

Volunteer Driver Survey

The 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 attitudes, experiences, and recommendations of volunteer drivers and to identify current and potentially new activities 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 (clients) exhibit physical limitations?
 yes no

4. Do any of your passengers (clients) exhibit cognitive limitations?
 yes no

5. Please complete the sentence below:
I volunteer to be a driver with the volunteer driver program because...

6. Please complete the sentence below:
I expect that I would volunteer to drive more often for the program if...

7. 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, please specify _____
8. What are the top three destinations to which you (as a volunteer driver) take your program's clients/passengers?
- a. _____
 - b. _____
 - c. _____
9. Please identify the most frequently requested destination to which you CANNOT take your volunteer driver program's clients/passengers.
- _____
10. 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 Shepherd's Center."
 - _____ "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."
11. Which are three destinations to which you believe are most important for your clients/passengers (or older adults in general) to be able travel.
- a. _____
 - b. _____
 - c. _____
12. Please check (X) below how you believe the clients/passengers you drive for your volunteer driver program might describe their travel needs and wants.
- | | I need to go to... | I want to go to... | I do not need/want to go to... |
|-----------------|--------------------|--------------------|--------------------------------|
| doctor's office | | | |
| medical center | | | |
| rehab clinic | | | |
| fitness center | | | |
| shopping center | | | |
| public library | | | |
| beauty shop | | | |
| pharmacy | | | |
| bank | | | |

- 13.** Are there other important destinations which you believe would meet the needs of clients/passengers?
 _____ yes _____ no
 If yes, please identify one or two of these destinations: _____

- 14.** Do you ever experience challenges transporting your clients/passengers?
 _____ yes _____ no
- 15.** My greatest challenges in getting a client/passenger to his or her destination are...
 (Please check all that apply)
 _____ passengers with memory loss
 _____ passengers who have never ridden with a volunteer driver
 _____ passengers who are worried about being on time
 _____ passengers who know/don't know how to get to their destination
 _____ passengers who use a cane or walker
 _____ passengers who are vision impaired
 _____ other
- 16.** What types of assistance do your clients/passengers need?
 _____ 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
- 17.** As a volunteer driver, I find it satisfying to take a program client or 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 friend
 _____ other

- 18.** Not so long ago, a client/passenger in another volunteer driver program, made the 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 to meet the needs of clients/passengers?

- 19.** Please complete the comment below in 20 words or less.
The clients/passengers I drive are...