



Neighbors Driving Neighbors

Belgrade, Fayette, Mount Vernon, Rome, Vienna

Volunteers providing rides for those who don't drive so they can more easily stay in their homes.

NDN Model

Neighbors Driving Neighbors (NDN) provides free rides to residents of the towns listed above. NDN is a 501c3. The rides are provided by volunteers who get no compensation for their time or the use of their own vehicle. NDN has a non-paid board of directors with president, vice president, secretary and treasurer. A part-time (10-12 hours/week) coordinator who is an independent contractor receives a fixed payment. The volunteers have been interviewed, vetted, provided training and have add-on insurance. The riders have an initial interview to verify that at most they might need an arm assist. No lifting is done. The rides can be to doctor appointment, grocery shopping, social events, volunteering, most anything. There is an approximate 30 mile one way limit for a ride.

Mission

NDN's mission is to enrich our communities by coordinating volunteer drivers who assist those who do not drive, so they can more easily remain in their homes.

Vision

Our central Maine communities will be a place where people of all ages are able to enjoy meaningful lives while living in their homes.

Current Statistics – November 14, 2015 - March 1, 2017

- Population 7,549 - Budget ~ \$10K
- 35 drivers – currently working on way to get background checks for non-Maine residents
- 62 riders – continuing to grow
- 53 riders rode – 3 riders > 50 rides
- 346 (551) rides completed – 16,478 miles and 762 hours
- 472 rides requested, 86 canceled, 24 scheduled, 13 unresolved, 3 missed
- Rides per driver 0 – 51. 10 drivers have driven over 20 rides. The average is 13.5 scheduled/driver and 10 driven/driver in 17 months.

Lessons Learned

- Have a clear documented vision of what you want
- Learn from existing programs
- You can do this with paper and pencil
- You are only as good as your last ride
- Varied rider demographic
- Worked well to start slow
- Have a large number of drivers to reduce burnout

Technology/Apps

- Android Cell Phone – for portability
- Gmail Mail account allows board members who are covering to have access to all the data
- Gmail Contacts – contact info for riders and drivers
- Google Voice – transcribes all the calls
- Google Calendar – scheduling for drivers with Gmail it will update their calendar
- Google Maps – routing. Email a link to a map for the drivers
- Microsoft Access Database – reporting
- Website hosted on DreamHost for free

NDN History (2014 – present)

- Aligned with a 501c3 who acted as the fiscal sponsor (one of the founders is the president of the Mount Vernon Community Partnership).
- Found at least three towns to join the effort.
- Looked for existing models. Focused on Friends in Action in Ellsworth
- Applied and received a planning grant to hire consultant to help our next steps. Jo Cooper of Friends in Action was our consultant along with Michael Reisman.
- Consultants ran focus groups to determining transportation needs in our initial towns. We added two more towns at one of the forums.
- Developed the first year's budget needs.
- Developed Transportation Plan and the Structure and Operating Principles documents.
- Applied and received grant funding for startup.
- Interviewed and hired coordinator in July 2015. Defined position as an independent contractor and filed MEMIC WC Independent Contractor Predetermination Form.
- Developed forms and procedures using consultants' examples and advice.
- Found insurance providers - We use CIMA for add-on driver insurance and a local agency for General Liability for board and coordinator
- Met with the local Community Action Program (CAP) to collaborate on our services. Talked with the Transportation Director Jim Wood. He was extremely helpful, offering their Volunteer Manual and great advice.
- Defined the extent of vetting; 3 reference checks, Crash Search (free online), Sex Offender (free online), Driver and Background check (\$28 each through authorized agent). Procured driver vetting process through the local CAP agency. We feel driver background checks are important to provide safety and reassurance to the riders.
- Interviewed and vetted volunteer drivers
- Defined and documented the confidentiality policy and training
- Trained drivers. First training done with consultant aiding.
- Obtained our own 501c3. Hired a lawyer to help and it was turned around in 30 days. Application was easier because of prior written definition of the organization.
- Created website. A non-profit can be hosted free on DreamHost with proof of 501c3 status.
- Gave first ride in November 2015
- Developed Internal Controls, Reimbursement Policy and Operating Procedures
- Publicity – newspapers, participate in Summit on Aging, part of webinar for Tri-State Learning Collaborative on Aging, pamphlet, posters, 211, table at Senior Spectrum
- Established a board member Donation and Fund Raising committee.
- Completed evaluation for grantors. Evaluations on a scale of 1 – 5 from riders average 4.88 and drivers average 4.98 in July 2016.
- Held a fund raising event and very effective mailing campaign for donations.
- Driver appreciation luncheon hosted at the Viles house in Augusta that offers space free for non-profits.
- Interviewed by WCSH and video clip shown on the news <http://www.wcsh6.com/news/local/neighbors-driving-neighbors-reaches-one-year-milestone/351862963>
- Received Community Grant from Allstate insurance. Applying for another grant.
- Preparing to send a mailer to each resident, town by town.
- Establishing a position for an Assistant Coordinator.

Coordinator - Irene Goff, President - Dan Onion, Vice President - Shelly Fitzgerald, Treasurer - Ellie Andrews, Secretary - Sandy Wright, Members - Sandy Colt, Pat Onion, Tim Pike, Pat Rawson, Eunice Reneyske, Paula Thomson, Jo Tibby
Website - neighborsdrivingneighbors.org Email - neighborsdrivingneighbors@gmail.com

*Neighbors Driving Neighbors is a 501(c)(3) organization as defined by the IRS.
It offers no gifts, services, or membership benefits for contributions; thus gifts are completely tax-deductible.*