



U.S. Department of  
Transportation

# Use of Volunteers in the Transportation of Elderly and Handicapped Persons

January 1984

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Technical Assistance - an UMTA Program

COVER PHOTOGRAPH:

One unique feature of the Special Transportation Services operated by the Central Arizona Chapter of the American Red Cross and the Maricopa County Human Resources Department is the Adopt-a-Van Program: local businesses or organizations help cover the costs of a van, and can then display their logo on its side. This picture was provided courtesy of Tim Dunnahoo of the Red Cross.

# **Use of Volunteers in the Transportation of Elderly and Handicapped Persons**

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Final Report  
January 1984

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## Findings and Recommendations

### Findings

1. Most volunteer transportation programs are organized as either a nonprofit organization or as a governmental unit.

2. The majority of volunteer transportation programs are affiliated with other organizations which provide important operational support necessary for the volunteer transportation program.

3. Volunteer transportation programs generally provide transportation to some or all of the following facilities:

- a. Medical facilities, including hospitals, clinics, physicians offices, and dentists' offices;
- b. Nutritions centers;
- c. Senior centers;
- d. Social service agencies;
- e. schools;

and for the following purposes:

- a. shopping;
- b. employment;
- c. volunteer activities
- d. church and recreation activities

4. Most volunteer transportation services are available from Monday through Friday of each week. A few programs offer Saturday and Sunday transportation service.

5. Generally, clients must request transportation service at least 24 hours in advance.

6. Volunteer transportation programs try to match requests for transportation with the geographic area in which the volunteer driver or vehicle is available.

7. Most volunteer transportation programs do not own the vehicles utilized in their program. Most vehicles are owned by the individuals who serve as volunteer drivers. Where volunteer drivers use their vehicles they are generally provided money for gasoline reimbursement based upon the miles driven.

8. Extraordinary liability insurance providing coverage for the operation of a vehicle is critical to the existence and operation of a volunteer transportation program because such coverage protects both the program and the volunteer driver from liability resulting from accidents. Most volunteer transportation programs provide to their drivers excess liability insurance coverage.

9. Most of the clients served by the volunteer programs are 60 years old or over. Estimates are that three-fourths of the clients served by the programs are over the age of 60. The remainder of the clients served are disabled adults and children.

10. The great majority of persons who serve as volunteers perform driving services. Males represent 65% of all volunteers, females represent 35%. Sixty eight percent of the volunteers are retired persons and only 6% of the volunteers are employed full-time.

11. Most persons perform volunteer work because of the personal satisfaction they receive from helping others. In addi-

tion many retirees volunteer because it enables them to perform useful work.

### Recommendations

Recommendations as to ways in which the private sector can be of greater assistance to volunteer transportation programs:

1. The following represent two examples of actual efforts undertaken by volunteer transportation programs in conjunction with private sector businesses and organizations to raise funds and to sponsor a volunteer recruitment effort. These are presented as recommended examples of the type of private sector assistance which volunteer programs may receive.

a. Adopt-a-Van Program

This is a program initiated by one volunteer transportation program to raise funds and to involve the private sector in its program. Local community organizations and businesses by contributing \$5,000 can sponsor a van for one year. This amount assists in meeting program administrative costs and vehicle maintenance costs. The contribution entitles the sponsor to place its company or organization logo on the van for public relations purposes. Also, the sponsor receives recognition in press releases and public activities. In this particular city a number of public service organizations have signed up as sponsoring organizations.

b. Road to Recovery Recruitment Program

One volunteer transportation program developed a state-wide volunteer recruitment program called "Road to Recov-

ery". They were assisted in this effort by various professionals and businesses which either donated their services in total or made materials available at cost. Professionals who donated their services included advertisement copywriter who helped develop the advertisement theme and message; a graphics company which donated services in completing the graphic display. Other community and business leaders assisted in the planning and execution of the volunteer recruitment program.

3. The following are recommendations for greater private sector involvement made by the various volunteer program directors who participated in our study:

- a. Corporations could provide release time one day per month to employees to serve as volunteer drivers.
- b. Corporations could provide the use of a company car and allow employees to serve as volunteer drivers.
- c. Corporations could provide the use of a company car for use by a volunteer driver from outside the company.
- d. Corporation which have facilities to maintain company vehicles could donate the use of their facilities and employees to maintain volunteer transportation program vehicles.
- e. Corporations could help to promote participation in volunteer transportation program efforts through retired employee associations.
- f. Corporations could allow programs to disseminate promotional materials and leaflets to employees by placing such information in employee payroll envelopes.
- g. Utility companies could disseminate transportation program promotional material in their monthly bills to commercial and residential customers advising the general public about the availability of the transportation service and helping to recruit new volunteers.

- h. Corporations could allow volunteer transportation program officials to address employees at their place of work to promote the program.
- i. Corporations could provide cash contributions for the following purposes:
  - (1) to pay the cost of insurance;
  - (2) to purchase vans and automobiles;
  - (3) to help defray maintenance costs; and
  - (4) to help pay volunteer mileage reimbursement when volunteers use own vehicles.
- j. Corporate managers and employees could serve on advisory committees and provide general advice and assistance in planning.
- k. Corporations could help to provide for recognition of volunteers and provide funds to support recognition of volunteers.
- l. Corporate executives with specific expertise could help to develop a marketing strategy to advertise availability of the volunteer transportation program and to recruit new volunteers.

Other general recommendations include:

1. Enhance program safety by periodically sponsoring defensive driving classes. To increase driver interest and participation in such classes provide recognition and awards for drivers who complete defensive driving classes.

2. Enhance program safety by obtaining films and educational material from city and state agencies involved in automobile safety programs.

3. Enhance program safety by routinely checking license validity and driving records for new drivers with State Motor Vehicle Department.

4. Enhance program safety by developing a program with local auto mechanic shops for regular inspections and repair of vehicles used by volunteers. Mechanics could provide such inspection and repair services to volunteers at a discounted rate.

5. Promote morale of volunteers by providing recognition of volunteers in some of the following ways:

- a. formal awards dinners and luncheons featuring remarks by prominent community workers.
- b. publish a newsletter and include feature articles about individual volunteers.
- c. provide bumper stickers or window decals which identify the individual as a program volunteer.
- d. Sponsor picnics and annual outings for volunteers.

6. Volunteer programs must continue to develop new ways to recruit and maintain a sufficient number of volunteers to provide transportation service.

7. In order to keep morale high among volunteers and to reduce their turn-over rate, programs must develop methods to allow volunteers to give suggestions and advice regarding improvements in the operation of the program. Programs must actively show appreciation to volunteers through award ceremonies and other activities for their contributions to the program.

## Acknowledgements

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We would like to express our appreciation to all of the individuals who assisted us. Particularly, we are grateful to Ms. Connie Warden of the Urban Mass Transportation Administration for her helpful suggestions. Moreover, we are grateful to the following organizations and individuals for allowing us to review and analyze their volunteer transportation programs. Without their cooperation and assistance this report would not have been possible.

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## Introduction

In recent years among all levels of government and among many private organizations there has been an increased recognition that elderly and disabled persons, have special transportation needs which must be met if they are to fully participate in society and are to lead independent lives. Our society has sought to meet these transportation needs in a variety of ways including making public transportation systems more accessible, offering paid paratransit service, and offering paid taxi service. One additional approach to meeting the special needs transportation of elderly and disabled persons is the volunteer transportation program which in many instances complements existing public and paratransit transportation systems and sometimes exists as the only means of transportation, outside of private automobiles, available to elderly and disabled persons.

Present demographic trends suggest that the proportion of older Americans in the population will increase after the beginning of the twenty-first century. The ratio of those persons age 65 and older in the population to those persons between age 20 and age 64 will increase from 19.5 percent to 23.4 percent between 1980 and the year 2000. After the year 2000, it is expected that this trend will continue and perhaps increase. The result will be that older persons will comprise a larger percentage of our population than ever before.

This means that the special transportation needs of older persons which have been recognized in recent years will continue well into the twenty-first century. The role of special needs transportation will increase rather than decrease as Americans live longer and as society seeks to enable elderly and disabled persons to live independent lives.

This report is a descriptive analysis of a variety of volunteer programs which provide transportation to elderly and disabled persons. To conduct this analysis we reviewed thirteen volunteer transportation programs in various communities throughout the United States. Our purpose was to understand and describe how these programs operate, what clientele they served, what type of volunteers they utilized and how the volunteers were recruited.

The report which follows provides a general description of the common characteristics of all the volunteer transportation programs which were analyzed as well as specific descriptions of each program. Moreover, it contains findings in regard to the operation of the various transportation programs and recommendations regarding ways in which the private sector can be of greater assistance to programs of this type.

Any statistics contained within this report relate only to the programs which were the subject of this analysis and are used to help clarify data presented. The statistics were not gathered on the basis of scientific sampling methods and are not intended to be used for that purpose.

## Organizational Structure of the Volunteer Transportation Program

In the thirteen (13) sites analyzed, it was found that the organizational structure of the volunteer transportation program consists of two types: (1) non-profit organizations and (2) governmental units.

The majority of volunteer programs analyzed were organized as either a non-profit corporation or as an unincorporated non-profit organization. In the case of non-profit corporations, this usually means that the policy affairs of the organization are determined by a formally established board of directors. In the case of unincorporated non-profit organizations, the policy is determined by a governing committee. In addition, both the non-profit corporation and the unincorporated non-profit organization are likely to have an advisory committee consisting of interested community organizations and individuals who provide a necessary liaison between the community and the volunteer transportation program.

When the volunteer transportation program is organized as a non-profit corporation its Board of Directors usually consists of individuals who represent organizations which provide other services to elderly and disabled persons. For example, it may consist of some persons whose organizations are responsible for providing housing, nutrition, or recreation programs for elderly or disabled persons. In addition, sometimes human service

agencies and local governmental bodies have representatives as members of the board of directors. Finally, many individuals who are simply public spirited citizens concerned with transportation or the problems of elderly or disabled persons serve as directors of such non-profit corporations.

Under the board of directors, the daily administration of the volunteer transportation program is conducted by an executive director or program coordinator who is the senior staff person. This is usually a paid full-time staff position, however, in some instances the position is filled by a volunteer without pay. The typical program will have one or two additional paid staff positions to carry out the day to day activities of the program. The remaining staff activities are usually performed by volunteers on a part-time basis as needed by the organization.

The second type of organizational structure for volunteer transportation programs is that of a governmental unit. This means that the volunteer transportation program is formally a division or subdivision of a city or county governmental unit. In this type of structure the volunteer program may be part of the transportation division or it may be part of the volunteer bureau. In each instance, the volunteer transportation program is only a part of a division carrying out many activities. When this is the case the volunteer transportation program coordinator or administrator usually reports to a line supervisor who is responsible for all volunteer activities of the city or county.

These division administrators are, in turn, responsible to the county administrator or mayor. However, in one instance the volunteer transportation program coordinator was also the Chief Administrator for the transportation division for the city government.

In both types of organizational structures, non-profit organizations and governmental units, the volunteer transportation programs observed were robust and active and enjoyed organizational support for the accomplishment of their goals.

The majority of volunteer transportation programs studied are affiliated with another organization. This affiliation takes on many forms and has many advantages. For example, The Special Transportation Service of the Central Arizona Chapter of the American Red Cross, is a division of the National American Red Cross organization. As a consequence it is able to obtain its liability insurance and van purchasing through the national organization. Some volunteer programs are affiliated with organizations in order to purchase and obtain appropriate liability insurance, others became affiliated with another organization during their early history and received important organizational support such as accounting, recordkeeping and health benefit packages.

#### Major Services Provided by the Volunteer Transportation Program

Each volunteer transportation program which was analyzed had its own philosophy and objectives about the type of services

it sought to provide to elderly and disabled clients and to other persons within the community. Some sought only to transport elderly and disabled clients to and from medical facilities. Some sought to transport clients to medical facilities located outside the boundaries of the community in which they lived. Others sought to provide transportation for a variety of needs.

On the whole, the programs provided transportation for the following purposes:

1. medical facilities, including hospitals, clinics, physicians' offices and dentists' offices;
2. nutrition sites;
3. senior centers;
4. social service agencies;
5. shopping;
6. employment; and
7. church and recreation activities.

The predominate purpose was to provide transportation to elderly and disabled clients for medical treatment at hospitals, physicians' offices and clinics. In addition, transportation is provided to clients to visit friends and spouses who are confined to hospitals for treatment. For example, We Care, a volunteer program which consists of elderly persons serving the needs of the elderly and disabled persons in a Florida retirement community primarily provides transportation to physician offices and hospitals for appointments as well as the transportation of

spouses and friends to visit hospital bound patients. They recognize the loneliness and isolation which can result from recurring hospitalization or from prolonged treatment in an institution. Consequently, they seek to enable friends and spouses to visit hospitalized patients as much as possible.

The Boston Chapter of the American Cancer Society provides transportation for cancer patients to and from treatment facilities for radiation and chemotherapy treatment. A majority of the programs which provide transportation for medical purposes regularly transport patients for kidney dialysis treatment.

Other programs such as the Red Cross transportation program in Maricopa County, Arizona provide transportation to a wide spectrum of medical treatment facilities and to a great many clients. They provide transportation from distant locations within the county to the major medical facilities of Phoenix including the county hospital, personal physicians, clinics and dentists.

In addition to transportation to medical facilities for treatment and visits, volunteer programs provide needed transportation to elderly and disabled clients to nutrition sites to receive prepared meals, to senior centers for crafts and companionship, to social service agencies for food stamps and social security checks, for shopping, to pay utility bills, for employment purposes, for recreational and for church activities.

The Rock County Volunteer Transportation Program in Janesville, Wisconsin provides transportation to six federally funded nutrition sites located throughout the county. The elderly residents receive prepared meals at a nominal cost. Gadabout Transportation Service in Ithaca, New York, transports elderly and disabled persons to social and recreational functions. In conjunction with Challenge Industries, a local manufacturing firm which employs handicapped workers, Gadabout transports disabled persons to work on a daily basis. In Huntsville, Alabama volunteers transport clients to a variety of activities including shopping for food and medical needs.

With a few exceptions, most volunteer transportation programs are divisions of organizations that provide many other services to the community, often utilizing volunteers to provide these other services. For example, Bethesda Help, provides food, shelter and money to families and individuals to help them overcome emergency situations. The CORP program in St. Louis operates regular programs which provide volunteer legal assistance, volunteer income tax assistance, and a merchants' discount program for elderly residents. In the latter instance, more than 100 volunteers assisted county staff persons in enrolling more than 32,000 senior citizens in the Senior Savers Discount Plan in which 3,000 county merchants offered discounts to Senior Citizens on goods and services ranging from 5% to 25%.

In Montgomery, Alabama, the Voluntary Action Center serves as a clearinghouse for volunteer activities by recruiting, training and placing volunteers with community service agencies. It operates an annual Christmas gift giving program for needy families.

### Operational Characteristics of the Volunteer Transportation Program

#### Hours of Operation

Most of the volunteer transportation programs operated on a Monday through Friday schedule with hours of operation ranging from 6:00 a.m. to 5:00 p.m. A few programs operated a Saturday service when such transportation is requested in advance; and a very few operated on a seven day per week basis.

#### Scheduling

Generally, clients must request service at least 24 hours in advance and in many instances volunteer transportation programs prefer 36 hours advance request for service. This helps in determining the number of drivers which will be needed for a particular day. It also helps in scheduling riders with similar origin and destinations. Often volunteer transportation program managers are able to reschedule medical appointments with the cooperation of physicians and hospitals in order to accommodate several patients who are seeing the same physicians or are attending the same hospital for treatment.

Most volunteer transportation programs will take trip requests with less than 24 hour notice in an emergency. Volunteer transportation programs go out of their way to try to meet any reasonable request for needed service. Compassion for the needs of clients seems to play a large role in the willingness of program officials and volunteers to accomodate emergency requests.

When a client phones in a request for transportation, the dispatcher completes a ride request form which provides information about the client including his or her name, phone number, date ride is needed, destination, trip purpose, and whether the client may be handicapped and in need of special assistance. A day before the date of the scheduled transportation, the dispatcher makes a master schedule listing the names, pick-up points, pick-up times and destinations of all clients scheduled for transportation that day. The dispatcher makes driver assignments based upon the resources available to the program.

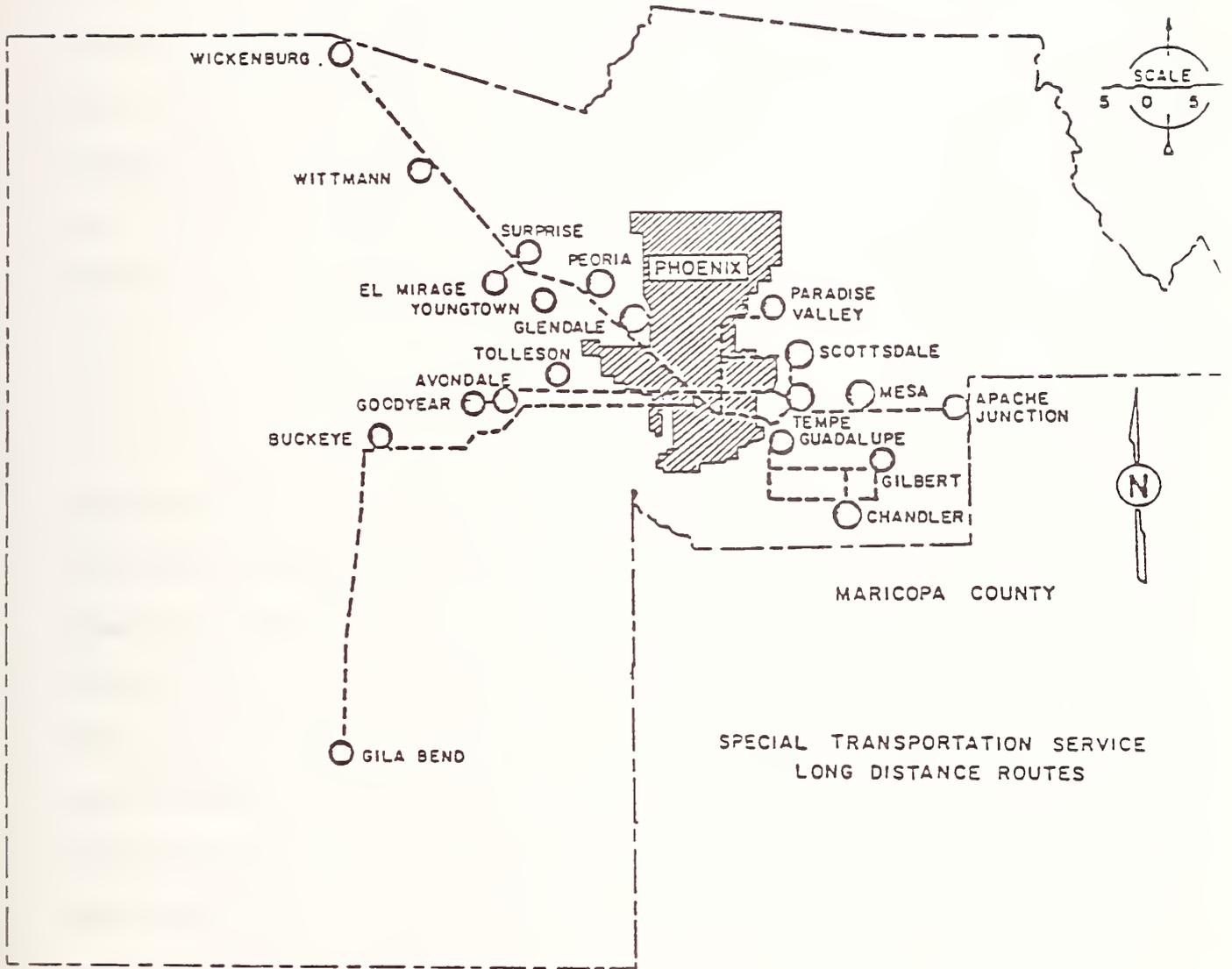
#### Decentralization of Service

A significant number of volunteer programs have developed a decentralized approach to the administration and delivery of transportation service. Most programs try to match the request for transportation with the geographic area in which the volunteer driver is available. For example, one program tries to

assign drivers to clients within a five (5) mile radius of where the driver lives. This has proved to be an important factor in retaining drivers.

Other volunteer programs have an even more formal decentralization of service. Several programs have divided the area they serve into geographical units and have assigned volunteer coordinators administrative and scheduling responsibilities for those areas. These persons coordinate and recruit drivers and schedule transportation for clients who reside within their geographical areas. For example, in Maricopa County, Arizona, the Red Cross has divided its service area into 16 subareas. Coordinators schedule clients to be transported exclusively within a subarea (e.g. to destinations within Wickenburg) or between one subarea and another (e.g. between Wickenburg and Phoenix and returns) [See map].

SPECIAL TRANSPORTATION SERVICES LONG DISTANCE ROUTES



SPECIAL TRANSPORTATION SERVICE  
LONG DISTANCE ROUTES

This type of decentralization of the delivery of service has several advantages for the volunteer transportation program: (1) it allows persons within particular communities to play an important role in the delivery of service to their area, and in planning and assessing the transportation needs of that area; (2) drivers do not have to travel far to reach the clients they serve; (3) volunteers tend to have a commitment to the community or neighborhood they serve; (4) and the system reduces costs because drivers do not have to travel great distances to reach clients.

### Vehicles

The transportation resources available to the volunteer transportation programs varied significantly. Some programs are large with over three hundred active volunteers. Some are small with only 30 volunteers. The largest program in our study is the Red Cross program of Maricopa County Arizona. This program owns and operates 52 vehicles including 49 vans and 3 buses and provides more than 10,000 two way trips per month. Other programs operate within their service area with one or two vehicles. However, the average volunteer transportation program analyzed relies upon the vehicles owned by its volunteers to operate the program. For the most part these vehicles are sedans and station wagons. The maintenance of the vehicles is provided for by the volunteer driver because the vehicle doubled as the family car.

When the volunteer driver utilizes his or her automobile to transport elderly or disabled clients, the transportation program usually provides a sum of money for reimbursement for gasoline, oil and sometimes parking. Many programs report that a significant number of volunteers refuse to accept reimbursement.

### Insurance

Liability insurance coverage is one of the most important issues which volunteer transportation program administrators must address in order to have a program. This is because most programs rely upon drivers who operate their vehicles and many of these drivers feel they must have excess liability coverage to protect against catastrophic risks. The predominant pattern in those programs where volunteers drive their own vehicles is that the drivers' personal liability insurance coverage applies to the first level of liability, e.g. \$300,000. The volunteer transportation program frequently purchases a blanket liability policy to cover damage in excess of established limits of the individual policies of the volunteers. This range of excess liability goes from \$500,000 to \$1,500,000 of coverage above the individual limits of the drivers' policies. Most programs do not experience any difficulty in finding coverage for this type of risk.

## Clients

Most of the persons served by the volunteer transportation programs which were analyzed were elderly clients. Most program administrators estimated that three quarters or more of the clients they serve are over the age of 60. The remaining clients consist of disabled persons and children who are transported for a variety of purposes. The Red Cross program in Maricopa County commissioned a study of its riders. The results of that study showed that the typical client utilizing the volunteer transportation service was an elderly, white female who has a handicapping condition, but does not use a wheelchair, and has an annual household income under \$4,500, which is below the federal poverty level. Seventy-eight percent of the riders are over the age of sixty and female. The average Red Cross/Maricopa County rider does not have a driver's license nor an automobile in the home.

The Voluntary Action Center in Montgomery, Alabama estimates that most of its clients are black females with annual household incomes between \$4,000 and \$6,000.

Analysis shows that while the elderly are the predominant users of volunteer transportation services, the disabled are another significant group served by these programs. The programs are able to serve persons with various disabilities depending upon the resources of the organization. When the program owns and operates vans and buses it can accomodate wheelchair users in

a way that a program relying simply upon the use of volunteers' sedans cannot.

Nonetheless, on the whole these programs are able to transport persons with a variety of disabilities. A partial list includes stroke victims, arthritis sufferers, elderly persons who because of age have mobility and vision problems, heart patients, cancer patients, blind persons and persons needing kidney dialysis treatment. In addition to those persons suffering from physical disabilities, many programs provide transportation to persons who might be described as suffering emotional and mental disabilities. These are often persons who because of emotional or mental problems are unable to utilize public transportation.

### Profile of the Transportation Volunteer

During the course of the analysis of volunteer transportation programs, discussions were held with volunteers who provided the essential services necessary for the programs to function. The discussions revealed that males were the predominant volunteers, representing 66% of all volunteers. Females represented 34%. 96% of all volunteers were caucasians. 86% of the volunteers were over the age of 55; of this number 22% were between 55-64 and 64% were over the age of 65. 73% stated their occupation as retired while 17% stated they were housewives. An equal percentage of volunteers indicated they were employed part-time. Only 5% indicated they held full-time jobs, and only 2%

were college students. Most volunteers were high school graduates with 27% having completed college. Most (59%) had been a volunteer with this particular program from 1 to 5 years and 19% from 5 to 10 years.

The vast majority of the volunteers perform driving services but many perform dual services such as administrative work, accounting and bookkeeping, dispatching, and public relations work. Those who perform driving services (62%) indicated that on a typical trip they usually drive more than 26 miles round trip. A majority (61%) indicated that they have participated as a volunteer in other community service programs within the last five years.

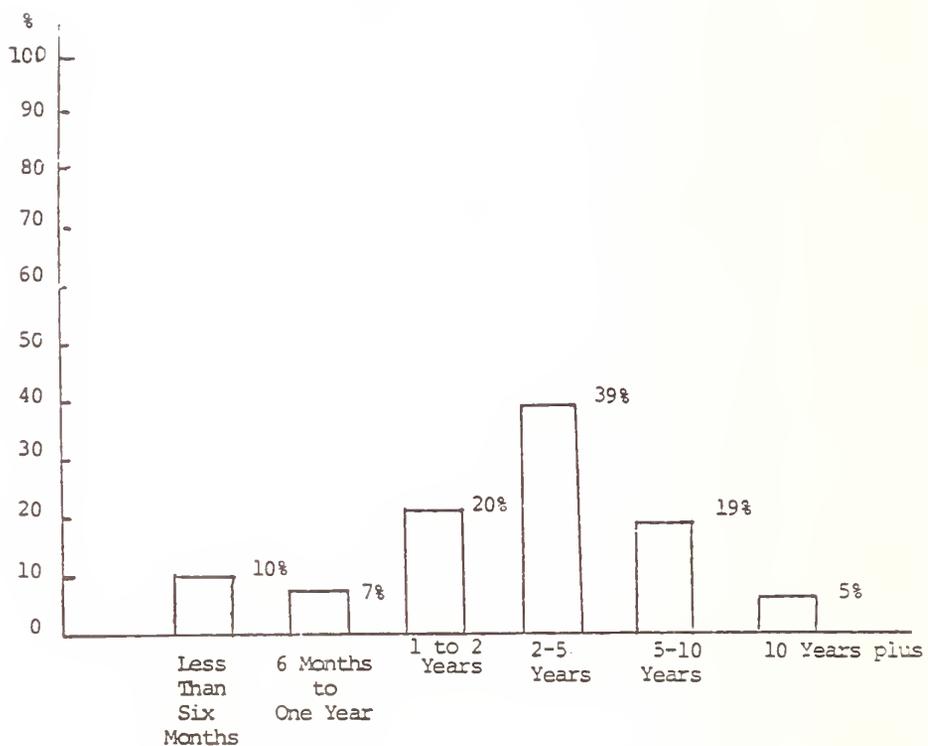
Most volunteers drive less than six days per month, (a substantial number work from 7 to 15 days per month or more. Many program administrators indicated that they called upon certain dedicated volunteers frequently to substitute for drivers who were scheduled but were unable to drive on an assigned day.

Most drivers indicated that the reason they volunteered to participate in this type of transportation program was because of the personal satisfaction they receive by helping others and because volunteering helps them to make a productive use of their time. A few indicated they became interested because of a friend's participation or because a family member or friend had a disability or used this type of transportation service. Some became aware of the transportation program through formal advertisements by the program and from friends and associates.

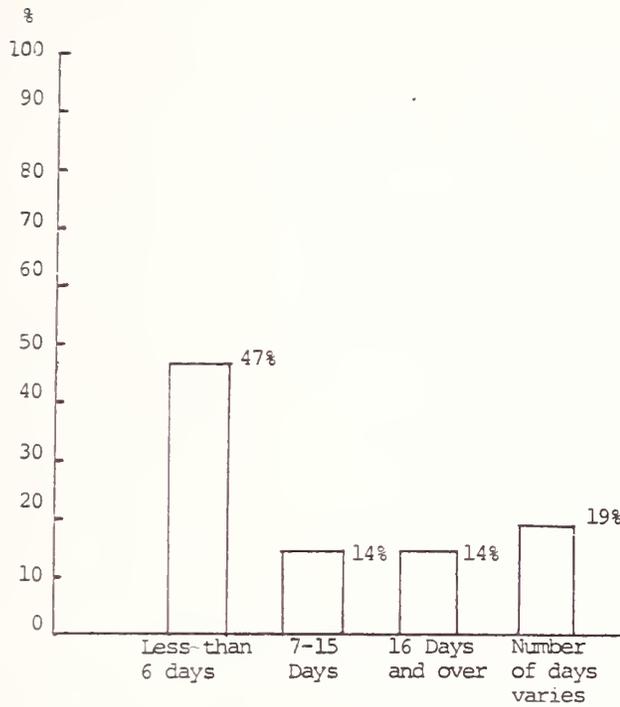
Most were satisfied with the transportation program for which they volunteered and did not offer significant recommendations for change.

Statistical Analysis of Volunteer Profile

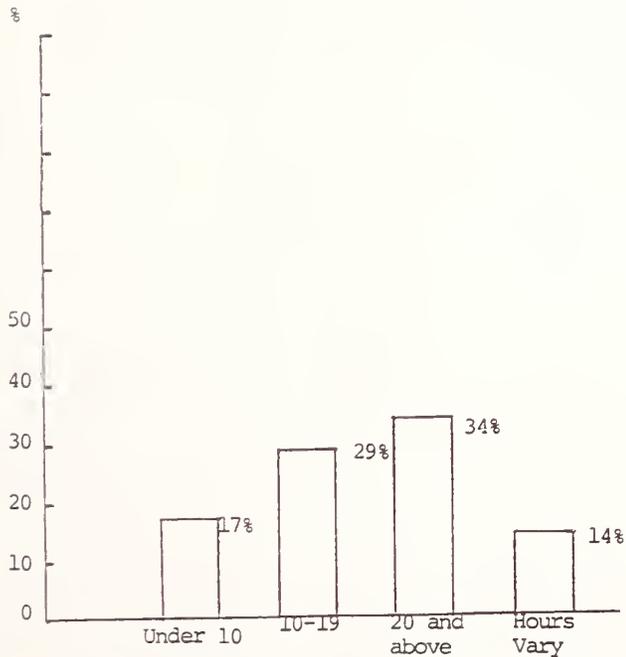
1. Length of Service to the Program by Volunteers



2. Number of Days per Month of Service Provided by Volunteers

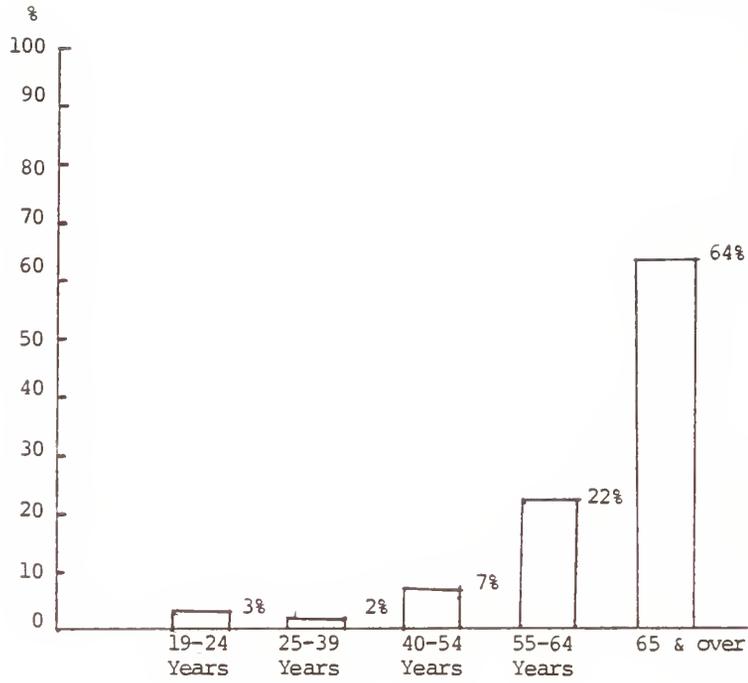


3. Hours of Service per Month Provided by Volunteers

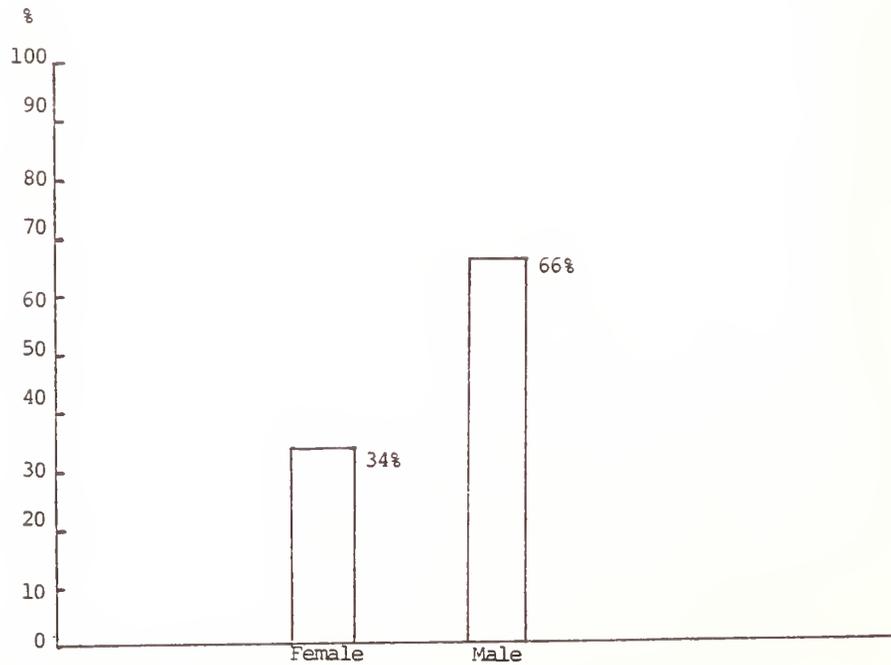


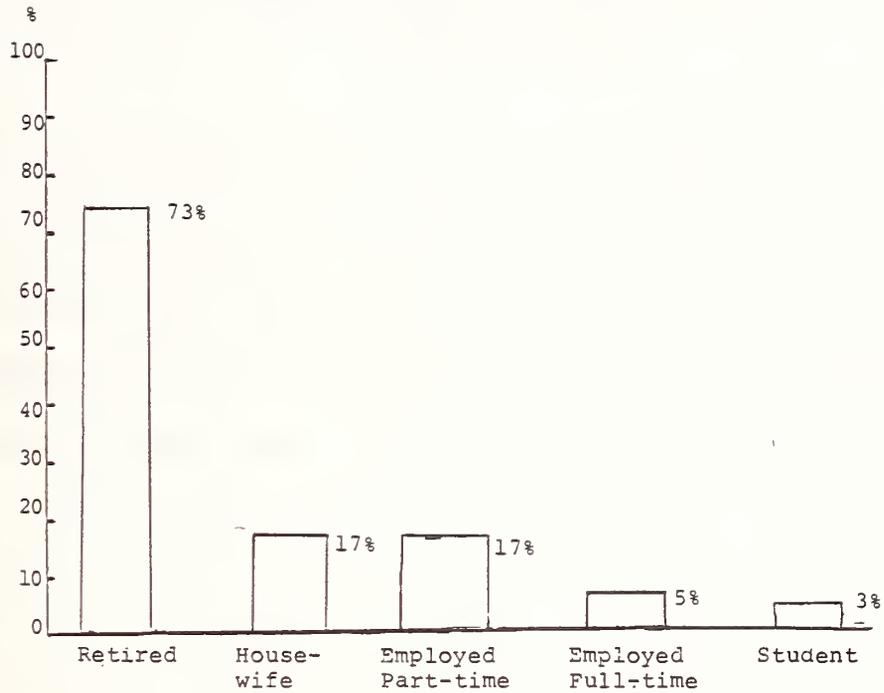
6. Occupation of Volunteers

4. Volunteers - Age Groups

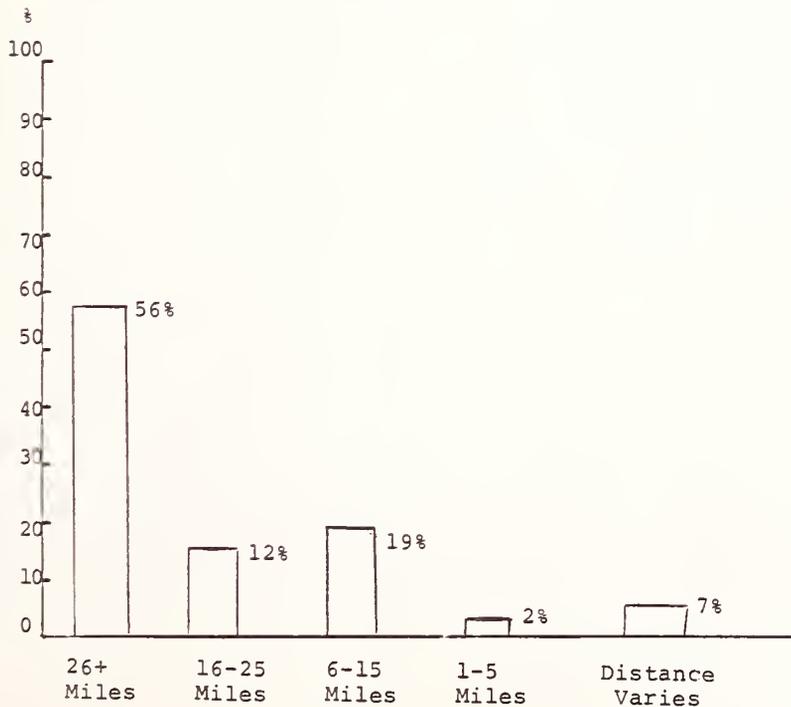


5. Sex of Volunteers





7. Approximate distance volunteers travel on a typical trip for the transportation program



## Individual Volunteer Program

### Descriptions

The next section of this report will provide a description of the individual volunteer transportation programs which were the subject of this analysis. The programs represent a diverse group both in size and service characteristics. All major geographic regions of the country are represented by the programs presented.

**The Huntsville - Madison County  
Neighborhood Volunteer Transportation**

**Huntsville, Alabama**

**Overview**

The Huntsville - Madison County neighborhood volunteer transportation program is a cooperative effort of the City of Huntsville and Madison County, Alabama. The city provides general administration of the program through its Department of Transportation personnel who serve several administrative positions including executive director. In turn, the city administration allows selected neighborhood groups to design, administer and deliver volunteer transportation services to residents of the particular community - generally low income public housing communities - based upon priorities established by such groups.

The City of Huntsville provides used and reconditioned vans to the selected community organization and Madison County provides preventive maintenance and insurance costs. The community organization must then assume responsibility for the planning, administration, and execution of the volunteer transportation program. This includes determining the types of trips to be taken, the time and days of operation, the provision of volunteers to handle dispatching and driving functions, and the recruitment of volunteers.

The program utilizes community organizations and volunteers both to facilitate transportation to elderly and low income

persons and to provide leadership opportunities to the low income individuals within the community who administer and operate the program.

Transportation service priorities are established by the neighborhood groups, but on the whole for elderly and disabled clients this consists of transportation for doctor and hospital appointments, to shopping facilities, to elderly nutrition sites, and to recreation and church activities.

### Administration

The Huntsville Department of Transportation through its executive director provides overall guidance to the volunteer transportation program. However, the day to day administration of the program and the provision of transportation are provided by the neighborhood group selected to serve a particular community. 1/

The neighborhood group recruits volunteers to perform all of the essential duties associated with the provision of transportation. This includes the receipt of telephone requests for service, the scheduling of volunteers to drive the assigned van to the various requested sites, the necessary recordkeeping, and the continual recruitment of additional volunteers.

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1/ Neighborhood organizations representing low income public housing communities include among others the following: Butler Terrace, Bineford Court, Council Court, Sparkman Homes, Mason Court, Northwoods, Harris Homes - a home for youths.

Regular meetings are held between the neighborhood group and the city transportation officials to discuss the operation of the program, to collectively share information and to discuss problems. While these meetings are held to discuss various aspects of the program; the neighborhood group maintains complete discretion to determine the nature and scope of the transportation service it feels appropriate for its community.

The City of Huntsville provides liability insurance for each of the vans assigned to the neighborhood group. Each van is provided up to \$500,000 of general liability insurance and the neighborhood group is listed as the insured. The City has not experience any difficulty in obtaining the type of liability insurance it desired.

#### Operational Characteristics

Since 1981, volunteer transportation program has provided transportation to elderly, disabled and low income individuals on a 24 hour a day basis. The service is available seven days per week on the basis of telephone requests from residents of designated neighborhoods. The neighborhood groups establish prearranged ridesharing among its clients for specific destinations such as shopping or medical trips and trips to nutrition centers. A client normally requests transportation at least 36 hours in advance except for emergency trips which are accommodated as they arise.

The program provides over 7,000 one way trips monthly or 84,000 such trips annually. The neighborhood groups indicated they are able to honor about 98% of the requests for transportation they receive.

There are 14 vans assigned to various neighborhoods in Huntsville and Madison County. The neighborhood groups are primarily responsible for maintenance. However, the city makes available its maintenance facilities to supplement the resources of the neighborhood groups.

There are approximately fifty volunteer drivers for the total program including all of the neighborhood groups. Approximately 70% of the drivers are female and the remaining 30% are male.

Volunteers provide a variety of services in addition to driving. They include the presidents and vice presidents of the various neighborhood groups who act as administrative coordinators. They provide financial management services, recordkeeping, dispatcher services and public relations services.

In the Huntsville - Madison County area the volunteer transportation program serves approximately 700 clients.

Approximately 60% of the clients served by the volunteer transportation program are female and 40% are male. Approximately 95% of the clients served are black. The annual household income of the program's clients ranges from \$4,000 to \$8,000.

## Budget

In 1982 the budget for the volunteer transportation program amounted to \$45,000. Except for nominal expenses for insurance (\$750 per year) and maintenance (\$500 per year), this sum is utilized for the purchase of vans for use in the program. The neighborhood groups supply all of the gasoline and oil needed for the vehicles assigned to them. This amount is not included in the programs \$45,000 budget figure.

The Huntsville - Madison County volunteer transportation program is part of an Urban Mass Transportation (UMTA) demonstration project. Consequently, UMTA provides 67% or \$30,000 of the \$45,000 budget of the program. The City of Huntsville and the County of Madison together supply \$15,000 of the total budget.

Voluntary Action Center  
of Montgomery County, Inc.

Montgomery, Alabama

Overview

The Voluntary Action Center of Montgomery County, Inc., ("VAC") is a nonprofit corporation founded in 1974 which engages in a variety of volunteer activities in Montgomery, Alabama. It is one of the major volunteer agencies in the city. It recruits, trains, and places volunteers with a number of community service agencies. It operates a successful annual Christmas gift giving program for needy families. It identifies and initiates new programs to meet community needs through volunteerism. Finally, it operates a successful volunteer transportation program.

The volunteer transportation program was initiated in 1977. It provides free transportation to elderly and disabled clients within the city limits of Montgomery, Alabama. The program is conducted by volunteers who utilize their own vehicles to provide essential transportation to this target group.

Administration

VAC receives its policy guidance from a board of directors consisting of twenty-four members. Its day to day operations are guided by an office staff of five consisting of a salaried executive director, and administrative assistant, along with three

volunteer office personnel who serve respectively as editor of the newsletter, clerical assistant and special project assistant.

### Operational Characteristics

The VAC volunteer transportation program is a five day per week service available Monday through Friday 9:00 to 4:00 p.m. It provides transportation services only within the city limits of Montgomery.

The program provides transportation to needy persons in general including elderly and disabled persons primarily for medical and social service appointments. Initial requests for service are not accepted directly from elderly or disabled persons, but must be requested by physicians, social workers, church and community organizations. For example, a physician who is treating an elderly or disabled patient may request VAC to provide transportation to the client for future medical appointments. After the initial referral by the appropriate agency and a determination of the need for transportation the client may then contact VAC directly to arrange for transportation for the initial need and for subsequent ones.

Requests for transportation to medical and hospital appointments represent the most substantial usage of the program for elderly and disabled persons. VAC transports cancer patients to various treatment therapies, kidney patients for dialysis treatment, stroke victims, blind persons, and other suffering from physical or mental disabilities. All of the elderly and

disabled adult clients who utilize VAC's services must be ambulatory because the programs cannot accommodate adults who use wheelchairs.

VAC utilizes approximately 30 volunteer drivers who use their own automobiles to transport clients. Annually, these volunteers together provide a total of 2800 round trips and log more than 10,000 miles transporting clients. Drivers can be reimbursed \$.15 per mile for gasoline and oil expended transporting clients; but many drivers do not accept the reimbursement.

The average driver contributes approximately 16-20 hours of service per month and works about 4-5 days per month.

VAC estimates that most of the clients served by the volunteer transportation program are black females with an annual household income between \$4,000 and \$6,000. VAC also estimates that less than 10% of its clients have another source of transportation available.

Special Transportation Services  
Central Arizona Chapter  
American Red Cross

Maricopa County, Arizona

Overview

Special Transportation Services (STS) is a joint venture of the Central Arizona Chapter of the American Red Cross and the Maricopa County Human Resources Department which provides special needs transportation for elderly, handicapped and low income persons with priority given to medical and social service appointments. Special Transportation Service operates on a reserve-a-ride basis requiring reservations at least twenty-four hours in advance. STS is a volunteer based service. All STS vehicles are operated by volunteer drivers.

In general, the Central Arizona Chapter of the American Red Cross, views its mission as providing services to military families and disaster services to Central Arizona residents. In addition, it provides health and safety training, and information.

However, the special needs transportation program plays an important role in the activities of the agency. Utilizing an average of more than 300 volunteers per month, STS operates forty seven vans and three buses to achieve an average of 20,000 one-way trips per month.

STS utilizes volunteers because they enable it to provide cost efficient transportation services to the elderly and disabled and because it allows volunteers to contribute substantially and directly to their community. Volunteers indicated they participate in the program because it provides a great sense of individual fulfillment, and contributes a needed service to the community.

### Operational Characteristics

Maricopa County, which is the transportation program service area, is a large land area covering 9,226 square miles with Phoenix as its county seat. STS divided Maricopa County into sixteen service units. Each service unit provides the transportation service to elderly and disabled persons within that area. Volunteers working in these decentralized units receive and coordinate transportation service requests, provide transportation, maintain records and perform administrative duties.

STS designates each vehicle in its fleet as a "long distance" vehicle or a "community" vehicle. Long distance vehicles provide transportation from outlying communities within Maricopa County such as Wickenburg, Gila Bend, Chandler, or Wiltman into Phoenix where clients receive needed medical and social services from such institutions as Maricopa County Hospital, Veteran's Hospital, or the Social Security Administration. On the other hand, community vehicles provide local

transportation to destinations within a particular community in Maricopa County (e.g. clients picked up in Wickenburg are transported to destinations within Wickenburg.) Some of the community vehicles serve as collector or feeder vehicles for picking up passengers to connect with the long distance vehicles bound for destinations in Phoenix. In addition some community vehicles transport hot meals to homebound elderly and physically disabled persons.

STS serves elderly, disabled and low income and Head Start clients. Elderly and disabled clients are transported to medical appointments at hospitals and physician offices, recreation trips, shopping, field trips, trips to social service agencies and necessary trips to pay utilities.

The disabled include persons who are blind, persons with hearing impairments, persons confined to wheelchairs, those who are ambulatory with the assistance of devices such as walkers. In addition, the disabled include persons suffering from acute kidney disorders who must receive regular dialysis treatment and any other physical or mental disability which precludes a person from safely operating an automobile.

The transportation service is available from 6:30 a.m. each day to 4:00 p.m., generally five days per week. However, some communities within Maricopa County make transportation available on Saturdays for shopping and recreational trips for the elderly. The clients must call in to request the transportation service at least 24 hours in advance of the date for

which service is requested. However, STS will accept requests for service as much as two weeks in advance.

The profile of the average STS rider is that of an elderly, white woman who has a handicapping condition, but does not use a wheelchair, who is a year-round resident of Maricopa County and has an annual household income under \$4,500, which is below the Federal poverty level. The average rider usually does not have a driver's license nor an automobile in the household. She usually lives alone. <sup>1/</sup> Seventy-eight percent (78%) of the riders responding to the STS Ridership Survey, were over the age of sixty. One third or 33.4% of all STS riders were over the age of seventy-five. Three out of four riders were women. More than half indicated they live alone.

In providing the volunteer transportation service, STS utilizes a paid staff which consists of an executive director, responsible for general operation of the program and overall planning, 2 persons responsible for financial management duties, 3 in recordkeeping, 3 in public relations, 1 dispatcher, and a full-time maintenance staff of 3.

The volunteer staff consists of 16 volunteer chairmen who oversee all of the activities of the local units within Maricopa County where service is provided, 10 volunteers in various locations providing office and general assistance, and a roster

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<sup>1/</sup> Special Transportation Services, Ridership Survey, (November 9-10, 1982) conducted for Central Arizona Chapter, American Red Cross and Maricopa County Human Resources Department by Lawrence L. Martin, M.I.M., M.S.W.

of over 300 volunteer drivers divided among the 16 local service areas. On the average approximately 43 volunteer drivers are utilized per day to meet the programs transportation needs.

### Budget

Over the past three years the STS budget has ranged from \$335,000 to \$479,000. This amount represents approximately 45% of the total budget of the Red Cross organization in Maricopa County. Major operating expenditures from the budget include:

(a) administrative expenses - 1%, (b) staff salaries - 29%, (c) gasoline and fuel for vehicles - 28%, (d) vehicle maintenance - 11%, (e) vehicle insurance - 5%.

Maricopa County Department of Human Resources provide a significant proportion of the STA budget. It obtains these funds from various local, state and federal sources, local communities provide funds on a pro rata basis. Other state and federal sources of operating funds include: (a) Community Service Block Grant funds, Older American Act funds, and Head Start.

Private sources of funds and contributions include hospitals, service clubs, community organizations, United Way and private businesses. A new program to increase private business contributions is called "Adopt-A-Van" program. A \$5,000 contribution by a local business or organization affords them the opportunity to place its logo on the van which indicates support of the volunteer transportation program.

In addition to the operations budget discussed above, STS receives contributions from the local communities for capital ex-

penditures. These funds represent the local matching funds requirements for capital grants programs such as the Urban Mass Transportation Administration's section 16(b)(2) and section 18 Capital Assistance programs. Under these programs local non-profit organizations receive financial assistance to purchase vehicles and related equipment for the provision of special transportation services to elderly and disabled persons.

STS has twenty-two vans purchased with § 16(b)(2) funds and four vans purchased with § 18 funds.

Volunteer Bureau of Marin County  
San Rafael, California

Overview

The Volunteer Bureau of Marin County ("Volunteer Bureau") is a twelve year old non-profit corporation located in San Rafael, California which provides volunteer transportation to elderly and disabled persons who reside in Marin County. Among the disabled the Volunteer Bureau transports both physically disabled persons and those suffering from emotional problems requiring out patient therapy. The Volunteer Bureau also transports sexually abused children to physician's offices and to counseling sessions.

Operational Characteristics

The Volunteer Bureau transports elderly and disabled clients to a variety of activities and facilities within Marin County, California including physicians appointments, shopping facilities, center activities and other recreational and group activities.

The transportation service is available from 8:00 a.m. to 8:00 p.m. seven days per week. Generally, clients must call in at least 24 hours in advance to request service. However, requests for emergency service are handled as they arise and are not subject to the 24 hour advance request requirement.

Volunteer drivers utilize their own automobiles to provide transportation services. The Volunteer Bureau does not own nor provide any vehicles for transportation purposes. The volunteer

drivers provide approximately 75 one way and approximately 150 round trips per month.

Volunteer drivers must carry the minimum liability insurance coverage required by the State for all drivers. In addition to the maximum state liability insurance requirement the Volunteer Bureau provides excess liability insurance coverage up to \$500,000 above the drivers' private auto insurance coverage. This additional liability protection covers volunteers when they are providing transportation under the Volunteer Bureau's program. This insurance is provided at no cost to the volunteer driver and is made possible by grants from the Area Agency on Aging and the Marin County Transit District.

Most of the clients served by the transportation program are elderly persons. Approximately 75% are female and the Volunteer Bureau estimates their annual income to be between \$4,000-\$6,000. The Volunteer Bureau transports approximately 50-60 clients per month including elderly and disabled persons. The program does not charge a fee for transportation service, however, it does request voluntary contributions.

### Budget

The budget for the volunteer transportation program for fiscal 1982 was \$13,720. Approximately 40% of this amount was used for driver gasoline and mileage reimbursement. The remainder of the budget funds were used to defray costs for staff salary, administrative expenses and insurance coverage. The Volunteer Bureau received 63% of its budget funds from the Marin County Transit District and 37% from the Area Agency on Aging.

The Volunteer Center of Napa County, Inc.  
Napa, California

Overview

The Volunteer Center of Napa County, Inc. ("VCNC") is a multifaceted volunteer organization providing a variety of services to residents of Napa County, California. The VCNC operates a senior citizens assistance program and a criminal justice program. The senior citizens assistance program includes a senior's visitation program in which volunteers regularly visit elderly persons for discussions and conversations to help combat loneliness and isolation. VCNC helps elderly persons identify and obtain resources needed in their daily lives. They also provide an ombudsman who serves as an advocate for residents of nursing homes.

The criminal justice program includes a victim and witness assistance program whereby VCNC volunteers help victims and witnesses of crimes cope with their involvement in the criminal justice system as a victim or as a witness of a crime. VCNC operates a sexual assault program providing guidance and support to sexual assault victims as their cases progress through the criminal justice system. Lastly, VCNC operates a community diversion program for first offenders whereby they may provide community service work in lieu of a jail sentence.

In addition to these general programs which rely heavily on volunteers, VCNC operates a broadly scoped volunteer based transportation program.

### Administration

The California legislature has mandated that special needs transportation for elderly and disabled persons in the various counties be consolidated and coordinated to the maximum extent possible. The state provides funds to operate these consolidated services to county governments. In Napa County these funds have been provided to the Napa County Department of Public Works. As a result, the department of public works has contracted with VCNC to coordinate and operate the special needs transportation services for Napa County.

For Napa County, and as part of the consolidated transit program, VCNC has the responsibility to operate and administer the Tri-City Bus, Van Go and Volunteer Transportation Systems. This includes the recruitment, hiring, training and supervision of operations staff and volunteers, reporting requirements, collection of fares, scheduling, maintenance of vehicles, and transit planning.

VCNC is a nonprofit corporation organized in 1974 with a fifteen member board of directors consisting of a variety of community leaders. The board of directors makes general policy for the organization. The executive director is

responsible for overseeing all of the corporation's programs. Each program has a director who supervises both paid and volunteer staff members.

#### Operational Characteristics.

VCNC operates a transportation program which consists of three components. The Van Go program utilizes paid drivers who provide door to door service to elderly and disabled persons for transportation within Napa County. Transportation is provided in vans owned by VCNC. Clients must call in for advance reservations 36 hours in advance. A fare of \$1.00 each way is charged for this local transportation service. The vans utilized in this program are equipped with wheelchair lifts. Van Go operates from 7:00 a.m. to 10:30 p.m. Tuesday through Thursday and from 7:00 a.m. to 7:00 p.m. Monday and Friday. It also offers Saturday service from 9:00 a.m. to 12:00 noon and Sunday service from 9:30 a.m. to 12:30 p.m.

Tri-City Bus is volunteer based transportation service for elderly and disabled persons. This program operates VCNC vans equipped with wheelchair lifts to the upper Napa Valley cities of Calistoga, St. Helena, Angwine, and Deer Park. Clients must request service 24 hours in advance. Clients must pay a fee of \$.30 to \$1.00 each way depending upon the distance traveled. Tri-City bus service operates seven days per week from Monday through Sunday from 9:00 a.m. to 5:00 p.m.

The volunteer transportation system is the third VCNC transportation program. It utilizes all volunteer drivers to transport elderly and disabled clients for any purpose, but primarily to medical facilities outside of Napa County. These volunteer drivers use their own vehicles or a station wagon owned by VCNC.

The VCNC conducted a survey of its clients and found that 83% of those surveyed did not have a driver's license and 81% did not own an automobile. The majority of clients indicated they did not have access to an automobile in their immediate family. 79% of the clients served were women and 14% were men, while 7% did not answer the question. VCNC found that 66% of its passengers were 70 years or older. Of this number 31% were 70-79 years old and 35% were over 80 years of age.

75% of VCNC's clients surveyed indicated some mobility restriction or disability. For example, 44% indicated they needed to use a cane or crutches, 10% used a walker, 11% were blind, 37% could not walk more than one block without difficulty and 31% needed assistance up and down stairs. The percentages exceed 100% because many clients had multiple responses to the question.

### Budget

The Budget for VCNC volunteer transportation program for fiscal year 1982 was \$74,684. These funds were expended for staff salary, fuel and maintenance mileage reimbursement, in-

surance and other expenses. 90% of their budget funds were provided by the state and local government and 10% came from fares collected for rides.

## WE CARE

### Deerfield Beach, Florida

#### Overview

WE CARE, founded in 1978, by a group of resident retirees, serves Century Village of Deerfield Beach, Florida, a retirement community located on Florida's east coast north of Miami. The retirement community consists of 253 individual buildings containing 8,508 apartment units.

WE CARE provides a variety of services to the retirement community. They provide home and hospital visitation, classes for the visually handicapped, clerical assistance, counseling services and transportation. Clerical assistance consists of writing letters, typing, and completing medical forms for the elderly who because of advanced age or physical disability can no longer perform these tasks. During home visitations volunteers ascertain the need for groceries and do the necessary shopping.

Operation Reach Out is a program designed to prevent isolation among elderly and disabled persons. We Care volunteers call each building to determine which retirees are in the hospital and which are sick at home. This information in turn is provided to the home and hospital visitation committee which makes regular visits.

The counseling service utilizes retired professionals who can provide social and mental health counseling to assist elderly persons in combating problems such as loneliness and the loss of a spouse. In addition, they counsel clients and their spouses

about how to cope with major illnesses. For example, they counsel stroke victims and their spouses about how to cope with stroke recovery and rehabilitation.

### Administration

The program is staffed and administered by volunteers. There are approximately 200 volunteers who participate in the various WE CARE programs in general. Of this number there are 30 volunteer drivers and about 16 persons who on a rotating basis perform administrative duties for the various services.

The administrative staff consists of 6 men and 10 women who at various times perform a variety of administrative duties. Two persons serve as administrative coordinators, one person performs financial management services, five are involved in recordkeeping and general administrative duties, and two perform public relations duties.

The office space utilized by WE CARE for its volunteer transportation program was donated by a bank in Deerfield Beach. A second bank there provides telephone service and office furniture necessary to carry out the program.

Each business day two WE CARE volunteers staff the office to answer the telephone and to receive transportation requests. Volunteers log each request when received. They call the transportation coordinators who in turn make individual assignments of drivers to clients.

## Operational Characteristics

Transportation service is available from 8 a.m. to 3 p.m. Monday through Friday. Clients are provided free transportation to and from hospital and medical appointments. The client must call to request transportation assistance 36 hours in advance when the service is needed. However, emergency transportation service can be provided immediately as may be required.

WE CARE provides approximately 200 two way trips per month to senior citizens. The transportation is provided by volunteers utilizing their own vehicles. WE CARE does not own any vehicles. Moreover, the volunteer drivers provide all of the maintenance required by their vehicles at their own expense.

WE CARE through its affiliation with RSVP provides supplemental liability insurance coverage up to \$500,000 for its registered volunteer drivers. However, drivers must maintain their own personal automobile liability coverage as the primary coverage in the event of accident. The drivers' liability insurance provides the first dollar coverage up to \$300,000 and WE CARE carries supplemental insurance up to \$500,000.

WE CARE utilizes 30 volunteer drivers. Program officials estimate that ninety percent (90%) of these volunteer drivers are over 65 years of age and the remaining 10% are between 55 and 64 years of age. Seventy (70%) percent of the drivers are male and 30% are female. Drivers volunteer for an average of 3 hours a day one (1) day per week. Any of the 30 volunteer drivers can be requested to serve on any particular day. Drivers are reimbursed

for gasoline and oil at the rate of \$.25 per mile. However, many volunteers refuse such reimbursement.

The clients served by WE CARE consist exclusively of elderly persons who are residents of Century Village retirement community. Approximately 65% of the clients are female, 35% are male and all are white. WE CARE estimates that less than 10% of the elderly who utilize their service have other private transportation available. Because the clients are elderly many suffer from disabling or impairing conditions such as poor eye sight, arthritis, and stroke, which make the operation of a motor vehicle difficult if not impossible.

#### Budget

The total budget for WE CARE for 1982 was \$8,000. All of this sum except for a nominal amount was utilized to pay for gasoline reimbursement to volunteer drivers. All of the office space, utilities, furniture and office supplies are donated to WE CARE by two Deerfield Beachbanks.

The senior citizens who serve WE CARE have a variety of professional and career backgrounds. Their talent and experience are utilized in various fund raising activities for the organization. For example, all of the \$8,000 budget raised for 1982 resulted from the production of professional theatrical and musical events. Century Village facilities include a large concert hall and cabaret room in which entertainers perform for the residents of the community. Taking advantage of these

facilities and the background of some of its members WE CARE produces four shows annually and raises its operating funds.

## Voluntary Action Center

### Dekalb, Illinois

#### Overview

The Voluntary Action Center ("VAC") is the local clearing-house for volunteer activities for Dekalb County, Illinois. Many not-for-profit organizations utilize VAC for the recruitment, training and placement of volunteers for a variety of activities. In addition, VAC manages a senior citizens visitation program in which volunteers provide companionship and communication to many elderly persons. They also provide a telephone reassurance program in which volunteers communicate with elderly persons on a regular basis to ascertain their physical and mental conditions, their needs, and to ease the isolation of living alone.

VAC operates two transportation programs. TRANSVAC provides transportation services to elderly and disabled persons in Dekalb County, Illinois utilizing paid staff drivers. Transportation is provided within Dekalb County Monday through Friday from 8:30 a.m. to 4:30 p.m. for trips to medical facilities, nutritious sites, education and employment facilities, and for personal, social, recreational and shopping purposes. TransVAC utilizes its own vans and buses, some of which it obtained through the UMTA section 16(b)(2) program. Drivers' salaries are partially funded through federal programs. The activities of TransVAC were not a part of this study.

MEDVAC is the second transportation program operated by VAC. It is a volunteer based out-of-town medical transportation program. Volunteers provide transportation to anyone, including elderly and disabled persons, living in the Dekalb County area who must travel to out-of-town medical appointments for specialized treatment not available in the county. In addition to trips for medical appointments, MEDVAC provides transportation to some social service agencies, such as the Social Security office located in Schaumburg. All destinations must be approximately sixty or fewer miles from Dekalb. Regular destinations include medical facilities in Chicago, Rockford, Aurora, St. Charles, Geneva, Schaumburg and Batavia.

Dekalb County, Illinois is a county with a population of 74,000 located about 60 miles west of Chicago.

#### Operational Characteristics

The transportation service is available Monday through Friday from 8:30 a.m. to 4:30 p.m. MEDVAC prefers for clients to schedule trips one week in advance, however, requests of less than a week can usually be accommodated. They can rarely accommodate a client whose requests transportation affords less than 14 hours' notice. There is no charge for the service; however, clients are encouraged to make a voluntary donation. MEDVAC estimates the cost of each trip based upon the mileage driven. Each client making the designated trip receives a donation voucher which computes the per person cost of the trip based upon

the mileage (at 19¢ mile) and the number of clients making the trip.

Generally, clients call in to MEDVAC to request transportation to a medical facility or physician's office within the sixty mile service area of DeKalb County. However, since many clients may have medical appointments in the same city, for example, Rockford, MEDVAC encourages clients to call them before making medical appointments to find out which days are already scheduled for transportation to Rockford. MEDVAC is able to assist the clients in coordinating their medical appointments with physicians and hospitals and thereby is able to reduce costs and increase efficiency.

MEDVAC owns and operates a station wagon and a sedan in its volunteer transportation program. These vehicles are operated by volunteers to provide transportation within the service area. Each vehicle was purchased on behalf of MEDVAC by a local foundation seeking to support the activities of the volunteer transportation program. The vehicles are maintained by the VAC garage by VAC staff where maintenance and storage of TransVAC vehicles take place.

There are approximately 25 volunteer drivers. The majority are over 55 years of age. Twenty are male and 5, female. Each volunteer approximately 3 to 4 days per month for a total of approximately 24 hours of service per month. On the average, two or three volunteers work during the regular work day between 8:30 a.m. and 4:30 p.m. Drivers are reimbursed for gasoline and

operation costs at the rate of 19 cents per mile if they drive their own vehicle. However, some volunteers do not accept reimbursement payments.

All volunteer drivers must have a good driving record and must be neat and clean in appearance. They must display a willingness to work with senior citizens and disabled persons and must be able to communicate effectively. MEDVAC verifies the driving record of the new volunteer drivers at the time of their application through the local police department, which has access to state-wide records.

New drivers are provided with an orientation program which familiarizes them with the activities of the VAC and with serving elderly and disabled clients. As part of the orientation program, the new driver accompanies an experienced driver to observe how a typical trip is conducted.

Bethesda Help  
Bethesda, Maryland

Overview

Bethesda Help is a nonprofit organization which provides volunteer transportation and emergency food supplies, shelter, clothing and financial assistance to needy and disadvantaged persons in the Bethesda, Maryland area. Many of its clients are elderly and disabled persons. Transportation is provided to individuals for medical and social service agency appointments.

Bethesda Help is sponsored by a group of local Catholic and Protestant churches and Jewish synagogues. It was founded in 1968.

Administration

Bethesda Help is governed by a Steering Committee which consists of members representing the various churches and synagogues which make financial and other contributions to the organization. At the present time there are twenty-nine members of the Steering Committee. The Steering Committee sets the overall policy for the organization. There is an Executive Board which consists of the coordinator, who functions essentially as the president of the organization, the assistant coordinator, secretary, treasurer and committee chairpersons for volunteer drivers, food, clothing, publicity, resources, and scheduling. The Executive Board recommends policy actions to the Steering Committee for its consideration.

## Operational Characteristics

Bethesda Help provides free transportation service from 8 a.m. to 5 p.m. Monday through Friday. Emergency service is available 24 hours a day seven days a week. For scheduled physician appointments and other routine trips it is recommended that clients request transportation three days in advance. Emergency service can be provided on a same day basis. Clients must live within specified areas of Montgomery County, Maryland to be eligible for service, but they may be transported throughout the metropolitan area.

Clients seeking transportation may call a central number connected to an answering service. A Bethesda Help volunteer who serves as the officer of the day receives basic information from the answering service and then calls the client requesting transportation to obtain additional necessary information regarding destination, date and time for transportation.

After the relevant information from the client has been obtained, the officer of the day calls the volunteer driver and schedules the transportation. The volunteer driver will then call the client to reconfirm the information regarding destination, pick-up time requested, location of client and the estimated duration of the trip.

The volunteer driver assigned for that day transports clients assigned for that day regardless of the location of the client. On two way trips the driver will usually wait for the

client to complete his/her business in order to make the return trip home. When the volunteer driver expects the wait to exceed one hour, the driver may leave, perhaps to accept another driving assignment, before returning for the original client.

There are currently approximately 113 volunteers who provide a variety of services for Bethesda Help. Some volunteers perform dual functions. Forty six persons serve in the officer of the day capacity. Thirty nine of this number are female and seven are male. Seventeen persons serve in administrative positions which include the coordinator and assistant coordinator, financial management recordkeeping, and public relations. Of this number fifteen are female and two are male. There are approximately fifty volunteer drivers.

Each regularly scheduled volunteer driver works approximately one day per month for about nine hours a day. Reserved drivers are on call and serve as needed. Together they make an aggregate of 22 two-way trips per month utilizing their own automobiles. They generally pay for their gasoline, maintenance, and parking costs. While funds are available from the organization for gasoline and parking reimbursement few drivers request it.

Most of the clients transported are elderly. They comprise approximately 65% of the total transported. It is estimated that 25% are disabled and the remainder are low income adults who are transported to various social service agencies seeking food stamps, public and medical assistance. 80% of the clients transported are female and 20% are male. While precise

income figures for the client population are not available, program officials estimate that most clients served are from low income households.

### Budget

Bethesda Help's budget requirements are minimal. In 1982, it utilized \$5,803 for all its programs, which in addition to transportation include the provision of emergency food supplies, shelter, information and referral for shelter and clothing and financial assistance. Only \$100 of Bethesda Help's total budget in 1982 was used for the volunteer transportation program. This sum was used for gasoline and parking reimbursements costs for volunteer drivers. However, since most volunteer drivers do not request gasoline and parking reimbursements there is not a great demand for funds. Therefore, volunteers contribute their time, services, and funds in the form of gasoline, maintenance and parking costs. This reduces the cash needs of Bethesda Help in providing transportation services.

Bethesda Help receives its funding from two primary sources. The churches and synagogues which sponsor the organization provide seventy (70%) percent of Bethesda Help's total budget, or in 1982 \$4,021. Individual contributions, including client contributions, amounted to 30% of the program's total budget, or in 1982, \$1,782.

American Cancer Society  
Boston, Massachusetts

Overview

The American Cancer Society is a national organization engaged in medical research relating to the causes, cure and treatment of cancer. It also sponsors public education efforts relating to cancer issues, professional education programs for physicians and nurses regarding the most advanced cancer care and service. As part of its rehabilitation program, the organization helps to provide volunteer transportation for cancer patients receiving various forms of treatment.

The American Cancer Society is a nonprofit corporation which was founded in 1913. The Boston area office is a division of the national and state chapters of the organization.

Administration

The volunteer transportation program of the Boston division of the American Cancer Society ("BACS") is administered by a full-time paid executive director. The executive director is responsible for the overall supervision of the program, long range planning, and volunteer recruitment efforts.

BACS provides a decentralized volunteer transportation program. The Boston metropolitan area, including nearby suburbs, is divided into several geographical service units. Each service unit is responsible for administering the program in its geographic area. This includes volunteer recruitment and the actual provision of transportation service to clients within the area.

The units communicate frequently with the executive director to resolve problems, coordinate activities and to participate in planning decisions.

### Operational Characteristics

The major services provided by BACS include the transportation of cancer patients to and from radiation and chemotherapy treatment sessions. They are able to provide transportation only to ambulatory patients because their program's vehicles are unable to accommodate wheelchairs or other special equipment.

The BACS transportation program provides services to clients Monday through Friday from 8:00 a.m. to 5:00 p.m. Clients must call in for service at least 24 hours in advance. Clients are directed to call the BACS volunteer coordinator nearest to their residence to arrange for transportation service.

Volunteer drivers, who utilize their own automobiles, provide approximately 1000 two-way trips annually for BACS. The BACS does not own nor operate any vehicles of its own. BACS provides mileage reimbursement to those drivers who request it. There are approximately thirty five volunteer drivers working for BACS of which approximately 57% are female and 43% are male.

Volunteer drivers are provided two to three hours of initial orientation and training. After this initial session, they receive on the job training regarding the special problems of cancer patients. This on the job training includes two trips

with an experienced volunteer driver before the new recruit may provide driving services alone.

The national office of the American Cancer Society maintains an umbrella liability insurance policy which provides coverage for BACS registered volunteer drivers. All of the clients served by the BACS are cancer patients who are receiving treatment for their disease. BACS serves approximately 17 clients per month of which approximately 70% are over the age of sixty. Each client receives several trips to hospitals, physicians' offices or clinics per month. Clients do not pay a fee for this service but are requested to make a donation to help defray the cost of their transportation if they can afford it.

#### Program Budget

The BACS volunteer transportation program budget is small. In fiscal year 1982 the volunteer transportation budget was \$1,000. This sum was used primarily to pay for gasoline reimbursement costs for volunteer drivers who request such payments. The program receives its budget funds from public contributions and from the United Way organization.

The parent organization, the Boston Cancer Society, provides many contributions to the volunteer transportation program which are not counted as part of the budget. For example, the volunteer transportation program receives free office space, utilities, telephone service, and office supplies. The central administrative office of the transportation program is housed in

the general offices of the BACS. Also, the BACS pays the salary of the executive director and provides clerical support.

## CORP - ST. Louis, Missouri

The County Older Resident Program (CORP), which provides a variety of services to the older adult community of St. Louis County, is conducted under the auspices of the St. Louis County Department of Human Services. With the assistance of the Department's Senior Advisory Commission, CORP plans and implements services to assist elderly residents maintain active and independent lifestyles. Altogether in fiscal year 1981-1982, CORP provided more than 60,000 services to senior citizens. The most requested services included: telephone reassurance, transportation, home maintenance, and homemaker companion. <sup>1/</sup>

St. Louis County utilizes over 500 volunteers to provide a variety of services to elderly and disabled residents. These include the volunteer transportation program, the escort program, the Volunteer Income Tax Assistance Program, and the Volunteer Legal Assistance Program. More than 100 volunteers assisted county staff persons to enroll 32,583 senior citizens in the Senior Savers Discount Plan in which 3,000 cooperating county merchants offered senior citizens discounts on goods and services ranging from 5% to 25%.

The volunteer transportation program which was organized in 1975 and services elderly and disabled persons in all of St. Louis County has a service area of 500 square miles. It utilizes

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<sup>1/</sup> Annual Report, Department of Human Resources, St. Louis County, Missouri, 1982.

approximately 250 volunteers primarily as drivers and escorts. These individuals provide transportation by using their own automobiles and CORP provides a mileage reimbursement amount when requested by the volunteer.

The volunteer transportation service is generally available six days per week, Monday - Saturday during the hours of 8:00 a.m. and 5:00 p.m. Occasionally, CORP will provide transportation service to church services on Sunday based upon the availability of drivers. Generally, CORP prefers clients to make requests for regular service 36 hours in advance, however they try to accommodate individuals whose requests for service do not meet this time period. In fiscal year 1981-1982 utilizing volunteers CORP provided 13,092 round trips to elderly and disabled clients.

#### Administration

The volunteer transportation program is a division of the County Department of Human Resources. The program is supervised by a paid full time Program Director responsible for supervision of all of the CORP's programs; a paid full time transportation coordinator and four paid full time area transportation coordinators. Assisting the full-time staff are approximately 37 part-time paid staffers who assist in field coordinating and dispatching.

St. Louis County, the service area, is divided into four areas - North, South, West, and Central. Each quadrant is super-

vised by a paid CORP staff person who oversees volunteer drivers and part-time paid staff. As a result of this decentralization, the area offices provide direct transportation service to clients who reside within their geographic areas. The area staff also performs recordkeeping, dispatching, and volunteer recruitment.

The area offices maintain records relating to volunteer drivers and clients served by the program. When a new volunteer makes his services available to CORP, program staff members complete an information activity record which provides essential information about the volunteer. In order to receive mileage reimbursement for trips undertaken to serve CORP's clients, volunteers must complete a mileage reimbursement form.

#### Operational Characteristics

Since its founding in 1975, the primary goal of CORP volunteer programs has been to prevent the institutionalization of the elderly by helping to maintain them in their homes through the provision of a variety of services. The volunteer transportation program helps to meet this objective by providing necessary transportation and escort services to elderly and disabled clients for physician, dental and hospital appointments, grocery, pharmaceutical and other essential shopping, and social service appointments. The transportation service along with other volunteer programs, such as telephone reassurance, visitor - companionship, crime prevention, tax, insurance and legal assis-

tance, are designed to provide senior citizens with a support system which enables them to maintain independent living.

Volunteers, operating from the four area CORP offices, utilize their own vehicles to transport elderly and disabled clients to medical, dental, and social service appointments and grocery shopping. Annually, CORP volunteers provide approximately 13,000 two-way trips in St. Louis County. Volunteers who request mileage reimbursement are paid by CORP at the rate of \$.185 per mile for gasoline, oil and other out of pocket expenses associated with the provision of such transportation. Eighty percent of the trips are taken between 10:00 a.m. - 2:00 p.m. to avoid rush hour traffic.

Approximately 75% of the clients served by CORP's volunteer transportation program are female whose income ranges from \$6,000 - \$8,000. Most clients utilize the transportation for medical, dental or hospital appointments and for shopping. To a lesser extent clients use the service for social service appointments and recreation.

#### Program Budget

In 1982 the CORP volunteer transportation program budget amounted to \$29,875.

Approximately 95% of the volunteer transportation program budget was provided by St. Louis County government from federal revenue sharing funds. The other 5% came from public contributions.

Gadabout Transportation Services, Inc.  
Tompkins County, New York

Gadabout Transportation Services, Inc. operates a demand response volunteer transportation service for elderly and disabled persons in Tompkins County, New York. Tompkins County covers an area of 492 square miles and has a target elderly population of 10,038, and a target disabled population of approximately 3,306. Volunteers utilize Gadabout's vans to transport elderly and disabled clients to medical, hospital, and dental appointments, to nutrition centers, to places of employment, to shopping centers, to volunteer assignments, and to social and recreational functions.

Gadabout was organized in 1976 by a group of individuals and organizations involved in providing a variety of services to elderly and disabled persons in Tompkins County. Initially, for administrative purposes, it was affiliated with the Tompkins County Chapter of the American Red Cross. In 1981, it became an independent nonprofit corporation.

Administration

Gadabout is governed by a Board of Directors consisting of 20 members who serve staggered three year terms. Board members come from organizations which are involved in providing services to elderly and disabled persons including housing, nutrition and recreational services. In addition, human service agencies, lo-

cal governments and community members at large are represented on the Board of Directors.

The daily administration of the program is overseen by the Executive Director under the supervision of the Board of Directors. There are three paid staff persons in addition to the Executive Director, including a coordinator of services for the Groton/Dryden area, a remote section of Tompkins County. The Groton/Dryden Advisory Committee provides guidance relating to the provision of service in the Groton/Dryden area through the Groton Coordinator staff position.

#### Operational Characteristics

Gadabout's volunteer transportation service is available Monday through Friday from 9:00 a.m. to 5:00 p.m. However, in order to provide service hours roughly equivalent to those of the public bus system, the City of Ithaca, within Tompkins County, pays a driver who utilizes a Gadabout vehicle, to transport elderly and disabled clients daily between 7:00 a.m. and 9:00 a.m. and between 5:00 p.m. and 6:30 p.m. This paid employee also transports Gadabout's clients who request transportation on Saturdays between 9:00 a.m. and 5:00 p.m.

Within Ithaca, clients may obtain transportation service for any day of the week except Sunday. However, for some of the outlying areas of Tompkins County, clients may request service only for the day Gadabout designates for service to that area. For example, service to and from Newfield in the Southwest por-

tion of the county is regularly scheduled for Tuesday of each week and for Trumansburg in the Northwest section of the county for Thursday of each week. Those persons desiring transportation to and from these two areas of the county can only have service on the designated day.

Generally, an elderly or disabled client may obtain transportation services from Gadabout by phoning his or her request for service at least 24 hours in advance and at least by 1:00 P.M. The dispatcher then completes a "Gadabout Ride Request" form. This form provides essential information about the client including name, phone number, date ride is needed, destination, trip purpose, and whether the client is handicapped and a wheelchair user.

Between 1-3 P.M. on the date the phone request for transportation is received, a staff member makes the transportation schedule for the next day and incorporates all requests received that day. Clients must call after 3:00 P.M. to determine the specific time they will be picked up on the following day.

On the day of the scheduled transportation the driver receives from the dispatcher a schedule listing the names of the clients, pickup-point, pickup-times, and destinations. While the volunteer driver is completing his route he fills in additional pertinent information such as the number of persons picked up at each address, return trip time, and any special comments. In addition the driver fills in information about total gallons of

gasoline utilized during the trip, the beginning and ending odometer readings, and total miles driven that day.

The volunteer drivers are the foundation of the Gadabout transportation service. They are essential to the program's operation and bring a warmth and degree of personal caring to the provision of services. There are approximately 50 current drivers who range in age from 20 to 70 years. The majority of drivers are between the ages of 55-65 and two-thirds are male.

The average volunteer driver provides about 20 hours of service per month. This usually consists of 5 hour shifts on 4 separate occasions during the month. Some volunteer drivers donate substantially more time than this. They make themselves available to substitute for other drivers who may be unable to drive on a particular occasion.

All volunteer drivers must complete a training session which consists of two 4 hour classroom sessions on defensive driving techniques, a behind the wheel road test and an eye and reflex coordination test. All volunteers' driving safety and accident records are checked through the N.Y. State Department of Motor Vehicles.

In addition to volunteer drivers for transportation, Gadabout provides volunteer escorts to assist elderly and disabled. Escorts assist by helping wheelchair users to and from vehicles and buildings, operate wheelchair lifts and secure wheelchairs in the vans. Moreover, they assist disabled and

elderly clients during grocery shopping trips by carrying packages and pushing grocery carts.

Gadabout is successful in utilizing a variety of volunteers to provide many essential services. They utilize several trained personnel to provide the defensive driving instructional course and testing which volunteer drivers must complete. Some volunteers have provided printing services for stationery, envelopes, cards and tickets; while others assist with annual fund raising projects.

While it is difficult to precisely estimate the value of services contributed by volunteers, Gadabout has calculated that based upon minimum pay rates for similar services its volunteers contribute at least \$72,000 per year of donated volunteer services.

Gadabout owns and operates seven vans for transporting elderly and disabled clients. Each van has a wheelchair lift. All of their vehicles were purchased through the UMTA Section 16(b) (2) program. Regular maintenance is provided pursuant to a contract with another agency at an annual cost of approximately \$600 per vehicle.

Gadabout provides \$1 million of liability insurance coverage for property and/or physical damage. They have not experienced any difficulty in obtaining desired insurance coverage.

Gadabout has developed an important relationship with Challenge Industries, a manufacturing company which employs handicapped workers to produce various products. Jointly, Gadabout

and Challenge Industries coordinate transportation of these disabled workers to and from their jobs. This transportation enables these workers to be gainfully employed.

Gadabout also coordinates its transportation service with the transportation system of the local community college. This allows handicapped persons to attend classes at the local community college. The handicapped persons are transported by Gadabout from parts of Ithaca not serviced by the community college transportation system to locations where they can transfer to that transportation system.

Gadabout provides approximately 2500 one-way trips per month to elderly and disabled persons. Approximately 75% of the clients served are elderly and 25% are disabled. Disabilities served include the visually impaired, the hearing impaired, wheelchair bound patients, mobility limited elderly persons, mentally and emotionally disturbed persons, and kidney dialysis patients. Seventy-five percent of the clients served are female and 25 percent are male. Gadabout estimates that the average income for a typical client does not exceed \$8,000.

Typically, clients are transported to the following:

1. Medical facilities and appointments
2. Employment
3. Shopping
4. Recreation
5. School
6. Volunteer employment and activities
7. Therapy and rehabilitation work

Most clients become aware of Gadabout's services through their friends who recommend the service after personally receiving

ing transportation. However, Gadabout does recruit clients through radio and newspaper announcements, brochures and through recommendations from other social service organizations.

### Program Budget

The program budget for 1982 amounted to \$82,801. All of the program's funds are utilized to support the volunteer transportation program. The following represents the sources of revenues and their uses:

1. Fund Raising Events  
(Barbecues, etc.)
2. Contributions from participating organizations
3. Rider contributions
4. State and local government support

### Operating Costs:

1. Vehicle Related Expenses
2. Equipment Replacement
3. Administration and Overhead

## Senior Services and Centers

### Seattle, Washington

#### Overview

Senior Services and Centers is a non-profit umbrella organization that provides a variety of services to low income, elderly and disabled clients in King County, Washington, including Seattle. They provide volunteer transportation, senior centers, legal service, and nutrition programs for senior citizens. The organization was founded in 1969.

#### Operational Characteristics

The volunteer program provides transportation to elderly and disabled persons to medical appointments, including physician's offices and hospitals, government and social service appointments, food shopping, food delivery services for persons unable to shop, nutrition sites and escort services.

Transportation is available seven days per week from 8:00 a.m. to 8:00 p.m. Clients must request service 24 hours in advance.

The transportation program utilizes about 75-80 volunteer drivers who make approximately 60 round trips per month. Volunteers use their own vehicles to transport clients.

The clients served by the transportation program are for the most part elderly persons. Pursuant to its contract with the City of Seattle when the transportation program serves clients who reside within Seattle it is restricted to serving persons who

are over 60 years of age including disabled persons. However, the transportation program may serve disabled clients who reside in King County outside of Seattle who are less than 60 years of age. Clients do not pay a fee for service but they are encouraged to make voluntary contributions.

### Budget

The budget for Senior Services and Centers for fiscal 1982 was \$24,036. These funds were utilized for the most part to pay mileage reimbursement to volunteer drivers, for administrative costs and for insurance. All of the program funds are provided by the City of Seattle, Department of Human Resources pursuant to a contract with Senior Services to carry out the volunteer program.

## Rock County Specialized Transit Janesville, Wisconsin

### Overview

The Rock County Specialized Transit program is a division of the Rock County government and is located in Janesville, Wisconsin. This volunteer transportation program was started in 1981 to serve the transportation needs of elderly and disabled residents of Rock County, Wisconsin, a community of 140,000 residents situated in Southern Wisconsin south of Madison near the state border.

Transportation is provided to elderly and disabled residents of Rock County for transportation needs both within and outside of the county.

### Administration

The Rock County Specialized Transit programs ("Transit") is administered as a functioning division of the county government. The county government consists of an elected twenty nine district County Board of Supervisors who oversee a bureaucracy consisting of one appointed county administrator and various county departments. Transit has a full-time program administrator and one office support staff person who is a county employee.

The county provides various support services to the program including accounting and financial management services. In addition, the county provides umbrella liability insurance coverage for volunteer drivers. Each volunteer is responsible

for having in force at least \$100,000 of liability insurance for accidents which might occur. The county, through its master policy, provides coverage for liability in excess of \$100,000 up to \$1.5 million of coverage for any volunteer driver while participating in the program.

The transportation services are coordinated through twelve community coordinators who are located throughout the county. These community coordinators receive telephone requests for transportation from elderly and disabled persons in their geographical area and schedule subsequent transportation. The community coordinators contact volunteer drivers and arrange for transportation of scheduled clients on a daily basis.

#### Operational Characteristics

The volunteer transportation is available to elderly and disabled clients six days per week, Monday through Saturday from 7:00 a.m. to 6:00 p.m. each day. Clients generally must request transportation forty eight hours in advance for transportation outside of Rock County, Wisconsin. However, for transportation to locations within the county a request twenty four hours in advance is sufficient.

The transit service provides free transportation of the elderly and disabled to medical facilities including doctor and hospital appointments, pharmacies, chiropractors and dentists. Moreover, they transport elderly clients daily to ten nutrition sites located throughout the county. The nutrition sites are

federally funded programs which provide prepared meals to elderly clients at a nominal cost. Transit also provides transportation to elderly and disabled clients for grocery and other essential shopping.

There are approximately seventy volunteer drivers who provide transportation through the use of their own automobiles. Transit does not own any vehicles. The drivers are reimbursed by Transit for gasoline and related costs. These volunteer drivers provide approximately 3,000 one-way trips per month for the program. The average volunteer driver contributes about three hours per day and works an average of twelve days per month for a total of thirty-six hours per month of service.

Eighty-one percent of the volunteer drivers are over the age of 55, 13% are between the age of 40 and 54 and the remainder are between 25 and 39 years of age. The number of volunteer drivers is about evenly divided between men and women.

The great majority of the clients served by Transit are elderly persons. The Transit administration estimates that approximately 93% of the clients served by the program are elderly clients, while 7% are disabled. Eighty percent of the clients served are female while twenty percent are male. The program administrator estimates that the annual household income the elderly clients served by the transit program is between \$6,000 - \$8,000 and the household income for disabled clients is between \$4,000 and \$6,000. It is estimated that 10% to 25% of the el-

derly and disabled served by Transit have additional private transportation.

To recruit volunteers and to inform clients about the availability of service, Transit utilizes various media. Program representatives have made radio appearances, provided radio announcements, and have utilized newspaper articles. However, the most common form of communication for recruiting drivers and elderly and disabled clients alike is recommendations from friends who are familiar with or have participated in the volunteer transportation program. Another significant source of client referrals is social service and health service agencies in Rock County.

### Budget

The volunteer transportation program operated in 1982 with an established budget of \$65,000. This amounted to less than one percent of the County's total budget. Ninety-five percent of the budget funds were utilized to pay gasoline reimbursement to volunteer drivers based upon the mileage they drive for the program. About 5% of the budget is utilized to pay for office supplies and other miscellaneous items. The salaries for the administrator and his office assistant are paid by the county separately and is not included in the budget of the transportation program.

The major portion of the budget funds come from the Federal Older Americans Act program to provide transportation to

elderly clients, especially transportation to nutrition sites. In 1982 this sum amounted to \$53,000. The county government supplied \$5,000 and the public contributions represented \$7,000.

**A Selection of Volunteer  
Program Materials and Forms**

Each of the thirteen volunteer transportation programs analyzed utilized a variety of programs brochures, materials and forms. Examples of the program forms and materials include transportation request forms, registration forms, publicity brochures, newsletters, volunteer evaluation forms and volunteer appreciation certificates. The following section provides a selection of program materials, forms and brochures from some of the volunteer transportation programs analyzed.

VOLUNTARY ACTION TRANSPORTATION SYSTEM

What it is:

The Voluntary Action Transportation System will provide transportation to the elderly, indigent, handicapped, and isolated people of Montgomery, who have no other source of transportation. These services will be provided for all ages, all religions, and all races.

The Voluntary Action Transportation System will be operated as a part of the Voluntary Action Center.

What is Voluntary Action Center?

The Voluntary Action Center of Montgomery County operates as a central placement bureau for volunteers. It serves both public and non-profit agencies and supports them with people who want to volunteer. It is associated with the National Center for Voluntary Action and operates under the auspices of United Way and is supported by various community service organizations.

The Voluntary Action Center offers a process through which those who want to volunteer can find useful outlets for their concerns and energies, and through which those agencies who need volunteers can find help.

Why was the Voluntary Action Transportation System organized?

The Voluntary Action Center receives requests almost daily for specific needs of transportation. At the present time VAC has a few volunteers who regularly transport elderly, blind and handicapped persons. The volunteer services of these few individuals are being used extensively; however, they cannot begin to fill the need. Types of trips to be provided through this service are:

- Doctor's visits
- Dentists, Optometrists
- Therapy for blind, deaf, retarded  
and handicapped
- Mental Health, Community Counselling Center
- Family Guidance Center
- Food Stamp Office
- Paying Bills
- Employment Service, Job Interviews
- Fellowship Activities
- Shopping for necessities
- Voting

How it works:

All calls to VAC requesting transportation come through an agency, individuals do not make direct calls for transportation.

When an agency receives a call that transportation is needed, they investigate the caller to determine the extent of need and the availability of other means of transportation. The agency assembles information:

Name of Caller  
Nature of trip  
Destination  
Appointed time.

The agency then calls VAC, and VAC calls the volunteer.

A file is kept at VAC on each volunteer, noting the time of availability, the number of trips per month he will make, and the number of trips per month he will make, and other pertinent information. VAC will attempt to give the volunteers at least one day's notice before a trip.

Volunteer drivers use their own cars. Each driver will be insured with a blanket coverage policy through the Frank E. Hall Agency of New York City. VAC will bear all insurance costs. The drivers must have the minimum of \$50,000/\$100,000 bodily injury insurance and \$10,000 property damage insurance. These are the minimums usually carried on most automobile insurance policies. The policy carried on volunteer drivers by the Voluntary Action Center will be in excess of that coverage already carried by the driver. There is no cost to the volunteer for this coverage.

What the Volunteer can do.

The driver may contribute as little or as much time as he wishes - daily, weekly, or monthly. He is completely free to choose the hours and days that are most convenient to him. Drivers are free to take their children along on trips. Drivers can specify the agency for which they prefer to drive.

Most driving assignments are on an "on call" basis. They may be a "one-time assignment." Some assignments may be regular long time commitments: ex - the client who must receive a weekly treatment from a doctor, one who has weekly consultations with the

Family Service Social Worker, one who attends the Golden Club each week. The volunteer then could drive the same client on the same day and hour each week.

A workshop will be held.

What's in it for the Volunteer.

The rewards for providing this service will be satisfying as one recognizes that he is contributing to the well-being of another person. He will have the stimulating emotional and intellectual experience of working closely with other professional and lay people. He will use himself skillfully and compassionately in human relationships, adding to his own personal growth.

Agencies that have responded to Transportation Needs Survey.

- McInnis School and  
Madison Park Hope Center - Transportation for parents for inter-views to enroll child. Transportation for child to doctor for testing, etc.
- Montgomery Mental Health  
Authority - Regular service for indigents and emergency patients.
- Vocational Rehabilitation Serv.  
Blind Service Division - Great need for transportation. Volunteer must assist the blind when arrive at destination.
- Adult Learning Center - Transport English-As-Second Language students on Tuesday & Thursday.
- Montgomery County  
Youth Facility - Transport youth in detention for medical appointments, mental health appointments. Transport runaways to airport and bus stations for return home.
- Lighthouse - Need transportation to doctor, dentist DPS, hospital, etc.
- Montgomery Parks &  
Recreation - Transportation for people in new recreation program for handicapped; need assistance in transporting Senior Citizens for activities in 14 community centers.

Father Walters Memorial  
Child Care Center - Transportation to doctor's offices and  
to Crippled Children's Clinic

Montgomery Residential  
Facility - "Usually our men can get jobs, but half  
of these jobs are across town so they  
have to turn them down."

R.S.V.P. - Urgent need for transportation. Many  
people over 60 would like to participate  
in these volunteer programs but have no  
transportation.

Direction Service - Transportation to and from C.C.S. and  
Rehabilitation Center for handicapped  
clients. School transportation for  
children denied regular school but  
because of wheelchair or other problem.  
Transportation to handicapped scout troop  
meetings.

Montgomery Mental Health  
Association - Need transportation service for Open Door  
Club and Social Club.

Family Guidance -  
Travelers Aid - Emergency transportation to office and  
from various areas of Montgomery to bus  
station, Salvation Army, etc.

Help-A-Crisis - Receive many calls needing transportation  
to Food Stamp Office, Traveler's Aid  
and other helping agencies, and from  
transients and local people without  
resources.

Group Homes For Children - Help in getting children to and from  
several schools.

Jackson Hospital - Outpatient transportation for cobalt  
therapy. Transportation to nursing homes  
and doctor's offices.

APPLICATION

VOLUNTARY ACTION TRANSPORTATION SERVICE

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

Telephone No. \_\_\_\_\_

On the chart below, please circle your choice of driving time. You may drive any combination of hours between 9:00-12:00 and 1:00-4:00.

Monday	9:00-12:00	1:00-4:00
Tuesday	9:00-12:00	1:00-4:00
Wednesday	9:00-12:00	1:00-4:00
Thursday	9:00-12:00	1:00-4:00
Friday	9:00-12:00	1:00-4:00
Saturday	9:00-12:00	1:00-4:00

What are the best times of day to call you? \_\_\_\_\_

How much advance notice will you need? \_\_\_\_\_

Do you have small children you would need to take with you? \_\_\_\_\_  
How many? \_\_\_\_\_

Do you have any other condition, i.e. pregnancy, heart trouble, you wish us to consider? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Will you need assistance with non-ambulatory riders? \_\_\_\_\_

What type of automobile insurance do you have? \_\_\_\_\_  
\_\_\_\_\_

Name of your insurance company \_\_\_\_\_

Insurance policy number \_\_\_\_\_

Make and year of your automobile \_\_\_\_\_

License number of your automobile \_\_\_\_\_

Driver's License number \_\_\_\_\_ (State) \_\_\_\_\_

RETURN TO:

VOLUNTARY ACTION CENTER  
428 South Lawrence Street  
Montgomery, Alabama 36104  
Phone: 262-3596

\_\_\_\_\_  
Volunteer Driver's signature

\_\_\_\_\_  
date

**TRANSPORTATION REQUEST**

DATE: \_\_\_\_\_

AGENCY REQUESTING TRANSPORTATION: \_\_\_\_\_

AGENCY REPRESENTATIVE: \_\_\_\_\_ PHONE \_\_\_\_\_

NAME OF PERSON TO BE TRANSPORTED: \_\_\_\_\_ APPROX. AGE \_\_\_\_\_  
HANDICAP? \_\_\_\_\_

EXPLAIN: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_

DESTINATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ PHONE \_\_\_\_\_

DATE OF APPOINTMENT: \_\_\_\_\_ TIME: \_\_\_\_\_

TIME TO BE PICKED UP: \_\_\_\_\_

RETURN:

TIME TO BE PICKED UP: \_\_\_\_\_

SPECIAL INSTRUCTIONS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

VAC REPRESENTATIVE: \_\_\_\_\_

DATE: \_\_\_\_\_ VAC ACTION

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Publicity Brochure Announcing Availability  
of Volunteer Transportation Service

Ask your Social Worker about VATS —

or

Call the Voluntary Action Center  
262-3596 for more information!

Montgomery, Alabama



Montgomery's Voluntary Action Transportation System provides transportation to such places as the Pensions and Securities office, your dentist or doctor, any other medical facility, social services, rehabilitation, grocery shopping, a counseling session, special schools and even the drug store.

GET THOSE WHEELS  
ON THE ROAD -  
SIGN UP FOR VATS



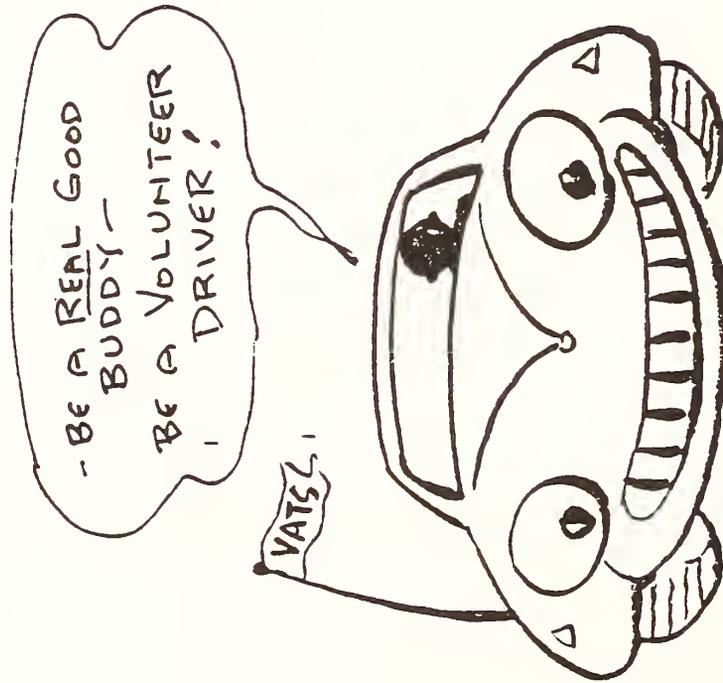
*If you have a car and just a few hours a week or even a month, YOU can become a VATS (Voluntary Action Transportation System) driver — and answer the need of someone who can't go alone to the doctor's office or grocery store or a rehabilitation session . . . . .*

**Call the Voluntary Action Center 262-3596 for information!**

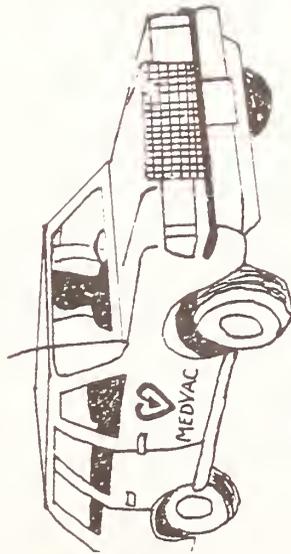
Publicity Brochure for  
Volunteer Driver Recruitment  
Montgomery, Alabama

**VATS — Montgomery's  
Voluntary Action Transpor-  
tation System — needs you and  
your car to help people  
who can't help themselves.  
All you do — once a week  
or even just once a month — is  
give a ride to someone  
who is blind or elderly or  
physically handicapped and  
needs another person to  
get to the doctor's office or the  
food stamp store or just go  
grocery shopping. Many  
cannot go alone and many ARE  
alone without anyone to  
help. So — won't you? By  
calling the Voluntary Action  
Center and becoming a VATS  
voluntary driver?**

**CALL 262-3596 TODAY**



# Out-of-Town Medical Transportation



## MEDVAC

Voluntary Action Center  
680 Haish Blvd.  
DeKalb, Ill. 60115  
758-0818

### Publicity Brochure TO SCHEDULE A RIDE WITH MEDVAC:

1. Try to schedule your medical appointment at least a week or two in advance, between 9:30 a.m. and 2:30 p.m. on weekdays.
2. Please have available the DATE, TIME and PLACE of your appointment.
3. Call 758-0818 and ask for MEDVAC
4. Once an appointment has been set up for MEDVAC, if you have any questions regarding your trip, or wish to cancel, please call 758-0818 and ask for MEDVAC.
5. Since many of our trips are to Rockford, you might want to call MEDVAC before you make your medical appointment in Rockford to find out which days are already scheduled. That way more than one person can be scheduled to the same place (or nearby) at the same time and it will be less costly.

*The Voluntary Action Center reserves the right to refuse to undertake service which could result in injury, or jeopardy to personnel or equipment, of the agency.*

### WHAT IS MEDVAC?

A volunteer program to provide transportation to medical appointments outside the DeKalb/Sycamore area.

### WHO IS ELIGIBLE?

Anyone living in the DeKalb/Sycamore area having an out-of-town medical appointment within 60 miles of DeKalb and no way to get there.

### HOW DOES IT WORK?

Call 758-0818; a volunteer will pick you up at your home, drive you to the appointment, wait for you and return you to your home.

### IS THERE A COST?

Just a donation to cover the cost of gasoline. You will be sent a donation voucher based on the mileage and divided by the number of people who made the trip.

### HOW FREQUENTLY CAN I USE IT?

As much as you need it. But because the drivers are volunteers no guarantees can be made. Every effort will be made to provide you with all the transportation you need.

### WHO DOES THE DRIVING?

A trained volunteer will pick you up in a Voluntary Action Center car or in a private car.



REQUEST FOR OUT-OF-TOWN MEDICAL TRANSPORTATION

**Voluntary  Action  
Center**

Service Request Number \_\_\_\_\_

\_\_\_\_\_ Date

\_\_\_\_\_ Agency

\_\_\_\_\_ Client

\_\_\_\_\_ Contact Person

\_\_\_\_\_ Address

\_\_\_\_\_ Phone

\_\_\_\_\_ Phone

Send Voucher to:

\_\_\_\_\_ Age/Disability

\_\_\_\_\_  
\_\_\_\_\_

App't. Date: \_\_\_\_\_

Pick-up Time: \_\_\_\_\_

App't. Time: \_\_\_\_\_

Length of app't. \_\_\_\_\_

Destination: \_\_\_\_\_

Will travel with: \_\_\_\_\_

Volunteer: \_\_\_\_\_

Own Car \_\_\_\_\_

VAC wagon \_\_\_\_\_

VAC Impala \_\_\_\_\_

Directions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



# Voluntary Action Center

680 Haish Blvd. Suite 300, DeKalb, Il.  
758-0818

TRAVEL REIMBURSEMENT VOUCHER FORM

To: \_\_\_\_\_

Subject: *Voucher*

Re: *Gasoline Reimbursement*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Doctor's Name: \_\_\_\_\_

Dates of trip: \_\_\_\_\_

Place of treatment: \_\_\_\_\_

Miles traveled: \_\_\_\_\_

\*Suggested donation: \_\_\_\_\_

Please make check payable to: *Voluntary Action Center*  
680 Haish Blvd. Suite 300  
DeKalb, Illinois 60115

*\*Suggested donation is determined by multiplying the number of miles traveled by 19¢. That figure is then divided by the number of riders who made the trip.*



## OPPORTUNITIES FOR VOLUNTEERS

Volunteer Recruitment  
Brochure

Anyone who is interested in assisting older residents of the County is encouraged to become a CORP Volunteer.

### SERVICE TO CLIENTS

CRIME PREVENTION: assistance to better protect property and person.

DISCOUNT: Senior Savers Plan -- solicit merchants/sign up participants.

FRIENDLY VISITOR: regular, organized visit to bring relief from loneliness, isolation and fear.

\*TELEPHONE REASSURANCE: check by telephone to assure older residents' safety regularly at pre-determined intervals.

TRANSPORTATION: driving an older resident to a doctor or other medical facility, for shopping or for recreational activities.

HOMEMAKER: to provide older residents with help in managing their homes and personal care.

HOME MAINTENANCE: provide help in homes and minor maintenance/repairs.

\*WRITING: as a pen pal or assisting with volunteer newsletter.

\*Indicates volunteer activities that can be performed by the homebound.

SPECIAL SKILLS ALWAYS DESIRED ON AS NEEDED BASIS

Administrative Assistant  
Accounting  
Marketing  
Banking  
Legal  
Professional/Business  
Group Leader  
Clerical  
Arts

Recreation  
Photography  
Sign Language  
Tax Assistance  
Form Assistance  
Youth  
Public Relations  
Workshops/Special Projects  
Dramatics  
Foreign Language

JOB DESCRIPTIONS ARE AVAILABLE AND MAY BE REVIEWED

For further information contact the Supervisor of Volunteers ... Jane Probst, at ....  
889-2735 between the hours of 8 and 5, Monday through Friday.

ST. LOUIS COUNTY  
DEPARTMENT OF HUMAN RESOURCES  
555 So. Brentwood Boulevard  
Clayton, MO 63105

CORP/21 (R) 3/81

POLICIES & GUIDELINES FOR VOLUNTEERS

A unit of transportation service is a ~~round~~ <sup>one-way</sup> trip, per individual passenger(s) as assigned by a CORP staff person.

TRANSPORTATION GUIDELINES:

- A. A maximum distance of twenty-five miles for a one-way trip was determined as reasonable. Any trip requiring more distance than that must be reviewed and OK'd by your supervisor.
- B. Nursing Home visits are limited to once every two weeks.
- C. Priorities for trips ....
  1. medical Neighborhood  
Coordinator's
  2. food shopping (the closest available store should be chosen) Approval Required
  3. benefit sign-ups (food stamps, Utilicare, banks, etc.)

-----

  4. nursing home visits to spouses and/or relatives \*Supervisor's
  5. beauty shops and recreational outings Approval Required

NOTE: \*(Any trip below #3 must be reviewed and approved by the Area Supervisor before it will be considered an "authorized" trip.) Any exceptions to the above guidelines will be at the discretion of the area supervisor and will be in response to exceptional circumstances.

POLICIES FOR CORP VOLUNTEERS:

1. Valid driver's license
2. Appropriate Insurance Coverage
3. No physical or health limitations to prevent competent operation of a motor vehicle.
4. Attendance in General Aspects of Aging and Transportation Training Programs.
5. Acceptance of gratuity by volunteers nullifies benefits received as a CORP volunteer and is prohibited.
6. Volunteer's vehicle should receive regular maintenance checks and be kept in good repair.
7. Permit & Release forms must be signed by all passengers.
8. Incident form to be filled out in case of any incident/accident.
9. Mileage reimbursement form must be submitted every month on the last day of the month or immediately thereafter, for volunteer to receive reimbursement of mileage incurred.

CORP TRANSPORTATION BENEFITS:

1. Mileage reimbursement
2. Workmen's Compensation Coverage is for Volunteers only ... while working for CORP. (In case of injury while on the job contact your supervisor immediately or call 889-3516 so insurance form may be processed) If you feel medical care

Policies & Guidelines for Volunteers ...  
CORP Transportation Benefits (continued)

is necessary--whenever possible, go to St. Louis County Hospital for treat

3. Excess Liability Coverage in the amount of \$50,000 to \$500,000 is available for those transportation volunteers who sign the written agreement and who fulfill the required number of authorized trips each quarter.
4. All of the mentioned benefits are available only when the volunteer is providing an "authorized" trip. An "authorized" trip is one which has been assigned or approved by the CORP Neighborhood Coordinator or, in accordance with previously stated guidelines, trips which require Area Supervisor approval.

CORP TRANSPORTATION

POLICIES & GUIDELINES FOR VOLUNTEERS

MEDICAL EMERGENCY PROCEDURES:

1. STOP -- CALL 911
2. Stay with client until help arrives.
3. First Aid or CPR should be performed if indicated and volunteer is qualified.
4. Volunteer should notify immediately following emergency the CORP coordinator or supervisor in their area or call ... 889-3516.

NOTE: In emergency situations generally CORP volunteers are not to take or admit passengers/clients to a hospital.

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CORP SERVICE PERMIT AND RELEASE  
St. Louis County, Missouri

In return for and consideration of the County of St. Louis, Missouri, and its County Older Resident Program staff and volunteers performing work or services for the Recipient of service,

\_\_\_\_\_, within the Recipient's home or on his  
(Recipient's Name)

premises or transporting the Recipient by automobile, the County and its CORP staff and volunteers are given permission by the Recipient to provide such services or transportation.

By signing this Permit and Release, the Recipient releases from liability and holds harmless St. Louis County, its agents, officers, employees, CORP staff and volunteers, from all claims or suits for injuries to persons or property which are caused or occur as a result of the services or transportation provided for the Recipient.

I, the Recipient of service, have read this Permit and Release. I understand all its terms. I execute it voluntarily and with full knowledge of its significance.

\_\_\_\_\_  
Recipient's Signature

\_\_\_\_\_  
Date

CORP/20 (R) 3/79

St. Louis County Department of Human Resources  
CORP Volunteer Registration

(Please Print)

Name \_\_\_\_\_ Mr. Mrs. Miss  
Last First MI Circle

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

Home phone \_\_\_\_\_ Business \_\_\_\_\_

Birthdate \_\_\_\_\_ SSN \_\_\_\_\_

Sex:  F  M

Marital status:  S  M  W

Spouse Name \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_ Relationship \_\_\_\_\_

Work experience \_\_\_\_\_

Professional/Vocational training \_\_\_\_\_

Name of employer \_\_\_\_\_ Present \_\_\_\_\_ Past \_\_\_\_\_

Volunteer experience \_\_\_\_\_

Organizations \_\_\_\_\_

List any physical limitations \_\_\_\_\_

Special medication \_\_\_\_\_ climbing/lifting, etc. Doctor \_\_\_\_\_ Phone \_\_\_\_\_

How did you hear about CORP \_\_\_\_\_

Would you be willing to drive your car to transport clients, as part of your volunteer work?  
 yes  no  uncertain. (If yes, complete the following.)

Do you own a car?  yes  no; Have valid driver's license?  yes  no

Driver's license number \_\_\_\_\_ Any restrictions/kind \_\_\_\_\_

Do you carry automobile liability insurance at this time?  yes  no.

Liability coverage (each person) \_\_\_\_\_ each accident \_\_\_\_\_

Property damage \_\_\_\_\_; Uninsured motorist 10/20?  yes  no

Name of Insurance Company \_\_\_\_\_

Time available for volunteer work: Day \_\_\_\_\_ Hours \_\_\_\_\_

Regularly each week  yes  no. Preferred Days/Hours \_\_\_\_\_

Geographic preference \_\_\_\_\_

Areas of Volunteer Skills/Interest (S = Skill/I = Interest)

1 <input type="checkbox"/>	Crime Prevention	10 <input type="checkbox"/>	Professional/business skills	19 <input type="checkbox"/>	Recreation
2 <input type="checkbox"/>	Discount	11 <input type="checkbox"/>	Circuit Breaker	20 <input type="checkbox"/>	Workshops
3 <input type="checkbox"/>	Friendly Visitor	12 <input type="checkbox"/>	Clerical	21 <input type="checkbox"/>	Photography
4 <input type="checkbox"/>	Home Maintenance	13 <input type="checkbox"/>	Youth	22 <input type="checkbox"/>	Dramatics
5 <input type="checkbox"/>	Homemaker	14 <input type="checkbox"/>	Group Leader	23 <input type="checkbox"/>	Sign Language
6 <input type="checkbox"/>	Telephone Reassurance	15 <input type="checkbox"/>	Form assistance	24 <input type="checkbox"/>	Foreign Language
7 <input type="checkbox"/>	Transportation/driving	16 <input type="checkbox"/>	Special projects	25 <input type="checkbox"/>	
8 <input type="checkbox"/>	Writing: Pen Pals/newsletter	17 <input type="checkbox"/>	Arts	26 <input type="checkbox"/>	
9 <input type="checkbox"/>		18 <input type="checkbox"/>	PQ	27 <input type="checkbox"/>	

Volunteer Signature: \_\_\_\_\_ Date \_\_\_\_\_

Comments \_\_\_\_\_

For Office Use Only

	Name	Date
Recruited		
Interviewed		
Orientation		
Follow-up		
Termination		
Coordinator	_____	
Area	_____	
Status:	<input type="checkbox"/> active	<input type="checkbox"/> holding



# Topics

VOICE OF THE CORP VOLUNTEERS

Volume V Issue 5

September-October, 1983



## VOLUNTEER RECOGNITION CEREMONY

The annual Volunteer Recognition Ceremony was held Friday, August 19, at Breckenridge Inn, Lindbergh and Clayton. Marty Bronson gave his usual star-quality performance as Master of Ceremonies, vocal soloist, and leader of group singing.



Jane Vickrey, Director of CORP made a short speech thanking volunteers. Don Clark, Director of Department of Human Resources, welcomed the guests, thanked them for their contributions and introduced M.C. Marty Bronson. Gene McNary, County Executive also made a speech of appreciation and presented awards for outstanding service. Recipients were:

## HOURS AWARD



- Roy Witterschein - Crime Prevention
- Wallace Hetting - Discount
- Joseph Sajcic - South County
- Laverne Howell - Clayton
- Estelle Haley - Central County  
Telephone Peassurance
- Cleoma Shifflett - North County
- Buck Downing - West County  
Transportation

## WINNERS FOR COMMUNITY SERVICE TO CORP

Ritenour Senior Citizen Dining Center - The Center serves as a gathering place for senior and a resource for CORP special activities. The award was accepted by Mr. W. D. Leip, Director of the Ritenour Community Education Center.

University City Senior Service Board - A "working partner" with CORP, through the exchange of ideas, volunteers, information and referral services. The award was accepted by Mr. Frederick Stith, President of the Board.

Valerie Page - Planned and hosted events at Jamestown Mall. She developed Golden Days offering seniors information, blood pressure screening, discounts, prizes and entertainment. Valerie was recently transferred from the St. Louis area, so the award was accepted by Sybil Brooks, Title V Office Assistant.

## AWARD WINNER

DON ETLING - Executive News Editor of St. Louis Suburban Newspapers, Inc., a chain of ten papers with a combined circulation of more than 300,000. He has been very supportive of CORP's efforts, not only in publicizing projects but in planning future outreach activities.

## EXCEPTIONAL VOLUNTEER EFFORT

- Dorothy Goessling - West County
- Dorothy Petty - South County
- Donald & Lucille Clark - Central County  
Transportation
- David & Lorene Abernathy - Clayton

Exceptional Volunteer Effort (continued)

Wallace Hettinger - Discount  
Award Winner  
Larry & Mary Seeley - North County  
Transportation

PROGRAM/LEADERSHIP DEVELOPMENT

Dick Critchfield is the one who put it all together to make the 1982 Senior Follies such a success. He's now working to make the 1983 version even better. Dick's background in theater has been invaluable in planning and directing the show, and also in persuading many performers to "unretire."

1983 TRAVELING AWARD WINNER

CORP's Legal Assistance Program was researched and developed by Judge Jules O'Neil. It provides help to those who cannot afford their own council. Receiving the 1983 traveling award were CORP Volunteer retired attorneys Bill Bilderbach, Wilson Hunt, John J. McAtee and John Molloy.



Following the presentation of awards, refreshments were served, and all volunteers were given certificates of appreciation.

VOLUNTEER PROGRAM EVALUATION

Dear Volunteer:

Enclosed with this issue of TOPICS is a Volunteer Program Evaluation form.

I would deeply appreciate you're filling this form out and mailing it back to CORP, 555 S. Brentwood, Clayton, MO 63105

Thank you.

Sincerely,

*Jane*  
Jane Probst

VITA

Federal & State  
Income Tax  
Information

Taxes are a bad word. But not to Kay Rossman.



Kay has worked for CORP for the past two years helping people with their taxes through the VITA program. (Volunteer Income Tax Assistance).

"The IRS sends out people to train us," said Kay, "and we have certain guidelines within our assistance program."

"For instance, if a person has an adjusted income of more than \$17,000, that person is not eligible for our help. We figure he has enough he can pay his own way. But, if a person's income is below that figure, we will help out... and the service is free.

"We also assist handicapped people and shut-ins, people who ordinarily would be hard-pressed to get help with their taxes. Or, if they do get help, are in danger of being ripped-off. These are the people who need our assistance."

Kay Rossman likes the work but sometimes there are disappointments, as when people don't show up for their appointments. But those are few and, generally, Kay says she gets a big charge out of doing the job.

Kay also mentioned that she and others like her in the VITA program, do not handle the large, complicated tax returns. "They have tax lawyers for that," Kay said, "we are out to help people that need it."

SENIOR FOLLIES CABARET

If you're a fan of the Fox and Munny Musical Productions, CORP's SENIOR FOLLIES CABARET was a frolicsome affair you were sure to enjoy. As entertaining as anything presented this year, the Follies was a showcase for talented performers over 60 years of age.

The first two performances at UMSL and Kirkwood were sellouts. A third engagement will be held at 2:00 pm, Sunday, September 25th at Laumeier County Park.

For additional information or directions call the co-sponsor, St. Louis County Department of Parks and Recreation at 889-2222.

BIG "R" VOLUNTEER

Bob Spangler, Chairman SCAC, 74 years young, and a retired army colonel, doesn't know how to retire. Active in the County Older Resident Programs (CORP), Col. Spangler was named August Volunteer of the month for United Way, and well he deserves the honor.

Col. Spangler has been working with CORP's Big R Program and is currently active giving pre-retirement seminars besides working with CORP's discount program and devoting lots of time to the Retired Officer's Club at Scott Field where he is a past president of that organization.

Before retirement, Col. Spangler was sales manager for the National Lead Company.

Along with his many other commitments to CORP, Col. Spangler keeps active in church and Lodge (Shrine) affairs.

Where he finds the time to do all this is a mystery but he does, and does it well. That's why he was named Volunteer of the month.

Like we said, here's a retiree who doesn't know he's retired.

PARLEZ-VOUS FRANCAIS?

It sure would be nice, wouldn't it, to go into a fancy french restaurant and order your meal in French? Trouble is, the boss is probable a Greek and all his waiters comes from Copenhagen. But it would be nice to be able to order in french.

Anyway, CORP (County Older Resident Programs) is kicking around the idea of starting up a class or two of strictly conversational french. If there are enough of you older guys and gals out there that would be interested, call your nearest CORP office and we'll see about getting it all together.

—Charlie Gould

**NAMES in the NEWS**

"Sometimes," says Walter Wrenn, Chairman SCAC P.R. Committee, "I feel I ought to get another job so I could rest a bit."

Walter is 70 and retired but what he does keeps him busy. You see, Mr. Wrenn is one of those rare people who have just about dedicated their lives to helping others.

"So many of our older citizens just aren't able to get out and about. Many are recluses and some feel the world has passed them by. My job, as I see it, is to get these older citizens and tell them just what agencies are available, where they can get help.

"There are so many programs that are geared to the elder, and its a crying shame that so many aren't aware of them.

"For instance," said Mr. Wrenn, "there's the Visiting Nurse Association of Greater St. Louis."

"The awful part of this is that so few of our older people even know it exists. People have shut themselves off and need help. There are many older persons who are qualified for the nurses help, but they aren't getting it," said Mr. Wrenn.

Mr. Wrenn went on. "What I'm striving for is cooperation between all the agencies to take care of the problems of our older citizens, both in the county and in the city."

The County Older Resident Programs (CORP) has been doing just this for several years. If they have a problem they can't handle, they know an agency which does.

But CORP knows that full cooperation, hasn't arrived just yet. But it will, if more people like Walter Wrenn have anything to do with it.

Helping the older citizen is a labor of love for Mr. Wrenn. We sincerely wish for more like him.

VOLUNTEER NEWSLETTER  
HELPING THOSE WHO FACE  
SERIOUS ILLNESS



# PROFILES

## TRUDY IS TOPS —Charlie Gould

Somebody has to do the tough jobs, the thankless tasks that have to be done but lots of people sidestep them.

But Trudy Frye doesn't. Handling "TOPICS" is a tough job. Getting it together, being sure the mailing lists are accurate and the other items that have to be done and handled by Trudy Frye. And handled well and efficiently for the past five years.

Widowed 30 years ago, Trudy Frye is pitching in like so many other CORP (County Older Resident Programs) volunteers.

I enjoy doing this," said Trudy. "I start early and work late to get the job done. If I start something, I want to finish it.

Since her husband, a wholesaler passed away, Trudy has helped other people, which is really what CORP is all about.

Trudy and her husband came over from Germany before World War II. Since then she has been a big plus for this country. She's been a big plus for CORP, too.

---

## MAMIE CHITWOOD A CORP VOLUNTEER

Mamie Chitwood has been a volunteer for CORP in the Bridgeton area since August 22, 1979. Even though she still works a full time job of 40 hours per week, she finds one day weekly to help with transportation of our seniors to doctors, hospitals or shopping. Sometimes on her day off, she has as many as three people who need CORP services.

Mamie has also assisted on many special projects for CORP and brings an extra bonus in the form of surplus food to the people she assists. We appreciate Mamie for her dedication.

Have you ever felt anxious, frustrated, tongue-tied when dealing with a loved one or friend who is facing a serious or terminal illness? Very often we may avoid seeing the person because we feel very uncomfortable about coping with the physical condition or approaching death. What do I say? How can I help?

Among the tips:

Don't avoid me. Be the friend, the loved one, you've always been and touch me. A simple squeeze of my hand can tell me you still care.

Weep with me when I weep. Laugh when I laugh. Don't be afraid to share this with me.

Call for my shopping list and make a "special" delivery to my home.

Call me before you visit, but don't be afraid to visit. I need you. I'm lonely.

Maybe I need to talk about my illness. Find out by asking. "Do you feel like talking about it?"

Don't always feel we have to talk. We can sit silently together.

Help me feel good. Tell me I look good, considering my illness.

I've been robbed of so many things. Please don't deny me a chance to make decisions in my family, in my life.

Talk to me of the future. Hope is so important.

What's in the news? Magazines, photos, newspapers and verbal reports keep me from feeling the world is passing my by.

Just send a card to say, "I care."

Pray for me and share your faith.

(These tips compiled by local hospitals—)

'Second Edition'

CORP Goes Cable

CORP's new Group W Cable show premiered Monday, September 19 at 6:30 p.m. in Bailwin, Winchester, Manchester and Ellisville and repeated September 21 in the West County communities.



'Second Edition' is a magazine format ... featuring CORP services and programs, a sports segment by Charlie Gould, heirloom recipes, exercises for seniors and places to go and things to do.

For the first show on the 19th, Gould interviewed Sports Editor Boo Burnes of the Globe-Democrat, the UMSL Active Adults performed and bowling tips were given by Dick Weber, who interviewed Bill Smith, former Neighborhood Coordinator for North County and Pearl Hamilton contributed her 'Fun and Fitness' program.

The show will ultimately be shown on other Group W systems as well as other cable systems in St. Louis County. Any suggestions for future shows will be carefully considered.

VOLUNTEERS NEEDED

Victim Service Council provides a unique opportunity for volunteers to provide needed services to victims of crime in St. Louis County. Unlike many programs, volunteers at VSC work directly with victims, carry their own caseload, and receive professional supervision and training from the staff.

VSC staff has recently developed the volunteer Growth and Development Program. This program affords interested volunteers the opportunity to receive specialized training to work with progressively more serious crime victims. Initially, new volunteers receive extensive training to provide services to robbery and burglary victims. After two months, volunteers are eligible for specialized training in providing services to assault victims and battered women. Subsequent specialized training opportunities include providing services to sexual assault victims, child sexual assault victims, and survivors of homicide victims.

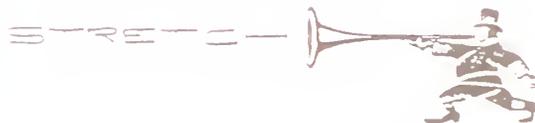
VOLUNTEER NEWSLETTER

Victim Service Council, a project of the National Council of Jewish Women, St. Louis Section, is the only victim service agency in St. Louis County. Volunteers are required to commit a minimum of three hours per week for one year. The VSC office is located in the County Court House in Clayton; free parking in the complex is provided to VSC volunteers.

SONG CONTEST

County Executive Gene McNary at the August 19 Volunteer Recognition challenged volunteers in attendance to develop lyrics to 'New York, New York'. A couple of entries have already come in so if you're inclined, get busy and write the lyrics for CORP for the music of 'New York, New York'.

NOW YOU CAN



RENTAL ASSISTANCE

The County's Rental Assistance Program assists persons 62 years or older by paying part of their rent each month. A single senior earning less than \$14,500 per year or a couple earning less than \$16,550 per year is eligible. Participants can usually stay in their present apartment, but if they want to move, apartments are often available. This opportunity is available right now without a lengthy wait. Over a thousand senior households are already enjoying this program. Call 397-3966 and ask to apply for the Rental Assistance Program. Seniors interested in moving should ask to speak to Rental and Occupancy too. The program has no effect on a senior's eligibility for Social Security or other benefits.

SOUTH CORP OFFICE

Dear Friends:

This is just to thank you for getting me someone to take me to the Eye and Foot Doctors.

The lady you introduced me to, Dietrich is a lovely person, very willing to help me when I need transportation, and I am so happy about this as it is very hard to get places at a set time when you have no transportation of your own.

Everyone I have talked to in the CORP office has been lovely to me and I am sorry that I need this transportation, as I no longer drive as I am just three months away from my 88th birthday. It is just so nice to feel that someone cares about you as you grow older. However, when I was younger I too did a lot of volunteer work and worked steady for ten years as a volunteer in the hospital doing just about anything that came along.

Again thanking everyone concerned, I am

Sincerely,

Olga Hart

-----  
COINCIDENCES OF A VOLUNTEER

Mary Jane Platt, a volunteer in South county, promised to take a client to the doctor. While visiting with the client, she found that the client and Mary Jane's aunt attended elementary school together and were very good friends at that time. On the next trip Mary Jane took her aunt along and the two had a glorious reunion.

-----  
THANK YOU

I wanted to write and let you know how much my Mother Mrs. Anna Baremore and I, her daughter Dorothy Reeves appreciate the CORP program and Mr. Ray Bierschenk for arranging a ride for her to the Dialysis treatment 3 times a week and Mr. Donald Clark for driving her. He is so dependable and helps her in and out of her car. We thank the CORP Program so much.

Dorothy Reives

DAY CAMP

Through the courtesy of CORP and the efforts of Ms. Eva Crabtree who came to our Center to sign up our participants, many of us here at Pine Lawn Senior Center were able to enjoy a delightful day on July 18 at the Union Electric Club in Valley Park.

We were most grateful for the fine hopsitality of CORP personnel, the young folks who helped, the lunch, crafts, etc., and, of course, Union Electric for the use of their facilities.

Thanks to all concerned for including us in this nice outing.

Sincerely,

Pine Lawn Senior Center

-----  
THANK YOU

Thanks for the nice day at Union Electric Park. It was my first trip and I did enjoy it.

Especially thank the young folks. They were wonderful with us the Senior Citizens.

Sincerely,

Marjorie Cassidy  
Golden Age Club of  
Florissant

-----  
AND THANK YOU

I wish to thank you for having made available to us, senior citizens, your Day Camp facilities in Valley Park. I am a member of the group who came from the Parkview Towers Apts. in University City.

The attention given to us by the young men and women both at the reception and later on was polite, considerate and courteous; at the same time I wish to express my thanks to a young lady who gave me assistance. I am 92 years old, I think her name is Beth Goldie.

No knowing where she resides, I am asking for your kindness in conveying to her my very best thanks.

Respectfully,  
F.D. Kern

VOLUNTEER PROGRAM EVALUATION  
VOLUNTEER INPUT

What do you do as a CORP volunteer? \_\_\_\_\_

How long have you been a CORP volunteer? \_\_\_\_\_ years. If less than a year, \_\_\_\_\_ mos.

How did you first hear about CORP? (Please check)

\_\_\_\_\_ radio, TV, newspaper

\_\_\_\_\_ through Discount Program

\_\_\_\_\_ through a friend

\_\_\_\_\_ Other (explain) \_\_\_\_\_

Do you have any suggestions for reaching volunteers other than above? \_\_\_\_\_

What are the main reasons you joined CORP as a volunteer? \_\_\_\_\_

Who first interviewed you? \_\_\_\_\_ Supervisor of Volunteers \_\_\_\_\_ Area Supervisor

\_\_\_\_\_ Other (explain) \_\_\_\_\_

Were you given an immediate assignment? \_\_\_\_\_ yes \_\_\_\_\_ no (If no, explain) \_\_\_\_\_

Are you still doing the same assignment? \_\_\_\_\_ yes \_\_\_\_\_ no If not, why did you change?

Are you happy with your assignment? \_\_\_\_\_ yes \_\_\_\_\_ no

Have you attended a CORP orientation? \_\_\_\_\_ yes \_\_\_\_\_ no

What did you find most helpful? \_\_\_\_\_

What did you find least helpful? \_\_\_\_\_

Check kinds of training you received for your assignment? \_\_\_\_\_ Aspect of Aging

\_\_\_\_\_ Friendly Visitor \_\_\_\_\_ Transportation

Would you like more training? \_\_\_\_\_ yes \_\_\_\_\_ no If yes, what kind? \_\_\_\_\_

How often do you meet or talk with your supervisor or coordinator?

\_\_\_\_\_ once a week

\_\_\_\_\_ once a month

Are they available at other times when you have questions? \_\_\_\_\_ yes \_\_\_\_\_ no

Do you attend any regular unit meetings of the volunteers who work in your area? \_\_\_\_\_ yes \_\_\_\_\_ no

Do you meet in person \_\_\_\_\_ or talk by phone \_\_\_\_\_?

CORP St. Louis County, Missouri  
VOLUNTEER NEWSLETTER

Describe ideas on useful services volunteers might provide for CORP.

What is the best thing you like about being a CORP volunteer? \_\_\_\_\_

What is the most frustrating thing? \_\_\_\_\_

Have you recommended being a CORP volunteer to any of your friends or family?

\_\_\_\_ yes, \_\_\_\_\_ no,

\_\_\_\_ generally mention, might not have been a strong recommendation.

Rate CORP's volunteer program on a scale of 0 to 5 using the following scale

0= does not exist; 1= exists but poor; 2= fair 3= average 4= good 5= excellent

Circle the number that applies:

Training of volunteers in this program	0	1	2	3	4	5
Acceptance and support of volunteers by staff	0	1	2	3	4	5
Recognition given to volunteer	0	1	2	3	4	5
Volunteers are trusted to do important things	0	1	2	3	4	5

Any other comments you would like to make: \_\_\_\_\_

Please return by October 25, 1983 to: CORP  
Volunteer Evaluation Committee  
555 S. Brentwood  
St. Louis, MO 63105

If you would like specific feedback or answers, please sign your name, address and phone number. Otherwise you only need to check your area and list your zip code.

Please check your area:

\_\_\_\_ Central \_\_\_\_ North \_\_\_\_ South \_\_\_\_ West \_\_\_\_ C.P. \_\_\_\_ Clayton \_\_\_\_ Discount

Your zip code \_\_\_\_\_

NAME

PHONE

ADDRESS



# TEMPORARY PARKING

# VOLUNTEER DRIVER'S VEHICLE

THIS VEHICLE HAS BEEN PARKED HERE TEMPORARILY TO  
ACCOMMODATE SENIOR CITIZEN VOLUNTEER AND CLIENTS.

TYPE CAR:

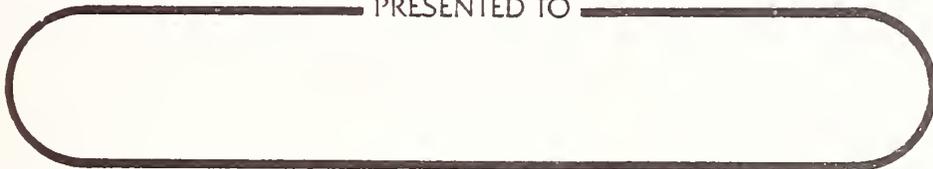
LICENSE NO.:

ST. LOUIS COUNTY DEPARTMENT OF HUMAN RESOURCES

ST. LOUIS COUNTY  
DEPARTMENT OF HUMAN RESOURCES

# CERTIFICATE OF APPRECIATION

PRESENTED TO



IN RECOGNITION  
OF GENEROUS CONTRIBUTIONS  
OF TIME AND TALENTS  
TO THE SUCCESS OF THE  
COUNTY OLDER RESIDENT PROGRAM



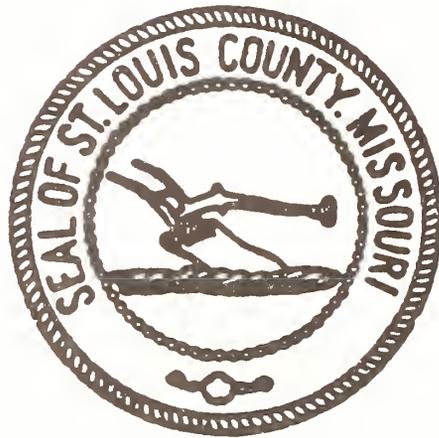
ST. LOUIS COUNTY EXECUTIVE

DIRECTOR  
COUNTY OLDER RESIDENT PROGRAM

DIRECTOR  
DEPARTMENT OF HUMAN RESOURCES

County Older Resident Programs

**Volunteer Recognition  
Ceremony**



Department of Human Resources

August 19, 1983

(CORP) County Older Resident Programs  
St. Louis County, Missouri  
Volunteer Recognition Ceremony

PROGRAM

WELCOME/INTRODUCTION	MARTY BRONSON
VOCALS	MARTY BRONSON
DIRECTOR OF CORP	JANE VICKREY
DIRECTOR OF DHR	DONALD E. CLARK
SALUTE TO CORP	GENE McNARY COUNTY EXECUTIVE
AWARDS	
VOCALS	MARTY BRONSON
REFRESHMENTS	
CERTIFICATES AWARDED	AREA SUPERVISORS

IIIIIII

**American  
Red Cross**



Central Arizona Chapter  
1510 East Flower Street  
Phoenix, Arizona 85014  
(602) 264-9481

November/December  
Volume 2, No. 5

# Omnibus

American Red Cross/Maricopa County Special Transportation Services

*Dear Volunteer,  
I have watched you with a gleam in my eye,  
It warms my heart when your van goes by.  
Traveling here and there across the town,  
Never an angry word or frown.  
Its true you transport those with great need,  
And many are the hungry you help to feed.  
Taking the oldsters to the senior center,  
Oh how they grin, when their homes you enter.  
Yes some are lonely, isolated or frail,  
With yellowed eyes and cheeks so pale.  
But when they see your bright Red Cross,  
They smile again, their troubles all lost.  
Through rain, hail and blistering heat,  
You always manage to stay on your feet.  
Dear drivers, aides and monitors too,  
You know those riders think a lot of you.  
It's the dedicated folks like you all,  
Who keep the rest of us on the ball.  
So during this special holiday time,  
Let me pay tribute to you (that's no crime).  
You are special, dedicated and true,  
I wish more were a lot like you.  
The hours you log will go down in my book,  
And a star by your halo, I promise to put.  
Its been a good year, dear friend,  
And there's another round the bend.  
So start your engine and get on the road,  
'Cause you've got a heavy passenger load.  
Remember to drive as safe as you can,  
I know you'll be kind to your fellow man.  
Let '83 bring you all good cheer,  
Good Night and Happy New Year!*

*Love Santa*



*Can you guess the identify of this volunteer STS Santa? Hint: He hails from a Red Cross Branch Office in the East. (See One Liners Column for answer.) ARC Photo*



## DEDICATED VOLUNTEERS MAKE STS SUCCESSFUL

By Diane E. Hoffman



Vern Owen, Wickenburg.

Vern Owen, a retired Wickenburg resident, has made volunteering at Red Cross his personal hobby. "I'm not much of a fisherman or card player, so I decided to volunteer," said the veteran STS volunteer who serves as an area chairman.

A typical day of driving begins quite early for Vern. He leaves Wickenburg by 7:30 am to pick up passengers in Youngtown, El Mirage, Sun City and other towns in the western half of the county.

Through the course of the day, Vern stops at Boswell Hospital, Sun City Medical Clinic, Glendale Care Center, Crippled Childrens Hospital and drives passengers to and from various medical and social service appointments.

When Vern returns home to Wickenburg at 5 pm, he knows his hours were well spent. "For me, volunteering is worthwhile because it is a chance to be of service," Vern said.

Vern likes to drive and claims that "people are more interesting than scenery. You can talk, laugh, cry and share experiences with the riders and discover that they have the same desires and fears as you do."

According to Vern, people really appreciate Special Transportation Services. "The passengers feel they are using a service and don't perceive it as public transportation. When the van pulls up, it's like friends coming to pick them up."

This is Vern's first experience as a volunteer and he feels as though he's "doing something useful while taking up space on Earth."

Being a Red Cross volunteer driver allows interaction with a wide variety of people and friendships often develop between drivers and passengers. Equally friendly and just as important, are the volunteers such as Curtis Byers, who interact with passengers over the phones to schedule their rides.

Curtis works 20 hours a week at the combined Dial-A-Ride/Red Cross reservation office at 702 W. Sunland, Phoenix. His volunteer job includes answering phones, confirming rides and making passenger reservations.

Curtis, a disabled veteran, said his first volunteer experience has been very satisfying. "My reward is the joy of knowing that I'm helping somebody. When people say 'thank you for being so nice,' it makes me feel like I'm worth something," he said.

### "I call it the Red Cross family"

According to Curtis, volunteering requires understanding and a good listening ear. "These riders are serious individuals and to them seeing a doctor or getting a transfusion is a life and death situation. They rely on the Red Cross for help and need someone to talk to," Curtis said.

For Curtis, ringing phones and lots of work are the keys to a busy but successful day. "If the phones don't ring it tells me that people don't need help, or don't know about our services. I want to help as many people as possible because that is what the Red Cross is all about."

Another volunteer who spends a lot of time on the telephone is Chapter's Dick Williams.

Dick should really be called Jack, because he is a jack-of-all trades for Special Transportation Services. An experienced driver and office aide, Dick is now working in the records office at Chapter.

## ORDERING SUPPLIES IS EASY IF PROPER PROCEDURE IS FOLLOWED

All requests for STS supplies should be submitted to Administrative Assistant **Maureen Stephenson** at the Central Arizona Chapter.

According to Stephenson, the best way to order supplies is to have a long-haul driver bring in a written request from the area chairman and a sample of the needed item. "This will be helpful in avoiding mix-ups and will speed the ordering process," she said.

Standard supplies, such as paper, pens and pencils can generally be picked up in the storeroom from **Marie Szabo** without delay. For supplies that are not in stock, a one-week delay should be expected. These supplies are ordered through the Stationers Corporation, which provides Chapter with a 30% discount.

To speed up orders, a precise and accurate description of the needed item should be given to Szabo as early in the week as possible.

Additional passenger slips and driver sheets can usually be obtained from Stephenson without delay if a clean copy of the needed form is provided.

All orders for supplies must be made by an area chairman or a designated staff member.

## THE SIX DEADLY SINS OF DIRECTING VOLUNTEERS

1. To recruit a volunteer for a cause or program in which you do not believe - or to ask a volunteer to do a job you wouldn't do yourself.
2. To worry about the number of volunteers you need to the degree that you sign a person up even if he or she is not right for the job to be done.
3. To offer volunteers certain opportunities and working conditions, and then not deliver.
4. To waste a volunteer's time ----- ever.
5. To restrict a volunteer's effectiveness by not providing adequate preparation, training, or tools.
6. To be so concerned about your own job security that you do not stand up and fight for the needs and rights of the volunteers you represent.

*Reprinted with permission from: Office of Volunteer Personnel, Western Field Office American Red Cross, Burlingame, California*

*His duties include updating volunteer application files and contacting area chairmen to check on their various needs. Since there are over 20 chairmen, Dick will spend most of his time on the phone talking to the area leaders.*

*Dick volunteers because he enjoys doing something for people who really are in need. "The work here is very satisfying and it's good mental stimulation too. I enjoy working for the Red Cross," he said.*

*The amount of time that a volunteer gives to the Red Cross varies with each individual. For **Martha Mejia**, who volunteers five days a week in Chandler, it is a full-time duty. "I love volunteering! If they don't call me to come in I get mad," she said.*

*Martha has been a monitor for over one year, and regularly opens the office in Chandler at 6:30 am. "I try to help as much as I can," she said.*

*According to Martha, working on a close basis with the other volunteers and getting to know them is one of the things that make her job fun. "I call it the Red Cross family," she said.*

*Martha said a lot of patience is necessary to deal effectively with the isolated elderly and Head Start children. "Volunteering for Red Cross has taught me that patience is a virtue."*

*Martha likes working under **June Bradfield** and said, "I will volunteer as long as I can, because I feel it's worthwhile and June treats all her volunteers with respect. People seem to like me and know that I'm here to help and that makes all the difference."*

*Although these are only four of many volunteers who dedicate their time to the American Red Cross, it is people like Vern, Curtis, Dick and Martha that make Special Transportation Services a successful, people-oriented program.*



**Martha Mejia and son Frankie, Chandler**

# HOW TO SAVE YOUR LIFE AND THE ONE NEXT TO YOU

## OVERCOMING YOUR PSYCHOLOGICAL RESISTANCE TO SEAT BELTS MAY BE THE KEY.

The facts are startling. Experts estimate that almost half of all automobile occupant fatalities and many serious injuries might have been avoided if the people had been wearing seat belts. That's because most injuries occur when the car stops abruptly and the occupants are thrown against the car's interior or out of the car. Belts reduce this risk.

Many people say they know the facts, but they still don't wear belts. Their reasons range all over the lot: seat belts are troublesome to put on, they are uncomfortable, or they wrinkle your clothes. Some people even think getting hurt or killed in a car accident is a question of fate; and therefore, seat belts don't matter.

If you're one of those people who don't use belts for one reason or another, please think carefully about your motivations. Are your objections to seat belts based on the facts or on rationalizations?

Here are a few of the common rationalizations. Many people say they are afraid of being trapped in a car by a seat belt. In fact, in the vast majority of cases, seat belts protect passengers from severe injuries, allowing them to escape more quickly. Another popular rationalization: you'll be saved by being thrown clear of the car. Here again, accident data have proved that to be untrue—you are almost always safer inside the car.

Some people use seat belts for highway driving, but rationalize it's not worth the trouble to buckle up for short trips. The numbers tell a different story: 80% of all automobile accidents causing serious injury or death involve cars traveling under 40 miles per hour. And three quarters of all collisions happen less than 25 miles from the driver's home.

When you're the driver, you have the psychological authority to convince all of the passengers that they should wear seat belts. It has been shown that in a car, the driver is considered to be an authority figure. A simple reminder from you may help save someone's life.

Another common myth: holding a small child in your arms will provide the child with sufficient protection during a crash. The safety experts disagree. They point out that even during a 30 mph collision, a 10-pound child can exert a 300-pound force against the parent's grip. So please make sure Child Restraint Systems are used for children who aren't old enough to use regular seat belts.

If you're an employer, encourage your employees to wear seat belts. At GM, we've made it a matter of policy that everyone riding in company-owned vehicles is expected to wear lap and shoulder belts.

We heartily support the program initiated by the National Highway Traffic Safety Administration to encourage the use of seat belts. So please fasten your own belt and urge your family and friends to follow your example. Even the best driver in the world can't predict what another driver will do.

● Reprinted with permission from General Motors



Program Director **Tim Dunnahoo** and overall transportation Chairman **Monty Sennett** would like to wish all STS volunteers, users and proponents a very happy holiday season.

Omnibus is a bi-monthly newsletter for American Red Cross-Central Arizona Chapter STS volunteers, users and proponents. Please address all publication-related matters to Omnibus Editor, ARC/STS, 1510 E. Flower, Phoenix, AZ 85014.

**Diane E. Hoffman** . . . . . Student Editor  
**Kathy Viges** . . . . . Staff Advisor

## RECRUITER HIRED FOR DES/STS PROGRAM

Bill Grier has joined Special Transportation Services as a recruitment specialist, specifically hired for the DES-Red Cross program that is currently underway.

Grier said he looked forward to working for Red Cross and hoped to recruit as many volunteers as possible to make the program a big success.

Before moving to Arizona, Grier served as program director for Southwest Youth Employment Services in Denver and worked for East-West Center, an international research center, in Hawaii.

Grier graduated from the University of Colorado where he received a double master's degree in communications and community development. He also studied spanish in Guatemala, Mexico for six months.



*Recruitment Specialist Bill Grier*

## COMBINED DES/STS PROGRAMS PROVIDE TRANSPORTATION FOR CHILDREN

By Diane E. Hoffman

American Red Cross Central Arizona Chapter has joined forces with the Arizona Department of Economic Security to provide transportation services for abused, neglected and dependent children to scheduled counseling and routine medical appointments in the Phoenix area.

DES is serving as fiscal agent and has pooled \$35,074 which has made the program possible. The pilot program will run for nine months.

According to Alice McLain, supervisor of budget and finance for DES-Maricopa County Children Services, some 1,200 children are currently in foster homes, 200 are in shelters and some are in the process of becoming rejoined with their families. "All of these children require transportation of some kind and DES can't provide it all," she said.

"Transportation is a full-time job," said Bill Grier, recruitment specialist for Special Transportation Services who was hired specifically for the program. "DES can't afford to payroll enough drivers to meet the increasing need for transportation services and that is where the Red Cross comes in."

Grier hopes to recruit 17 volunteer drivers to provide an anticipated 300 person-trips per month. (A person-trip is a one-way trip to a doctor or counselor, and a trip home is another one-way trip.)

Volunteers drive fully-maintained, four-door sedans. Both vehicles are equipped with power steering, automatic transmission, car seat carriers and are air-conditioned. Volunteers normally drive one day a week from 8 am to 4 pm.

"Child abuse continues to be a serious problem in the Valley," Grier said. He anticipates volunteers will drive over 52,000 miles and log as many as 2,750 hours by June of 1983. Volunteer reservation schedulers, trainers and trouble-shooters are also needed for the program.

According to McLain, volunteers should possess a lot of understanding because they will be dealing with abused children who suffer from emotional trauma. "Most people haven't experienced this type of culture-shock and it requires a special type of volunteer to do this job effectively."

"This program is somewhat different from anything the Red Cross has ever done. It is still in the nuts and bolts stage and many details are still being worked out," said Grier.

Currently, social workers call the Red Cross to schedule rides for their clients' appointments. Caseworkers are required to make reservations up to two weeks in advance and at least 24 hours prior to the needed service time. All requests are required in writing. "This will help eliminate possible mix-ups and confusion, since 150 caseworkers call for transportation," said Grier.

Potential volunteers should phone Grier at 264-9481 ext. 151 for additional information about the program.

## ONE LINERS

---

'Tis the season to be jolly (luv Santa)  
 Peoria's expecting a present - Happy New Year  
 Did you know Anita Loves Fritos? (Tough!)  
 Hi Stevie at Sunnyland (the gang)  
 DES is synonymous with ARC/CAC  
 Bill G. is not short on talent (just long on looks)  
 Want to volunteer? Help the kids (dial 264-9481)  
 Congrats to the new graduate - Diane!  
 Hi student editor, Love Cameli  
 You can put my fire out anytime (DH)  
 John T., how can I leave/live without you?  
 The TRC's spreading its wings (watch out)  
 I love Mary E., June B., Fred G., Fong, Olshoskie,  
 Anderson, Koppen and you too Dee (KV)  
 Bye Bye Bridie (the gang)  
 Don't worry, Ed will be well fed.  
 When's the wedding RW and KK?  
 KV, when's your wedding? (10 years from now)  
 STS volunteers have the Xmas spirit (all the time)  
 Hi JM in Tolleson town  
 Welcome aboard Mark Johnson (grab a wrench)  
 Monty, you've been my mentor (you know who)  
 KV, thanks for teaching me the ropes. (DH)  
 Recognition is coming up (March 20, 1983)  
 There's a party in December too! (call your dept.)  
 KV, remember to observe the speed limits!  
 Omnibus has been a blast (I'll miss you all - KV)  
 Mesa Volunteer Mickey Kobow is our masquerader.  
 Welcome aboard Deb (MG)

## TWO EMPLOYEES LEAVE DEPARTMENT

American Red Cross workers and volunteers will miss Field Specialist Kathy Viges, who is leaving Special Transportation Services in December and moving to Florida.

Viges has served the Red Cross for almost two years and has been a big promoter of the 'spirit of volunteerism'.

"Her efforts have led to many creative and outstanding projects, which have greatly benefited Special Transportation Services," said one staff member.

Viges is joining her fiance, at Eglin Air Force Base. They plan to marry sometime next year.

ARC-STs wishes Viges the best of luck in love and life and hopes her Christmas is extra special.

Another staff member, Steve Kaufman, transportation specialist, has accepted a position with the City of Phoenix as a communications specialist.

Kaufman will be working at Phoenix Dial-A-Ride, 702 W. Sunland, doing client/passenger intake work.

"I'll miss working with all the dedicated people at Red Cross. Hopefully, I'll see some of the volunteers around Dial-A-Ride," said Kaufman.



American  
Red Cross

Central Arizona Chapter  
 1510 East Flower Street  
 Phoenix, Arizona 85014



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January/February 1983  
Volume 3, No. 1

# Omnibus

American Red Cross/Maricopa County Special Transportation Services

## Volunteer driver serves 30 years behind the wheel

By Tami Channell

"I've been driving for so long," said Hilda Chevront, "that people think I am actually the Red Cross itself!"

Last year Hilda, who presently drives to Luke Air Force Base every Thursday, received her 30-year pin for serving as a Red Cross volunteer driver.

In 1952 Hilda entered a Red Cross office to sign up for volunteer work. "I didn't have much in mind when I went to volunteer," Hilda said. "I just told the man at the desk I wanted to be outdoors part of the time."

The Red Cross worker offered Hilda a job as a volunteer driver. "I accepted and he handed me a set of keys on the spot," Hilda said. She was off on an errand within minutes of entering the office.

The Chevront's came to Arizona in 1938 to work for the Indian Service. She and her husband worked four years at both the Hualapai and Pima Reservations. Hilda was a teacher while her husband, Howard, was a principal. They quit work at the service and Hilda devoted her time to that of housewife and mother of two children. Howard began a family business, Chevront Homes.

---

*"I've been driving for so long that people think I am actually the Red Cross itself!"*

---

Hilda became tired of "sitting around all day." She had friends who volunteered for the Red Cross so she decided to join them.

"When I first started," she said, "I drove on Fridays to the blood bank." Because of a conflict in scheduled church activities on Fridays, Hilda requested a change and was soon transporting military dependents to the base on Thursdays. She's been doing the same for 25 years.



*Hilda Chevront has been driving for 30 years*

"People will ask me for safety instructions, directions and the like," said Hilda. Since she has been serving the Red Cross for so long, the people Hilda drives see her as *the* Red Cross. Though she doesn't wear a uniform anymore, she does wear the Red Cross emblem.

Every Thursday Hilda picks up approximately eight people and drives to the base. When her regular riders are sick she'll pick up medicine for them at the base and drop it off at their house on her way home.

Please turn to page 6

# Mesa Senior Center, Red Cross join forces; "Home Delivered Meals"

Every Thursday, Red Cross volunteer driver Ray Beard, with the help of monitors Millie and Ken Lamphere load 13 hot meals on a van to be delivered to home-bound senior citizens in north and south Mesa.

The Mesa Senior Center in conjunction with the Red Cross, provides the "Home Delivered Meals" program which operates out of the kitchen in the center which is located at 263 N. Center St.

Each day four Red Cross vans leave the Senior Center by 10:30 a.m. to deliver the hot meals to Mesa residents. Though there are different drivers and monitors each day, Ray, Millie and Ken combine efforts every Thursday to see that their meals are delivered promptly by noon.

"Currently we are providing 60 meals a day, five days a week. There is also a short route run every day by volunteers at the Senior Center who deliver a few meals in their own cars," said Steve Trahan, the Aging Services Coordinator at the Senior Center.

According to Trahan, the Case Management System determines who is eligible for the meal program. "The program is primarily based on social and economic need," Trahan said.

Trahan feels that simply delivering the hot meal is only half of what the program is all about. "The other half is the social contact that is made," he said.

Many of the people receiving home-delivered meals are home-bound so the monitor delivering the meals is one of few social contacts made in a day.



*Ray Beard volunteer driver*

By being a monitor Millie takes the meal into the recipient's home and then has a chance to talk with the individual. She asks if everything is alright, or if there are any problems. If there is a problem, it can be referred to Trahan at the Senior Center.

Howard Coffee, volunteer coordinator for loading and delivering, makes sure every day that the right meals are on the right van. The meals are classified into diabetic, low sodium, and a combination of both. The hot meals usually consist of a meat entree, two vegetables, a salad or jello and milk.

Monitors Millie and Ken Lamphere were recruited internally at the Senior Center.

"When we began having lunch at the center, we became aware of the need for monitors so we signed up," said Millie.

Ray Beard, who has been volunteering as a Red Cross driver for six months, claims he saw the sign on a Red Cross van that said "volunteer drivers needed," so he called.

"I've always had a yearn to drive school kids around," Beard said, who also transports 12 Head Start children to and from Webster School in Mesa.

Ray believes volunteer workers are the best for the home-delivered meals program. According to Ray, the people helping out are individuals who sincerely want to help. By volunteering, the monitors and drivers don't complain about their work because they truly want to help others.

Trahan says there are rarely problems in finding volunteers for the monitor program. "Most people who go to the center want to help out," he said.

Each day in Mesa volunteers from the Mesa Senior Center and the Red Cross dedicate a couple of hours of their day to help deliver hot meals to home-bound senior citizens. As Ken says, "Once you start volunteering, you feel obligated to continue, but you know you're helping people and that really makes it worth it."



*Millie Lamphere delivers meal*

# Red Cross transports Prescott dialysis patients

By Tami Channell

A year ago when the Prescott dialysis unit closed, some of the kidney patients relocated to Phoenix in order to be closer to their new treatment center at the Glendale Samaritan Outpatient Dialysis Center (GLOD). Unfortunately, not all of the patients were lucky enough to be able to move.

This is where the Red Cross came into the picture. The Arizona Kidney Foundation purchased a station wagon and currently leases it to the Red Cross for \$1 a year.

Prior to getting transportation from the Red Cross the kidney patients were driven to Phoenix by family members or in car pools, according to Glenna Shapiro of the Arizona Kidney Foundation. The patient's families helped to pay for the cost of gas.

"For awhile we were renting a car

for transportation, but it got too costly," Ms. Shapiro said, adding "We really needed a more economical plan." Presently there is no government funding available for a program such as this.

The vehicle now in use is partially funded by private donations. The car is being leased to the Red Cross for insurance reasons, according to Ms. Shapiro. "If the Red Cross couldn't insure the vehicle it wouldn't be affordable otherwise."

The patients, who reside in the greater Prescott area, travel two or three times a week to get their treatment at the Glendale center.

"Several of the patients are blind," Ms. Shapiro said. The patients, ranging in age from early 20s to late 70s have their entire day taken up by the four

hours of driving to and from the center and then the four to five hours spent on the dialysis machine. In bad weather, the driving portion of the trip is longer, Ms. Shapiro said.

After receiving treatment many of the eight patients are ill, making the two-hour drive home seem much longer.

"While on the dialysis machine patients can rest or visit with friends or family members who come along on the trip.

The patients receiving treatment are suffering from renal disease and many are awaiting transplants.

Ms. Shapiro believes the entire program is working without a hitch.

Currently, there are seven patients from Prescott who travel every Tuesday and Thursday to receive treatment at GLOD.

## New STS Field Specialist recruits Red Cross volunteers

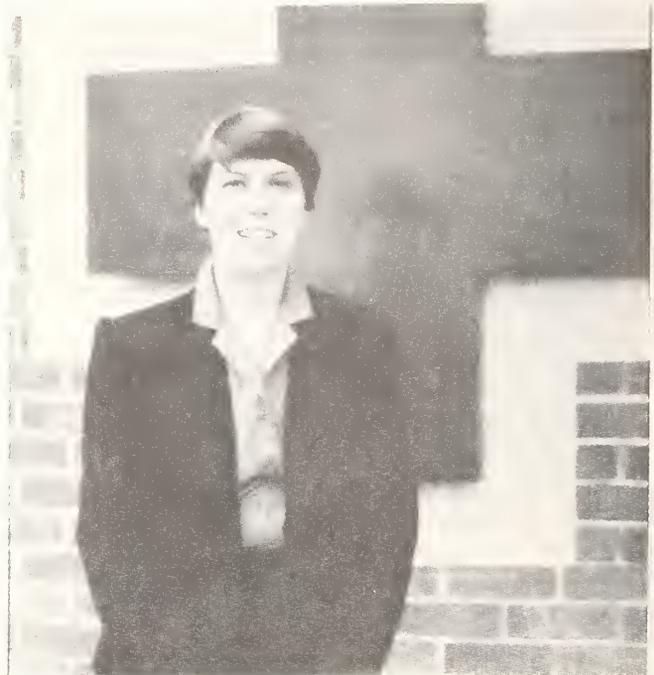
Special Transportation Services' new Field Specialist, Marci Miller, has worked in several other departments in the Central Arizona Chapter of the American Red Cross before arriving in the transportation sector.

Marci's experience as a field specialist is unique at the chapter. Recruiting volunteers, both as drivers and as office aides, and working with the Adopt-A-Van program are the major focuses of her position.

In the 13 months Marci has worked for the Red Cross, she has served as an administrative assistant in Emergency Social Services and also Health and Safety. She also worked as a bookkeeper in the office of finance.

Marci, who came to Arizona one and a half years ago brings to the Red Cross a background of experience in working with people. After graduating from the University of Nebraska at Lincoln, where she majored in elementary education and human development, she worked for Camp Fire, Inc. as a district director. She was responsible for recruiting and training volunteers to lead youth groups.

"I'm very happy working in transportation," said Marci, who is optimistic about her future. She enjoys her work with volunteers and would also like to work in management some day.



Field Specialist Marci Miller

# Adopt-A-Van program helps Valley hospitals

Two years ago, the Central Arizona Chapter of the American Red Cross formally instituted the "Adopt-A-Van" program in an effort to give non-governmental sponsors a chance to help themselves while helping the Red Cross.

According to Larry Martin, special consultant to the Red Cross, "It's the idea of the Adopt-A-Van program to let an agency underwrite the operational expenses of a van and in turn get their name on the outside of the van. Along with this comes much credit, a lot of thanks, and good public relations for the agency.

Presently there are two participants in the Adopt-A-Van program, Maryvale Samaritan and Good Samaritan Hospitals.

"We're trying to take a marketing approach when promoting the program," Martin said. "We would like to see participants make this more than just a one time deal."

Because the bulk of clients at hospitals are elderly people, hospitals are excellent candidates for the Adopt-A-Van program.

According to Penny Naumoff, the director of volunteer and health promotional services at Maryvale Samaritan, up to 10 people a day utilize the Red Cross van that has been adopted by the hospital.

The van is based at Maryvale and volunteer drivers come from the Red Cross. Some drivers are also recruited internally at the hospital by the American Cancer Society.

"The \$5,000 that it costs to Adopt-A-Van came from various sources this year," Ms. Naumoff said, naming community organizations and groups, and the medical staff at Maryvale. The \$5,000 covers the operational costs of a van for one year. This includes gas and minor maintenance costs.

"With a proven track record, we're finding it easier to get people to donate money for the Adopt-A-Van program," Ms. Naumoff said.

"We try to be as efficient as we can in terms of service because it can reduce the stress on volunteer drivers," Ms. Naumoff said.

The service is designed to transport anyone within eligibility for any medical need. "We take people to the doctor, dentist, to get prescriptions or to the hospital," Ms. Naumoff said.

The Adopt-A-Van program at Good Samaritan is similar to Maryvale. The Good Samaritan service also transports many needy dialysis patients, low income, and inner city residents that can't get other transportation.

According to Charlene Walters, scheduling office coordinator of renal administration at Good Samaritan, the service averages nine or ten passengers regularly.

"We heard about the Adopt-A-Van program from Maryvale," Ms. Walters said. Good Samaritan started adopting a van in August 1982.

The Good Samaritan adopted van is based at the hospital and all the volunteer drivers are from the Red Cross, Ms Walters said.

Ms. Walters meets with the drives to help orient them to the needs of the passengers. "Volunteer driver Ed Fong supervises and also helps to train our drivers."

In the beginning there was a problem getting the keys to the drivers because they begin their day at 5:30 a.m. Good Samaritan solved the problem by designating a special box to store keys, names and addresses of passengers and the schedule for the day.

Ms. Walters believes the Adopt-A-Van program is a success. "We're serving the patient's needs and we're better able to schedule here at the hospital." This is especially true for the dialysis patients. By having reliable transportation, the hospital saves time and money. "If we know for sure a dialysis patient is coming in, we can be set up and ready to go when they walk in the door," Ms. Walters said.

"We've been very fortunate with volunteer drivers. Tuula Granberg and Harry Lentz have been very reliable," Ms. Walters commented.

The Adopt-A-Van goal is to adopt seven vans by June 30, 1983. According to Larry Martin the goal is quite possible; negotiations are presently underway with several hospitals in the Valley.

# Transportation Coordinator at Sunland fully utilizing Red Cross volunteers



Deb Linehan

Several weeks ago, Deb Linehan, transportation coordinator at Sunland branch, had no volunteer staff. Deb was answering the phone, taking reservations, scheduling drivers, dispatching, calculating statistics and doing various other duties all by herself.

"Lucky," Deb said, "We had some help at the Chapter with paper work."

Fortunately today, the volunteer staff at Sunland has been replenished; individuals have been recruited to fill the demand for a weekly 10-person volunteer staff. Two people working a four-hour shift make up the staff which Deb supervises.

According to Deb, transportation difficulties had a negative influence on the volunteer workers.

"In the past, volunteer workers found it difficult to find transportation. They just couldn't find a ride to work," Deb said.

The Sunland branch is located in a trailer facility at 7th Avenue south of

Broadway. The facility is shared with the City of Phoenix. The City's Dial-A-Ride service and the Red Cross STS are merging to provide more efficient service.

"I want to concentrate on the problem of utilizing volunteers," Deb said, adding "I don't want volunteers to be under challenged. I want them to have enough work, and a variety of work so people just won't have to answer the phone."

It is another concern of Deb's that Red Cross recruiters give potential volunteers a clear and accurate picture of what the physical environment is like.

Flexibility should be a characteristic of a volunteer sent to Sunland, Deb said.

Deb Linehan, who has been with the Red Cross since Nov. 29, 1982, is a native of Arizona and a graduate of ASU. A journalism major in college, she spent two years working on small newspapers in Nebraska and Wisconsin and returned to Arizona late last year.

## Preventive maintenance key to van health

The preventive maintenance program is the reason Red Cross vans are almost never out of service according to Ron Walters, vehicle and maintenance supervisor II.

Some of the vans have traveled 125,000 miles but because of the preventive program they are in good running condition, Walters said.

"Our vans come in every 6,000 miles for a checkup. We change oil, rotate tires and that type of thing," Walters said.

Vans that need servicing are usually out for a day. A backup van serves as a replacement.

The program began 1 1/2 years ago in an effort to save money, according to Walters. The seven chapter cars are also incorporated in the program.

Also the maintenance department has recently started to take care of minor body work at their facility at the Chapter.

Walters has a new worker in maintenance helping him and Richard Pride. Student intern Mark Arnold got his job at the Red Cross through Arizona Automotive Institute (AAI).

Mark also attends night class four hours daily.

The classes and on-the-job training are preparing Mark for the Automotive maintenance field. He is scheduled to finish school in June when he'll go through the job placement program at AAI.

Mark, 19, from Modesto, California hopes to find employment in Arizona.

## ASU senior takes on job as Omnibus editor

Tami A. Channell, a senior journalism major at Arizona State University is the new student editor for Omnibus.

Channell comes from Naperville, Illinois, a suburb of Chicago. She has attended ASU for all her undergraduate work.

A member of the Public Relations Student Society of America and the Public Relations Club at ASU, Channell is

also a member of Alpha Chi Omega sorority. She currently is serving as the chapter historian.

Channell especially likes the nice people at ARC-STS, "Everyone has been really helpful," she said.

When she graduates in May, Channell will pursue a career in public relations. She hopes to stay in the Phoenix area.

continued from page 1

Hilda's riders vary in age from the elderly to mothers with babies. The riders go to the base for a variety of reasons such as to get medical attention, legal help and renew I.D. cards.

Because she is so familiar with her passengers, Hilda often receives gifts, especially during the holiday season. One woman, an 85-year-old Hispanic woman gave her a sweater for Christmas. "She can't speak one word of English," Hilda said, "She brings her daughter along as an interpreter."

In all her years of driving, Hilda has only been involved in one accident and that one wasn't her fault. She was hit broadside in a residential area. There were no injuries.

She has received a couple of tickets. One for making a left turn before 9 a.m. "The sign said 'no left turn' until 9 a.m. It was a few minutes before nine so I decided it was OK." The policeman didn't think it was OK and gave her a ticket.

Hilda's daughter, Shirley, lives with her husband and three children in Washington while her son, Ronald, his wife and three children live here in the Valley.

After her husband passed away a few months ago, Hilda became more involved in outside activities. She takes ceramic classes and belongs to a Bible Study at the Aldersgate Church. She also belongs to "Young At Heart," a single's club and is the vice-chairman of a circle in the women's society sponsored through her church.



## Stork visits STS employee

A bouncing bundle of joy, Heather Lorraine was born to Mike and Maureen Stephenson Tuesday, January 25 at 6:41 p.m. She is their first child.

"I came in to work that morning," Maureen said, "But I left around 10:30 to check with my doctor," Maureen had been in false labor the weekend before.

Later that day, the 7-pound 8-ounce infant was delivered at Phoenix Baptist Hospital and Medical Center.

Maureen, who is busy with extra laundry and tending Heather who "wakes up every two or three hours," is planning on returning to work at the end of March.

In the meantime, Ella Van Etten has replaced Maureen as an administrative assistant in Transportation.

This is her second job at the Red Cross. Ella previously worked for three months last spring helping Owen Scanlon with fund raising.

"These are very pleasant people to work with," Ella said of her co-workers in the department.

When Maureen comes back to work, Ella and her husband plan to travel to Panama City, Fl, to visit their stepson. From there they plan to fly to New Orleans and take a bus ride along the coast.

Ella also has a daughter attending college in Middlebury, Vt.

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Omnibus is a bi-monthly newsletter for American Red Cross Central Arizona Chapter STS volunteers, users and proponents. Please address all publication-related matters to Omnibus Editor, ARC/STS, 1510 E. Flower, Phoenix, AZ 85014.

Tami Channell ..... Student Editor  
Sally Haines ..... Staff Advisor



American Red Cross

Central Arizona Chapter  
1510 East Flower Street  
Phoenix, Arizona 85014

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This Transit Guide has been developed to help you get around Napa County. If gas prices are getting you down and you want to start riding the bus or if you want to find out more about carpools and vanpools or if you need special door-to-door transportation, this guide is for you. The guide gives basic information on the various forms of transit available in Napa County and the types of services offered by both public and private providers.

The information within this guide is up-to-date as of June 1982. For more detailed information and the latest schedules and fares, you are encouraged to call the transportation providers. Their telephone numbers are provided.

For handy reference, just clip out the special card-sized directory and put it in your wallet or next to your telephone.

Esta guía se ha desarrollado para ayudarle con la transportación en el Condado de Napa. Si el precio de la gasolina le ha convencido que la única solución es viajar en autobús, si quiere saber más acerca de transportación compartida o necesita transportación especial de puerta a puerta, esta guía es para usted. En ella encontrará información básica acerca de los tipos de servicio ofrecidos por los proveedores públicos y privados.

La información contenida en esta guía fue preparada en junio de 1982. Si necesita información mas detallada acerca de los horarios y pasajes, favor de llamar a los proveedores cuyos numeros de teléfono se proveen.

Para mayor facilidad recorte of directorio especial que publicamos en esta guía y guárdelo en su billetera o póngalo junto a su teléfono.



#### TELEPHONE NUMBERS/NUMEROS DE TELEFONO

Greyhound	
In Napa .....	226-1856
In Yountville .....	944-8377
In Calistoga .....	942-6021
*Napa City Bus .....	255-7631
Napa's Taxi-Trans Scrip-Trip Service .....	226-3731
*Tri-City Bus .....	963-4222
Volunteer Transportation Program .....	252-6222
Yountville's Taxi Subsidy Service .....	944-8143
Calistoga's Taxi Subsidy Service .....	942-0808
American Canyon Taxi Subsidy Service .....	642-4421
*VAN-GO .....	or 252-2600
*Medi-Van Wheelchair Transport, Inc. ....	255-8873
Toll-Free Transportation Information .....	252-6222
	or Enterprise 1-8777



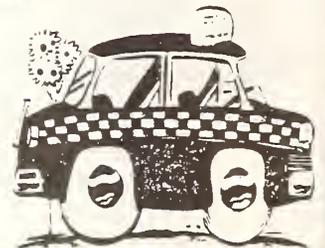
Volunteer Center of Napa County, Inc.  
Napa, California



# NAPA COUNTY TRANSIT GUIDE

———— 1982 - 83 ————

## GUIA DE TRANSITO PARA CONDADO DE NAPA



Volunteer Center of Napa County, Inc.  
**TRANSIT INFORMATION**

**REGIONAL SERVICE**

**Greyhound**

Napa ..... 226-1856  
 Yountville ..... 944-8377  
 Calistoga ..... 942-6021

Greyhound operates daily service between Calistoga and Napa City, with continuing service to other points outside the County.

**LOCAL SERVICE**

**♿ Napa City Bus ..... 255-7631**

Buses operate hourly on four routes within Napa, Monday thru Friday, 6:45 a.m.-7:15 p.m., and Saturday, 7:45 a.m.-6:15 p.m. Regular Fare is 50¢; 25¢ for Seniors, Handicapped, Children under 12 and Students during school. Tickets may be purchased at City Hall and Bus office. Transfers free.

**♿ VAN - GO ..... (Napa) 252-2600**

**Toll-Free—Ask Operator for Enterprise 1-8777**  
 Two wheelchair lift-equipped vans serving Napa County Monday thru Friday, 7:00 a.m. to 7:00 p.m. Fare is \$1.00 each way. To schedule a ride, call the dispatcher 2 weekdays in advance.

**Napa's Taxi-Trans  
 Scrip-Trip Service ..... 226-3731**

Subsidized taxi service for eligible seniors, handicapped and those on low incomes. Operates 24 hours a day, 7 days a week within the Napa City area. Eligible users purchase scrip to pay for trips (at the Napa County Treasurer's office, 1195 Third Street, Napa, or at the Senior Center, 1500 Jefferson Street, Napa.)

**Yountville Taxi Subsidy Service .. 944-8143**

Subsidized taxi service for eligible seniors, handicapped and those on low incomes. Operates 6:30 a.m.-1:00 a.m., 7 days a week within the area. Eligible users purchase scrip to pay for trips at the Yountville City Hall.

**Calistoga Taxi Subsidy Service .. 942-0808**

Subsidized taxi service for eligible seniors, handicapped and those on low incomes. Operates from 8:00 a.m.-9:00 p.m., and before and after those hours for emergencies or prearranged calls, 7 days a week within the area. Eligible users purchase scrip to pay for trips at the Calistoga City Hall.

Napa, California

**American Canyon**

**Taxi Subsidy Service ..... 642-4421**  
 Subsidized taxi service for eligible seniors, handicapped and those on low incomes. Operates 24 hours per day, 7 days per week. Eligible users purchase scrip to pay for trips at the American Canyon Water District Office. (3751 Broadway, American Canyon, 642-4476)

**♿ Tri-City Bus ..... 963-4222**

Door-to-door service in upper Napa Valley. Monday thru Friday 9 a.m. to 5 p.m.; Saturday and Sunday, 8:30 a.m. to 4:30 p.m., and to Napa on Tuesdays. Fares determined on a sliding scale: 30¢-\$1.00.

**Volunteer Transportation Program. . 252-6222**

Transportation service is arranged for Napa County residents, particularly the elderly and handicapped. Call several days in advance for service.

**Taxi Companies**

Napa City ..... 226-3731  
 Yountville ..... 944-8143  
 Calistoga ..... 942-0808  
 American Canyon ..... 642-4421

**COMMUTER SERVICES**

**Golden Gate Bridge, Highway and  
 Transportation District ..... (415) 921-5858**

Commuter service provided from Napa City to San Francisco. Call to arrange vanpools.

**Rides, Inc. .... (415) 861-POOL  
 Solano Rideshare (707) 447-POOL**

Promotes ridesharing in the 10-county San Francisco Bay Area with a carpooling and vanpooling matchlist.

**Pettersen Bus Company ..... 224-2351**

Commuter service provided from Napa City and St. Helena to Mare Island.

**OTHER SERVICES**

**Evans Airport Service, Inc. .... 255-1559**

Daily service between Napa City and the San Francisco International Airport. One-way fare is \$11.00. Reservations required.

**Medi-Van Wheelchair**

**Transport, Inc. .... 255-8873**  
 Service provided for wheelchair users within Napa area.

**Toll-Free Transportation Information  
 252-6222 ..... Enterprise 1-8777**

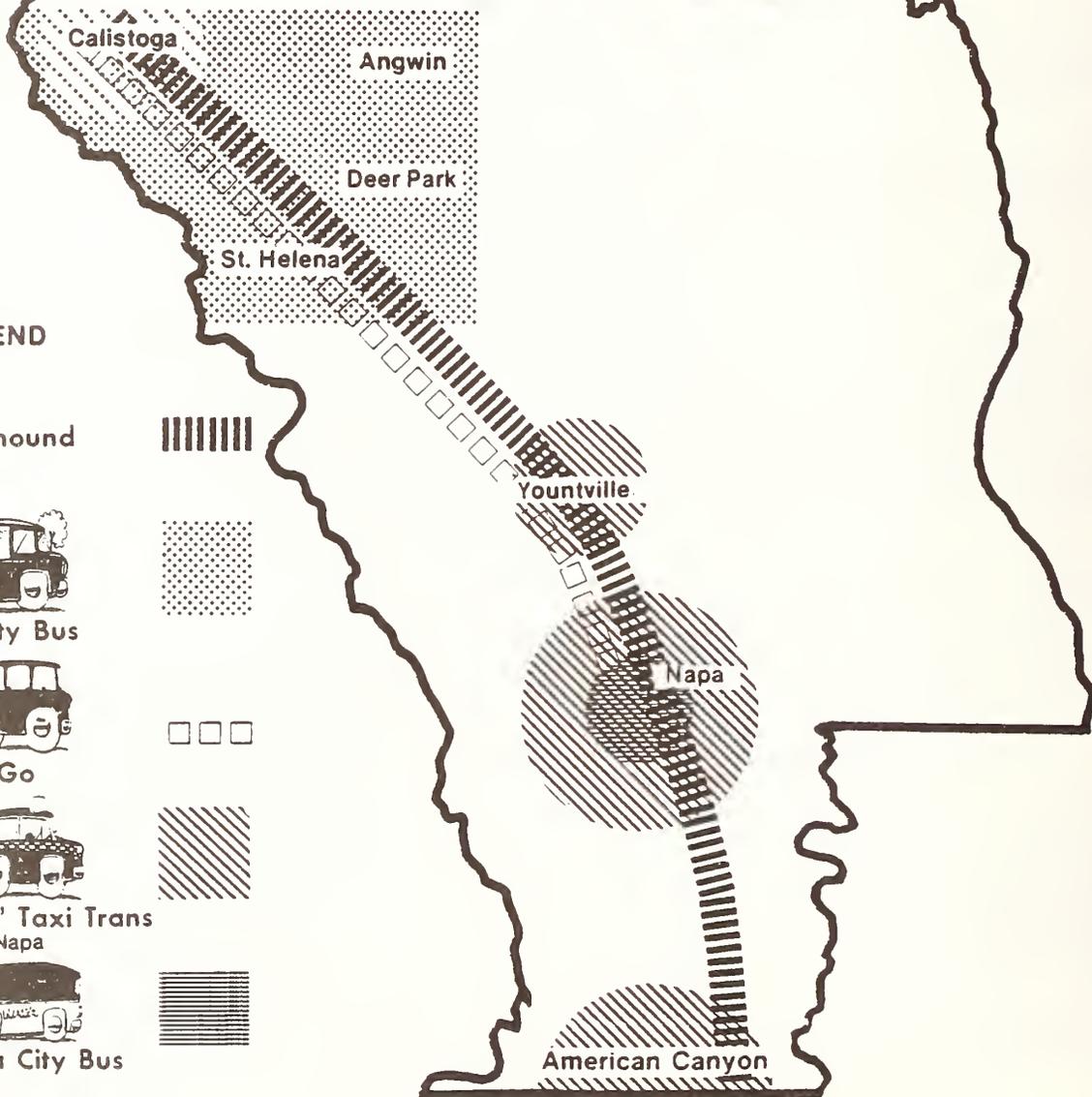
For general information on transportation services in Napa County, call toll-free from anywhere in the County.



**General  
Service Areas  
of Transit  
Systems**

Volunteer Center of Napa County, Inc.  
Napa, California

**Areas Generales  
de Servicio de  
Sistemas de  
Transito**



**LEGEND**

- Greyhound 
-  Tri-City Bus 
-  Van-Go 
-  Cities' Taxi Trans   
Napa
-  Napa City Bus 

DATE TAKEN \_\_\_\_\_

GADABOUT RIDE REQUEST

Pick-up

Handicapped: Yes \_\_\_\_\_ No \_\_\_\_\_      Wheelchair: Yes \_\_\_\_\_ No \_\_\_\_\_

NAME: \_\_\_\_\_ Phone \_\_\_\_\_ Age \_\_\_\_\_

Date Ride Needed: \_\_\_\_\_ Day of the Week \_\_\_\_\_

Pick up at: \_\_\_\_\_ Time \_\_\_\_\_

Destination: \_\_\_\_\_ Time of Appt. \_\_\_\_\_

Purpose, if not medical: \_\_\_\_\_

Escort: Yes \_\_\_\_\_ No \_\_\_\_\_

Instructions for finding pick-up place or home: \_\_\_\_\_

\_\_\_\_\_

\*\*\*\*\*

RETURN RIDE REQUEST

Return: Yes \_\_\_\_\_ No \_\_\_\_\_

Pick up at: \_\_\_\_\_ Time: \_\_\_\_\_

Destination: \_\_\_\_\_

TO SCHEDULE A RIDE

In Ithaca and the surrounding areas of Newfield, Enfield, Trumansburg, Danby, Caroline and Lansing,

CALL: 273-1878

PLEASE CALL AT LEAST 24 HOURS IN ADVANCE

In Groton, Dryden and the surrounding Northeast area of Tompkins County,

CALL: 898-4661

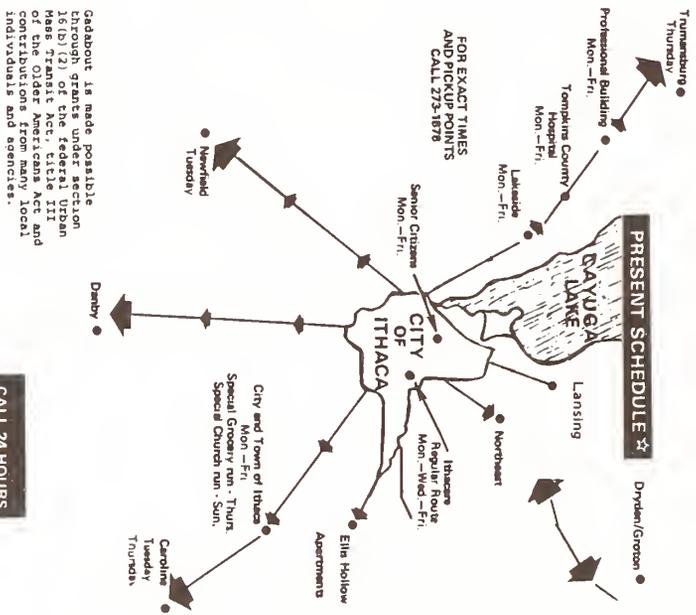
GADABOUT TRANSPORTATION SERVICES, INC.  
710 West ~~Court~~ Buffalo Street  
Ithaca, New York 14850

GROTON GADABOUT OFFICE  
Center Village Court  
200 West South Street  
Groton, New York 13073

If you know someone who could use GADABOUT, please let us know, or just give them this pamphlet.



A VOLUNTARY TRANSPORTATION SERVICE FOR OLDER AND HANDICAPPED TOMPKINS COUNTY RESIDENTS



Gadabout is made possible through grants under section 16(b) (2) of the federal Urban Mass Transit Act, Title III of the Older Americans Act and other federal, state, county, local, individuals and agencies.

CALL 24 HOURS IN ADVANCE  
subject to change ☆

ITHACA: 607-273-1878  
GROTON: 607-898-4661

Tompkins County  
Publicity Broc  
OVER 60 or HANDICAPPED?  
NEED HELP GETTING PLACES?



call  
**GADABOUT**  
A Voluntary Transportation Service  
For Older and Handicapped  
Tompkins County Residents

GADABOUT TRANSPORTATION SERVICES, INC.  
Ithaca: 273-1878 Groton: 898-4661

**GADABOUT CAN HELP YOU GET AROUND. . . .**

*to doctor or hospital appointments,*



*grocery shopping and nutrition lunches*



*visiting a friend, doing volunteer work, or attending senior citizens' activities.*



Don't wait for an emergency to arise. . . .  
**CALL US . . . . MAYBE WE CAN HELP YOU TO  
SCHEDULE YOUR NECESSARY ERRANDS AND  
APPOINTMENTS.**

(Please call at least 24 hours in advance.)

**The GADABOUT Story . . . .**

In 1976 Gadabout was organized by a group of people and agencies concerned with persons 60 and over and the handicapped. Representatives from the Tompkins County Chapter, American Red Cross, the Office for the Aging, Church Community Action, Developmental Disabilities, Ithacare, Ellis Hollow Apartments, Lakeside Nursing Home, and the Senior Citizens' Council formed a committee and applied for funds to help purchase the vehicles. In November 1976, the 14-passenger Bus I arrived; Bus II, equipped for wheelchair passengers, came in February of 1977. In January 1980, two new 10-passenger buses arrived, one for the Ithaca area and one for the Groton/Dryden area. Two new wheelchair-lift equipped vehicles were acquired in summer 1980.

Funding for the Groton/Dryden Gadabout bus was set aside in 1977 upon the closing of the Groton Community Service Center. At that time, the Center's Board of Directors saw that lack of transportation was a serious problem for many people in the area. They earmarked part of the funds from the Center's liquidation for a Gadabout bus which would serve this Northeast area of the county. In January 1980, the Groton/Dryden Gadabout became a reality.

All of Gadabout's buses have been purchased through grants under section 16(b)(2) of the federal Urban Mass Transit Act, which provides 80% of the vehicles' cost when the community raises a matching 20%. Operating monies must be raised locally also, since no government program offers this kind of assistance. In order to stay on the road, Gadabout must look to donations from individuals, groups, agencies, and to the county and townships served by its buses.

**DO YOU LIVE IN THE COUNTRY?**

GADABOUT provides regular weekly service to most areas of the county. . . . (Trumansburg, Caroline, Newfield, Enfield, Dryden, Groton, Freeville, Etna, etc.)

We offer door-to-door service, too.

To find out what days GADABOUT is in your area, call us, or check our schedule sheet. These trips offer a good opportunity to come in to the city or shopping malls for errands and appointments, and to get together with friends at the same time.



**THERE IS NO CHARGE FOR USING GADABOUT.**  
Our riders are encouraged to make contributions to help defray our expenses.

**A WORD ABOUT DRIVERS AND ESCORTS:**  
GADABOUT'S drivers and escorts are volunteers who go through a Defensive Driver training program, followed by testing for driver competence. If you are interested in being a driver or escort for GADABOUT please call us at 273-1878 for more information.















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# TECHNOLOGY SHARING

A PROGRAM OF THE U.S. DEPARTMENT OF TRANSPORTATION