



*The Impact of the Coronavirus on Social Isolation:  
A Creative Community Transportation Response*

[www.NVRides.org](http://www.NVRides.org)





## Our Drive

NV Rides supports community-based volunteer driving programs throughout Northern Virginia.

Our goal is to help ensure that adults aging in place have access to safe & affordable transportation, and to raise awareness for volunteer transportation programs.

Telling the story of volunteer transportation...





An easy, affordable way  
to get around

- ✓ All riders must be ambulatory.
- ✓ NV Rides refers riders to network partner.
- ✓ Income and/or disability not required.
- ✓ Must be 55+ (if not, case by case basis).
- ✓ Free or low-cost rides depending on program available in rider's neighborhood

## Drivers Give the Gift of a Lift

- ✓ NV Rides supports partners in recruiting volunteer drivers
- ✓ Drivers use a cloud-based **ride scheduling software** to accept rides *based on their location and availability.*
- ✓ Drivers use their own gas and vehicles, auto insurance. Partners carry umbrella policy.
- ✓ Drivers track their mileage and volunteer hours through software for tax purposes.

**Volunteers sign up to drive for a program in their neighborhood.**



A photograph of a woman with blonde hair sitting in the driver's seat of a car, wearing a patterned top and a seat belt. Another woman is leaning into the car from the passenger side, adjusting the seat belt for her. The image is dimmed and serves as a background for the text.

## Snapshot of a Rider

- Female Head of Household
- Lack of support systems
- Might have adult children living close by, busy
- Widow/Widower
- Income slightly above Poverty threshold
  - 70% Caucasian,
  - 10% African American,
  - 10% Hispanic
  - 10% Other/Not reported
- Does not qualify for local government assistance programs
- Fixed income, cannot afford private transportation
- Socialization



## Snapshot of a Driver

- Recent retiree, meaningful ways to serve community.
- Familiar with volunteer driver programs from personal experiences.
- Received respite from volunteer driver programs while previously caring for a loved one.
- Care and concern for seniors "aging in place."
- Have/ had elderly parents living out of state, and compelled to contribute locally.



## Where we come in...

- ✓ Internet-Based Ride Scheduling Software & tech support
- ✓ Volunteer Driver Background Checks
- ✓ Marketing & Volunteer Recruitment Support
- ✓ Program-Development Support
- ✓ Client Referrals
- ✓ Volunteer Referrals

Services are available at **NO COST** to the participating organization.

A red, glossy, circular button with a white border. The word "FREE" is written in bold, white, sans-serif capital letters across the center of the button. The button has a slight shadow and a highlight, giving it a three-dimensional appearance. It is set against a white background within a circular frame that has a blue, watercolor-like border.



# Program Partners



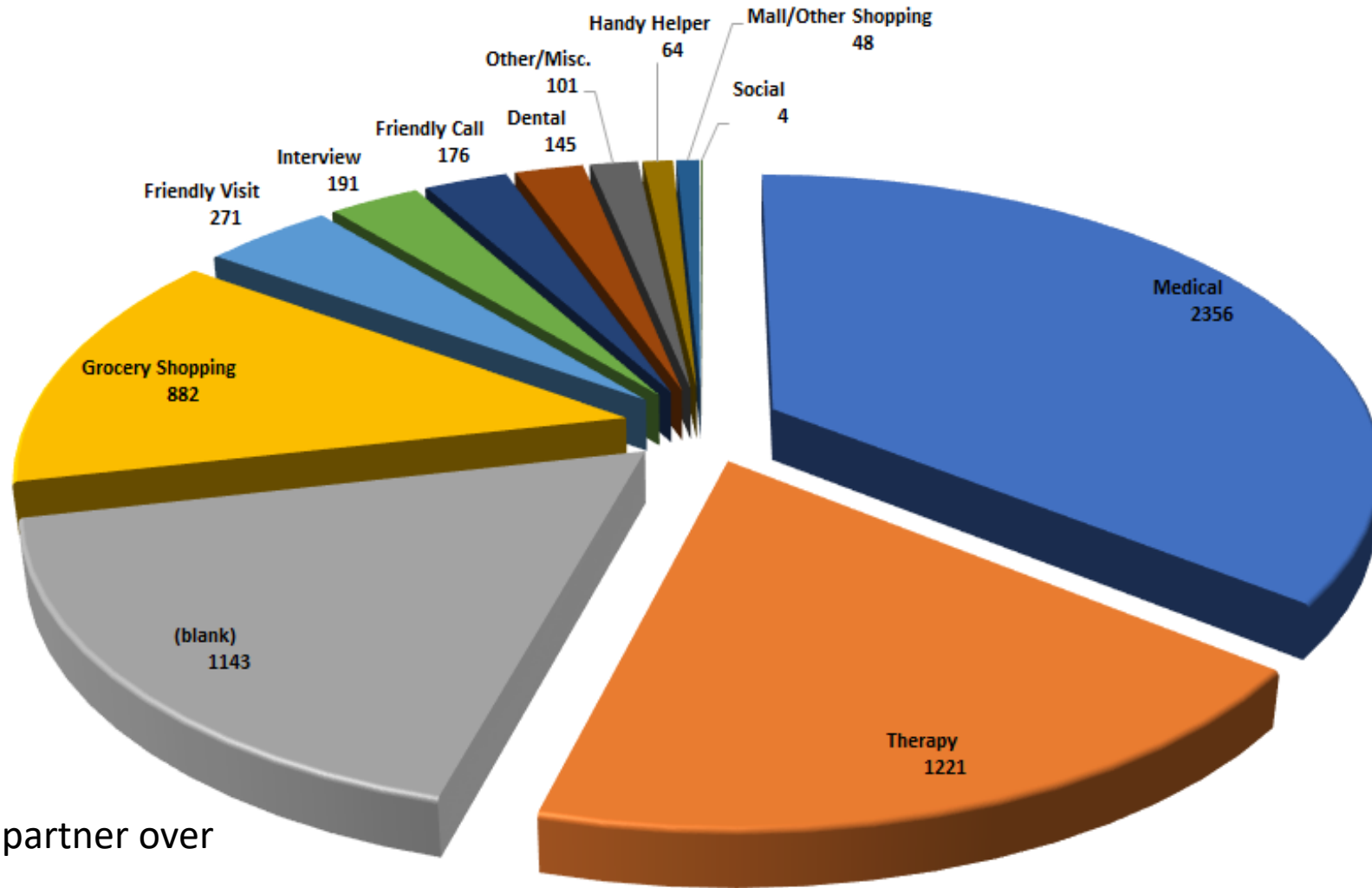
# Ride trends

- In the first quarter of 2020 partners completed **3,075** rides.
- By close of second quarter, partners reported a total of **1,041** rides.
- During third quarter of **2,090** rides were completed.

During FY20 our partners served a total of **982** unique riders, and provided total of **9,465** one-way rides.



### Appointments by Appt Type



Ex. Program partner over  
FY 2018-20

# More than just a ride

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***Volunteer driver programs help isolated seniors remain independent & provide much needed socialization to seniors***

- The pandemic shed light on the incredible challenges of being isolated and alone.
- Drivers offer companionship and lasting friendships.

**“They give it from their heart... and they feel like they're brothers and sisters and mothers and dads to me.”** - Wes Kammerer, Rider in Chantilly, VA





## Connecting the Dots

- This crisis presents a unique opportunity to message to a younger demographic.
- The goal is to convey the importance of how volunteers help isolated seniors feel connected and valued.
- The benefits of these connections makes the service so much more than *JUST* a ride.



# COVID-19 Challenges

- Riders and drivers in high-risk category.
- Average age of drivers is 67.
- Suspended programs, and in - person activities.
- Medical offices closed for routine care.
- Many volunteers have taken a hiatus from giving rides.
- Partners struggling to recruit enough volunteers to keep up with requests.
- Outreach activities suspended.

# Pivoting during the pandemic

- Many of our ride programs added a **friendly caller component** to check in on their clients more frequently.
- **Grocery and Pharmacy delivery** services emerged, since clients did not feel comfortable going out in public.
- Some ride programs shuttered operations. Because we are an affiliated network, we were able to **work across programs** to meet needs.
- Some partner quickly shifted their in-person activities to **online** with the use of **Zoom**.
  - ✓ Adult Classes
  - ✓ Lunch-n-Learns
  - ✓ Volunteer Appreciation Coffees

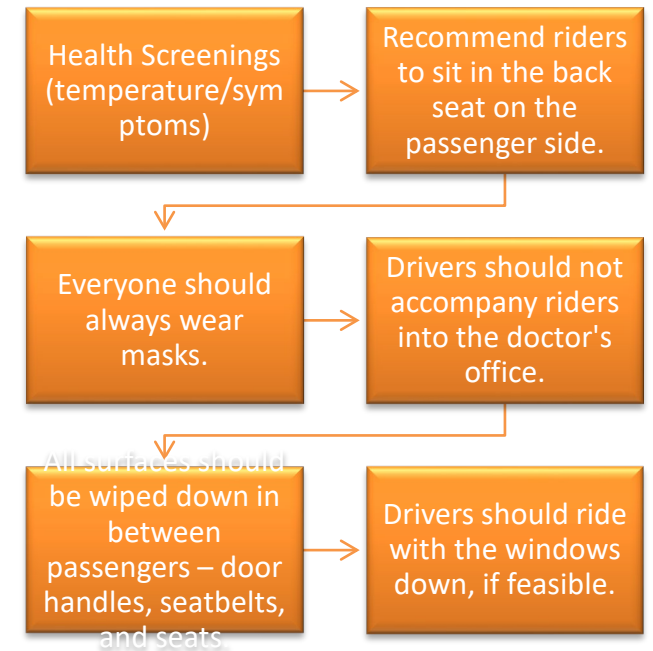


- Partners added food delivery drop-offs to vulnerable populations.
- Local government partners helped to fill gaps for critical medical care appointments when volunteers were not available.
- Redeployment of county vehicles to help seniors attend critical care medical care appointments.
- Local faith communities stepped up to partner with us, encouraging congregants sign up to drive.





# Pandemic Protocols



# NV Rides COVID-19 Support

Over the past several weeks, NV Rides has been working in conjunction with Fairfax County to determine the most efficient ways to support the older and more vulnerable populations who are impacted the most by COVID-19.

The services outlined here are designed to supplement and support the driving services that your organization provides.

[www.nvrides.org](http://www.nvrides.org)

## N2N Shopping Assistance

Fire and Rescue volunteers are available to help shop and pickup prescriptions for older adults.

Contact Fairfax County  
703.324.7948

## FASTRAN

If a medical ride is not filled 72 hours before the appointment, NV Rides can dispatch a Fastran vehicle to give the ride. Call NV Rides to coordinate.



**703.537.3071**

## Pohanka Delivers Hotline

Prepaid grocery & pharmacy delivery for anyone who does not feel comfortable going out in public.

240-673-0434

## Food Pantry Deliveries

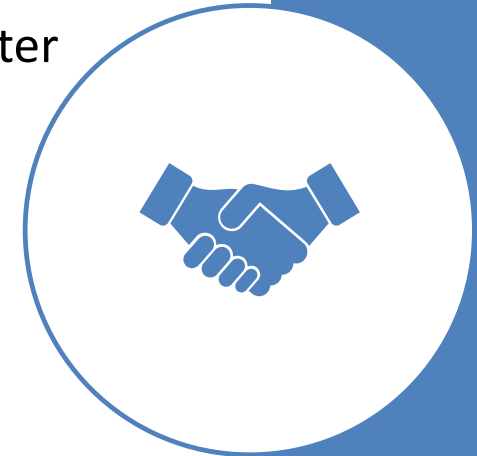
NV Rides Volunteer Drivers are helping to fill gaps by delivering food pantry bundles to people who have been impacted by COVID-19. NV Rides will coordinate these trips.

## Leveraging technology to increase capacity

- **Uniquely suited to meet the moment.**
- The backbone infrastructure of our program is a cloud-based ride scheduling software called RideScheduler.
- This program enables our network partners to work from the office or from home.
- Volunteers can easily stay connected.
- Seamless transition of operations during lockdown.

# Partnerships and Program Expansion

- NV Rides is a partnership between the Pozez Jewish Community Center of Northern Virginia, where the program is housed, the Jewish Council for the Aging of Greater Washington, and Fairfax County.
- Financial support comes from the FTA 53-10 Enhanced Mobility Program and Fairfax County
- **Filling gaps and strengthening partnerships**
- Needs in community are evolving and increasing
- Developing additional programs to support older adults and more vulnerable community members who are experiencing isolation and food insecurity.
- Working with community partners to identify service gaps and provide assistance where needed.





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