Volunteer Driver Program Survey Results

GWaar
Greater Wisconsin
Agency on Aging Resources, Inc.

Survey Overview

Total of 85 surveys were submitted, 68 were valid
- 17 entries were discarded because of the following: (8) duplications, (3) transportation providers, (3) agencies with no volunteers, (2) incomplete, and (1) single volunteer.

Total number of volunteer drivers across the 68 programs = 5,623
- Range is from 1-750 (Higher counts in urban areas - Kenosha Area Family & Aging Services, RSVP of Dane County, Waukesha County ADRC, ERAS Senior Network)
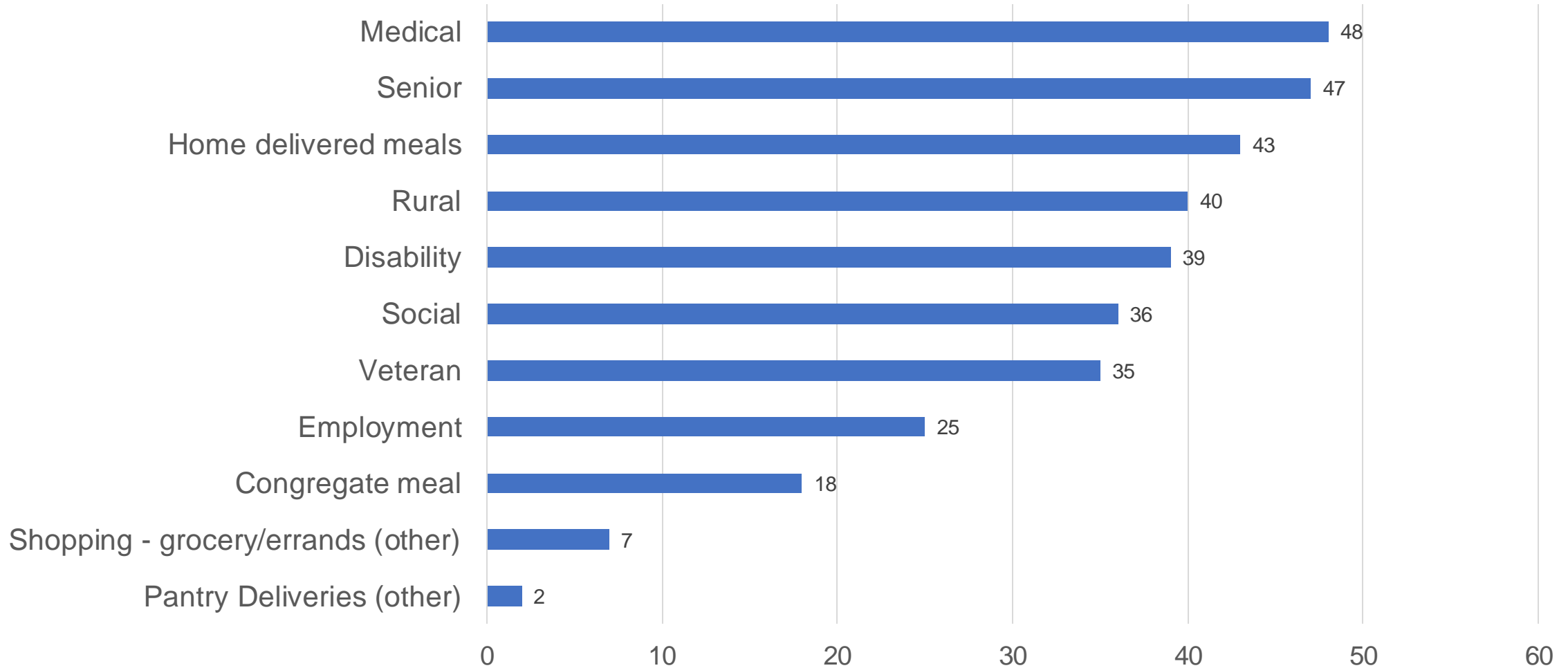
Total number of paid drivers = 332

Total trips (one-way) per month (on average) = 39,730
- Note: If they gave a range, I selected the middle. If they only reported routes, I left them out. One agency reports by hours not trips, so I left them out. A total of 9 agencies were excluded from this question.
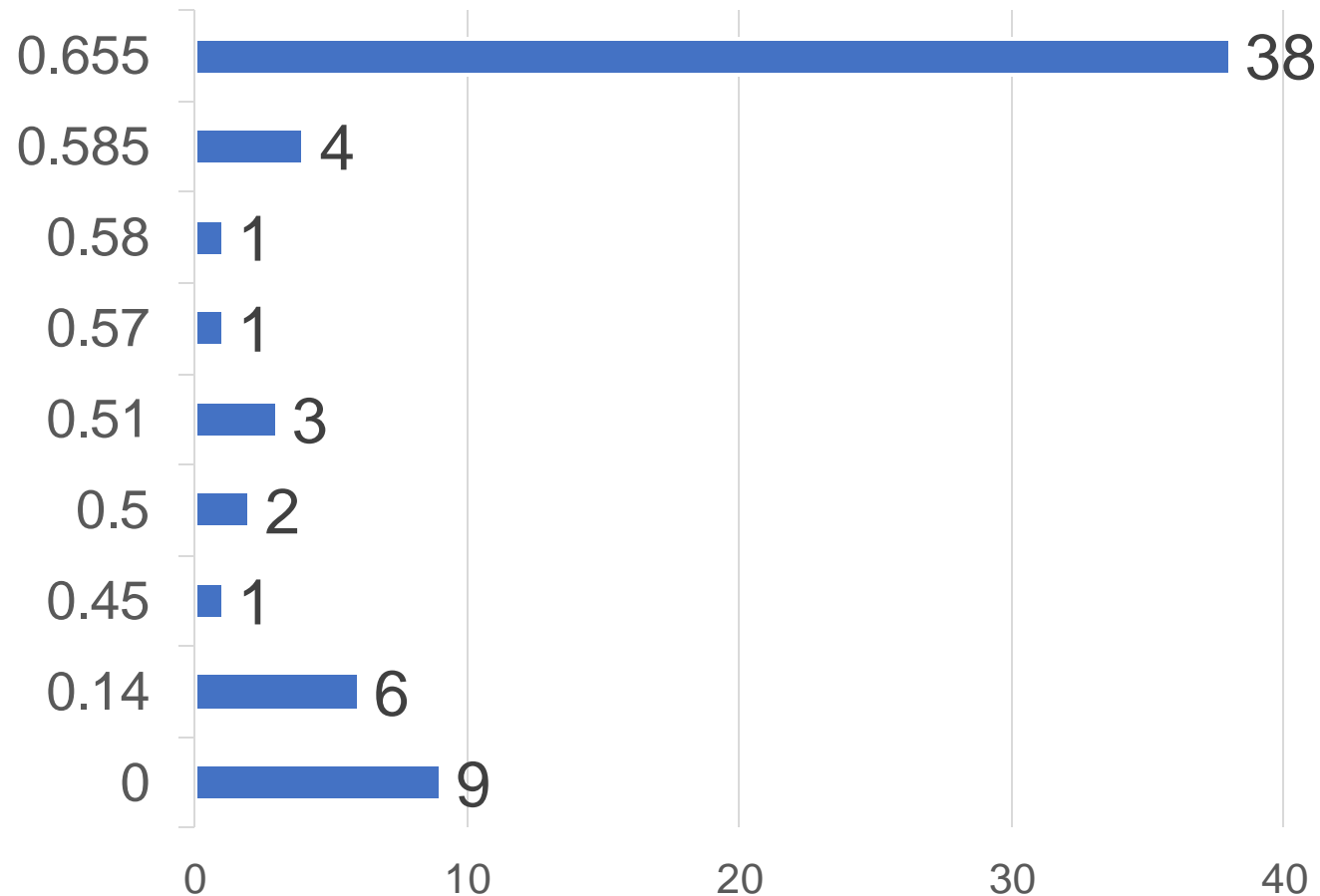
Types of Trips

Reimbursement

Rate	Count
0.655	38
0.585	4
0.58	1
0.57	1
0.51	3
0.5	2
0.45	1
0.14	6
0	9

58.5% are reimbursing at the Federal 65.5 cents per mile. Total of 65 programs responded

How do you support or recognize your volunteers?

- Stipend

- Gas cards

- Recognition articles

- Donated gift cards, gifts

- Mileage reimbursement

- Holiday/birthday cards

- Thank you notes

- Bingo

- Daily coffee and treats

- Service awards

- Baked goods

- Car wash tokens

- Social media recognition

- Training

- Meal reimbursement

- Volunteer team retreats

- Promotional items (t-shirts, water bottles, mittens, hats)

- Recognition banquets/events (luncheons, dinner, picnics, potlucks, breakfast, pie social)

Biggest barrier your program faces in terms of volunteer recruitment/retention?

1. Never enough volunteers/hard to find
2. Recruitment is difficult/tactics are not working
3. Aging population - volunteers are aging out
4. Financial impact - cost of gasoline/maintenance/insurance premiums/taxes/not enough incentives
5. Too much of a time commitment

ROADBLOCKS AHEAD

What do volunteers mean to your program?

"Need in-kind revenue for grants"

"Volunteers are backbone"

"Aging programs are built to succeed only with volunteers"

"Would not exist without volunteers"

"Would not be able to operate without volunteers"

"Lifeblood of our organization"

"Volunteers are heart and soul"

"Make the programs financially sustainable"

"Without volunteers, meals wouldn't get delivered and clients would not get to medical appointments"

How has your organization/agency overcome the loss of volunteers?

- Must hire more paid drivers which will results in increased fees/less coverage
- Staff must deliver meals and programs get cut
- Decrease the numbers of individuals we can serve
- Less transportation being provided
- Having to cut services
- Scale back services, deny and prioritize rides, longer routes
- Asking current volunteers to do more
- Staff must contribute more
- Must turn rides away
- Reduce number of days we provide services

What would your organization/agency have to do if you lost all volunteer drivers?

- Cut service/programing
- Fewer meals delivered
- Serve far less of our vulnerable customers
- Staff would have to provide meal deliveries
- Would have to shut down/close
- Cut transportation services
- Need additional funding to continue to provide meals to participants or prioritize or create a waitlist
- Wouldn't be able to deliver meals
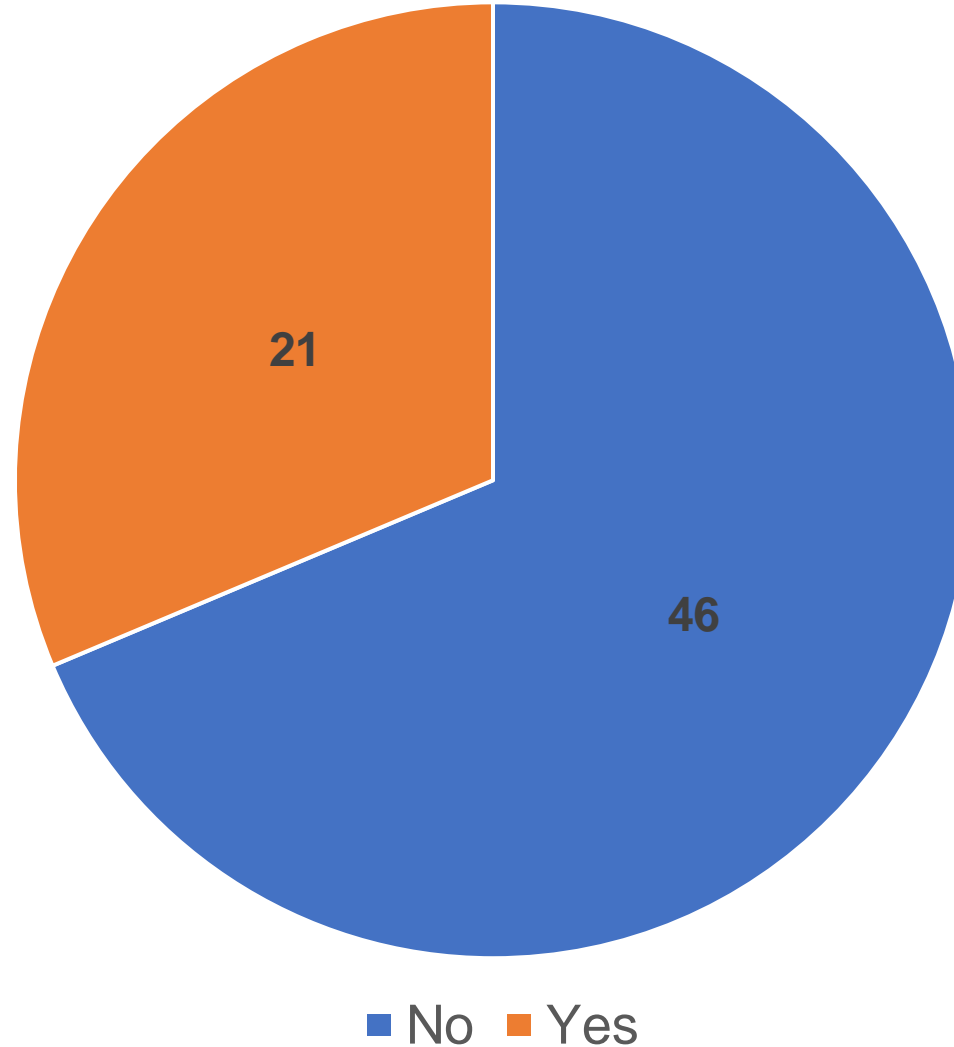- Would have to contract out for services

Have you experienced the loss of volunteer drivers due to insurance increase or denials on individual drivers?
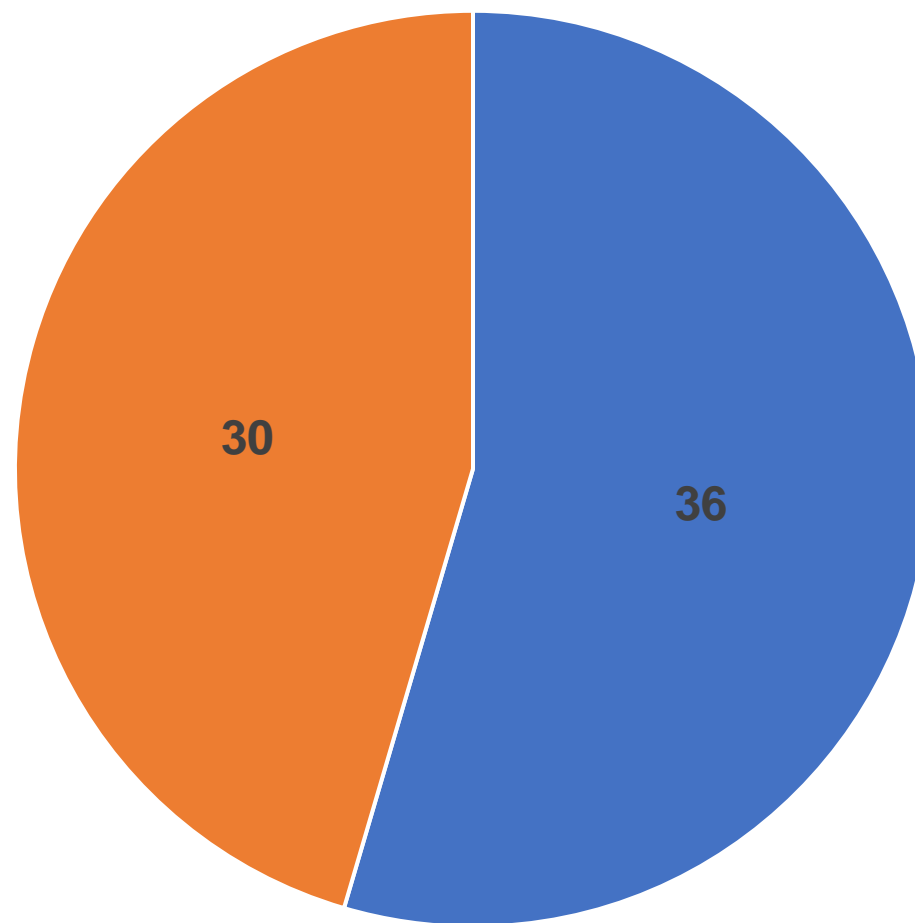
23

44
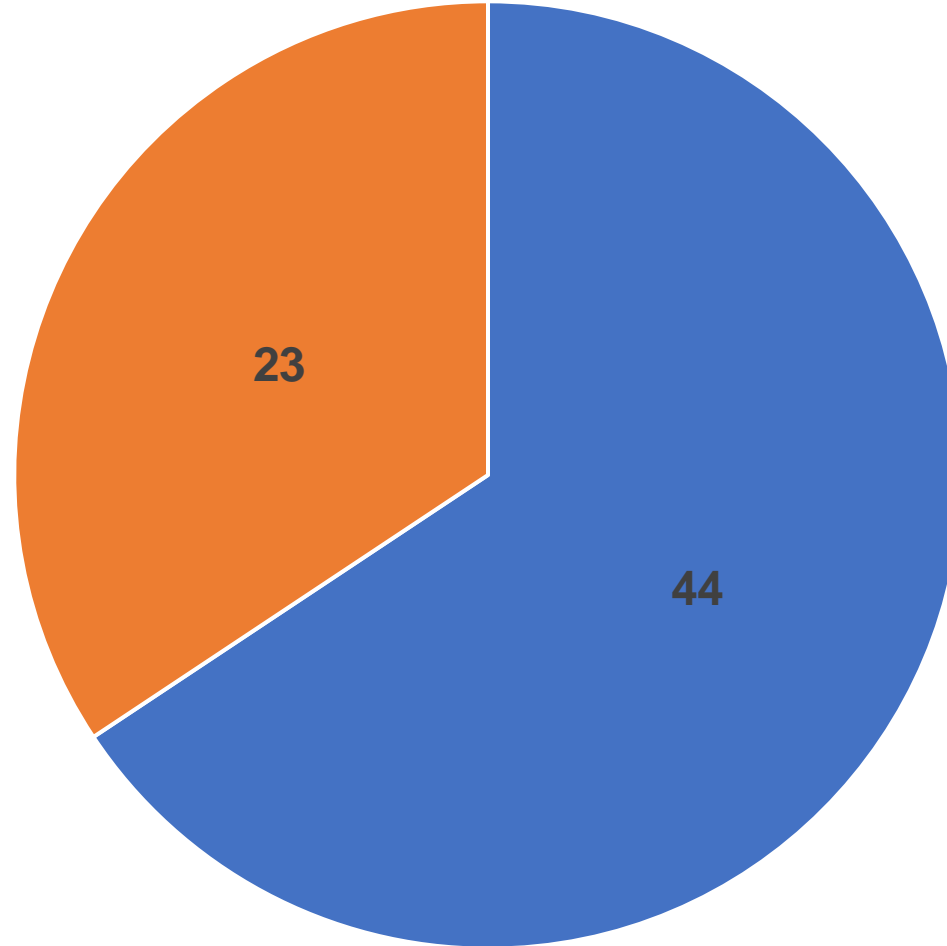
65.67% = No
34.33% = Yes
Total = 67

■ No ■ Yes

Did any of your volunteer drivers have to find alternative insurance or not accept mileage reimbursement to continue to be a volunteer driver?

68.66% = No
31.34% = Yes
Total = 67

21

46

■ No ■ Yes

Are your volunteer drivers concerned about tax implications as a result of accepting mileage reimbursement?

54.55% = No
45.45% = Yes
Total = 66

■ No ■ Yes

Additional Questions

- Why are some agencies experiencing insurance issues and others are not?
- Why are some volunteers concerned about tax implications and others are not?

Contact Information

Nick Musson

Transportation Specialist

Older Americans Act Consultant

p. 608 228-8092

e. nick.musson@gwaar.org

Greater Wisconsin Agency on Aging Resources, Inc.

www.gwaar.org