

# 30 Daily Responsibilities of Staff

Although good planning simplifies the mechanics of program start-up, successful program implementation requires a focus on efficient, effective, and successful delivery of services to customers. The list below identifies the daily responsibilities that are often undertaken by volunteer driver program staff.

1. answer inquiries about transportation services and volunteer opportunities
2. network with community organizations
3. review and adapt service marketing and advertising activities
4. continue to recruit and enroll riders
5. continue to educate riders on program policies and procedures
6. continue to recruit, screen, and train volunteer drivers
7. maintain volunteer driver and rider records
8. keep address and phone numbers current
9. ensure accurate data entry
10. process volunteer driver reports
11. maintain detailed records of all contacts with volunteer drivers and riders
12. schedule rides (in some cases actually calling riders and drivers)
13. process mileage reimbursement requests (if applicable to your program)
14. issue and mail reimbursement checks (if applicable to your program)
15. resolve problems and/or conflicts between riders and drivers
16. keep staff trained and motivated

17. refer riders, and sometimes volunteer drivers, to social services
18. coordinate with other transportation providers
19. measure volunteer driver and rider satisfaction
20. track destinations and outcomes resulting from rides
21. carry out volunteer recognition and appreciation
22. resolve applicant, volunteer driver, rider, and employee grievances
23. evaluate employee and volunteer performance
24. audit performance and program efficiency
25. gather data and generate periodic reports
26. measure outreach effectiveness
27. justify budgets
28. seek funding and apply for grants
29. issue news releases
30. expand public support for the program