), website (81%), Facebook (66%), e-Newsletter (49%), and other (25%).*
8. (False) Although the majority of volunteer driver programs offer volunteer driver training when volunteers drive passengers in their personal vehicles, insurers often recommend but do not require such training.
9. (True) Many volunteer driver programs provide services other than driving. Such services may include food delivery, rider companion service, home repair, handy person service, caregiver respite, and office assistance.
10. (False) 20% of the programs reported both paid and volunteer drivers in their driver pool. Seldom did programs report dissatisfaction on the part of either group of drivers.*
11. (True) Although volunteer driver programs reported the use of 15,063 volunteer vehicles, they also reported that they owned, leased, or contracted for 277 vehicles.*
12. (True) Assistance is an important service of volunteer driver programs. Assistance reported by respondents to the 2014 application included door-to-door (83%), stay at the destination (79%), door-through-door (73%), and escort (50%).*
13. (False) Volunteer driver programs often do not own accessible vehicles and thus cannot provide ADA eligible passengers with transportation. Thus, many volunteer driver programs that report providing transportation to people with disabilities actually may be serving people with physical or cognitive limitations.
14. (True) The top five destinations reported were doctors' offices (96%), health services (92%), pharmacies (92%), dialysis centers (80%), and shopping (84%).*
15. (False) The top sources of revenue reported by volunteer driver programs were government grants (69%), fundraisers (61%), passenger donations (60%), in-kind contributions (56%), foundation support (53%), and no cost or low-cost transportation services (91%).*

16. (False) Volunteer driver programs reported providing transportation services on weekdays, generally from 9-5 or during business hours (91%), reported providing transportation on Saturday (52%), and only provided transportation on Sunday (43%).*
17. (True) 64% of the volunteer driver programs responding to the survey reported budgets of less than \$99,999; 29% reported budgets of \$100,000 to \$499,999; 7% reported budgets of more than \$500,000, and 2% reported budgets of \$1 million+.*
18. (False) Only 13% of the volunteer driver respondents said they volunteered for less than 1 year, while 33% had volunteered for 1-3 years, 24% had volunteered for 4-6 years, and 30% had volunteered for 7 or more years.*
19. (True) 51% of the active volunteer drivers responding to the survey were female and 49% were male. 63% were age 65+, while 37% were under age 65.*
20. (True) The top five types of information that programs reported as most helpful were: information on and identification of funding sources (81%), descriptions of promising practices and trends in volunteer transportation (66%), profiles of volunteer driver programs (54%), and models and methods (53%).*

**Data from STAR Awards applications 2006-2016*