

Volunteer Driver Program Survey and Study



HUMPHREY SCHOOL
OF PUBLIC AFFAIRS
UNIVERSITY OF MINNESOTA

PROJECT PURPOSE

- Better understanding of
 - Organizations who rely on volunteer drivers
 - How volunteer driver programs are organized or funded
 - Challenges to providing services, including insurance
- Prioritize
 - Barriers that would be most productively addressed
 - Methods for helping providers address these barriers



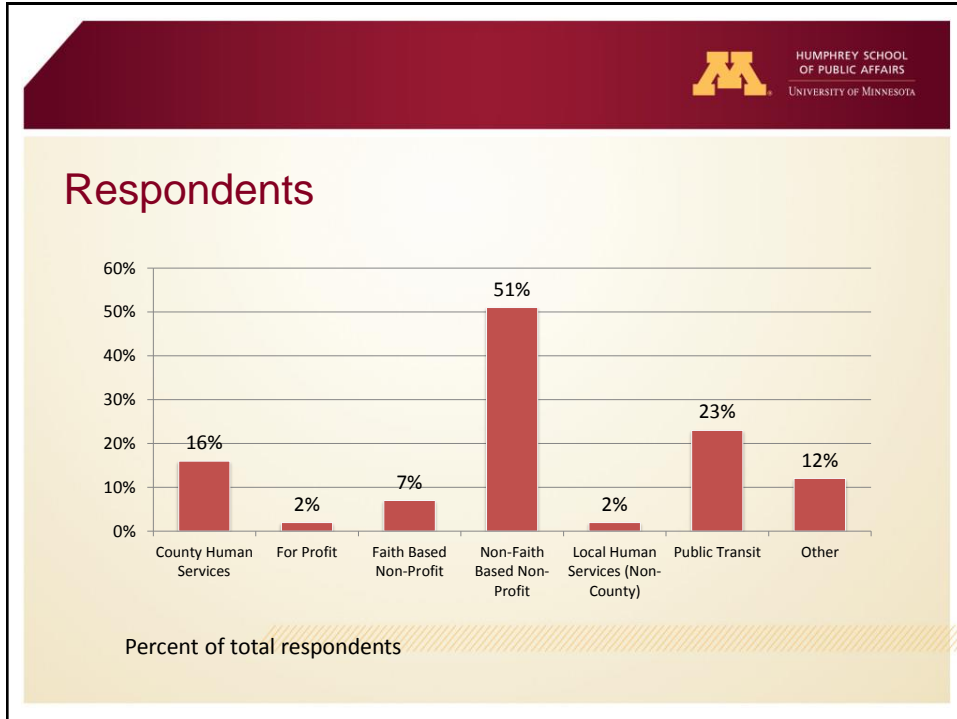
Method

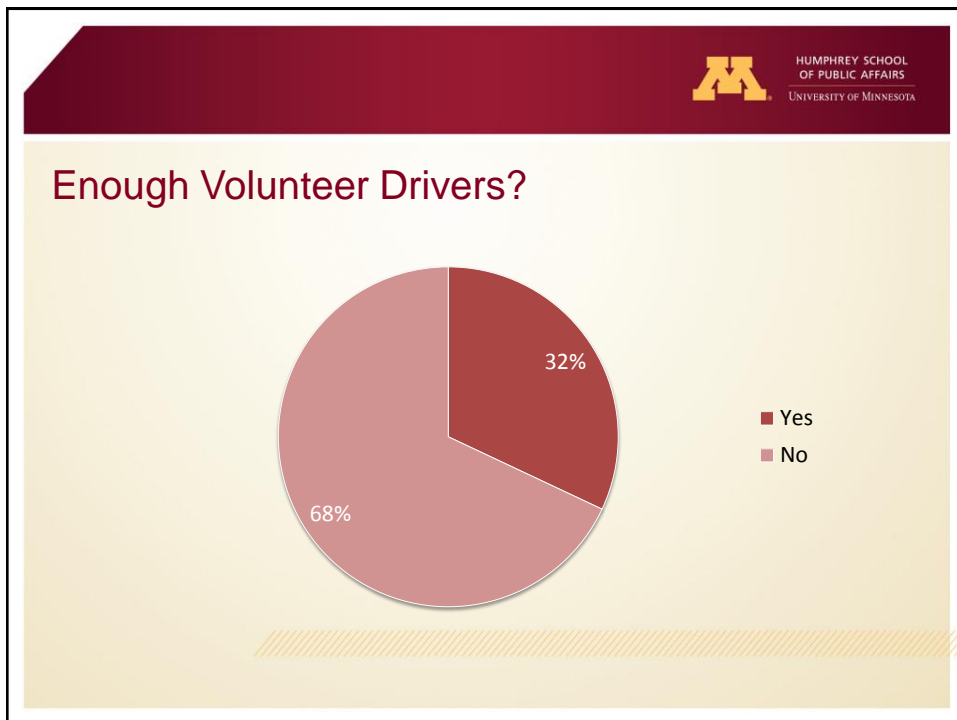
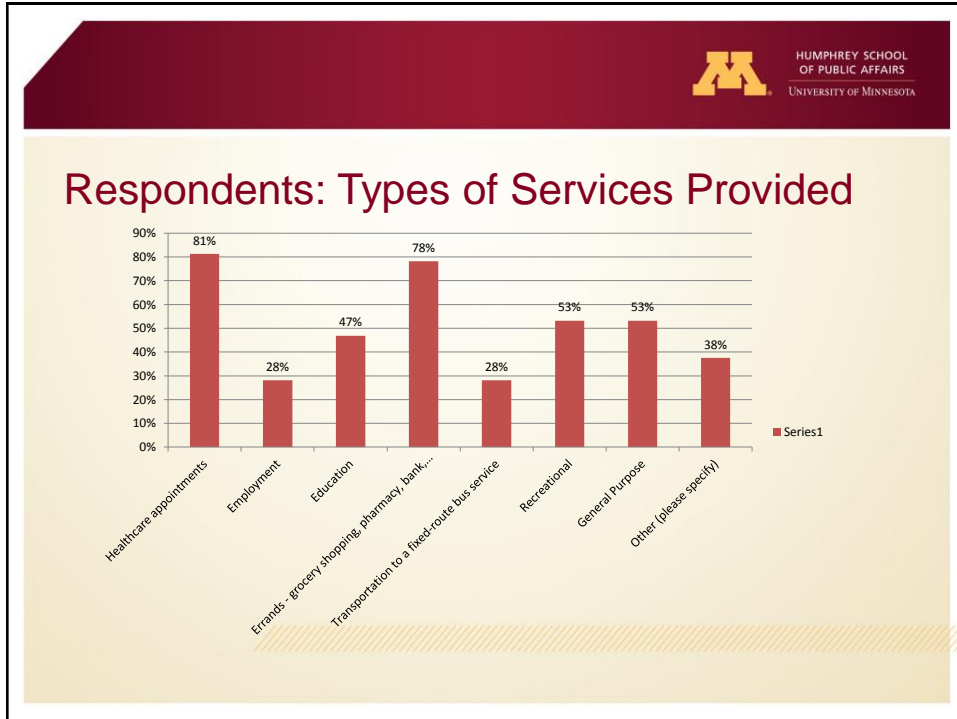
- Developed list and contact information for human service providers in MN
 - building on list from 2015 Vehicle Sharing study
 - Original source: provider directories at www.coordinatemntransit.org
- Developed and administered on-line survey examining
 - organization
 - services provided
 - challenges faced

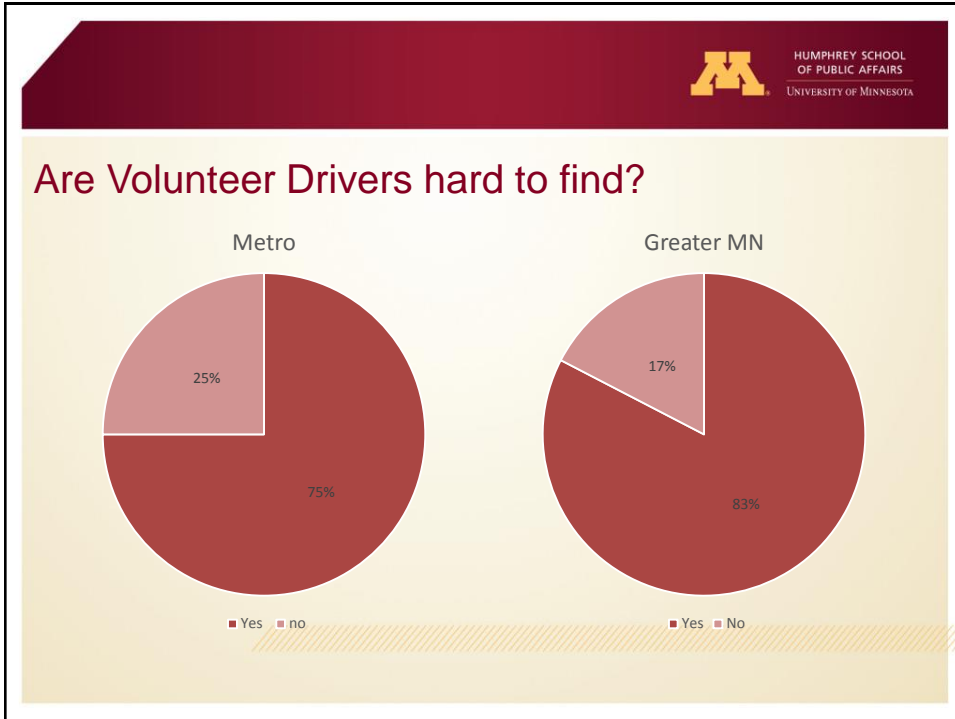


Respondents

- Providers identified in regional plans: 221
- Valid e-mail addresses survey sent to: 188
- Responses: 45 (~24% response rate)
 - 10 metro
- Non-metro counties listed as served: 35







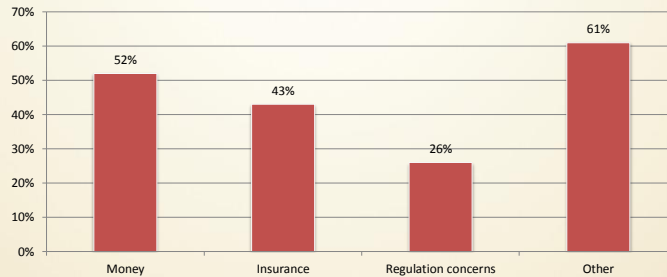
Cancelling Trips Due to Lack of Drivers

		Is It Hard to Find Volunteer Drivers?	
		Yes	No
Have you Had to Cancel Trips Due to Lack of Drivers?	Yes	15	0
	No	8	5



Obstacles to Volunteer Drivers

Funding and finding drivers were cited as biggest obstacles



Insurance Barriers

- “We are hearing concerns from insurance companies regarding if volunteer drivers needing more than just personal coverage. Also costs insurance costs continue to rise for our umbrella policy for coverage.”
- Drivers feel nervous using their own coverage and want to be covered by organization
- Drivers are afraid their rates will go up
- Some volunteers are told they need special insurance to volunteer
- Insurance companies treating reimbursement as compensation (i.e. as if employees)





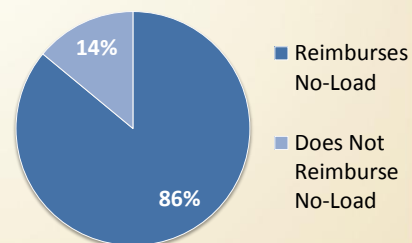
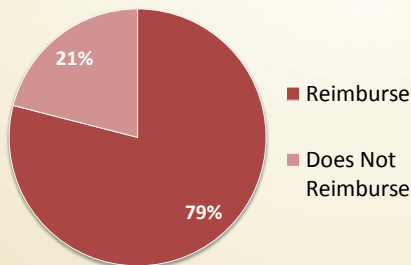
The Insurance Issue

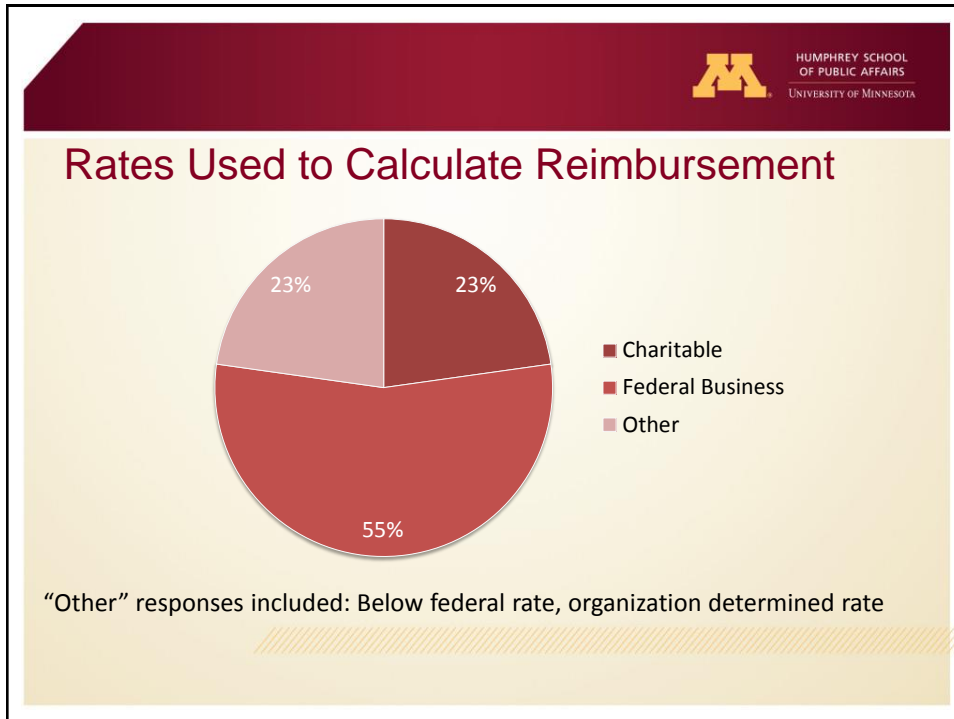
- Goal(?): Being a Volunteer Driver Should Not Impact Coverage or Cost of Insurance for persons using their own vehicle
- Meeting with Department of Commerce
 - Coverage and Cost of Coverage turns on whether vehicle is “for hire”
 - Complicated by Uber / Lyft, etc.
 - Challenge: develop a definitive definition of “Volunteer Driver” that can be exempted from “for hire” classification (for insurance)



Reimbursement

- Mileage Reimbursement
- No-load Mileage Reimbursement





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- The pie chart displays the following data:
- | Category | Percentage |
|------------------|------------|
| Charitable | 23% |
| Federal Business | 55% |
| Other | 23% |
- “Other” responses included: Below federal rate, organization determined rate
- ### Next Steps
- Case Studies of Provider Type
 - Metro vs. Greater MN
 - Service Type:
 - Faith-based non-profit
 - Non-faith-based non-profit
 - Human Service
 - Public Transit
 - Interviews with Insurance Providers – suggestions and recommendations for addressing issues related to use of private vehicles



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Thank You - Questions?

Frank Douma
612-626-9946
fdouma@umn.edu

