

# Volunteer Driver Program Peer Meeting

August 31, 2020



# Alliance for Healthy Aging Transportation Com. NH's Volunteer Driver Programs Statewide Survey Results



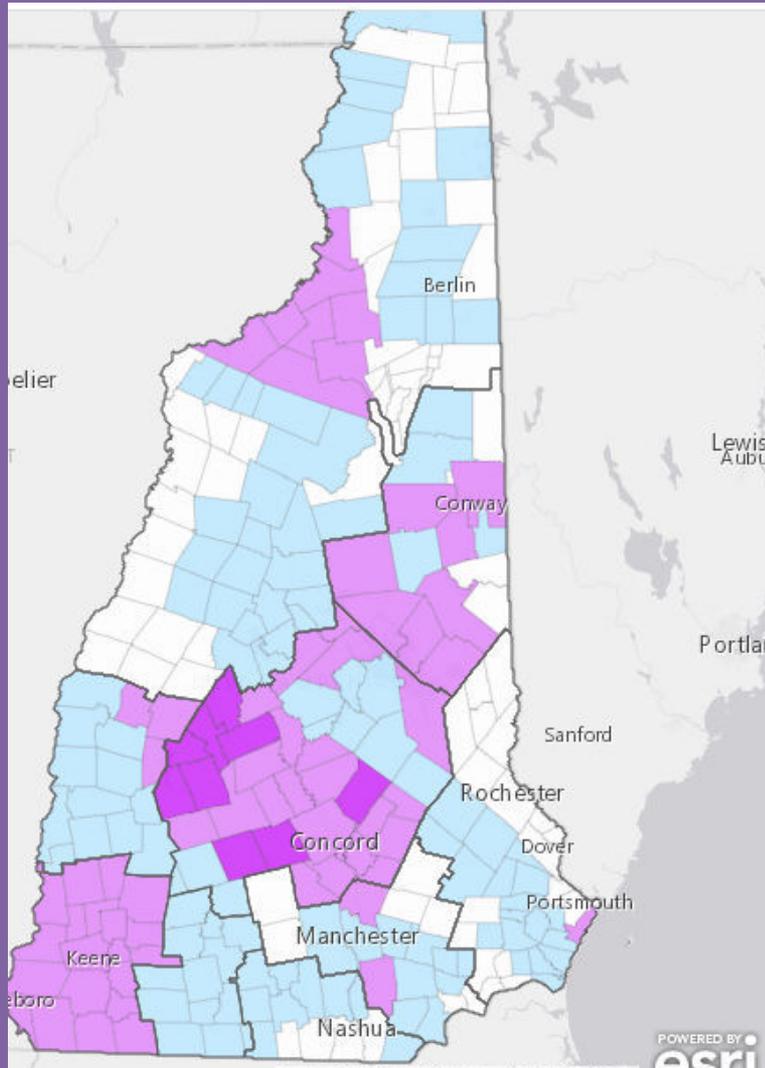
Sylvia von Aulock

Southern NH Planning Commission, Executive Director



# SNHPC's VDP Interactive Map

[snhpc.org/transportation/multimodal/pages/human-services-transportation-region-8-9-rcc](http://snhpc.org/transportation/multimodal/pages/human-services-transportation-region-8-9-rcc)



Southern New Hampshire Planning C...   



## Publicly-Accessible Volunteer Driver Programs

Volunteer driver programs (VDPs) are a key piece to any community transportation puzzle, helping those without a means of transportation, particularly seniors and individuals with disabilities, reach important appointments. Older adults may not have family members, caregivers, friends, or neighbors who are able to transport them. And although formal transportation options may be available, it may be difficult or impossible for older adults to access them. The physical and cognitive



15



# COVID-19 Cases in NH

As of August 19, 2020

Total Cases: 7,036

Deaths: 427 (6%)

Current Cases: 262

## COVID-19 IN NEW HAMPSHIRE CUMULATIVE POSITIVE TEST RESULTS

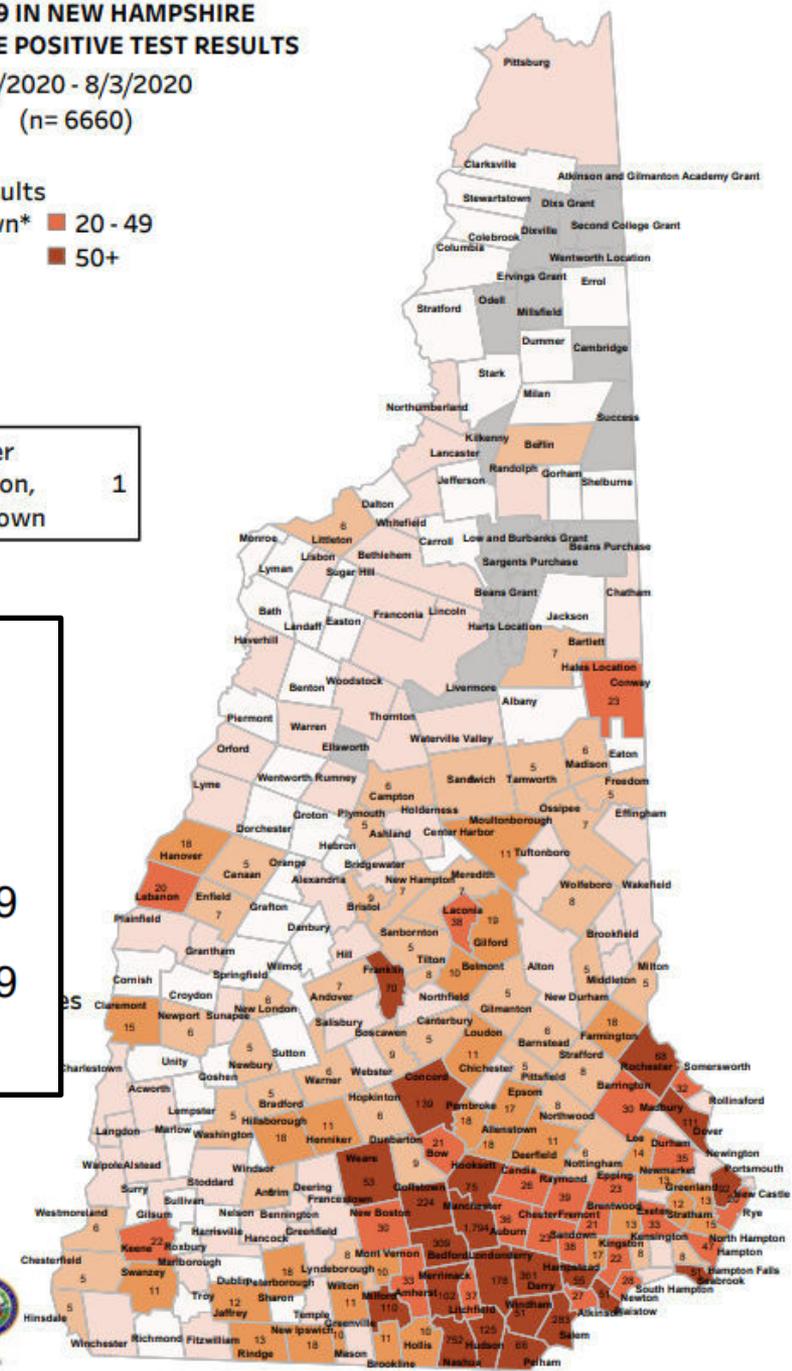
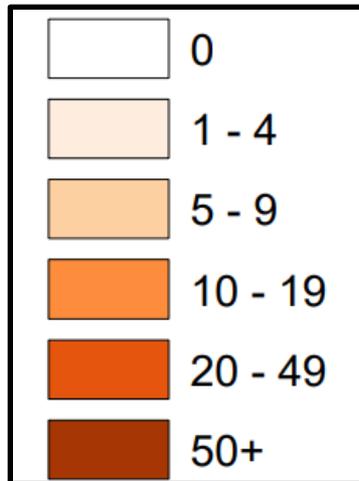
3/1/2020 - 8/3/2020

(n= 6660)

### Positive Results



Cases under investigation, town unknown 1



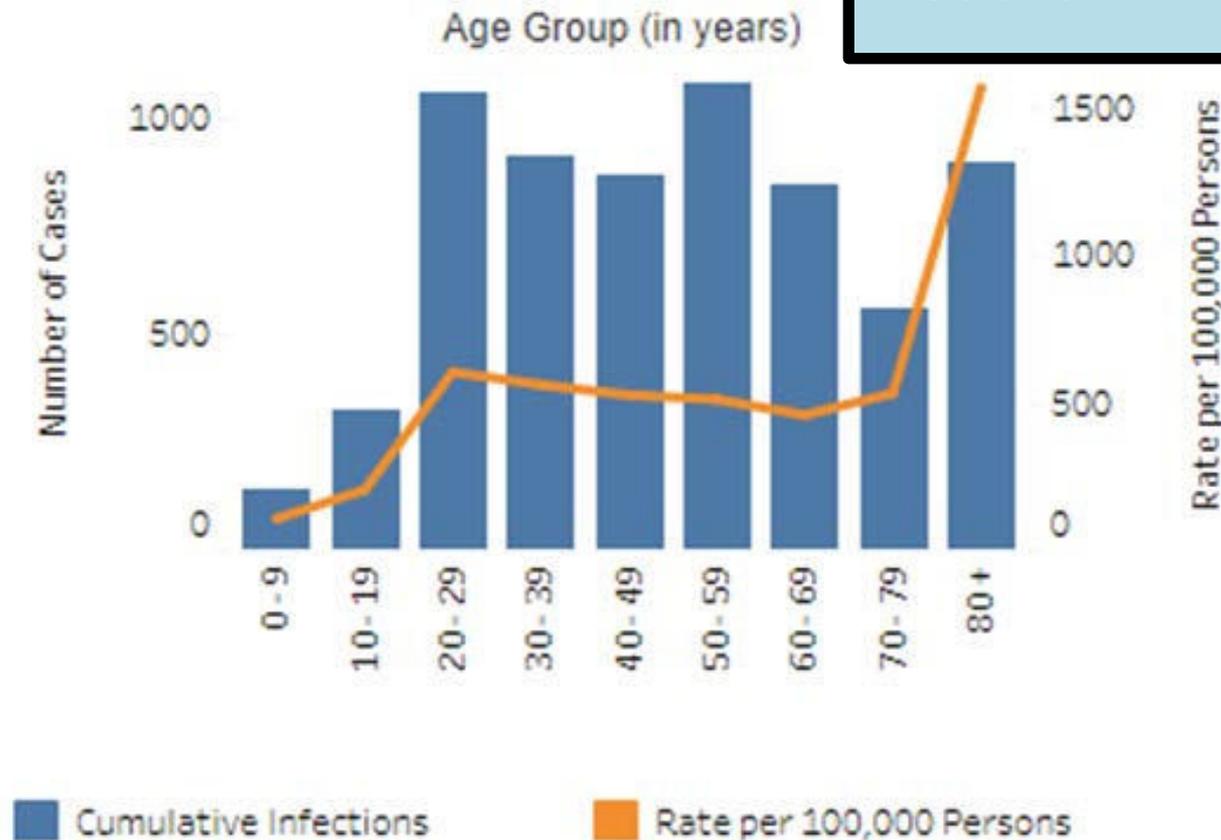
# COVID-19 Cases in NH (As of 8/19/20)

Statistics for ages 60+

Infections: 33.6 %

Deaths: 95.8 %

COVID-19 CASES BY AGE GROUP



Data as of: 8/3/2020



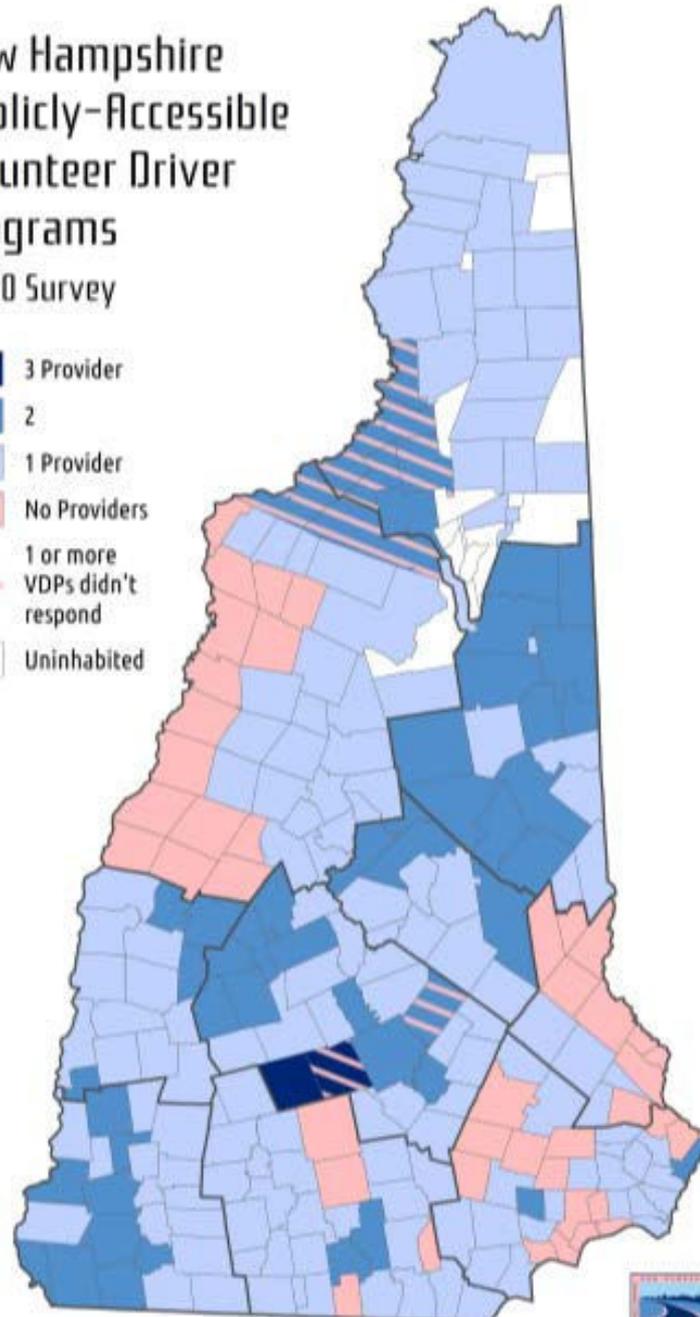
# Sheltering in Place, Now What?



# Let's do a survey!

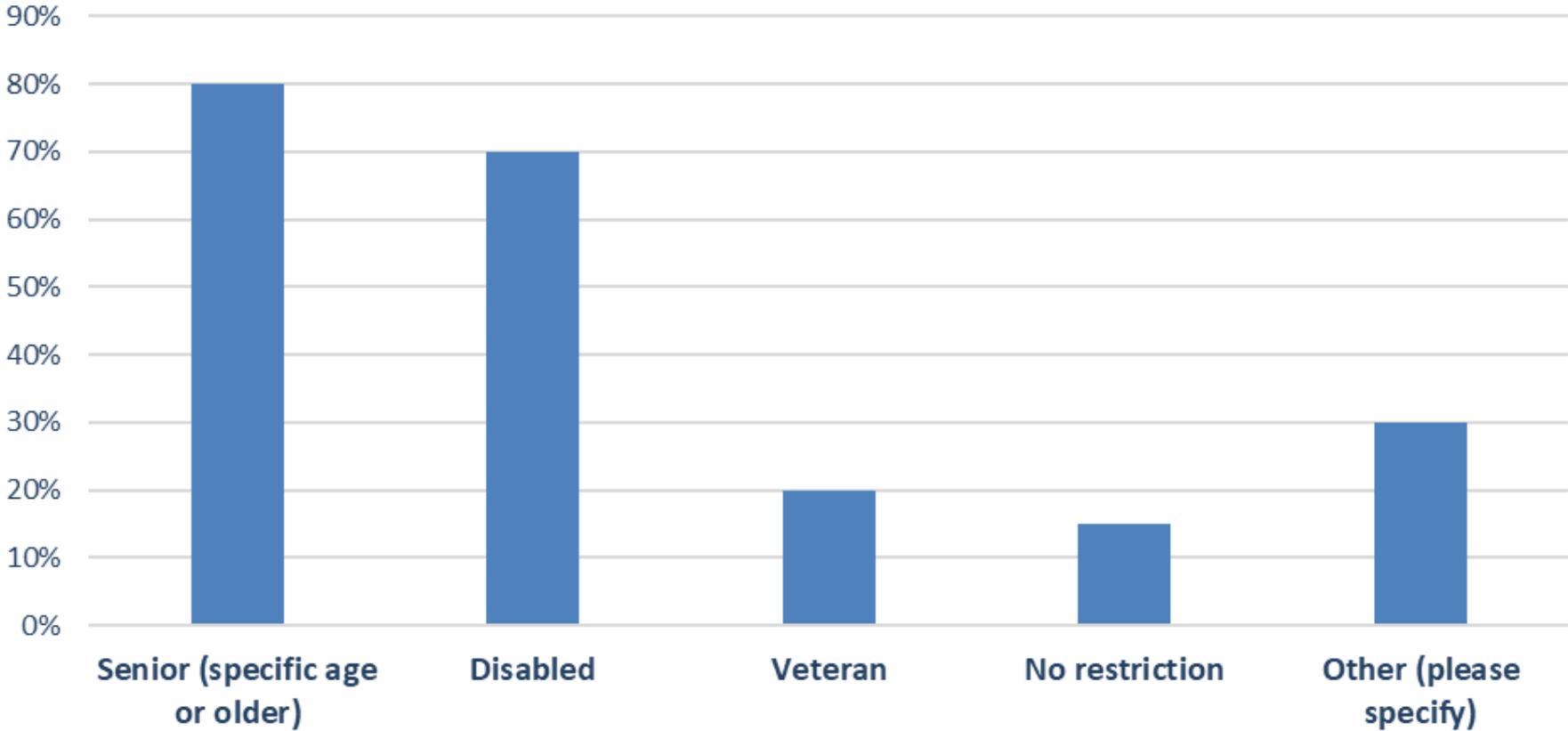
## New Hampshire Publicly-Accessible Volunteer Driver Programs

2020 Survey



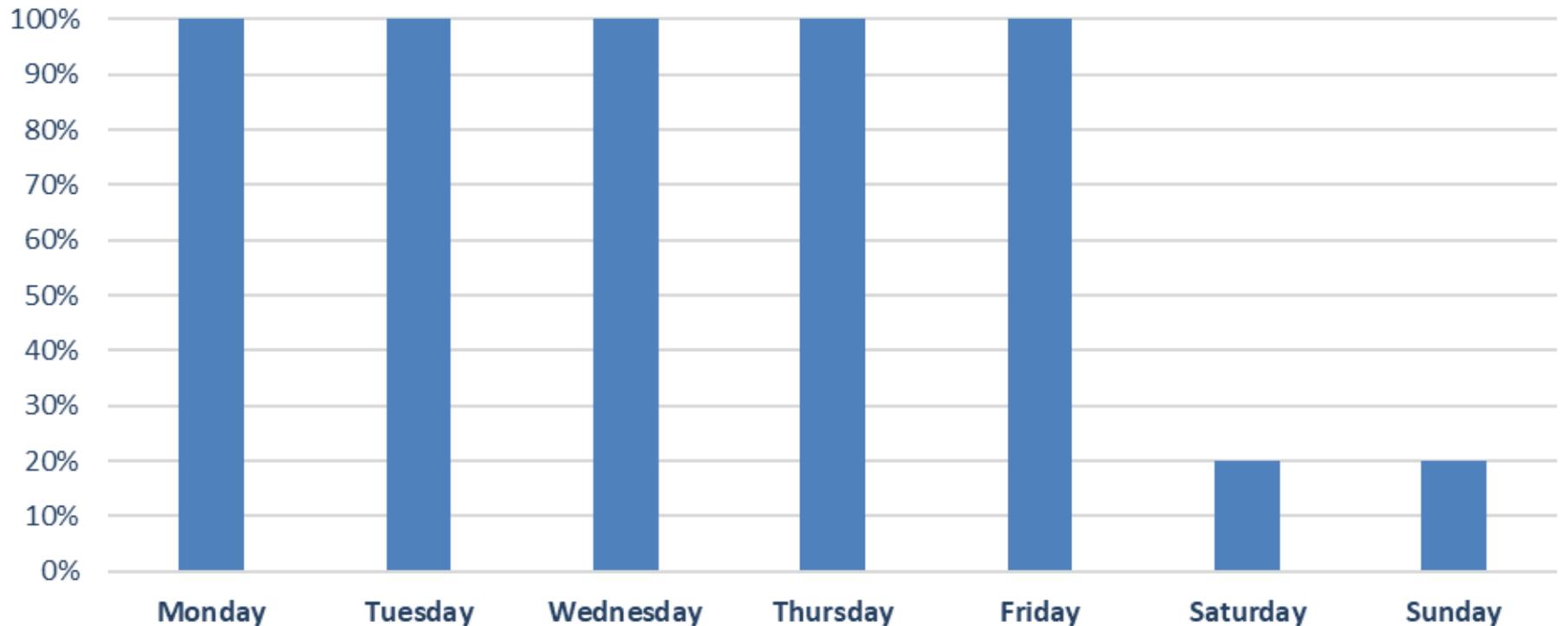
# NH Volunteer Driver Programs Survey Results

## What makes someone eligible for a ride?



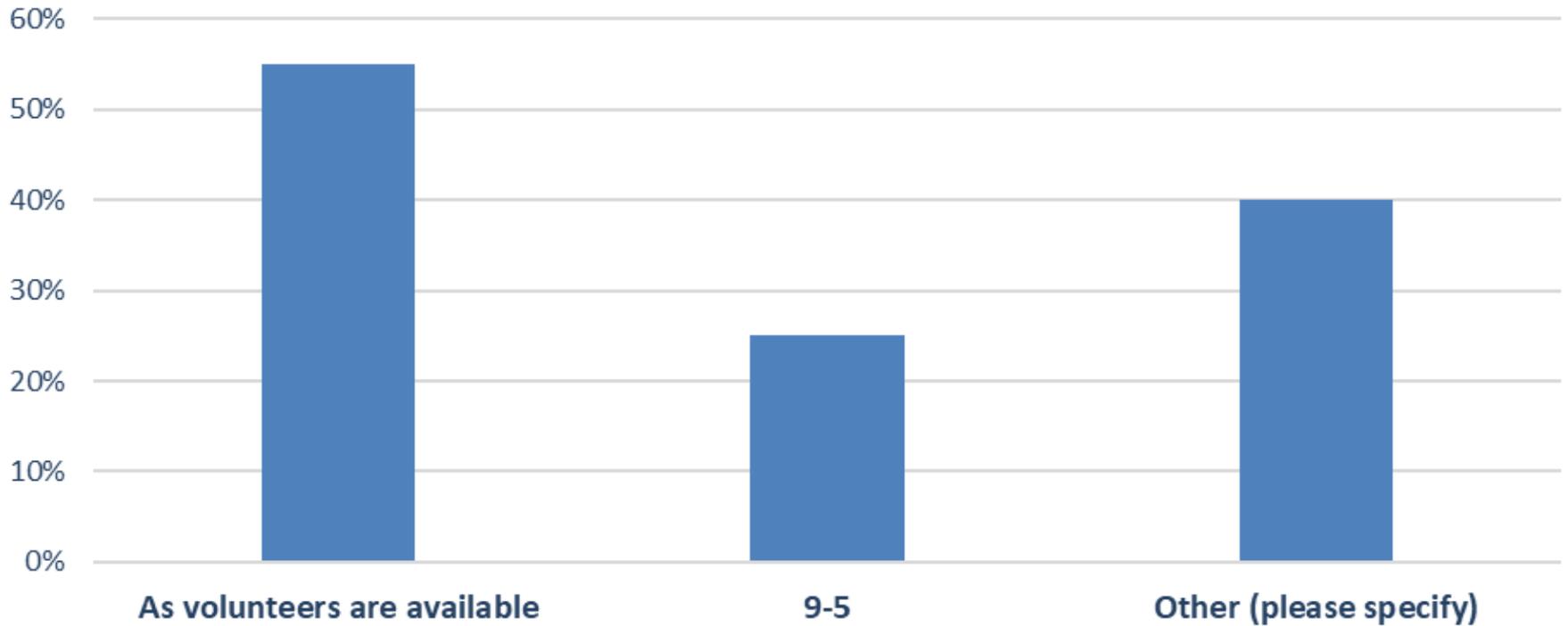
# NH Volunteer Driver Programs Survey Results

What days do you offer rides? (check all that apply)



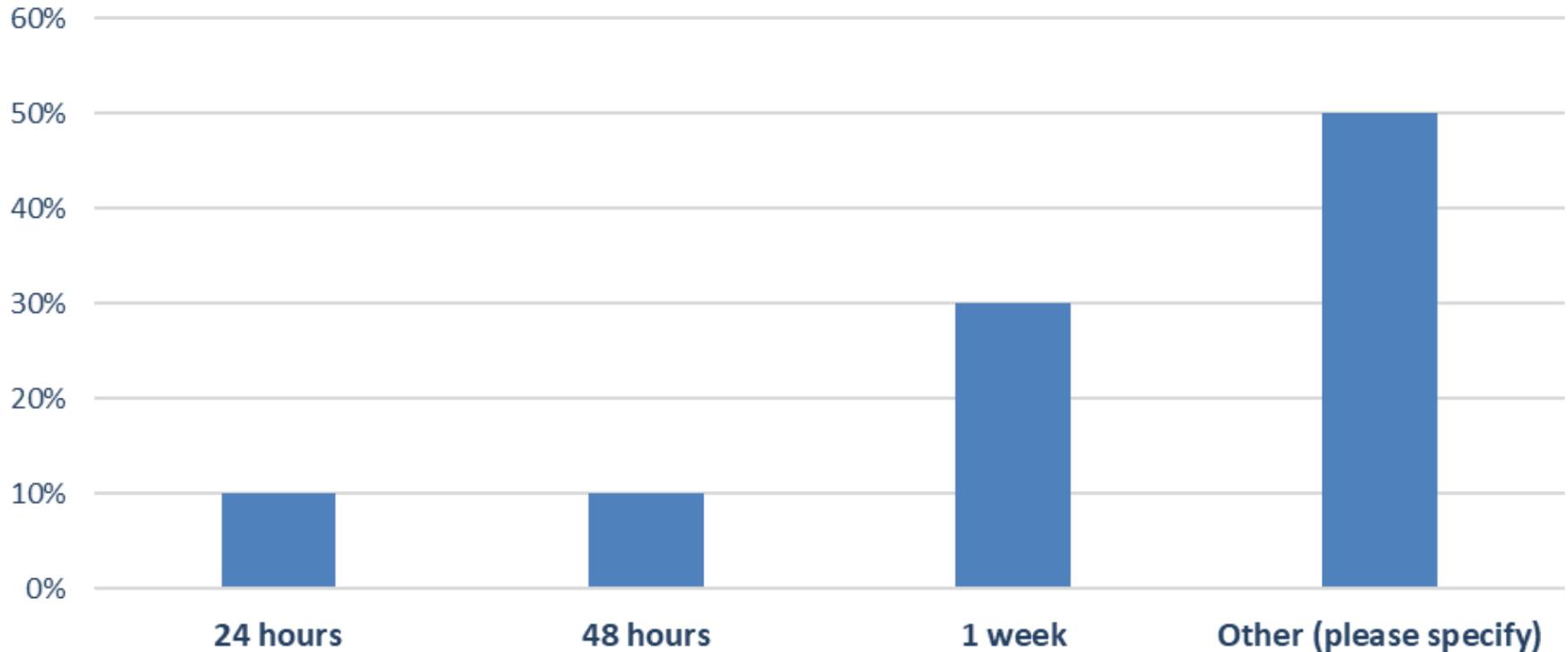
# NH Volunteer Driver Programs Survey Results

What times do you offer rides?



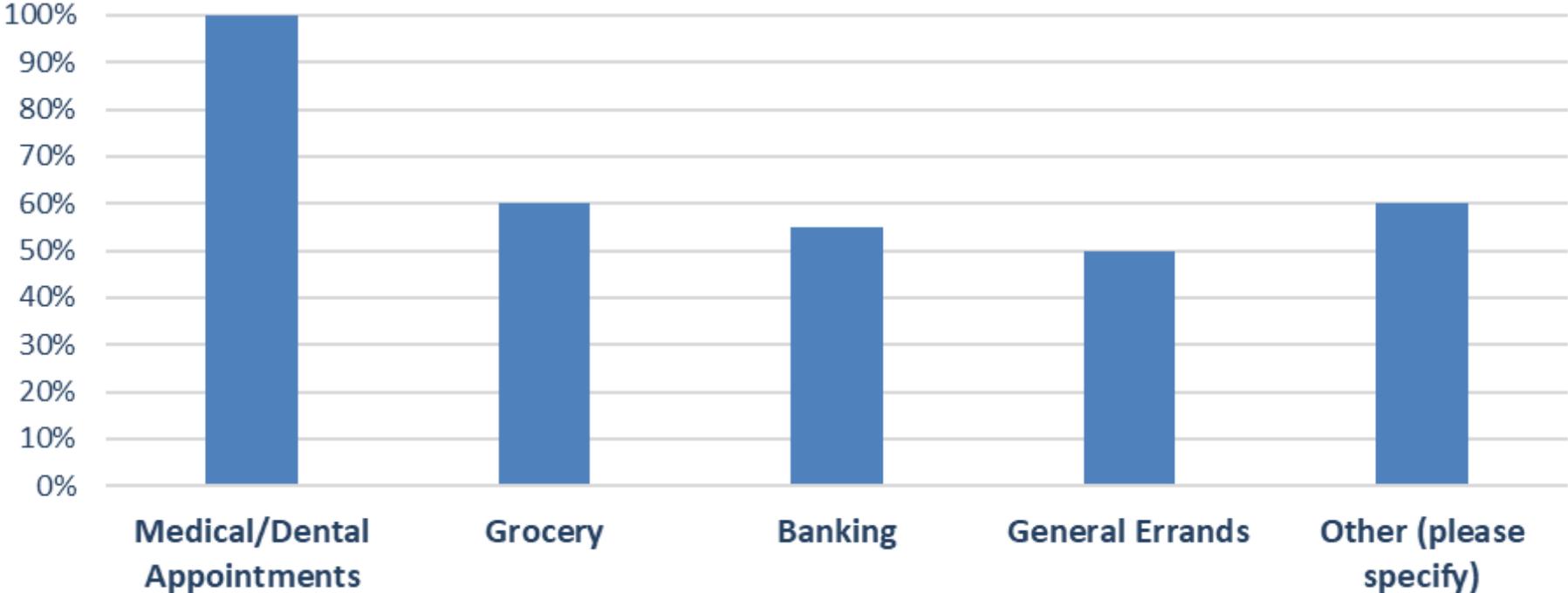
# Pandemic Heroes: Volunteer Driver Programs

How much time is needed in advance to book a ride?



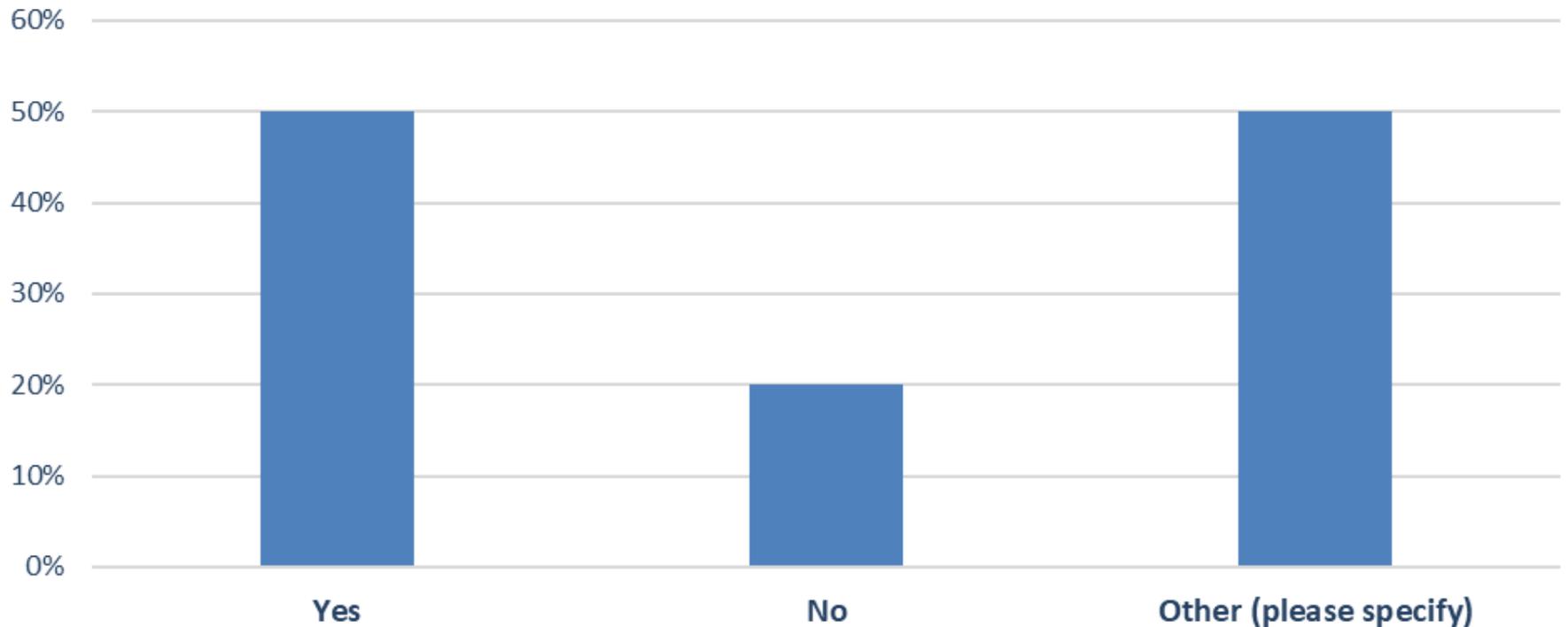
# NH Volunteer Driver Programs Survey Results

What types of destinations can rides get to?  
(check all that apply)



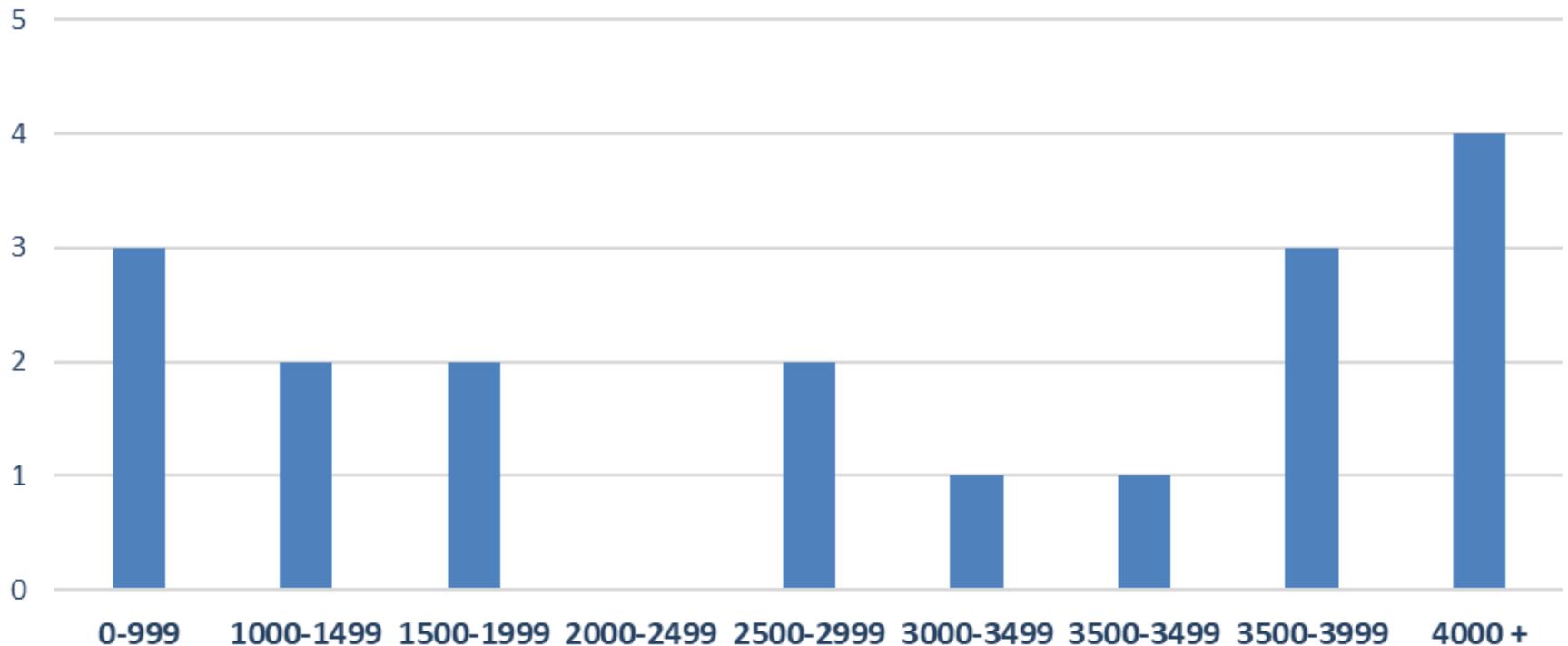
# NH Volunteer Driver Programs Survey Results

Does your program have the ability to serve those who use wheelchairs or other mobility devices?



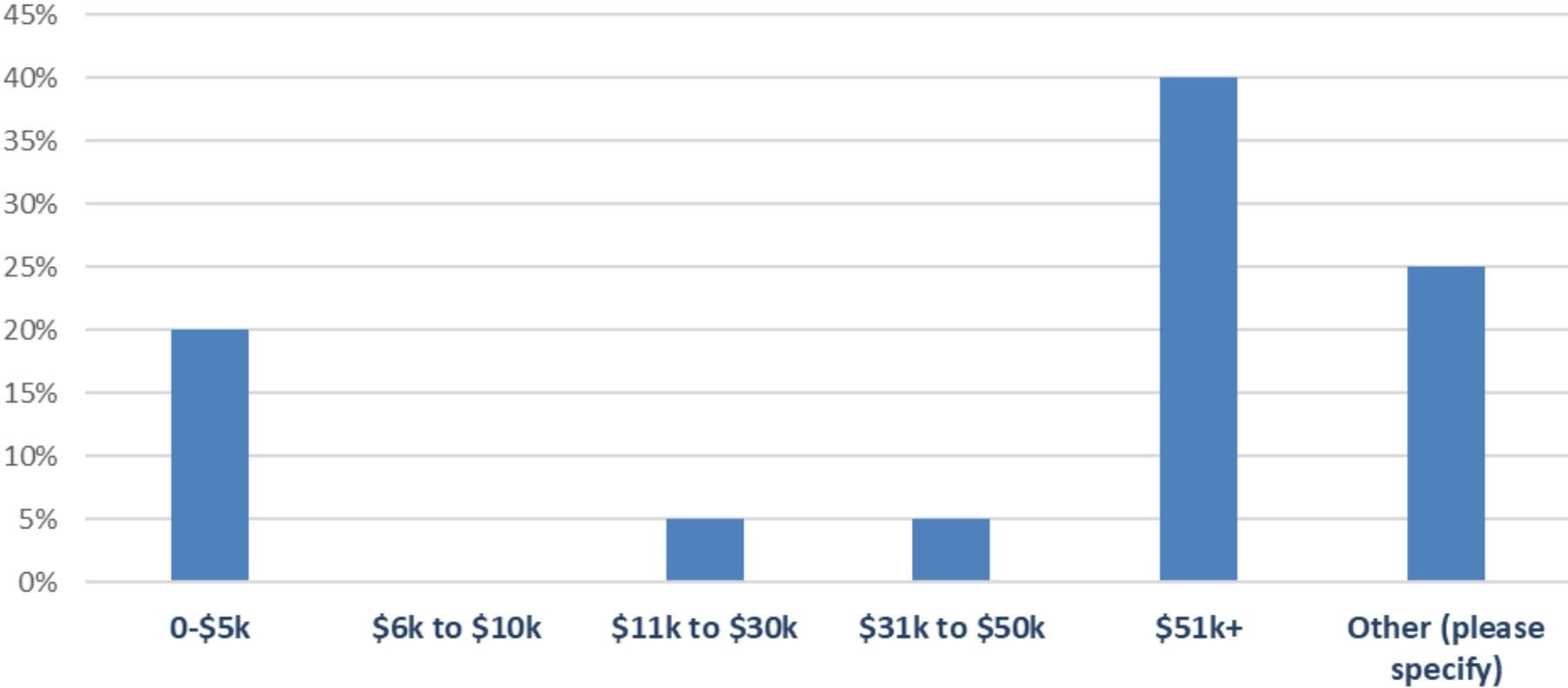
# NH Volunteer Driver Programs Survey Results

In 2019, how many one-way rides were provided?  
(Please count each trip leg as one ride, such that a round trip counts as two rides)



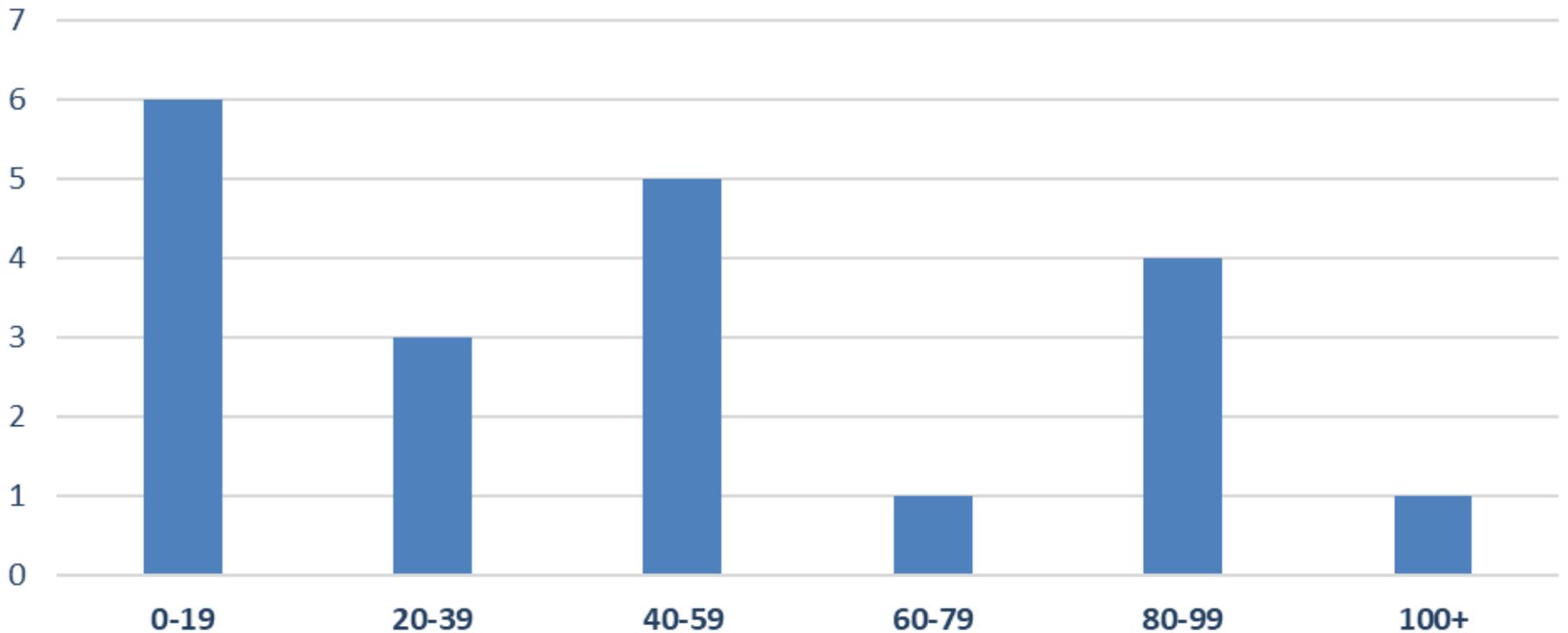
# NH Volunteer Driver Programs Survey Results

What is the program's annual budget?



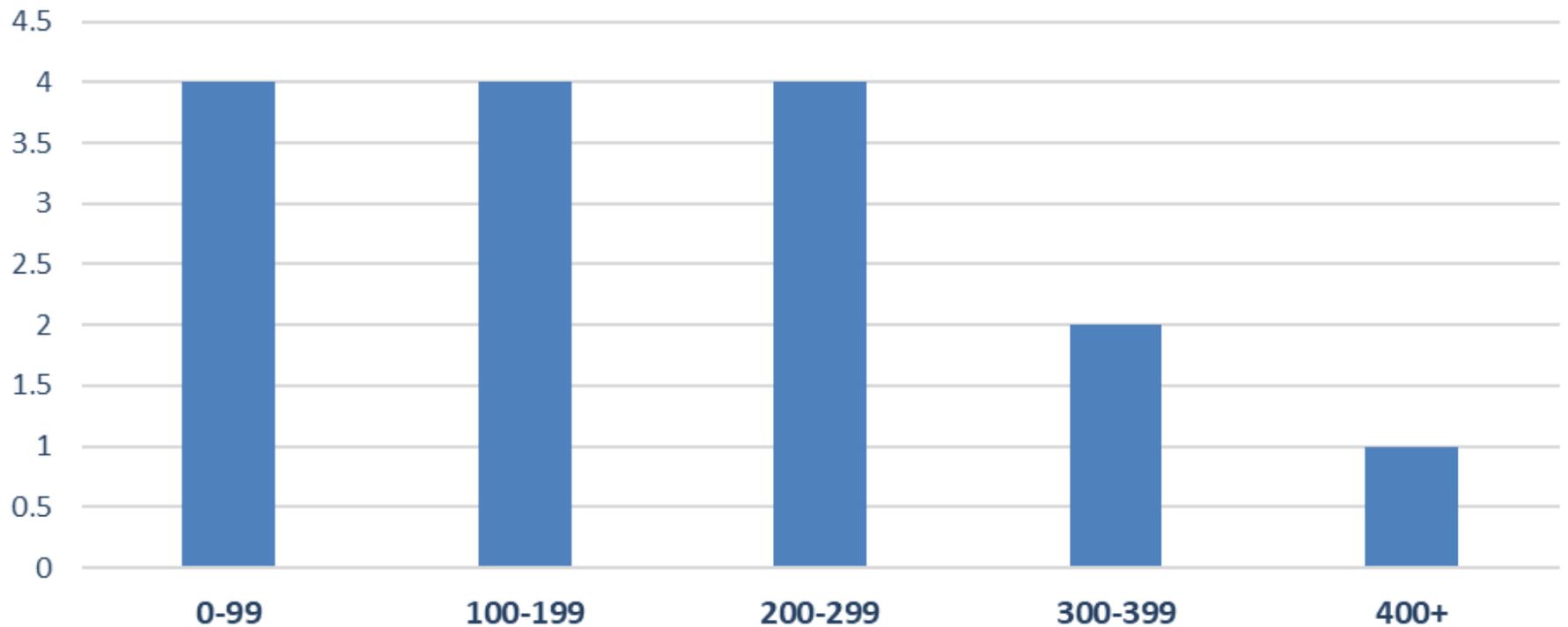
# NH Volunteer Driver Programs Survey Results

How many individual drivers did you coordinate in  
2019?



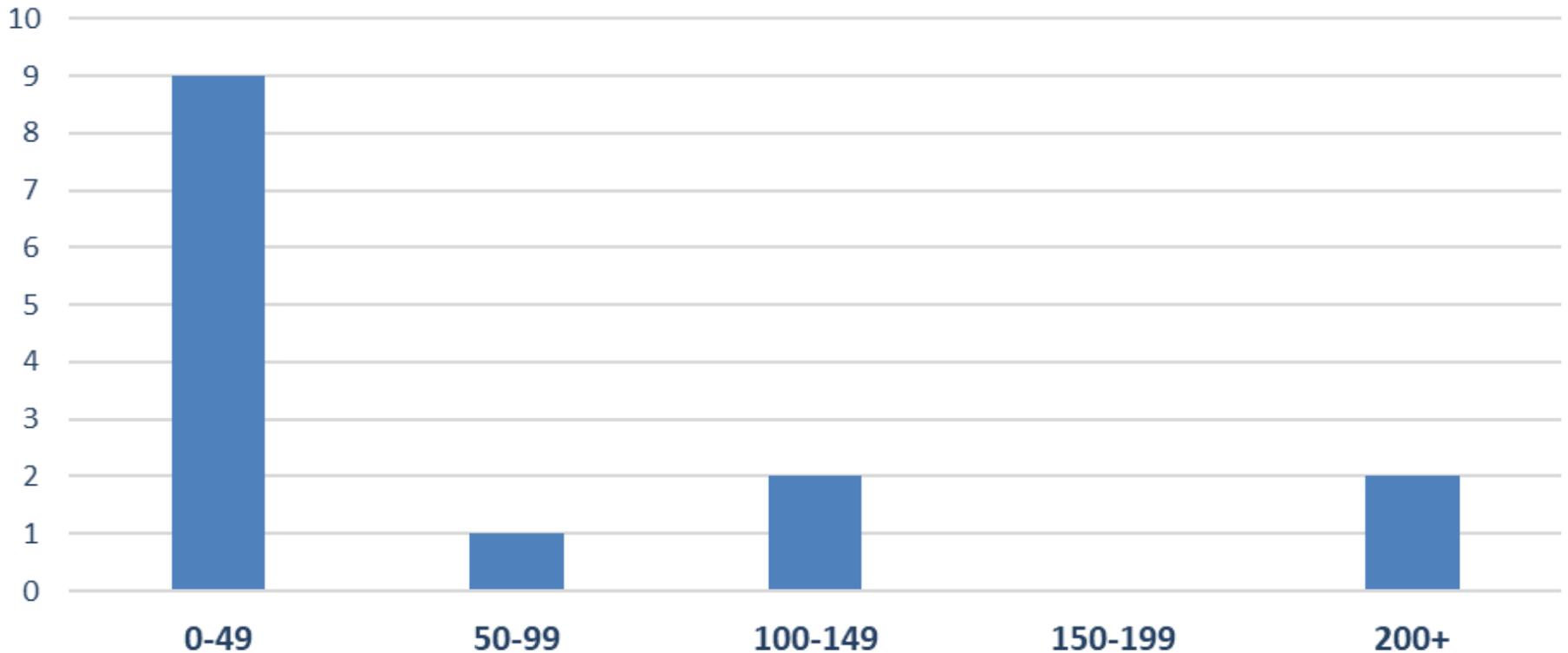
# NH Volunteer Driver Programs Survey Results

How many unduplicated individuals received rides from your group in 2019?



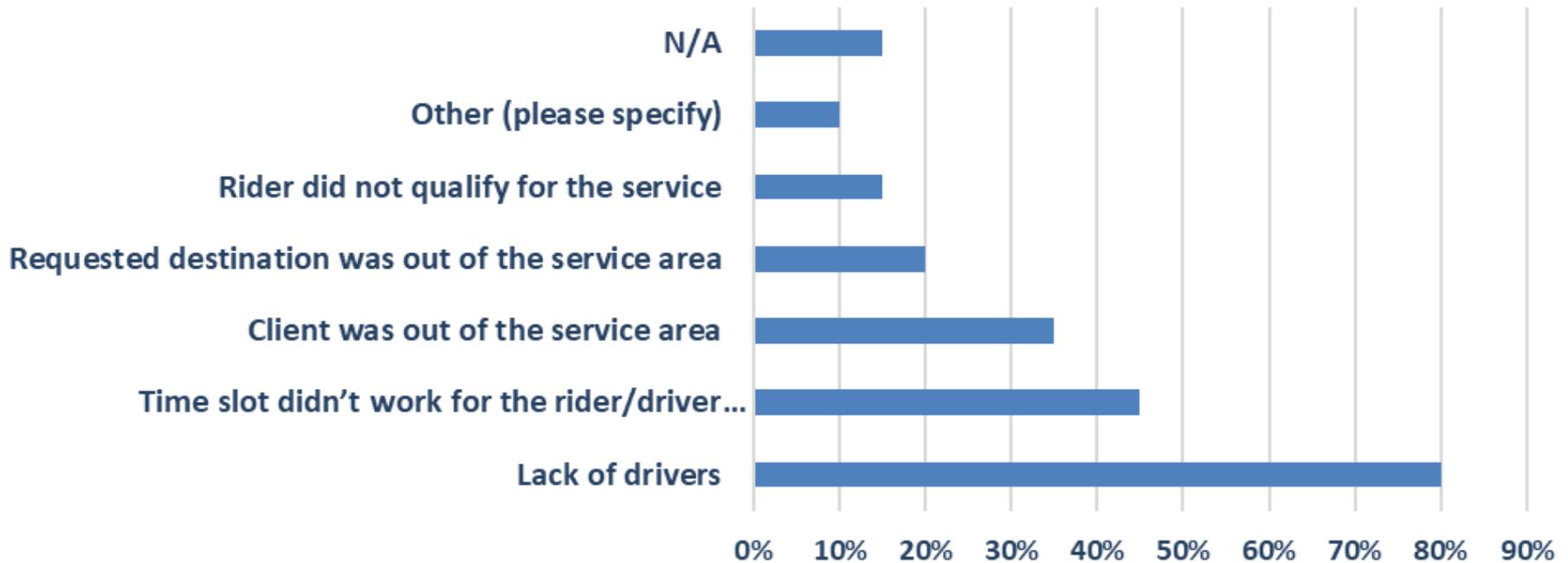
# NH Volunteer Driver Programs Survey Results

In 2019, how many rides did you have to refuse?



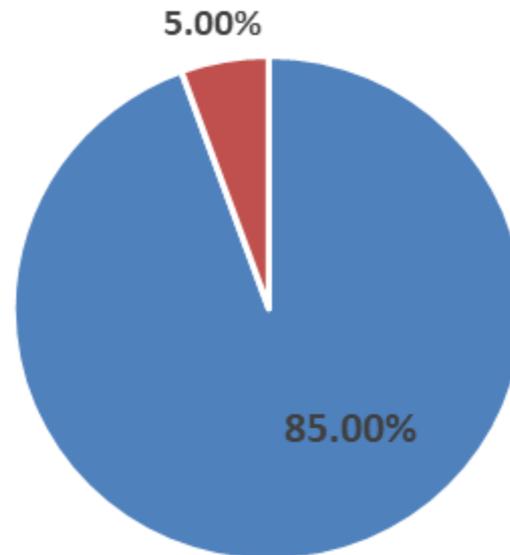
# NH Volunteer Driver Programs Survey Results

In 2019, which of the following reasons contributed to refusing riders? (check all that apply)



# NH Volunteer Driver Programs Survey Results

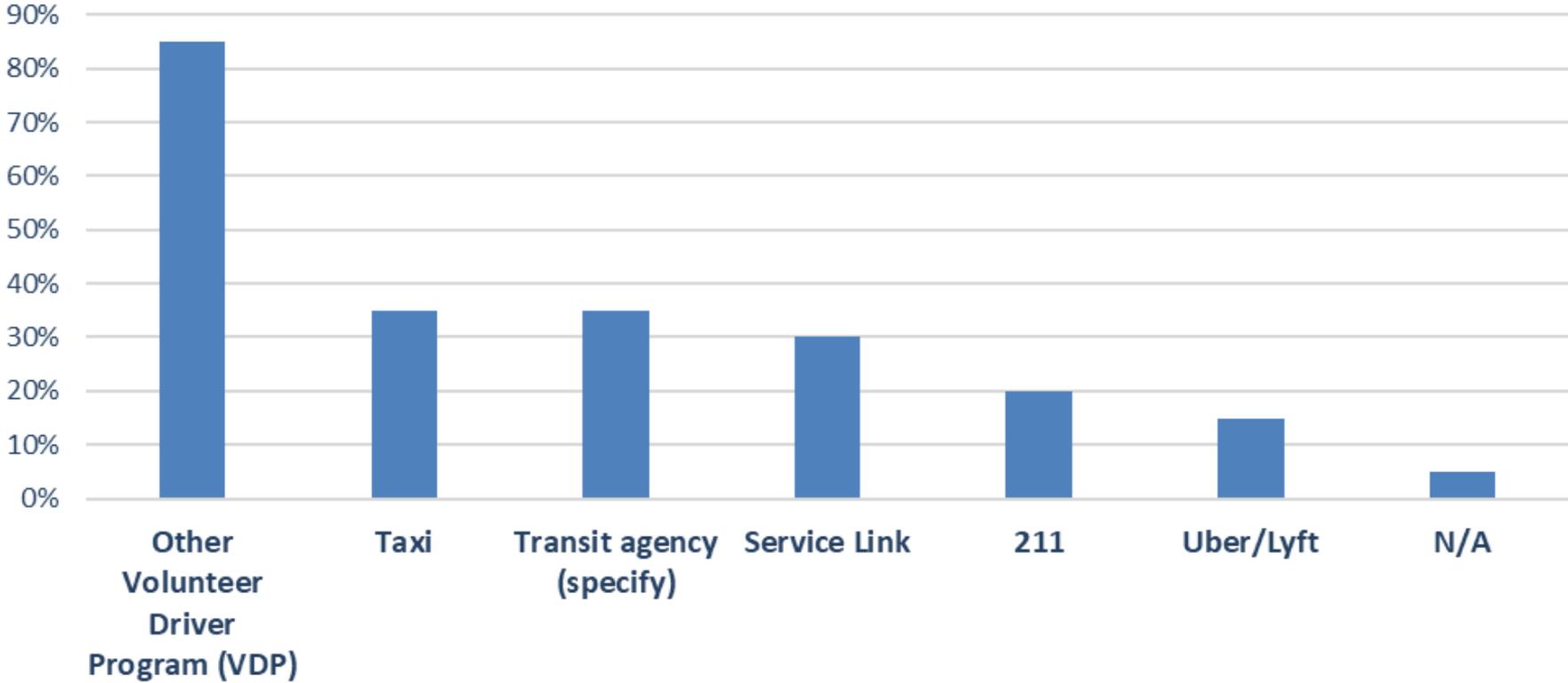
If the client was out of the service area,  
did you refer them to another program?



■ Yes ■ No

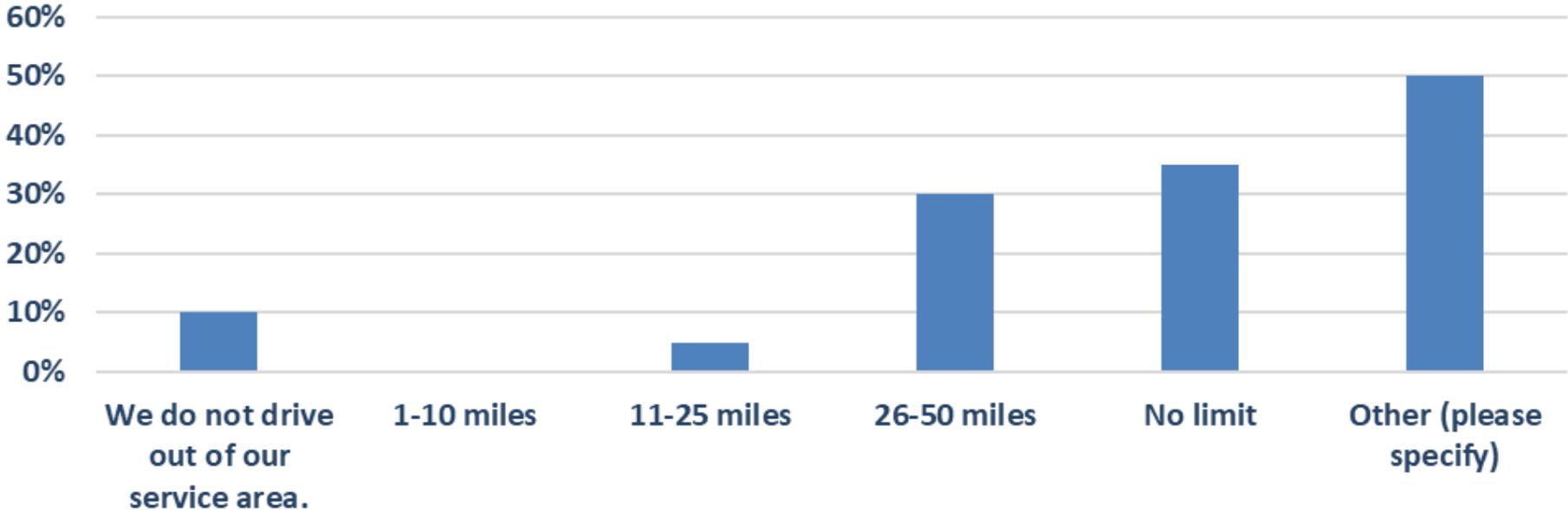
# NH Volunteer Driver Programs Survey Results

If yes, what type of program or agency?



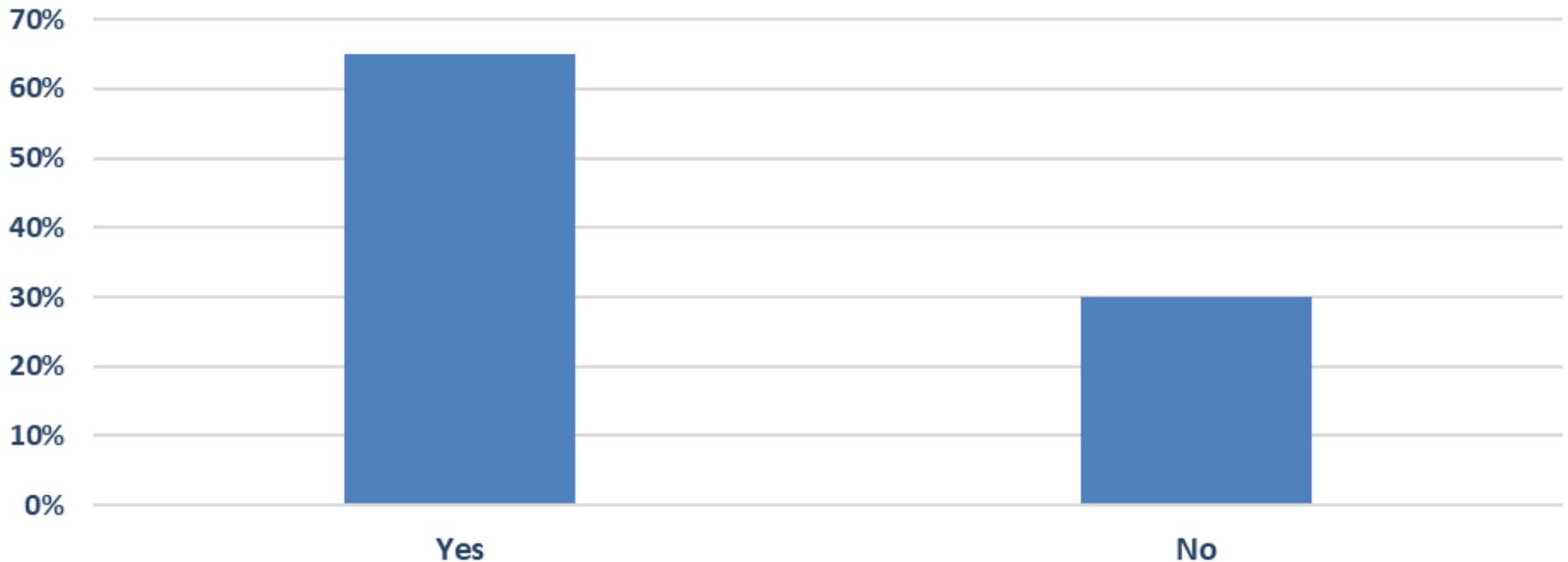
# NH Volunteer Driver Programs Survey Results

**Do you take clients to destinations outside of your core service area? If yea, how far beyond the borders of the core communities you serve will you drive?**



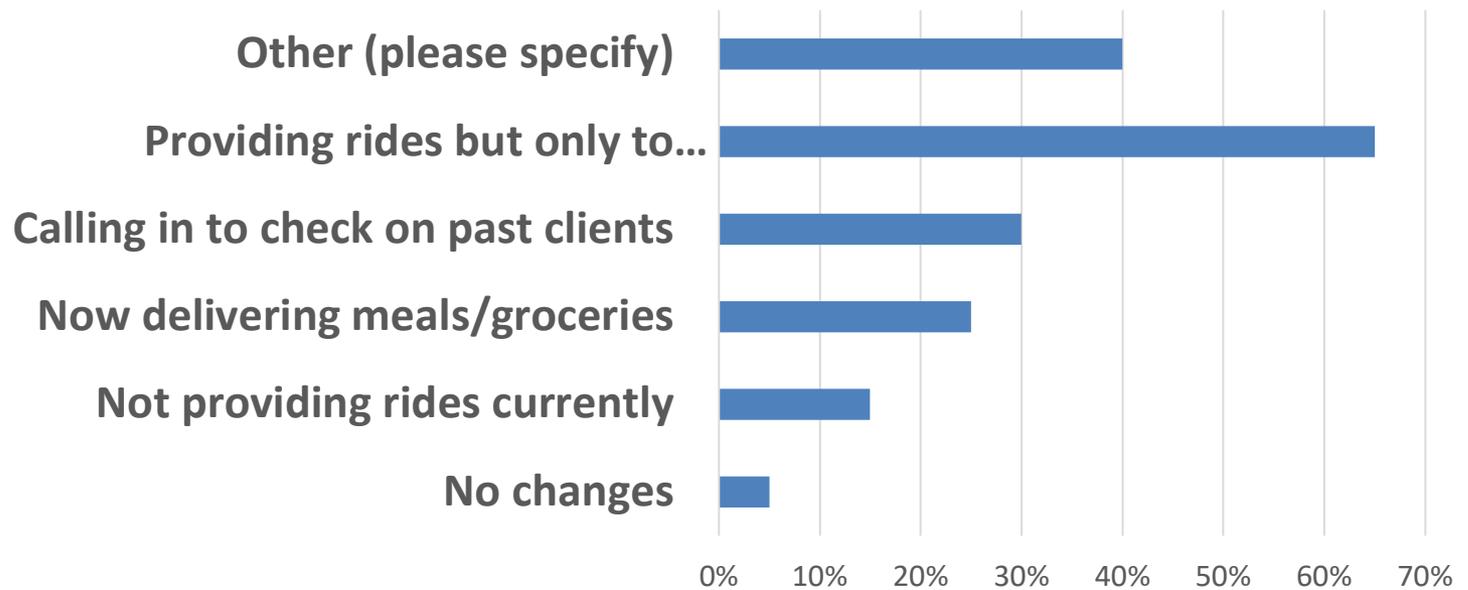
# NH Volunteer Driver Programs Survey Results

Do you drive beyond the borders of the state into  
Maine, Vermont, and/or Massachusetts?



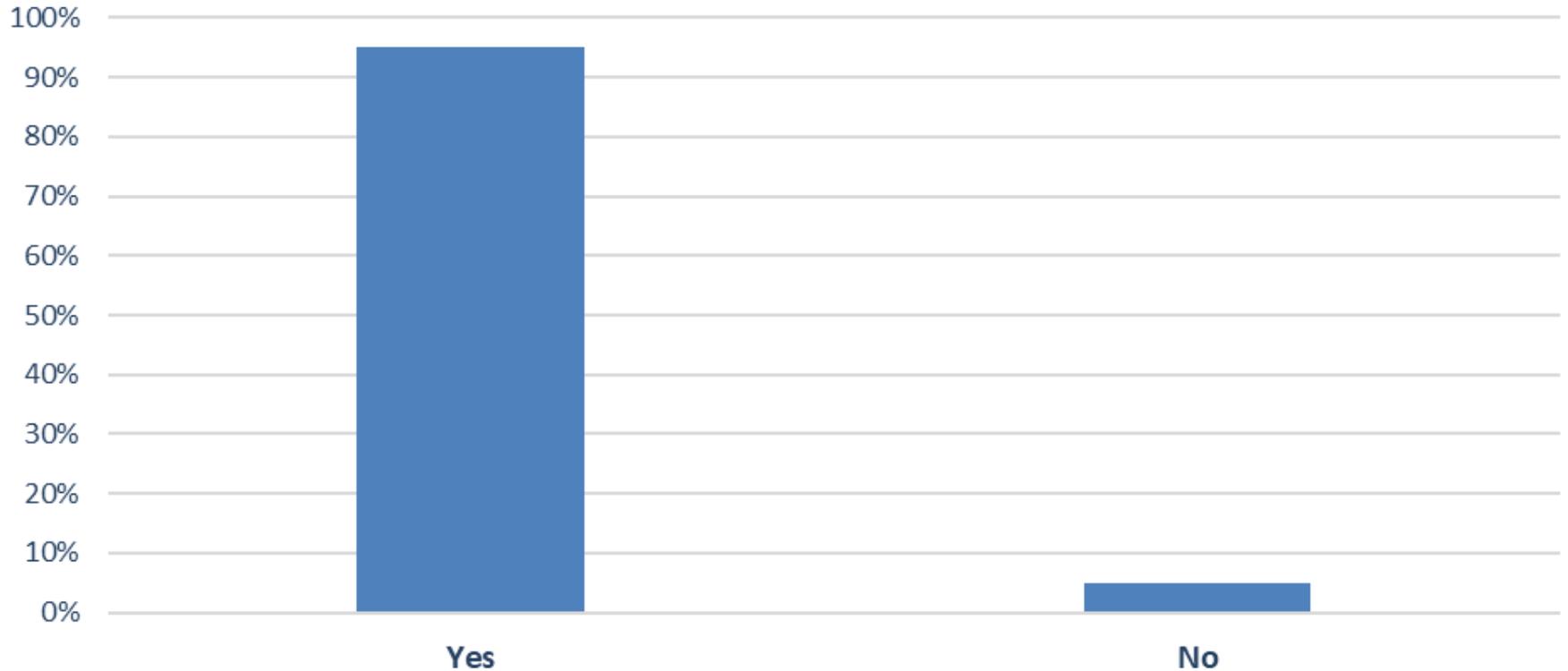
# NH Volunteer Driver Programs Survey Results

How has your organization changed since the pandemic? (check all that apply)



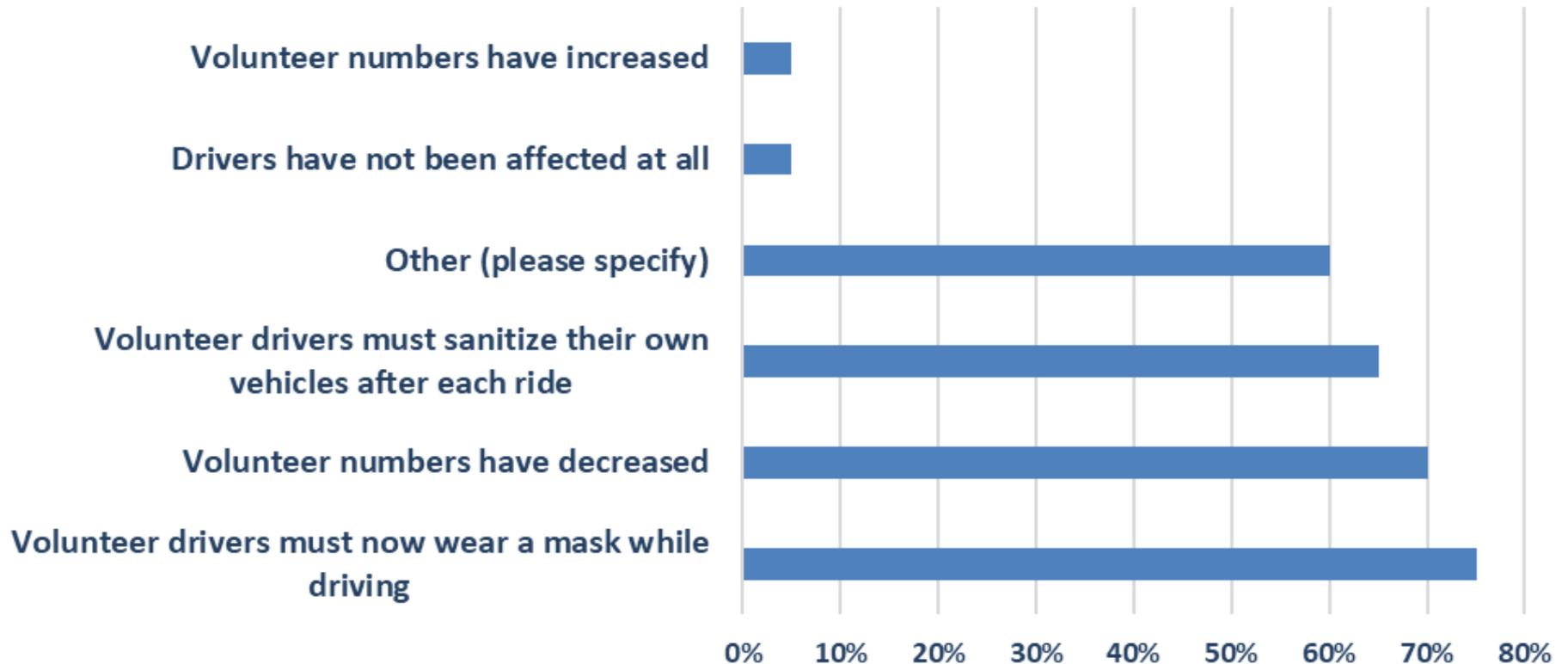
# NH Volunteer Driver Programs Survey Results

Have requests for rides decreased?



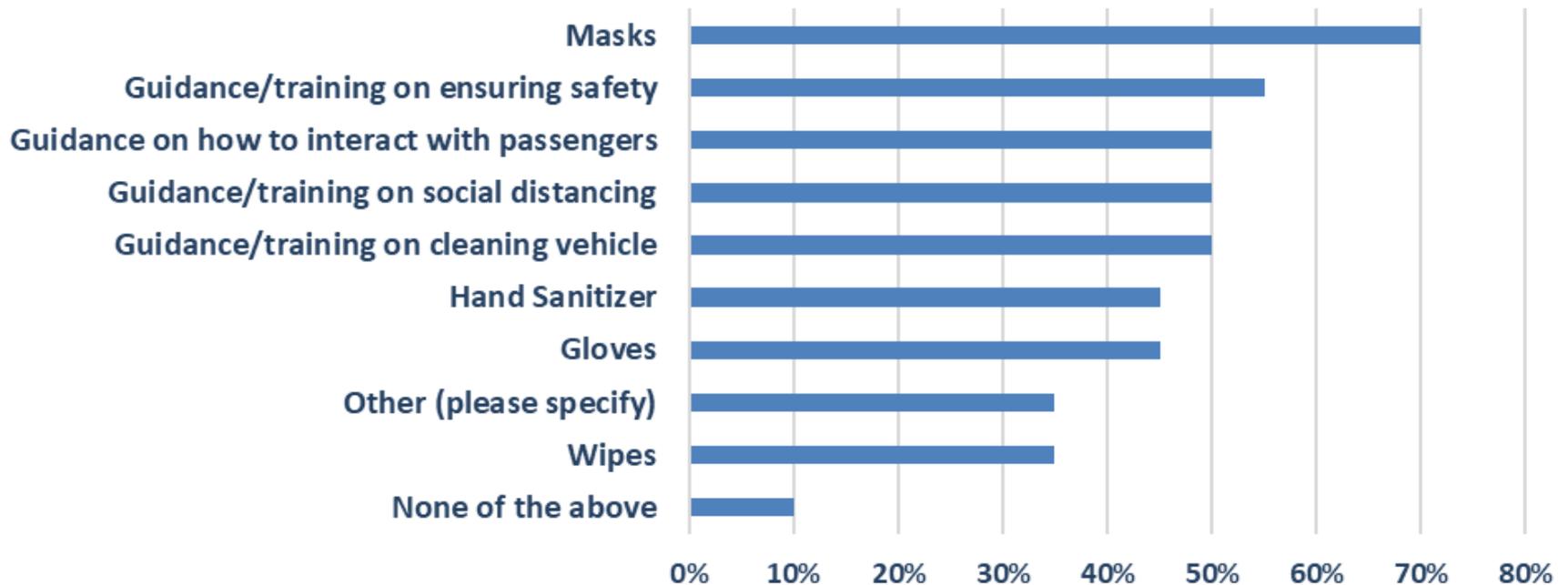
# Pandemic Heroes: Volunteer Driver Programs

How has COVID-19 affected your volunteer drivers?



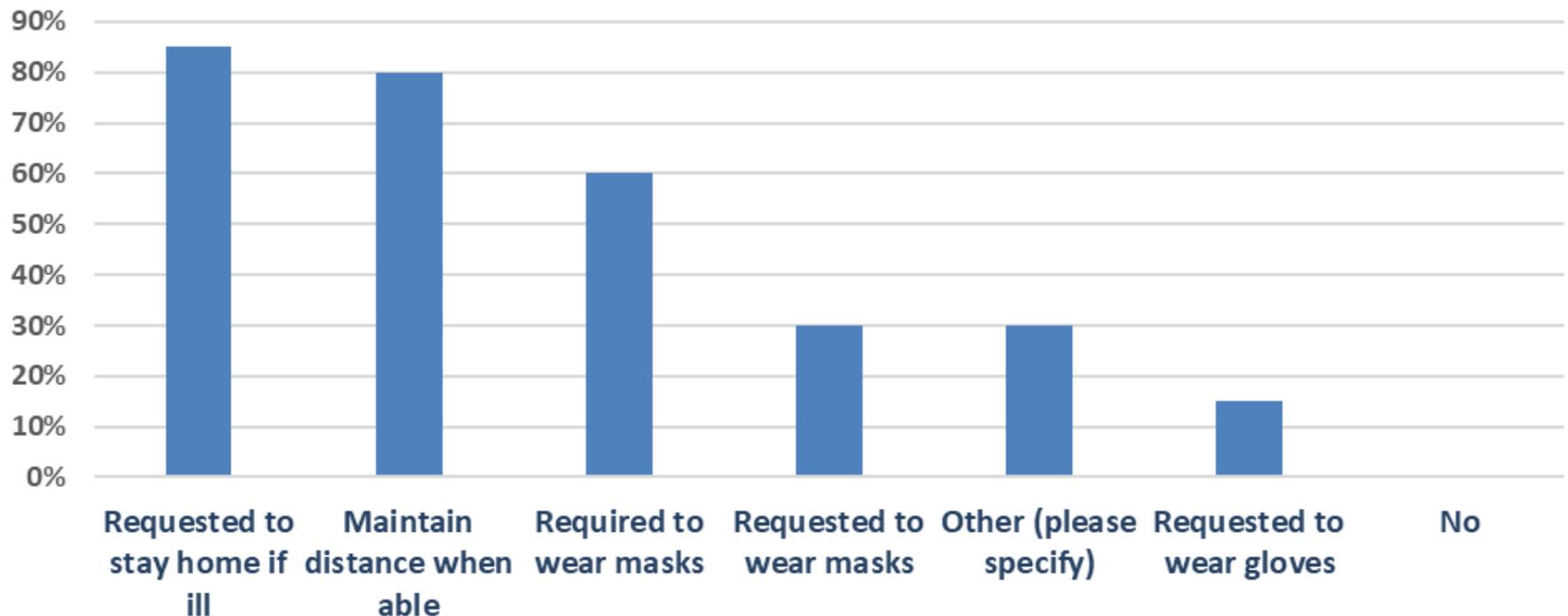
# Pandemic Heroes: Volunteer Driver Programs

Please indicate the types of personal protective equipment (PPE) and training your organization is providing to volunteer drivers during the COVID-19 pandemic (check all that apply)



# Pandemic Heroes: Volunteer Driver Programs

Do you require riders to follow any of the recommended CDC guidelines on PPE given COVID19?



# Pandemic Heroes: Volunteer Driver Programs

## How has the pandemic affected those that you typically serve?

It is more difficult for riders to get to where they need to go

Many riders' appointments have been converted to telehealth, but a number have had to postpone eye appointments and medical elective surgeries

Clients are afraid to go to the hospital and other appointments, many have cancelled discretionary trips

Feelings of isolation among riders, increased anxiety, loneliness

For some, their families have become more involved and are providing rides for them. For some, they appear not to be too concerned. For others who are already anxious, this is made them more so.

They have fewer medical appointments. Otherwise we do not know.

It is a tremendous burden on many. We are trying to coordinate help whenever possible

They are requesting fewer rides. Either because of the fear of exposure, they have found alternative ride options, or because of increased tele-health visits.

# Pandemic Heroes: Volunteer Driver Programs

**Are you concerned that your ridership will remain low when given the “go-ahead” to return to service, due to the concern riders have for their health, safety, or other reasons? Please explain.**

**Ridership will remain low because of a shortage of drivers**

**Expecting that some clients still won't travel and will be too nervous to go out**

**It will be a long time before drivers and riders feel safe**

**Eventually it will return to normal**

**Expect need for rides will explode since people have been putting off critical medical appointments**

**Hoping that ridership will remain the same**

**Clients are already filling my books with requests for Covid postponed appointments. I think we will be at capacity soon given that clients are ready to return to in person medical appointments, but prior drivers have not returned in matching numbers to accommodate the rides requested. Our ridership will have to be capped if not enough drivers return provide the rides.**

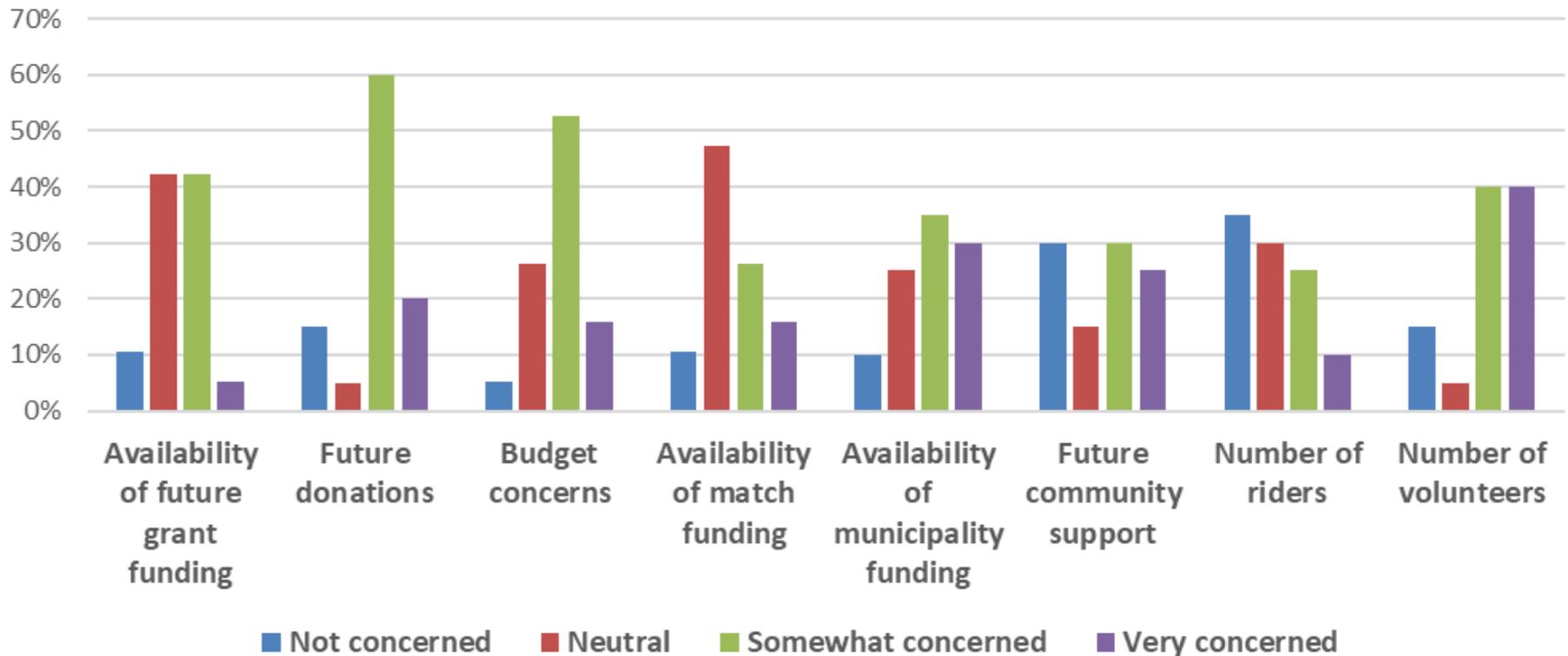
**The issue will not be with clients but with drivers willing to drive**

**Safety concerns, and because riders may have found alternative ride solutions with which they are now comfortable.**

**As long as everyone abides by the guidelines things should return to normal**

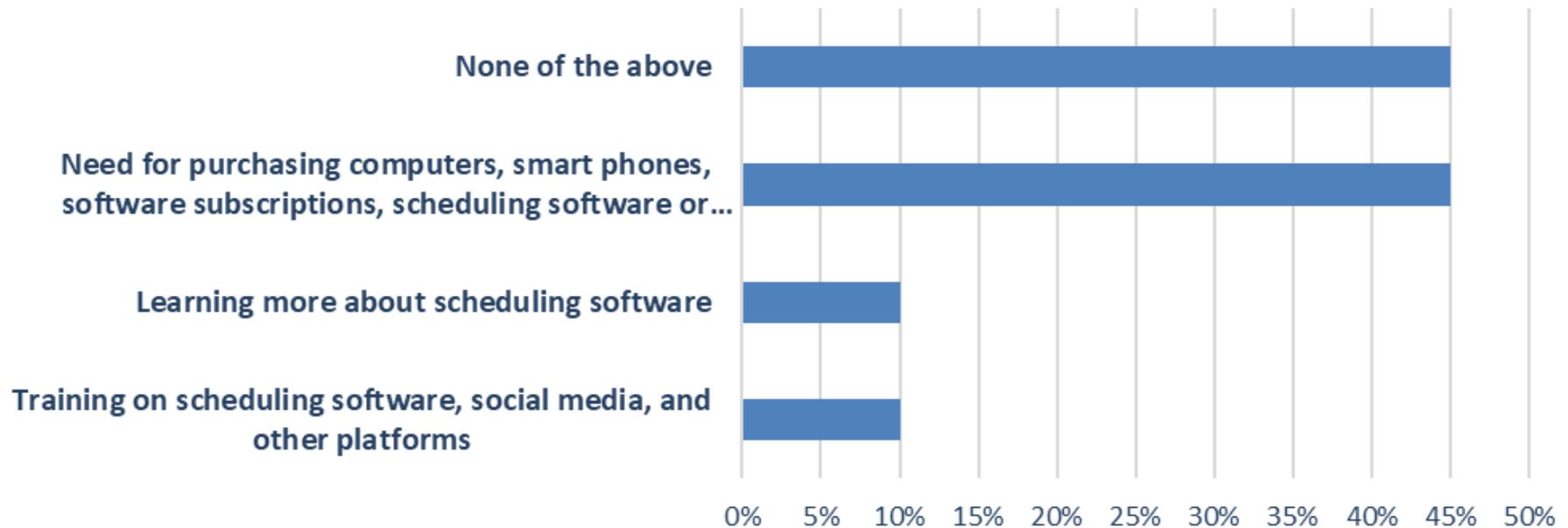
# Pandemic Heroes: Volunteer Driver Programs

Based on the evolving situation of COVID19, please rate your concern on the following issues:



# Pandemic Heroes: Volunteer Driver Programs

Given the reliance on online connections, do you have needs for any of the following technological options?



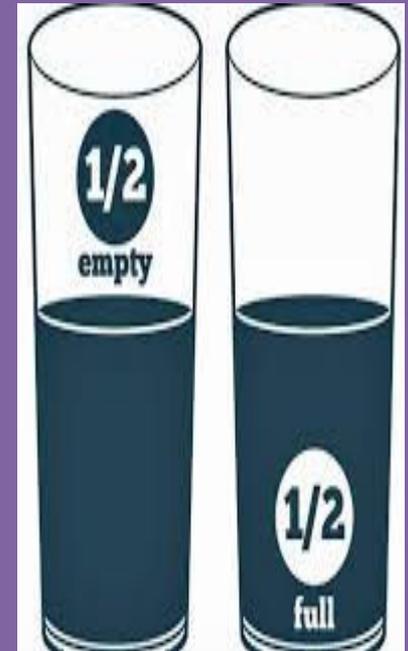
# Pandemic Heroes: Volunteer Driver Programs

Does your volunteer driver program need assistance with any of the following? (check all that apply)



# Pandemic Heroes: Volunteer Driver Programs

Approximately 45 New Hampshire communities have no access to volunteer driver services. Post pandemic, is there a set of circumstances under which your organization would consider expanding your service area to incorporate neighboring communities that may have little or no access to transit or volunteer driver services? Please explain.

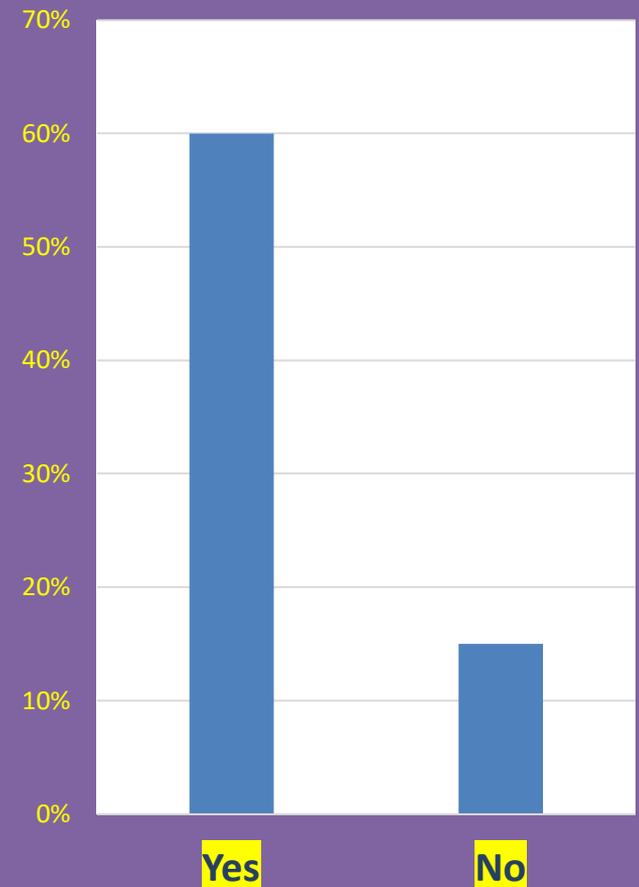


**Yes:** “If we could get drivers and funding

**No:** “Funding is a problem, Recruiting volunteers is a problem.

# Creating Partnerships is Key

**Transportation Planners, Transit Agencies, State Coordinating Councils, and others are interested in partnering with Volunteer Driver Program Services. These entities may be able to help volunteer driver programs by providing technical assistance to develop increased services and capacity. Would you like more information on these various agencies?**



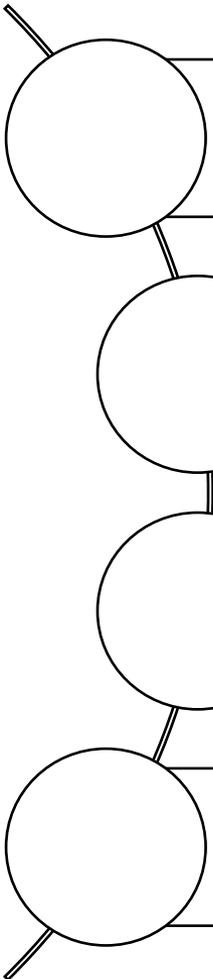
# Volunteers are Needed Across NH



# Resources

- [National Aging and Disability Transportation Center](#)
- [NH Alliance for Healthy Aging website](#)
- [Southern New Hampshire Planning Commission](#)
  - [Publicly-Accessible Volunteer Driver Program Statewide Map](#)
- [State Coordinating Council for Community Transportation](#)
- [Tri-State Learning Collaborative on Aging](#)
- [Volunteer NH](#)
- Funding Sources
  - [Tufts Health Plan Foundation](#)
  - [NHAHA Funding Scan](#) (2020 version coming soon!)

# Contact us!



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