

# 20 Question Survey for Volunteer Drivers

The purpose of this survey is to capture attitudes, experiences, and ecommendations of passengers/clients and to identify current and new destinations that they identify as important.

1. How long have you been a volunteer driver with the program?  
\_\_\_\_\_ 1 month - 1 year  
\_\_\_\_\_ 1 year - 5 years  
\_\_\_\_\_ 5 years - 10 years  
\_\_\_\_\_ 10+ years
  
2. How often do you volunteer to drive with the volunteer driver program?  
\_\_\_\_\_ every week  
\_\_\_\_\_ every month  
\_\_\_\_\_ ever so often
  
3. Do any of your passengers exhibit physical limitations?  
\_\_\_\_\_ yes                      \_\_\_\_\_ no
  
4. Do any of your passengers exhibit cognitive limitations?  
\_\_\_\_\_ yes                      \_\_\_\_\_ no
  
5. Please complete the sentences below:  
*I volunteer as driver with the volunteer transportation program because...*  
\_\_\_\_\_  
\_\_\_\_\_
  
6. Please complete the sentences below:  
*I expect that I would volunteer to drive more often for the program if ...*  
\_\_\_\_\_  
\_\_\_\_\_
  
7. What are the top three destinations to which you, as a volunteer driver, take program clients/passengers?  
a. \_\_\_\_\_  
b. \_\_\_\_\_  
c. \_\_\_\_\_

- 8.** On the list below, please check each destination to which you have traveled or taken a client/passenger in the past year.
- \_\_\_\_\_ grocery shopping
  - \_\_\_\_\_ recreational activity
  - \_\_\_\_\_ religious activity
  - \_\_\_\_\_ beauty shop
  - \_\_\_\_\_ food pantry
  - \_\_\_\_\_ social services
  - \_\_\_\_\_ volunteer activity
  - \_\_\_\_\_ medical care service
  - \_\_\_\_\_ social activity
  - \_\_\_\_\_ pharmacy
  - \_\_\_\_\_ other \_\_\_\_\_
- 9.** Please identify the most frequent destination to which you take your program's clients/passengers. \_\_\_\_\_
- 10.** Please identify the most frequently requested destination to which you CANNOT take your volunteer driver program's clients/passengers. \_\_\_\_\_
- 11.** Please check the following types of comments your clients/passengers make while you take them where they want or need to go.
- \_\_\_\_\_ "I appreciate the rides provided by the program."
  - \_\_\_\_\_ "I hope one day I can tour our town to see the Christmas lights."
  - \_\_\_\_\_ "If I could get to the beauty shop, my life would be wonderful."
  - \_\_\_\_\_ "It would be nice to be able to visit my family members."
  - \_\_\_\_\_ "Could we make just one more stop on the way home?"
  - \_\_\_\_\_ other \_\_\_\_\_
- 12.** Which are three destinations to which go do you believe are most important for your clients/passengers (or older adults in general) to be able to go.
- a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
- 13.** Do you ever experience challenges transporting your passengers?
- \_\_\_\_\_ yes                      \_\_\_\_\_ no

14. My greatest challenges in getting a passenger to his or her destination are (check all that apply)

- clients/passengers with memory loss
- clients/passengers who have never ridden with a volunteer driver
- clients/passengers who are worried about being on time
- clients/passengers who know/don't know how to get to their destination
- clients/passengers who use a cane or walker
- clients/passengers who are vision impaired
- other \_\_\_\_\_

15. Are there other important destinations which you believe would meet the needs of clients/passengers in the program.?

yes       no

If yes, please identify one or two of these destinations.

\_\_\_\_\_  
\_\_\_\_\_

16. What types of assistance do your clients/passengers need? (check all that apply)

- help getting to the curb
- help getting in and out of the door of their residence
- help getting through the door of their residence
- help and support while they are at their destination)
- help carrying packages
- "hand-to-hand" escort
- other \_\_\_\_\_

17. Please check (X) below how you believe the clients/passengers you drive for might describe their travel needs and wants.

	I need to go...	I want to go...	I do not need/ want to go...
doctor's office	_____	_____	_____
medical center	_____	_____	_____
rehab clinic	_____	_____	_____
fitness center	_____	_____	_____
shopping center	_____	_____	_____
public library	_____	_____	_____
beauty shop	_____	_____	_____
pharmacy	_____	_____	_____
bank	_____	_____	_____

**18.** As a volunteer driver, I find it satisfying to take a program client/passenger to...

(Please check all that apply)

- \_\_\_\_\_ a medical visit
- \_\_\_\_\_ a social activity
- \_\_\_\_\_ a food pantry
- \_\_\_\_\_ a religious service
- \_\_\_\_\_ a beauty shop
- \_\_\_\_\_ a volunteer activity
- \_\_\_\_\_ a nursing home to visit a spouse
- \_\_\_\_\_ a cemetery to visit family and friends
- \_\_\_\_\_ other \_\_\_\_\_

**19.** Not so long ago, a passenger in another volunteer driver program, made the following comment...

*"When I have a doctor's appointment on Monday, I always go to the beauty shop on Friday, because, if I hear bad news, I want to look my best."*

If your volunteer driver program received more funding or involved more volunteers, what new destinations would you suggest could meet needs of clients/passengers?

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**20.** Please complete the comment below in 20 words or less.

*The clients/passengers our program drives are...*

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Feel free to use these questions, and other questions that you may want to add, for developing your survey of your volunteer drivers.