

Volunteer Driver TurnKey Kit

Planning Implementation Evaluation



20 TIPS ON EVALUATION

In evaluating a volunteer driver program it is important to...

1. Review evaluation criteria.
2. Design appropriate evaluation methods.
3. Involve staff, drivers and riders in the evaluation process.
4. Use an outside evaluator if possible.
5. Analyze driver feedback information.
6. Analyze rider feedback information.
7. Analyze staff reports.
8. Analyze operation data.
9. Analyze ride data.
10. Analyze cost data.
11. Analyze performance data.
12. Review reaction to and support for the program.
13. Review funding community support for the program.
14. Review feedback from volunteer organizations.
15. Review appropriateness of risk management strategy.
16. Review effectiveness of driver recruitment.
17. Review effectiveness of rider recruitment.
18. Measure impact of the program on volunteer drivers.
19. Measure impact of the program on riders.
20. Analyze data to determine program efficiency, effectiveness, and impact.