

Volunteer Driver Program Survey

A major purpose of a volunteer driver program is to get its clients or passengers where they need to go. The purpose of this survey is to capture information about the program's purpose and activities from the perspective of the program manager.

1. How many years has your volunteer driver program been in operation? _____
2. How many active volunteer drivers does your program involve? _____
3. Who are your volunteer drivers?
 _____ # of men _____ # of women
4. How many vehicles do you use and who owns them ?
 _____ total # vehicles
 _____ # of vehicles owned by program
 _____ # of vehicles owned by volunteer drivers
5. How many active clients/passengers does your program serve? _____
6. Who are your clients/passengers?
 _____ # of men _____ # of women
7. What is the age range of your passengers?
 _____ men _____ women
8. How many one-way rides did your program provide last year? _____
9. What are the top three destinations to which you take clients/passengers?
 _____ doctor's offices
 _____ social activities
 _____ nutrition sites
 _____ grocery stores
 _____ banks
 _____ shopping centers
 _____ social services
 _____ volunteer programs
 _____ friends homes
 _____ recreational activities
 _____ beauty shops
 _____ other, please specify: _____

10. What is the most frequently requested destination to which you CANNOT take passengers?

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

11. What was the budget of your organization last year? _____

12. Does your organization provide services in addition to transportation?
 ____ yes ____ no

13. What were your program's expenses for providing transportation? _____

14. What was your volunteer driver program's cost per ride? _____

15. How many volunteer hours were contributed by drivers? _____

16. What was the dollar contribution of your volunteer drivers? * _____
**See the Independent Sector for dollar value of a volunteer hour.*

17. Do any of your clients/passengers need assistance?
 ____ yes ____ no

18. What 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

- 19.** What do your volunteer drivers tell you is their greatest challenge in taking clients/passengers to their destinations. (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, please specify _____
- 20.** Do you provide training for your volunteer drivers to assist clients/passengers who exhibit some or all of the challenges above?
- yes no
- 21.** Does your volunteer driver program take passengers to destinations that they cannot get to with other transportation services?
- yes no
- Please comment: _____
- 22.** Does your volunteer driver program cross jurisdictional boundaries and if yes, how important is it in meeting the needs of your clients/passengers?
- yes no
- Please comment: _____
- 23.** Does your program charge passengers for rides and if no, please comment ?
- yes no
- Please comment: _____
- 24.** Our volunteer driver program receives funds from: (please identify % of budget from each funding source.)
- % government grants
 - % personal donations
 - % foundation support
 - % fundraisers
 - % United Way
 - % congregation donations
 - % in-kind donations
 - % local business donations
 - % volunteer donations
 - % corporate support

25. Our passengers ride with our volunteer driver program because...
- they no longer drive
 - there are no other means of transportation available to take them
 - they cannot access other modes of transportation
 - they cannot afford other means of transportation
 - our program takes them to destinations they cannot reach with other transportation options
 - other, please specify _____
26. I believe the most important outcome of our volunteer driver program is to... (please check your priority outcome)
- enable older adults to get where they need to go
 - support the ability of older adults to enjoy life
 - offer the opportunity for people in our community to volunteer to drive
 - support the ability of older adults to age in place
 - provide rides for older adults who cannot drive

We urge you to feel free to use these questions, and other questions that you may want to add, to create a survey of your volunteer driver program.