Volunteer Driver Program Survey and Study

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
Respondents

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Human Services</td>
<td>16%</td>
</tr>
<tr>
<td>For Profit</td>
<td>2%</td>
</tr>
<tr>
<td>Faith Based Non-Profit</td>
<td>7%</td>
</tr>
<tr>
<td>Non-Faith Based Non-Profit</td>
<td>51%</td>
</tr>
<tr>
<td>Local Human Services (Non-County)</td>
<td>2%</td>
</tr>
<tr>
<td>Public Transit</td>
<td>23%</td>
</tr>
<tr>
<td>Other</td>
<td>12%</td>
</tr>
</tbody>
</table>

Percent of total respondents

Does your organization use volunteer drivers?

- Yes: 29%
- No: 71%
Respondents: Types of Services Provided

- Healthcare appointments: 81%
- Employment: 28%
- Education: 47%
- Transportation to a medical or health service: 78%
- Recreational: 28%
- General purpose: 53%
- Other (please specify): 38%

Enough Volunteer Drivers?

- Yes: 32%
- No: 68%
Are Volunteer Drivers hard to find?

- Metro:
  - Yes: 75%
  - No: 25%

- Greater MN:
  - Yes: 83%
  - No: 17%

Cancellation of Trips Due to Lack of Drivers

<table>
<thead>
<tr>
<th>Have you Had to Cancel Trips Due to Lack of Drivers?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>No</td>
<td>8</td>
<td>5</td>
</tr>
</tbody>
</table>
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
  - 21% Reimburse
  - 79% Does Not Reimburse

• No-load Mileage Reimbursement
  - 14% Reimburses No-Load
  - 86% Does Not Reimburse No-Load
Rates Used to Calculate Reimbursement

“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
Thank You - Questions?

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