Cost Savings of Volunteer Driver Programs: Case Studies in Minnesota

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Six Case Studies in MN

- County volunteer program
  - Volunteer Services of Carlton County

- Transit volunteer program
  - Central Community Transit (CCT)
  - United Community Action Partnership
  - SEMCAC (Southeastern Minnesota Community Action Council)

- Faith in Action
  - Faith In Action in Red Wing
  - Faith In Action for Cass County
Volunteer Services of Carlton County

- **Service area**
  - Carlton County and beyond
- **Volunteer driver program**
  - 391,320 annual service miles
  - 12,960 annual service hours
  - 4,860 annual round trips
  - Average length: 81 mile
- **Operating cost**
  - Personnel: $180,000
  - Reimbursement: $160,000
  - Other: $5,000
  - Average per round trip: $71
- **Alternative services: STS**
  - Base rate: $13
  - Mileage rate: $105
  - Total rate: $118
- **Cost savings per hour**
  - $118-$71 = $47
- **Total annual savings**
  - $47 * 4,860 = $226,896
Central Community Transit (CCT)

- Service area
  - Kandiyohi County; Renville County
- Volunteer driver programs
  - One for senior; one for NEMT
  - 721,932 annual miles
  - 14,439 annual hours
  - 22,094 annual trips
- Operating cost
  - NEMT: $480,000
  - MNDDoA: $88,000
  - Contribution: $44,000
  - Average cost: $42 per hour

- Alternative: Dial-a-Ride
  - $20-25 per trip (urban area)
  - $85 per hour (urban or rural)
- Cost savings per hour
  - $85-$42 = $43
- Total annual savings
  - $43 * 14,439 = $620,877
United Community Action Partnership

• Service area
  • Southwest Minnesota
  • Community transit; volunteer driver

• Volunteer driver programs
  • 721,932 annual miles
  • 800,000 annual service miles
  • 8,000 round trips
  • 100 mile per round trip

• Operating cost
  • Total: $560,000
  • Average $70 per round trip

• Alternative: STS
  • Base rate: $13
  • Mileage rate: $130
  • Total rate: $143
  • Average cost savings: $73
  • Annual savings: $584,000

• Alternative: Taxi
  • Base rate: $5
  • Mileage rate: $250
  • Total rate: $225
  • Average cost savings: $185
  • Annual savings: $1,480,000
SEM CAC (Southeastern MN CAC)

• Service area
  • Southeastern Minnesota

• Volunteer driver programs
  • One for Medicaid; one for others
  • 704,451 service miles
  • 31,590 service hours
  • 9,690 round trips
  • 73 mile per round trip

• Operating cost
  • Total: $850,000
  • Average $88 per round trip

• Alternative: STS
  • Base rate: $13
  • Mileage rate: $95
  • Total rate: $108

• Cost savings per hour
  • $108-$88 = $20

• Total annual savings
  • $20 * 9,690 = $191,756
Faith In Action in Red Wing

• Service area
  • Red Wing, MN

• Volunteer driver program
  • 50,400 annual service miles
  • 4,200 round trips
  • 12 mile per round trip

• Operating cost
  • Personnel: $37,100
  • Coordination: $6,400
  • Other: $1,700
  • Average $11 per round trip

• Alternative: STS
  • Base rate: $13
  • Mileage rate: $16
  • Total rate: $29
  • Average cost savings: $18
  • Annual savings: $74,920

• Alternative: Taxi
  • Base rate: $5
  • Mileage rate: $30
  • Total rate: $35
  • Average cost savings: $24
  • Annual savings: $101,800
Faith In Action for Cass County

• Service area
  • Cass County

• Volunteer driver program in
  • 91,000 annual miles
  • 2,880 annual hours
  • 1,920 round trips
  • 47 mile per round trip

• Operating cost
  • Personnel: $40,000
  • Insurance: $5,000
  • Reimbursement: $32,000
  • Administration: $3,000
  • Average $42 per round trip

• Alternative-1: Private provider
  • $200-250 (round trip)
  • Cost savings per trip
    • $225-$42 = $183
  • Total annual savings
    • $183 * 1,920 = $352,000

• Alternative-2: STS provider
  • It costs about $75 round trip
  • Cost savings per trip
    • $75-$42 = $33
  • Total annual savings
    • $33 * 1,920 = $64,000
Conclusions

• Volunteer driver programs provide important services
  • Serving senior, low-income or other less independent groups
  • Medical, employment, education, elderly grocery, pharmacy trips
  • In places where regular transit is not available

• They have significant cost savings again alternative services
  • Special Transportation Services, Taxi, or Dial-a-Ride

<table>
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<th>Volunteer Driver Program</th>
<th>Average savings per round-trip compared to other options</th>
<th>Annual savings compared to other options</th>
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<tbody>
<tr>
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