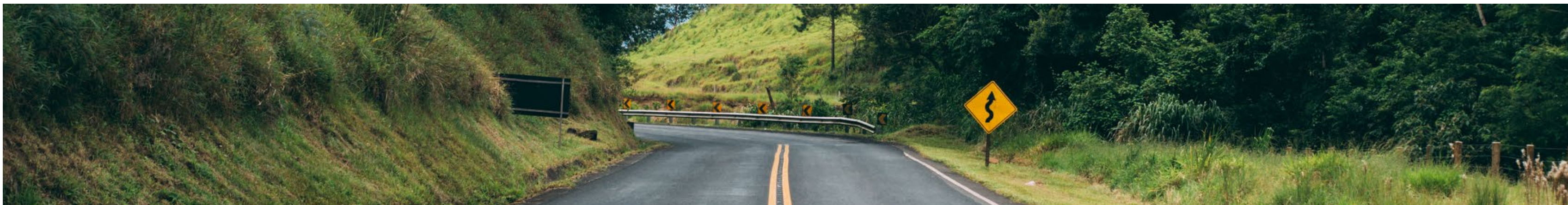


Volunteer Drivers

A **Community** RESPONSE TO
TRANSPORTATION CHALLENGES



WHY TRANSPORTATION MATTERS.

- **Access to Healthcare**
 - Approximately **3.6 million** people in the U.S. delay or miss medical care annually due to lack of transportation.
 - **65%** of older adults report transportation as the primary barrier to missing appointments.
- **Employment, Education, & Skill Development**
 - Over **25%** of low-income workers reported missing work or quitting a job due to transportation issues.
- **Food Security**
 - **33%** of households in Missouri have reported choosing between paying for transportation or buying food.
- **Social Connection & Mental Health**
 - Older adults who stopped driving are **twice as likely** to experience higher levels of isolation and loneliness.
- **Independence**
 - In 2023, **5.2%** of Medicare beneficiaries 65+ were considered homebound.

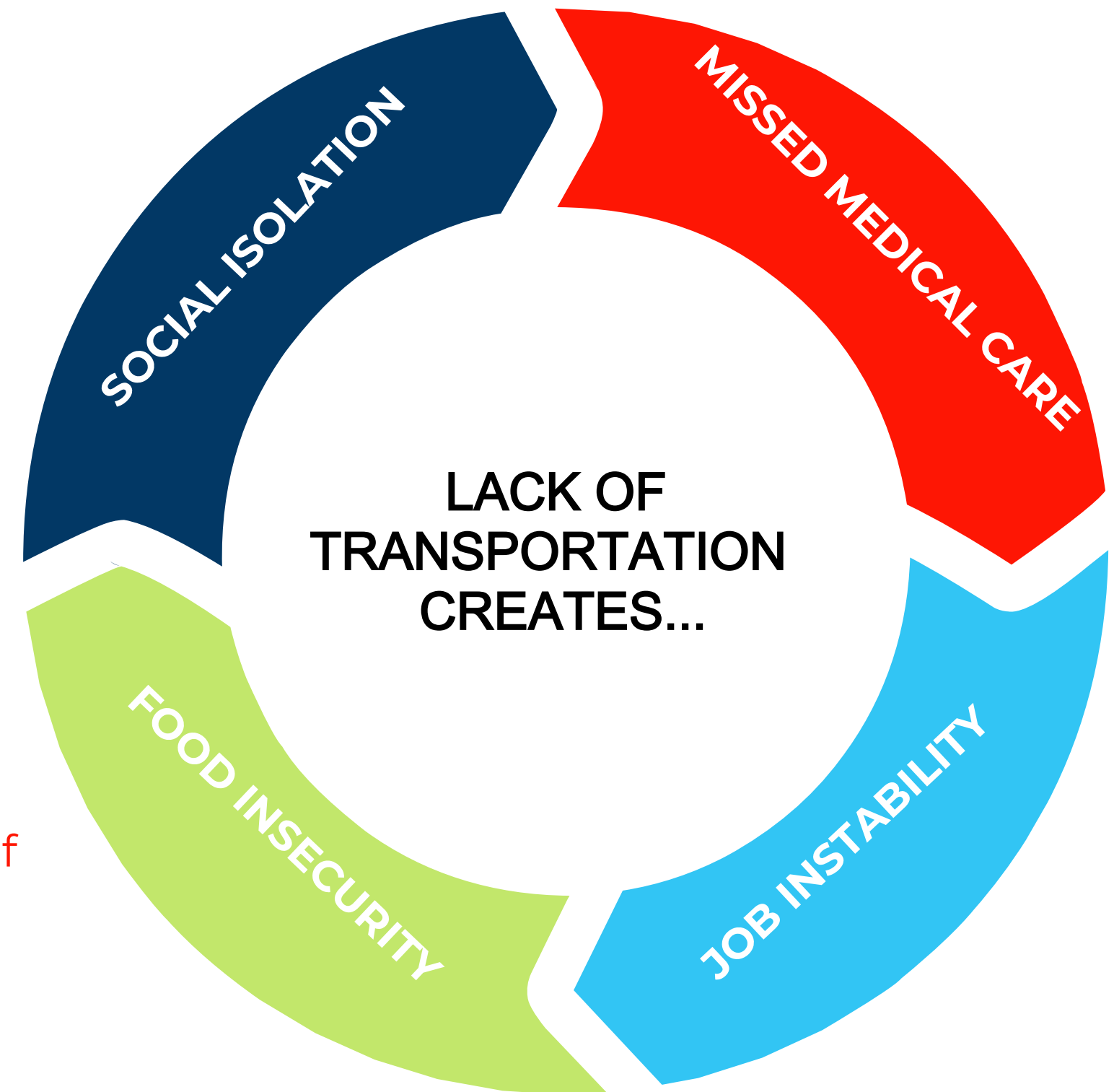
WHO IS MOST AFFECTED?

Transportation barriers tend to hit hardest among those already facing social and economic disadvantages.

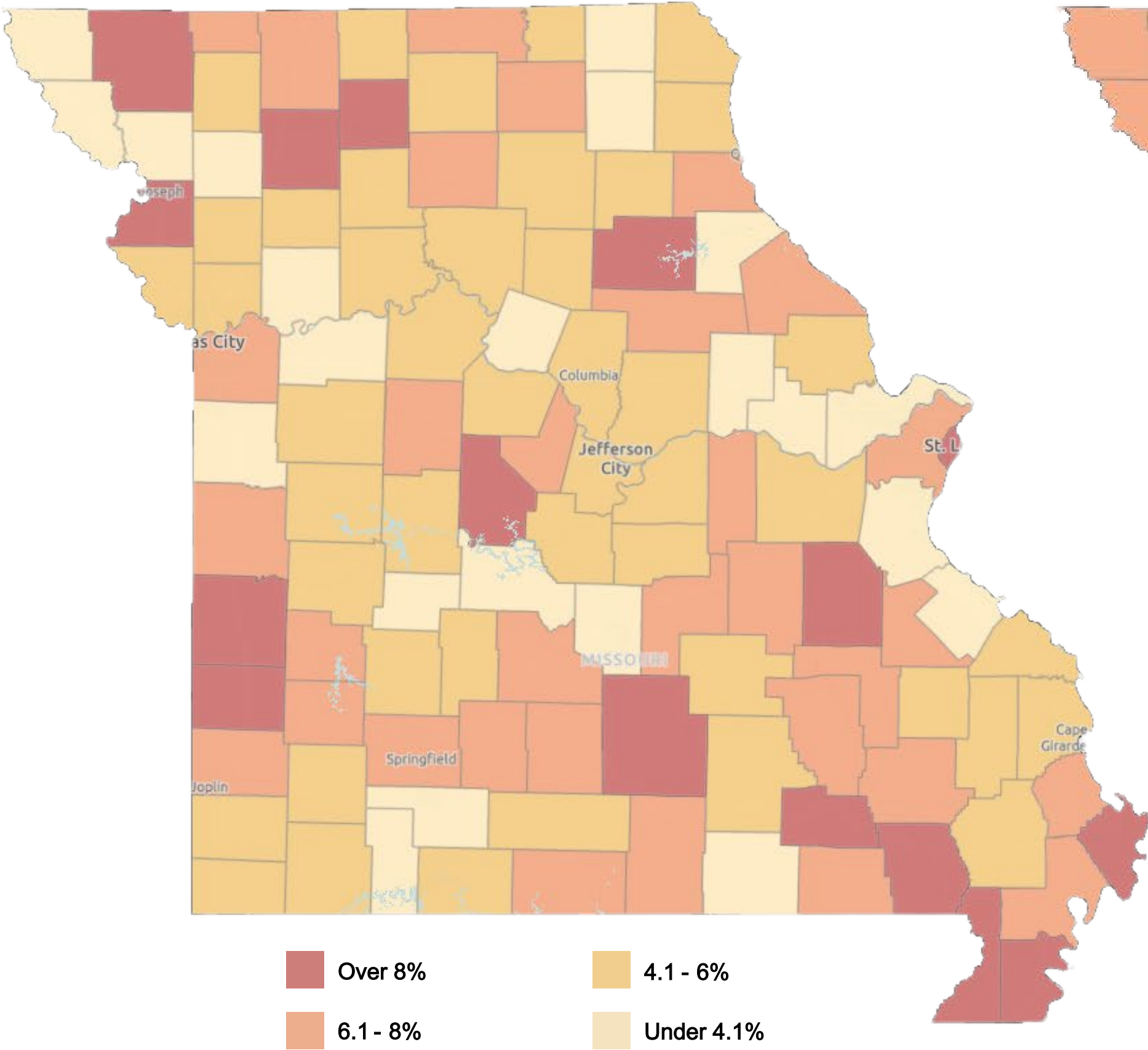
- Low-Income Individuals and Families
- Older Adults
- People with Disabilities
- Rural Residents
- Youth

\\ In the West North Central region (includes Missouri), 7.5% of adults reported lacking reliable transportation for daily living in the past 12 months. This rate is higher than the national average of 5.7%.

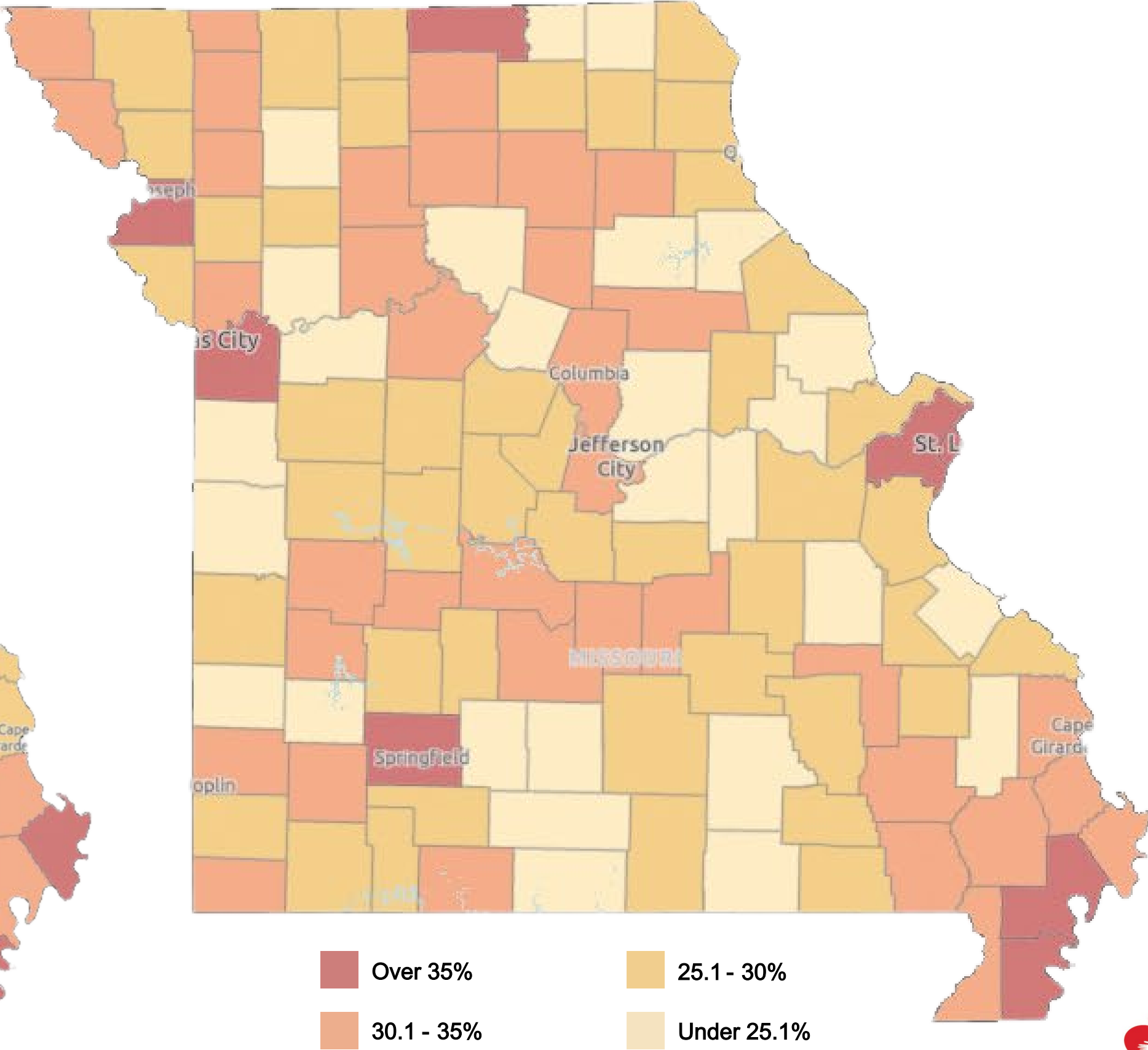
\\



HOUSEHOLDS WITH **NO** VEHICLE, %



HOUSEHOLDS WITH **ONE** VEHICLE, %

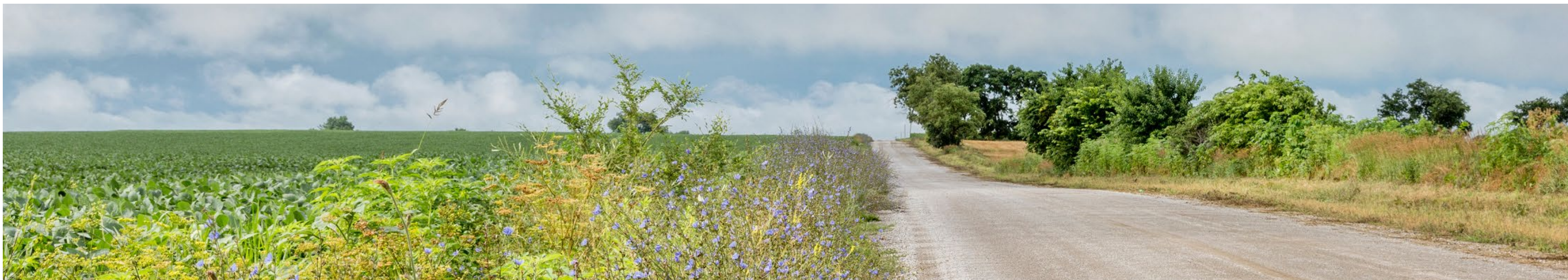


Source: [MOCAN tool](#)

Introducing...

Volunteer

DRIVER PROGRAMS



HOW WE STARTED

Transportation has been a Top 5 need in our Community Needs Assessments (CNA), and #1 need in the 2023 CNA.

- 59% cannot afford the cost to maintain a vehicle.
- 49% cannot afford car insurance.
- 52% do not have money for a down payment.

The **Community Action Ride System** (CARS) began planning in November 2023 for a Volunteer Driver program to help the biggest barrier in the counties we serve, Transportation. In six months, CARS launched with five Volunteer Drivers on May 1, 2024.

Transportation Barrier per County

BARTON

pop. 11,637

Very “rural” and hard to reach.

JASPER

pop. 122,761

Need extended reach and hours for transportation.

NEWTON

pop. 58,648

Lack of transportation from small to bigger towns

MCDONALD

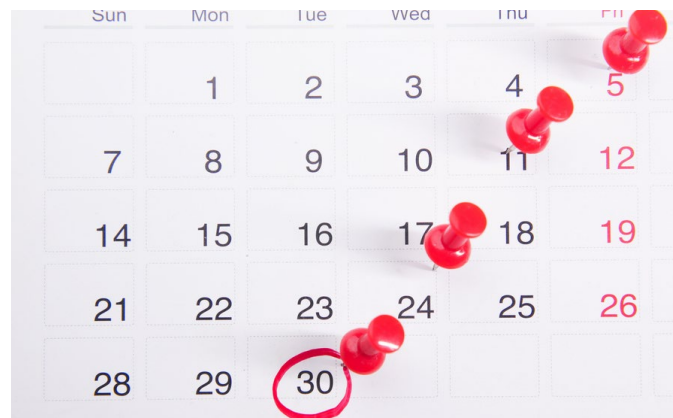
pop. 23,303

No public transportation and the widespread nature of the county making it challenging to reach everyone



HOW IT WORKS

The Community Action Ride System (CARS) provides free transportation to any resident of Barton, Jasper, Newton, and McDonald counties driven by Volunteer Drivers reimbursed weekly at the federal mileage rate of 67 cents per mile.



Call 417 -438 -2925

To speak with a CARS intake coordinator.

Rider Profile

We gather basic contact information including demographics and mobility restrictions (if any!).

Book A Ride

Let us know where are we going, the time of appointment, and how long you will be there.

Confirmation

CARS Volunteer Drivers are asked to reach out to their riders the day before to introduce themselves and confirm!

HOW TO BECOME A VOLUNTEER DRIVER

Volunteer Drivers can set their own schedule, rider preferences, and what counties they want to drive. CARS reimburses mileage weekly!

Orientation Ready to Drive?

Step 1

Volunteer Application

First Name *

Last Name *

Email *

Phone Number

Fill out an application

Step 2



FCSR background check & DMV license report

Step 3



W9, Direct Deposit, & Vehicle Inspection



SOFTWARE

The **Community Action Ride System** (CARS) uses [Assisted Rides](#) for scheduling, reporting, volunteer files, and more.

Dashboard

CalendarRequestsActionsMessagesAdminReportsv1 FunctionsHelp

dminReportsv1 FunctionsHelp

Search for All Members

Dashboard

Refresh

Trip Map

New Request

Actionable Items

Volunteers Pending5

Members on Probation Expiring2

Driver Compliance2

Schedule future Recurring Requests26

Requests with Time Issues1

Weekly Status

Requests for the Week of 02/03/2025

Agency Summary Report - 2025-01-01 - 2025-01-31

Member Type	Pending	Inactive / Archived	Deceased	Approved	Male	%	Female	%	Unknown	%	Avg.
Client (only "Approved" used in break-out numbers)	0	2	7	1371	592	43.18	779	56.82	0	0.00	45
Volunteers (only "Approved" used in break-out numbers)	5	77	0	40	15	37.50	12	30.00	13	32.50	40
By County	Pending	Inactive	Deceased	Approved	%	Rides Only	Steps	Trips	Miles	Hours	In Km
Barton, MO	0	0	0	41	3	129	0	129	2171	0.00	
Jasper, MO	0	1	3	1073	78	795	0	795	8838	36.00	
McDonald, MO	0	0	3	113	8.4	101	0	101	3278	0.00	
Norton, MO	0	1	1	144	10.6	148	0	148	2702	1.45	
County Totals:	0	2	7	1371	100.0	1173	0	1173	16989	37.45	%
By Ride Type						Rides Only	Steps	Trips	Miles	Hours	In Km
Banking						8	0	8	36	1.30	
Community Center						4	0	4	66	0.00	
Dental						10	0	10	46	0.00	
Dialysis						59	0	59	1862	0.00	
Eatery/Restaurants						1	0	1	24	0.00	
Education/School						153	0	153	708	1.15	
Employment						267	0	267	4129	4.00	
Food Bank						3	0	3	24	0.00	
Grocery Shopping						50	0	50	422	0.00	
Home Health Care						5	0	5	151	2.00	
Household Errands						3	0	3	116	0.00	
Justice System						12	0	12	219	0.00	
Medical						252	0	252	5044	16.45	
Mental Health Services						91	0	91	976	4.30	
Other Shopping						10	0	10	111	1.45	
Pharmacy						3	0	3	19	0.00	
Postal Services						3	0	3	19	0.00	
Recreational						96	0	96	1203	0.00	
Sales Services						15	0	15	103	5.15	
Social						3	0	3	96	0.00	
Social Services						110	0	110	1369	6.45	
State Offices						5	0	5	200	0.00	
Union						2	0	2	40	0.00	

Map

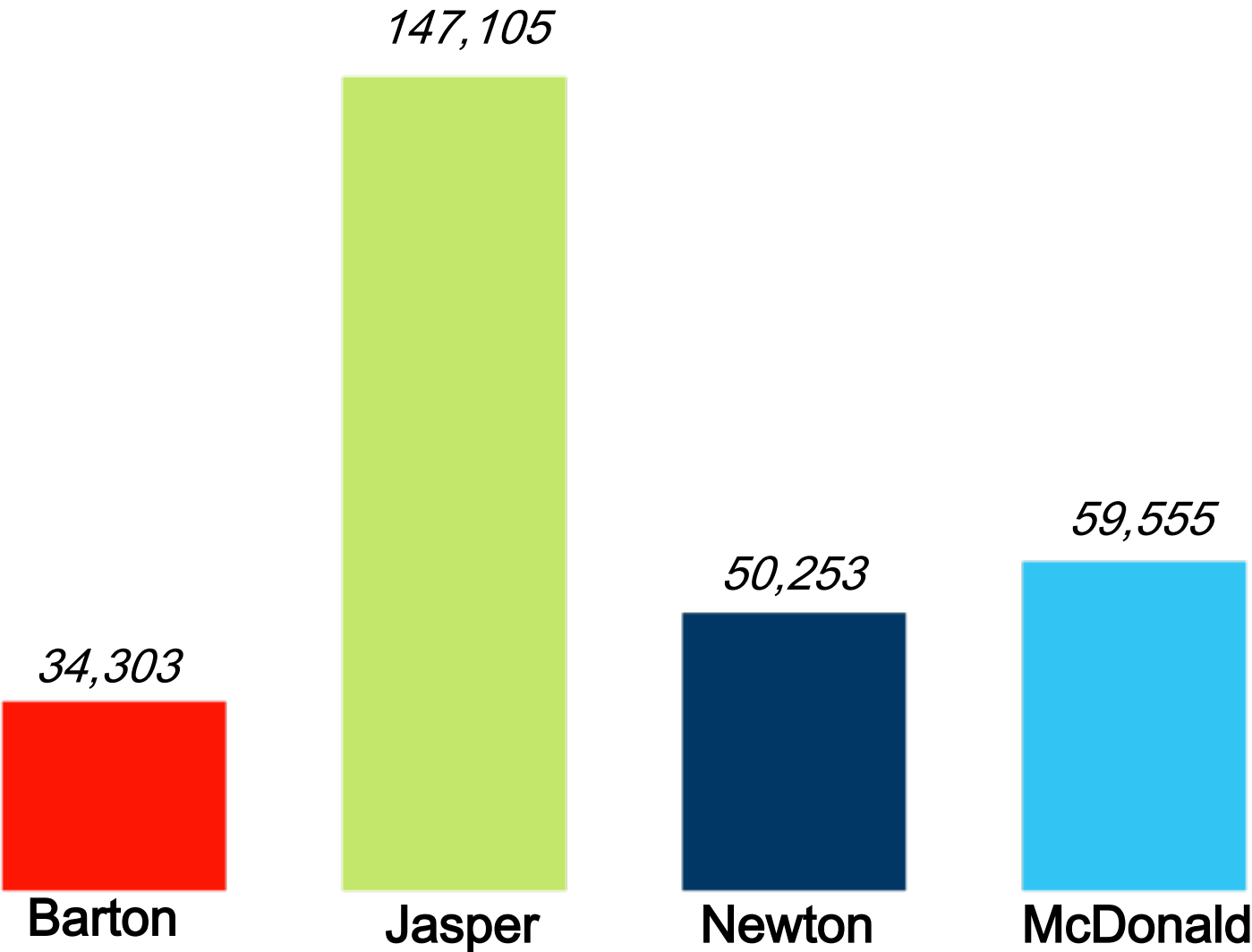
Satellite

ECONOMIC SECURITY CORPORATION

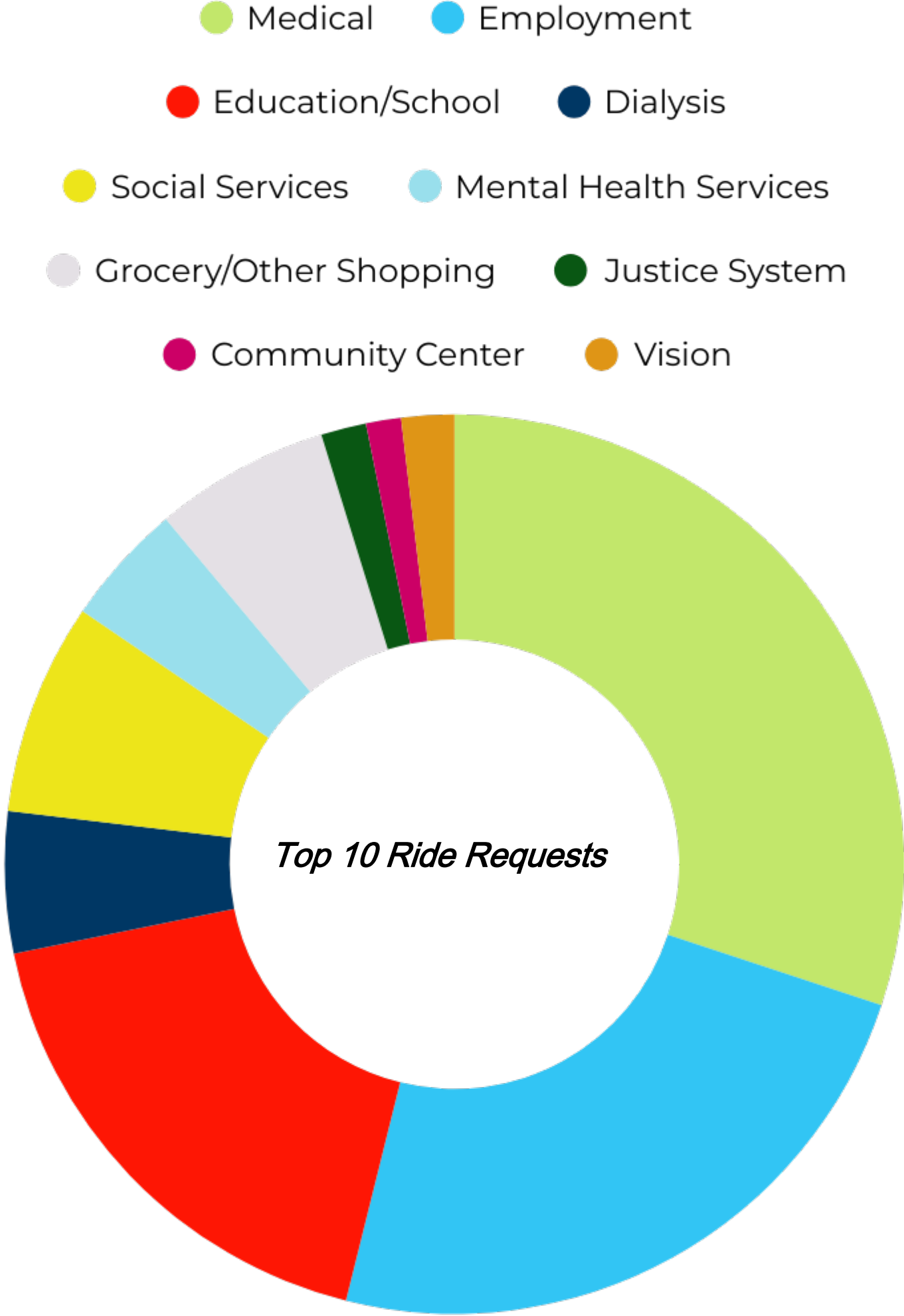
THE ROAD THUS FAR...

May 1, 2024 - August 15, 2025

- 291,216 Miles
- 18,777 Trips
- 701 Destinations
- 26 Volunteer Drivers



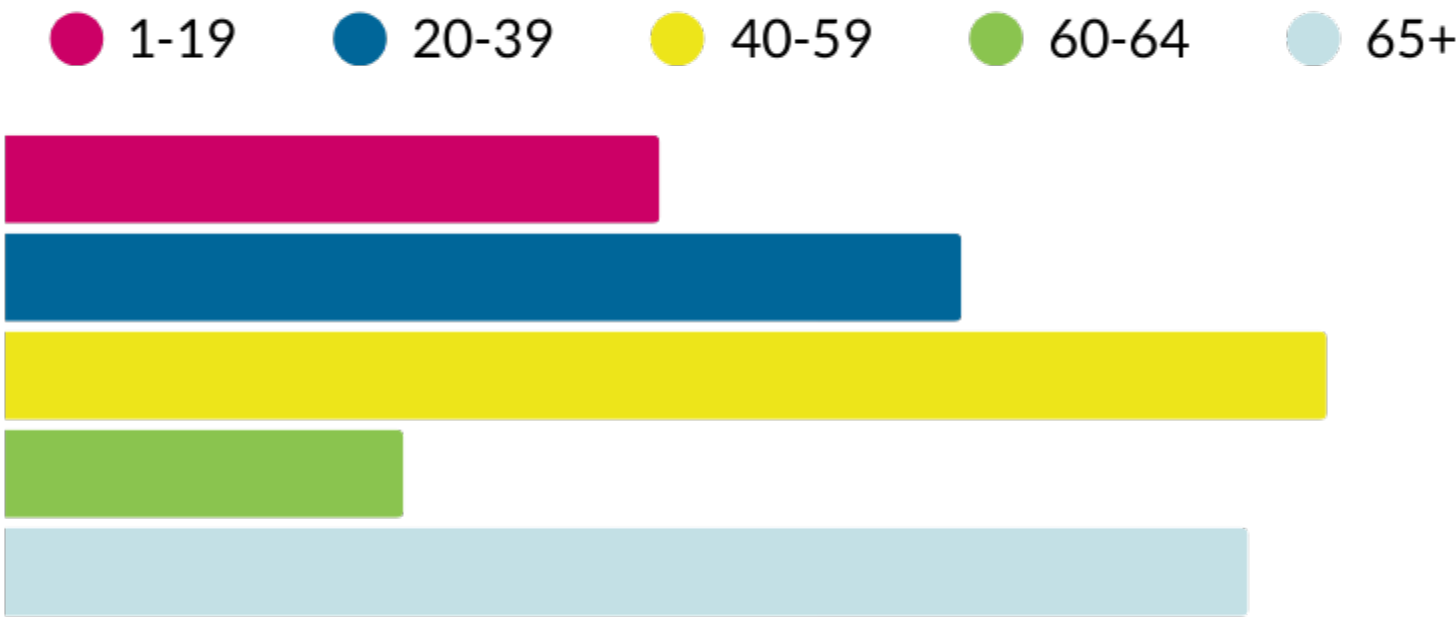
Miles By County



RIDER STATS



1,822 Active Clients



Age of Client

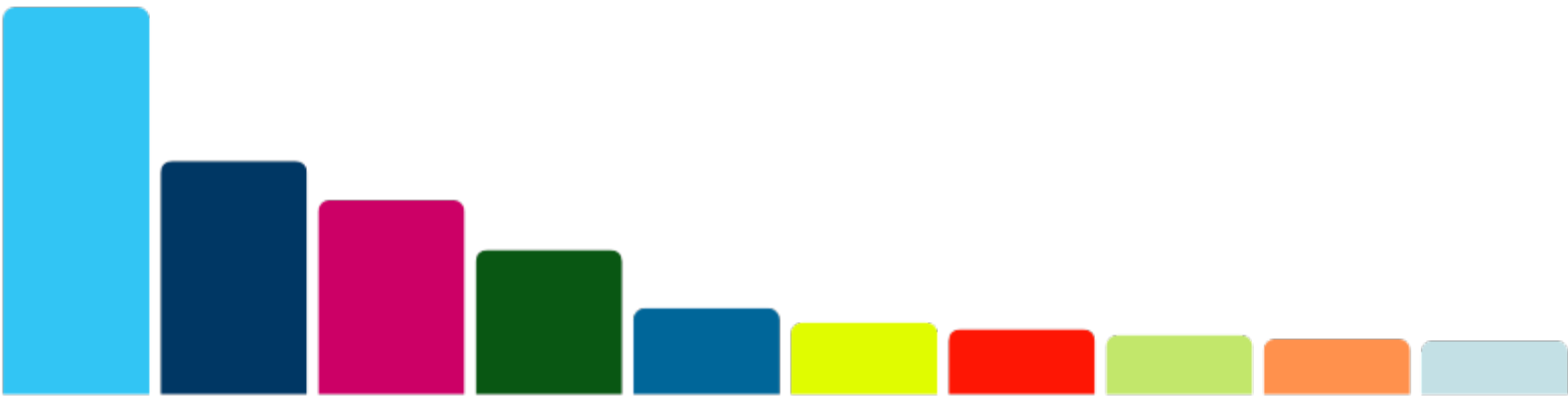
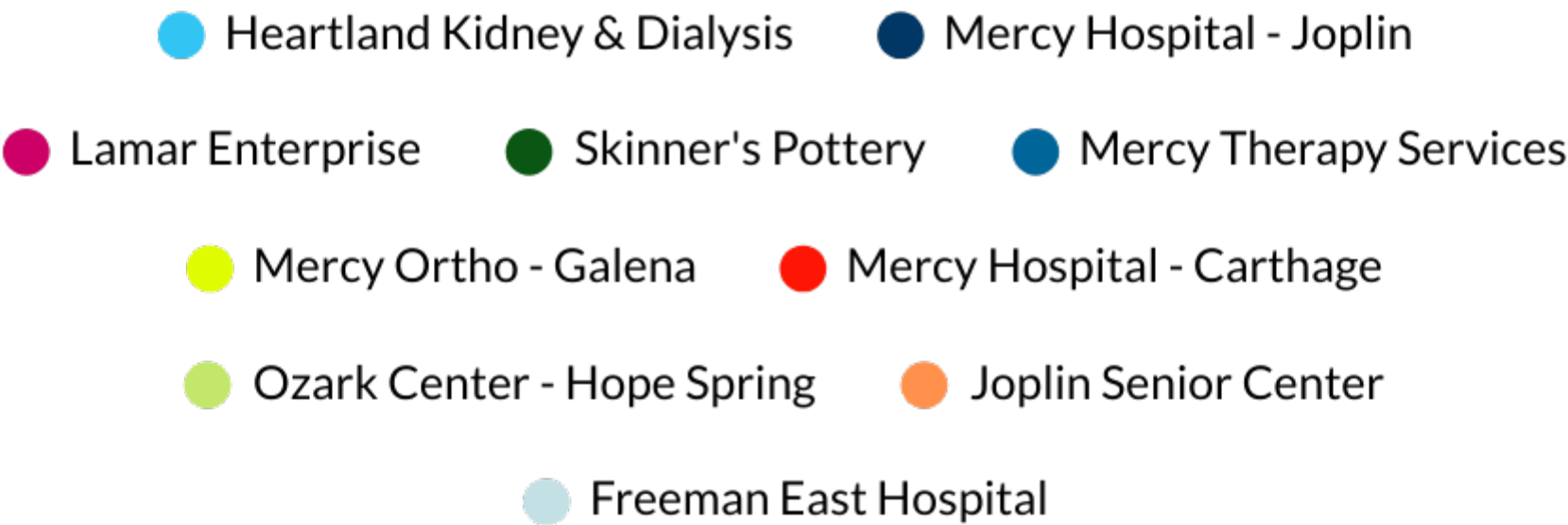
495 Clients with mobility restrictions and/or conditions

129 Children with booster/car seats

48 Average Age

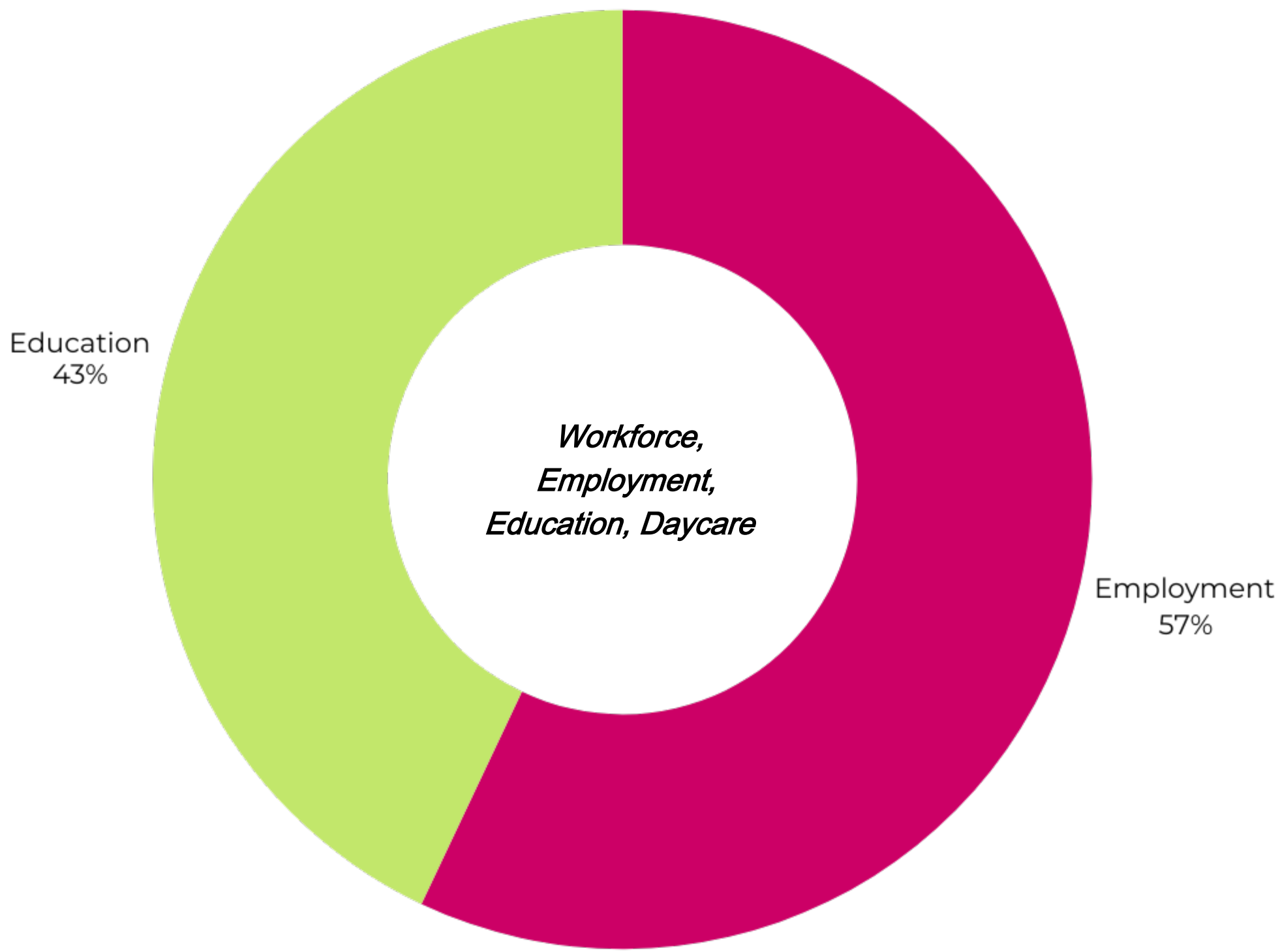
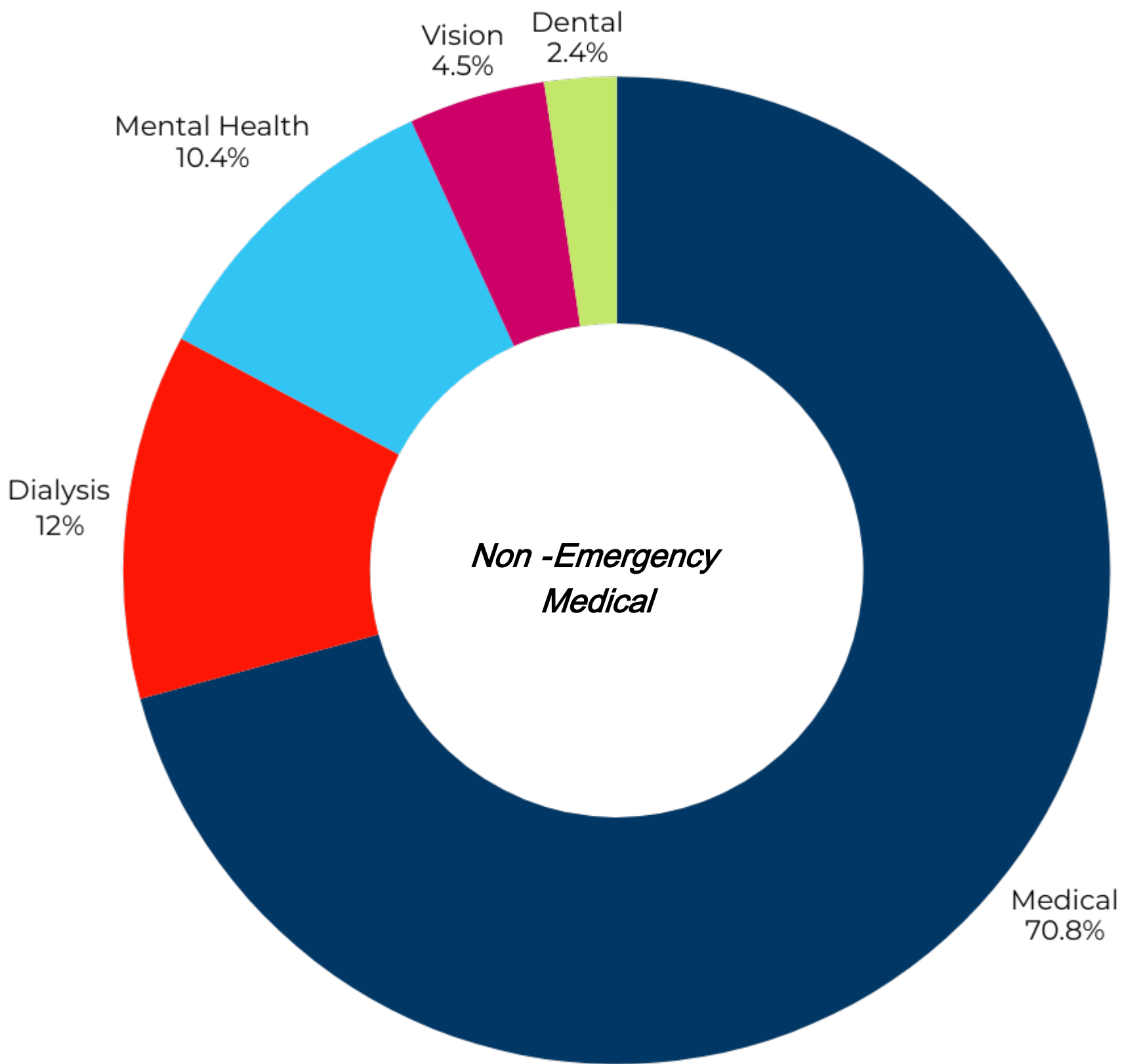


A majority live with family/spouse vs. Alone

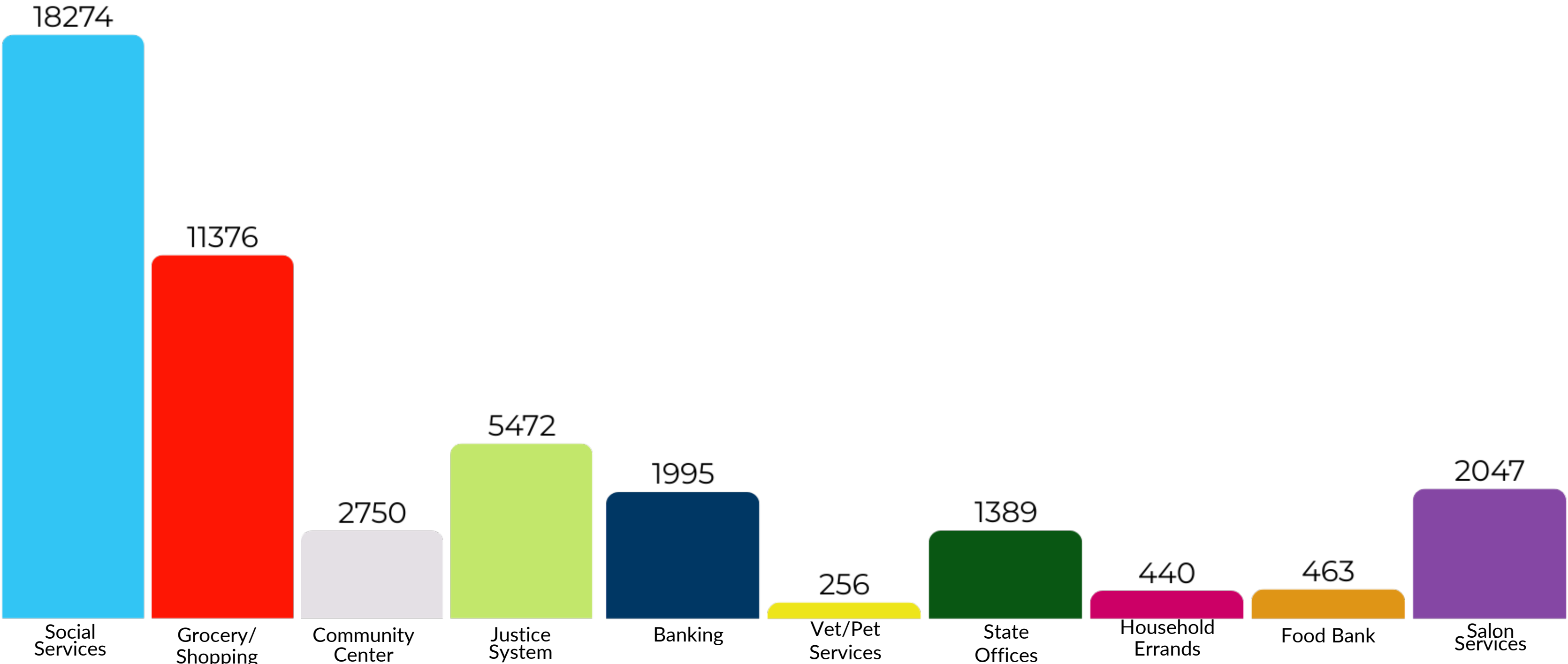


Top 10 Destinations

BREAKDOWN OF RIDE TYPES



OTHER RIDE TYPES



Ride Type in Miles



OUR VOLUNTEER DRIVERS



TESTIMONIAL

Rider turned Volunteer Driver!

Mike came to the CARS program in August 2024 to receive rides from Neosho to Freeman East Hospital in Joplin, five days week for radiation for his cancer diagnosis. He lives on social security and with 28 treatments back-to-back, driving his truck back-and-forth to Joplin was going to cost more than he could afford – over \$350 in gas, alone.

CARS immediately got Michael set up with multiple drivers every afternoon for almost two weeks, never missing an appointment! He even became close and “favorited” two specific drivers because he enjoyed their company, and they became friends. One of the CARS drivers, Dan, brought him to the Joplin ESC office to fill out paperwork to become a Volunteer Driver for the CARS program. Michael said he felt compelled to drive for the community and the program that helped him through a challenging time - it was now his turn to give back and help.

He was given the all-clear from his medical team in early October and on October 29th, he completed his first ride with CARS as a Volunteer Driver!



Mike
Newton County

“

I was grateful for the CARS staff and drivers for what they did for me during this time. CARS was a godsend during my treatments and without it, I would not have been able to receive my treatments.

”





New Growth Transit

- Started Fall 2020
- 13 Counties
- 71 Volunteer Drivers
- Over 1 million miles traveled



EZMO Transportation

- Started May 2023
- 2 Counties
- 40+ Volunteer Drivers
- Over 13,000 free trips and 1.2 million miles traveled
- 677 residents served
- 40+ active volunteer drivers



MOCA Transit

- Started August 2024
- 8 Counties
- 18 Volunteer Drivers

WHY VOLUNTEER PROGRAMS WORK

Transportation shouldn't be a barrier to health, dignity, and opportunity. Together, Volunteer Drivers bridge the gap and drive change in our community.



Cost -Effective

Low overhead vs. public transit

Person -Centered

Door-to-door service with trusted Volunteers

Flexible

Areas reached not covered by buses or shuttles

Scalable

Grows with Volunteer recruitment and community support



Never doubt that a small group of thoughtful, committed citizens can change the world.



- Margaret Mead



Cavanaugh Studyvin

COMMUNITY ORGANIZER

cstudyvin@escswa.org | 417.627.2084 | escswa.org/cars

