

# Volunteer Driver TurnKey Kit

Planning Implementation Evaluation



## DISCUSSION OF IMPLEMENTATION

Good planning simplifies the mechanics of program start-up. Building upon solid plans, successful program operation requires skilled business expertise. A volunteer driver program is in the business of providing quality transportation services efficiently. Obviously, program customers are those receiving needed transportation. In addition, a program may have both paid staff and volunteers. All bring experience and expectations to the enterprise.

The goal of management is to focus resources effectively and efficiently on the successful provision of the organization's services. A good program will be well-managed and staffed by skilled and committed employees who are well trained and know what to do. The daily responsibilities of employees in a volunteer transportation program can be expected to include:

- Answering inquiries about the service
- Networking with community organizations
- Marketing and advertising the service
- Identifying and enrolling riders
- Educating riders on program policies and use procedures
- Recruiting, screening and training drivers
- Creation of rider and volunteer records
- Keeping address and phone numbers current
- Endless data entry, endless data entry, endless data entry
- Maintaining detailed records of all contacts with riders and volunteers
- Calling riders and scheduling rides (*in some programs*)
- Processing volunteer reports
- Processing mileage reimbursement requests (*in some programs*)
- Issuing and mailing reimbursement checks (*in some programs*)
- Researching and replacing "lost" checks (*in some programs*)
- Resolving problems and conflicts between riders and drivers
- Keeping staff trained and motivated
- Referring riders, and sometimes volunteers, to social services
- Coordinating with other transportation providers
- Measuring rider satisfaction
- Tracking outcomes resulting from the receipt of service
- Measuring volunteer satisfaction
- Carrying out volunteer recognition and appreciation
- Resolving applicant, rider, volunteer and employee grievances
- Evaluating employee and volunteer performance
- Auditing performance and program efficiency
- Gathering data and making periodic reports
- Measuring outreach effectiveness
- Justifying budgets and applying for grants
- Issuing news releases and gaining public support for program



Central to successful program implementation, at every level, is good interactive, two-way communication. Thorough, timely, consistent, fair and even-handed administration is key to managing potential risk and guaranteeing smooth operation of the program.

**Turn Key Kit Implementation Materials.** The implementation materials included in this kit are intended to provide some insights, guidelines and tips to assist with the start-up and operation of volunteer driver programs specifically. These materials will be expanded considerably in 2006 and 2007.

**A Cautionary Note.** Volunteer driver programs make more economic and service sense every day, but do not make the mistake of thinking that good and successful programs are simple to administer. Every day is a chance for program employees and volunteers to make a meaningful difference for many in our communities who otherwise might be deprived of the life blood of transportation. The expression of gratitude from riders is heart warming and the enthusiasm of volunteers for the important work that they do is inspiring. But the daily implementation of a program is, by any other word, still hard and demanding work.