

Build a Volunteer Driver Program

A Simple Game for Involving Users

During the planning phase for a volunteer driver program, there can be a tendency to allow professionals to plan the design. After all, professionals know best, don't they? Well, not necessarily. It is our experience that the design of a volunteer driver program can be improved if there is an opportunity for "real people" to be involved. These "real people" might include potential program sponsors, health care providers, professionals who provide paid or volunteer services, and/or transportation, community leaders, and perhaps prospective volunteer drivers and passengers.

A DESIGN APPROACH

The "game" for building a volunteer driver program (illustrated below) was developed to enhance the planning process by involving people "in the know." The game includes the basic features of a volunteer transportation service: type of volunteer driver program, type of vehicle, type of driver, type of operation, and type of payment. In the example below, each feature is defined by specific elements.

THE RESULT

The game was pilot tested in a variety of settings around the country and the result was always the same. To design their service, participants were asked to move their "choice" element to the column "your choice." Following the design activity, participants were invited to discuss their design. Professionals, community leaders, and "ordinary people" were thoughtful about how to plan and design a volunteer driver program and were very good at articulating the reasons for their choices. The more participants who "played" the game, the more information collected for how people think about volunteer transportation and how they design volunteer driver programs.

















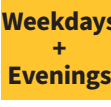








HOW THE GAME WAS CONSTRUCTED

The game was "manufactured" with laminate and Velcro. It was easy and inexpensive to make, it looked attractive, was not at all fancy, and was easy for participants to "play." Today, a computer-based application could be developed to enjoy a broader experience for explaining the elements of a volunteer driver program.

The game is illustrated below.

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Instructions: For each program feature, choose (or specify each category by writing it in the oval) that you believe would best suit your needs for transportation. After you have chosen each element, peel and place the sticker under “Your Choice.”

Features	Your Choice	Elements				Specify
TYPE OF SERVICE	Place your SERVICE choice sticker here					
TYPE OF VEHICLE	Place your VEHICLE choice sticker here					
TYPE OF DRIVER	Place your DRIVER choice sticker here					
TYPE OF OPERATION	Place your HOURS choice sticker here					
TYPE OF PAYMENT	Place your COST choice sticker here					
	Place your FEATURE choice sticker here					