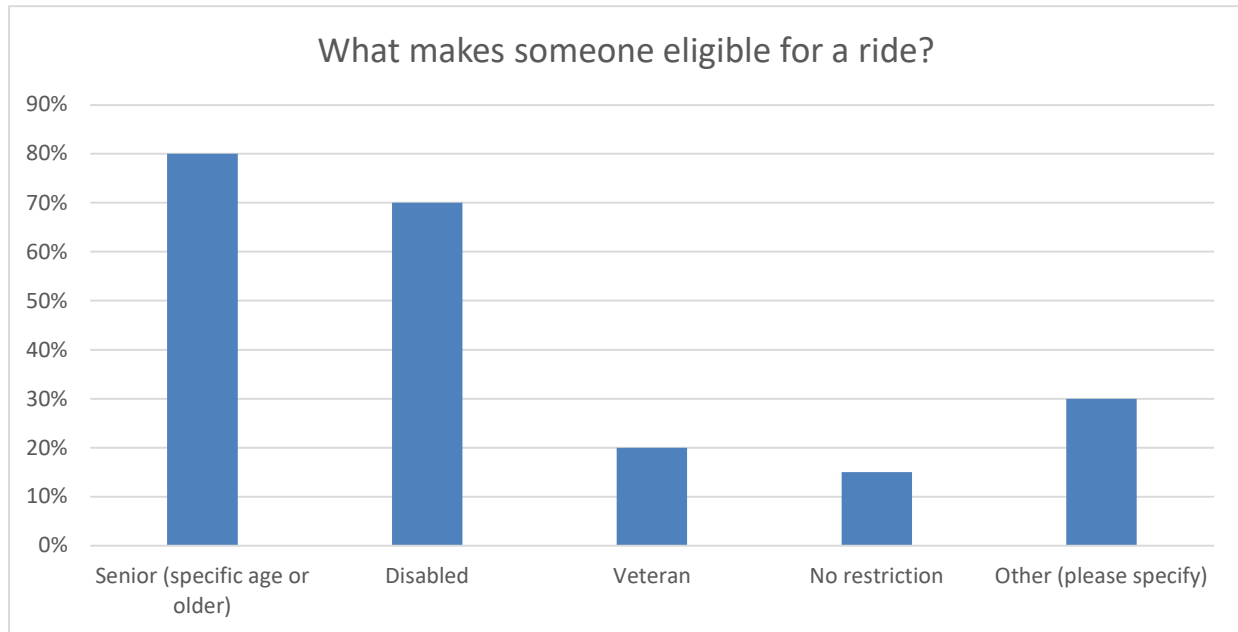


NH Volunteer Driver Program Survey Results

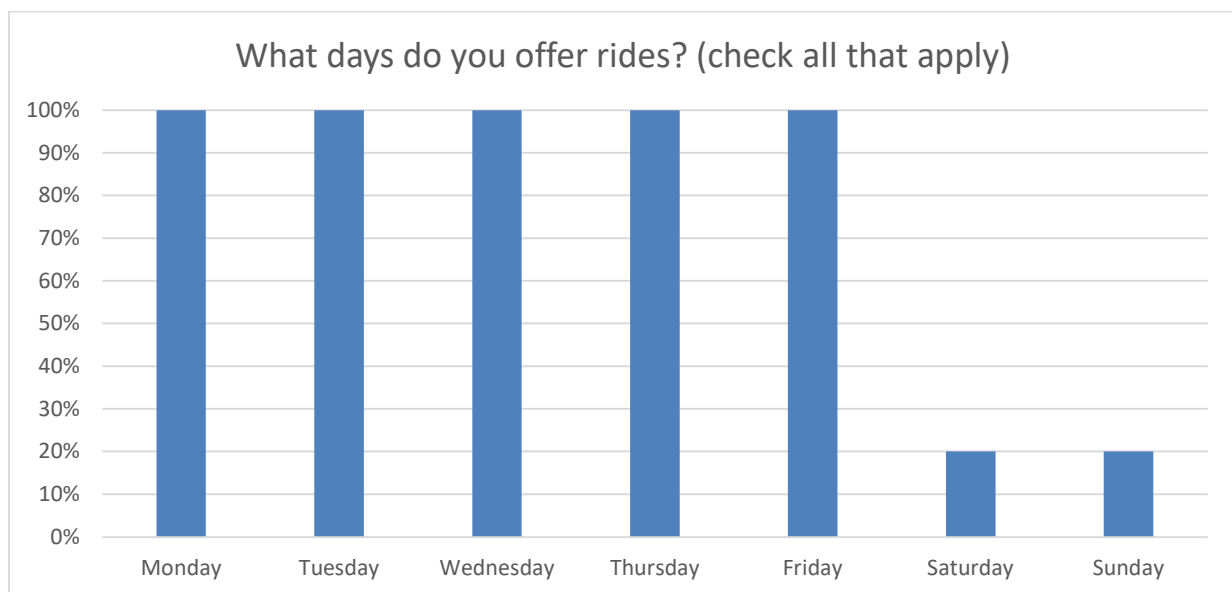
(Note: 20 agencies replied)

Question 1: What makes someone eligible for a ride? Check all that apply.



Other comments: Healthcare coverage, must be able to get in and out of the car independently, must be within geographic range

Question 2: What days do you offer rides?

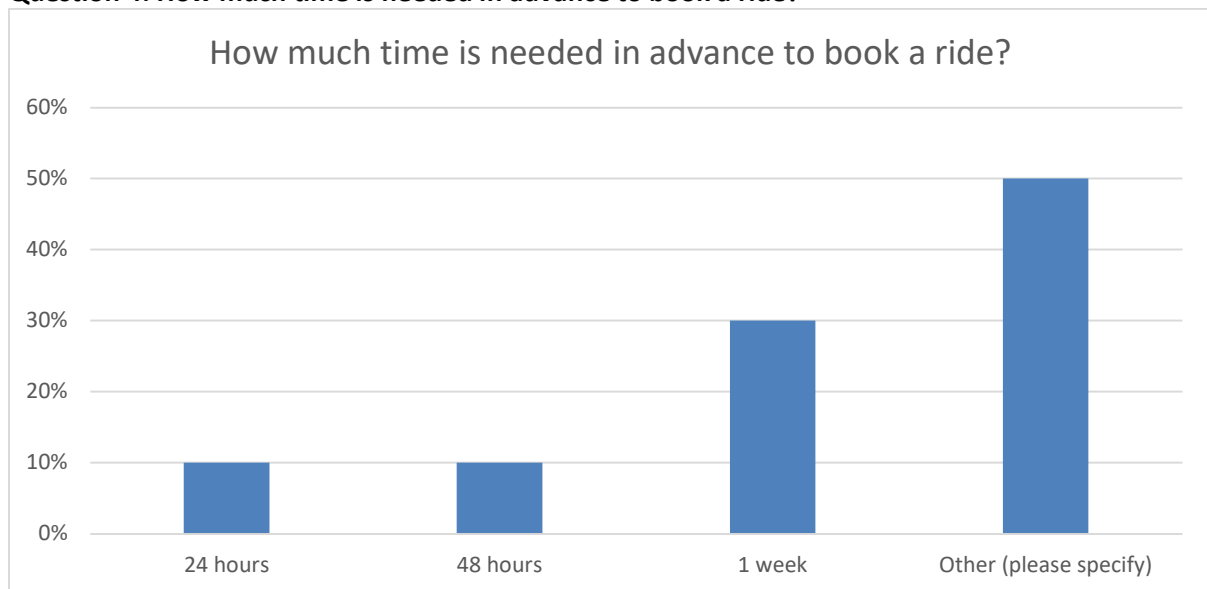


Question 3: What times do you offer rides?



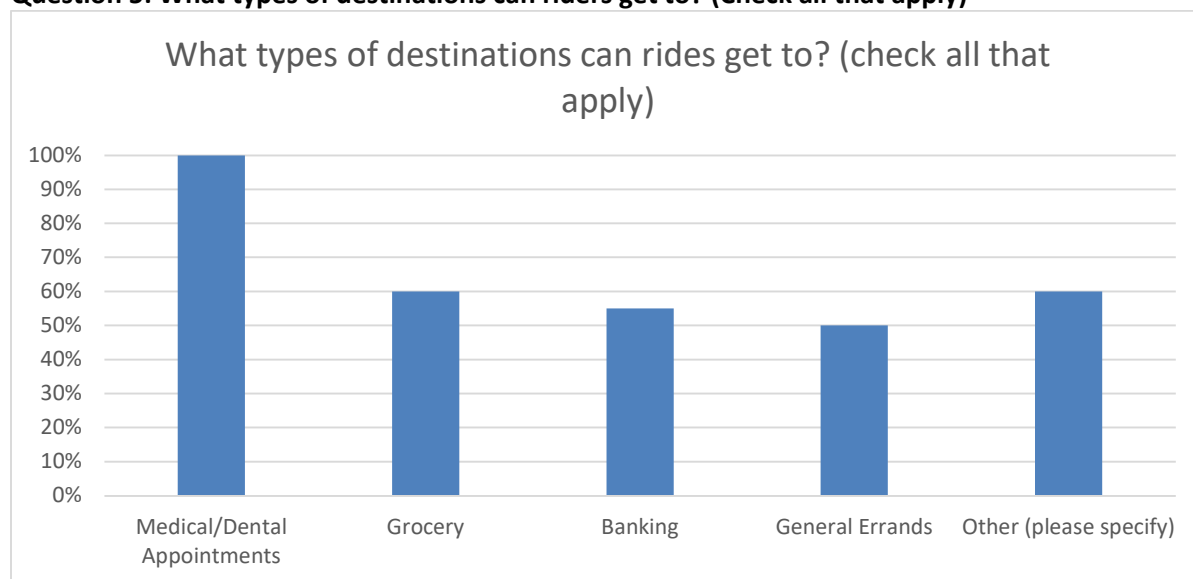
Other comments: Extended daytime hours e.g. 5am -6pm and 5am – 7pm, bus that is available by appointment only (meals on wheels)

Question 4: How much time is needed in advance to book a ride?



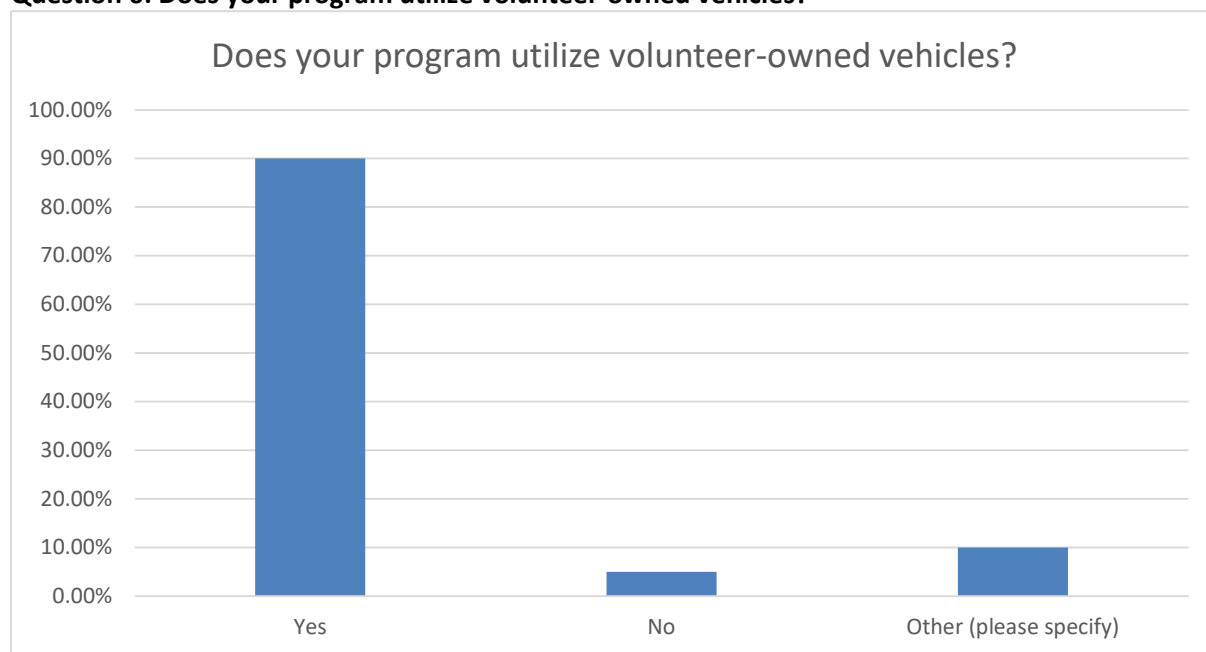
Other comments: 2-5 business days, as soon as possible

Question 5: What types of destinations can riders get to? (Check all that apply)



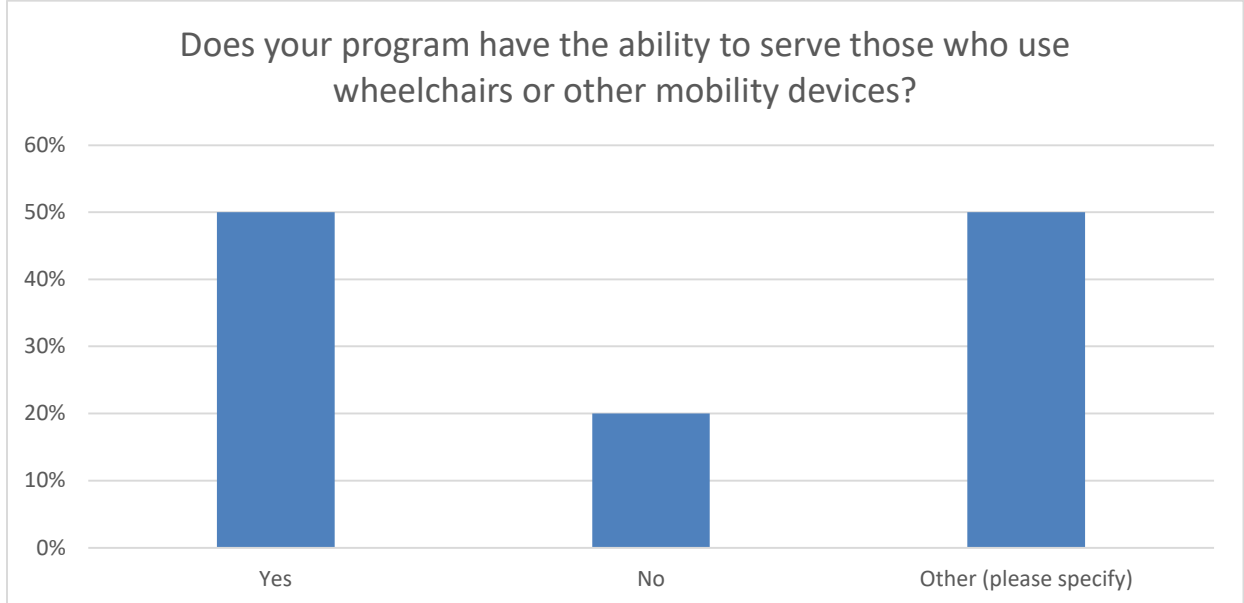
Other comments: Pharmacy, social events, recreation, veterinarian

Question 6: Does your program utilize volunteer-owned vehicles?



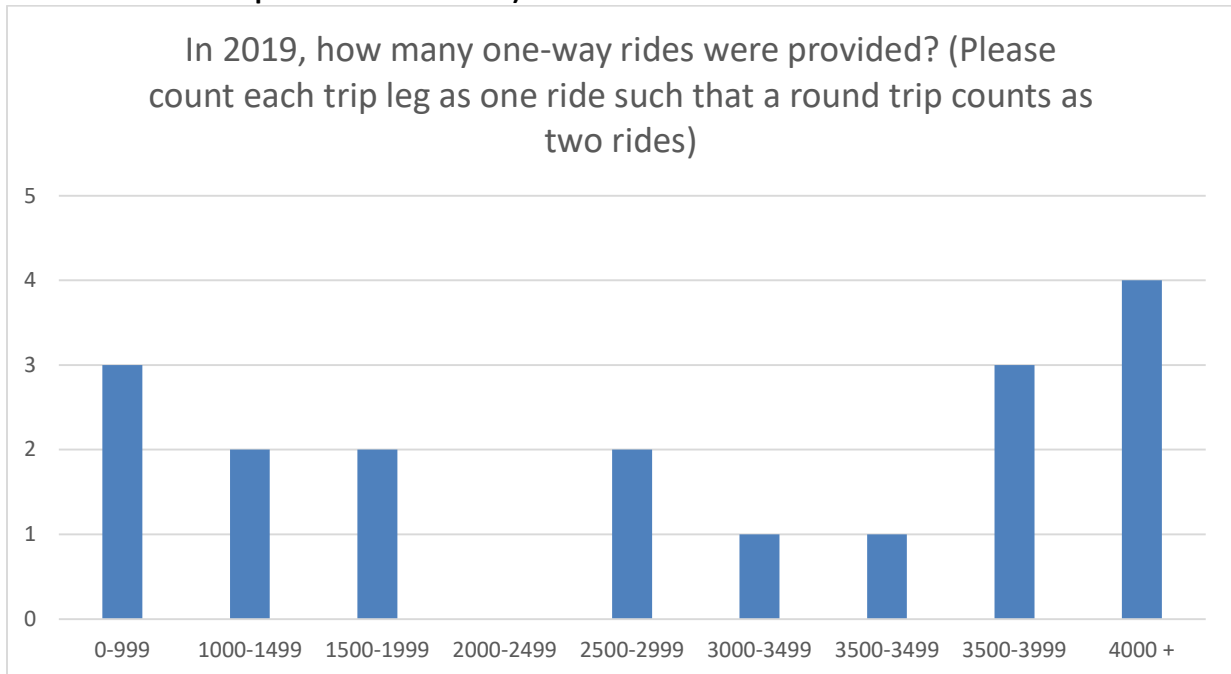
Other comments: Both agency and volunteer-owned vehicles

Question 7: Does your program have the ability to serve those who use wheelchairs or other mobility devices?



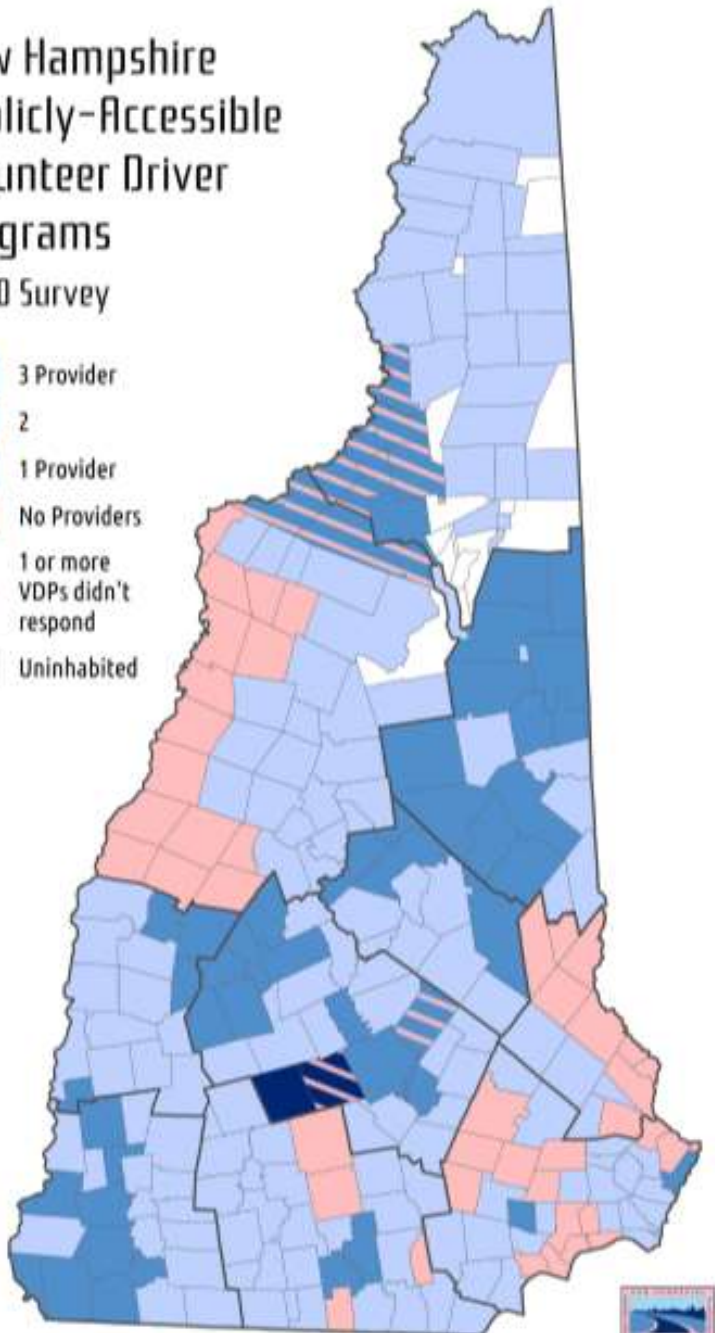
Other comments: Walkers, rollators, wheelchairs only if they are collapsible and person can self-transfer from wheelchair to car

Question 8: In 2019, how many one-way rides were provided? (please count each trip leg as one ride such that a round trip counts as two rides)

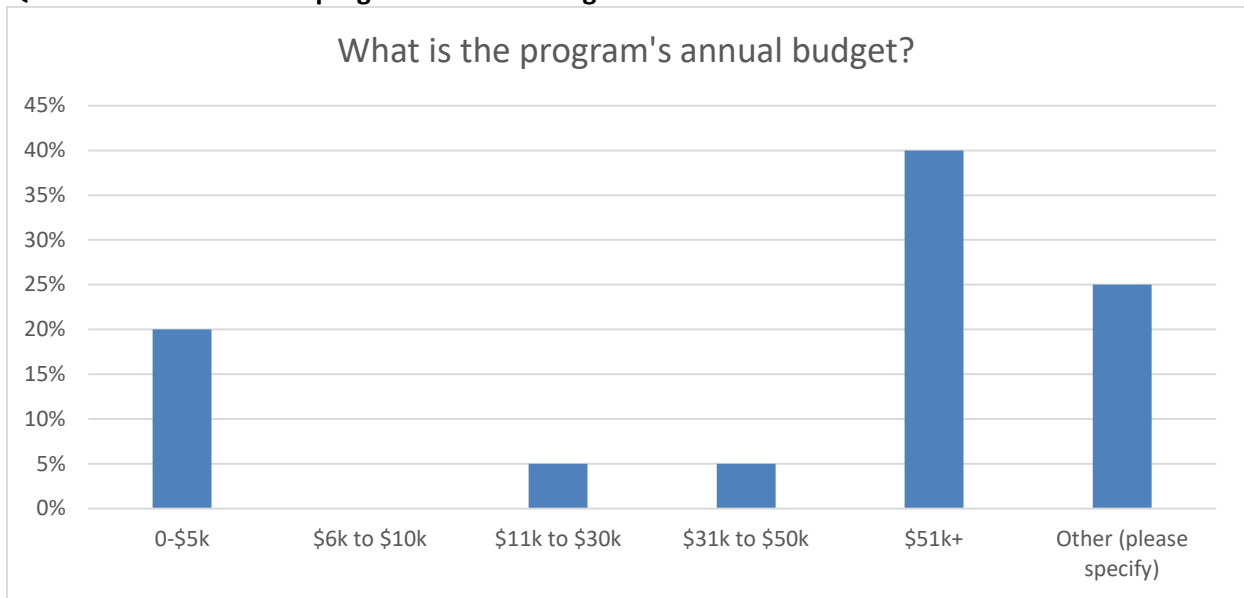


Question 9: What communities do you serve?

New Hampshire Publicly-Accessible Volunteer Driver Programs 2020 Survey

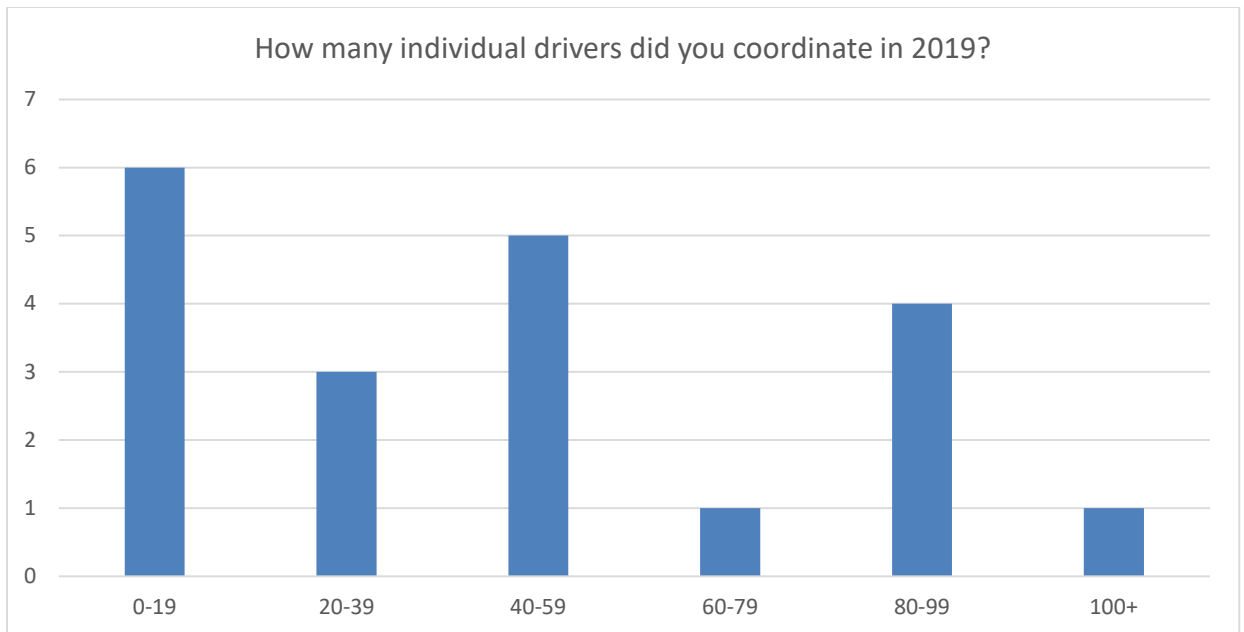


Question 10: What is the program's annual budget?

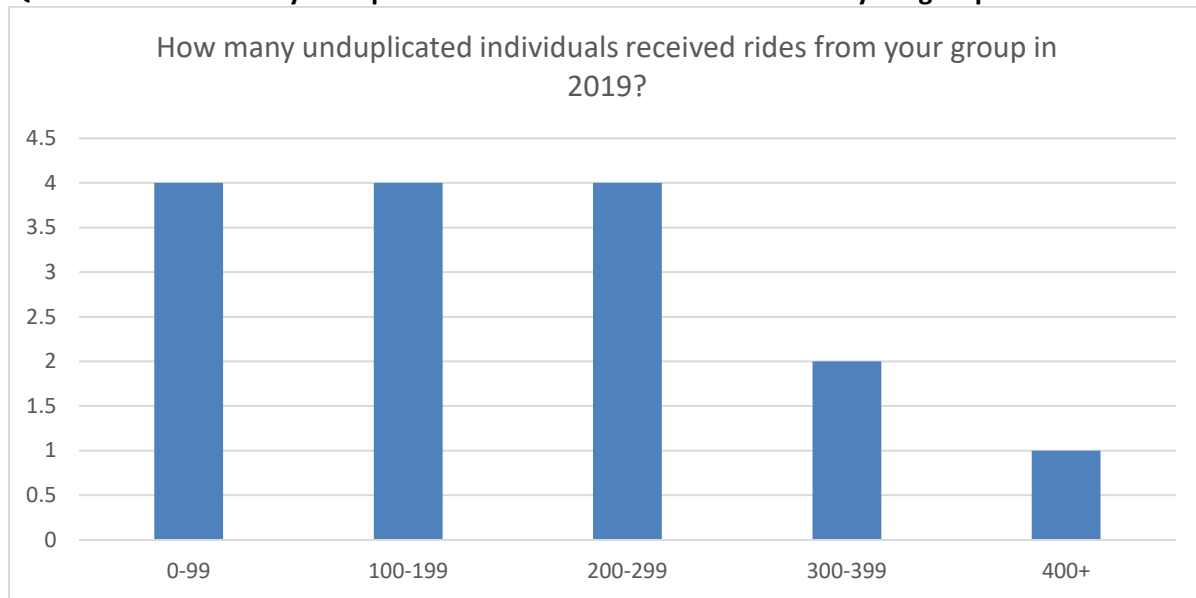


Other comments: Do not have the information

Question 11: How many individual drivers did you coordinate in 2019?

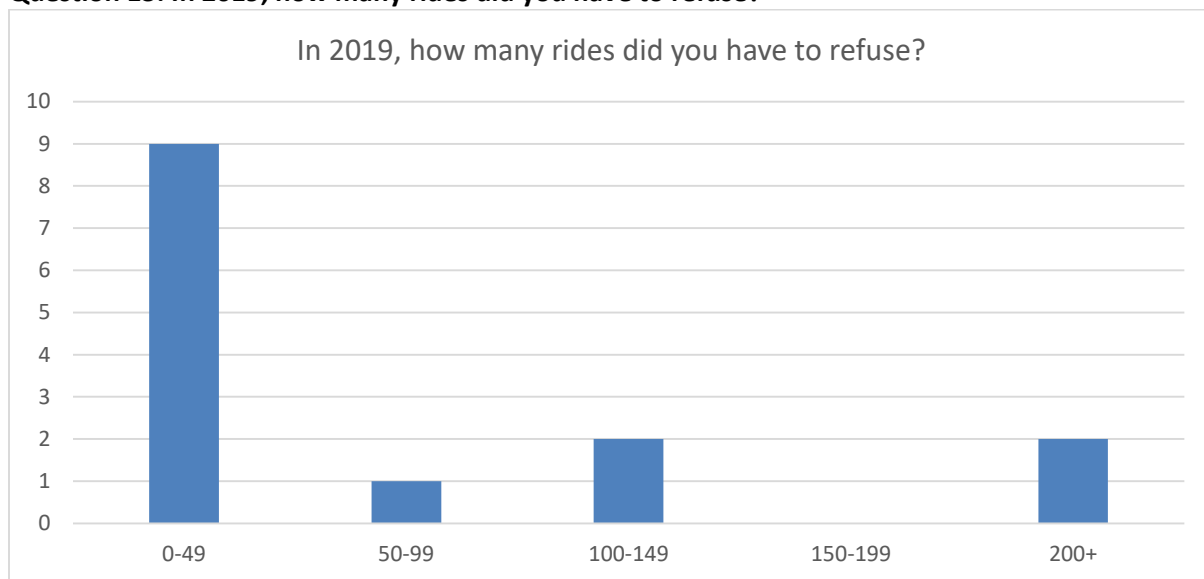


Question 12: How many unduplicated individuals received rides from your group in 2019?



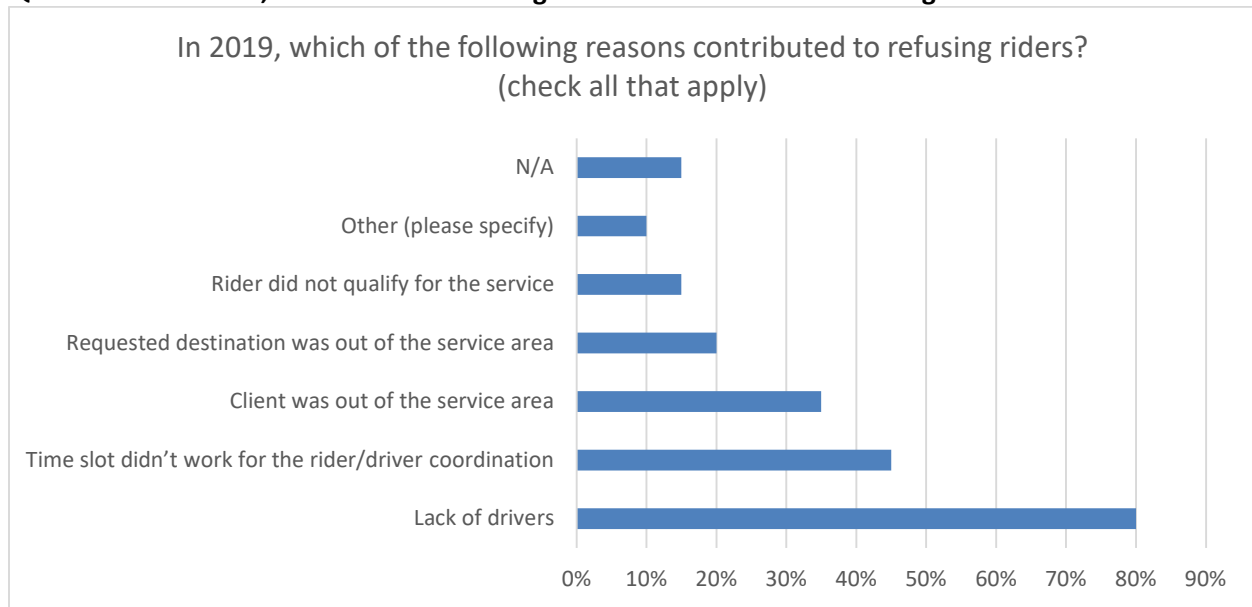
Other comments: No record or not sure (3)

Question 13: In 2019, how many rides did you have to refuse?



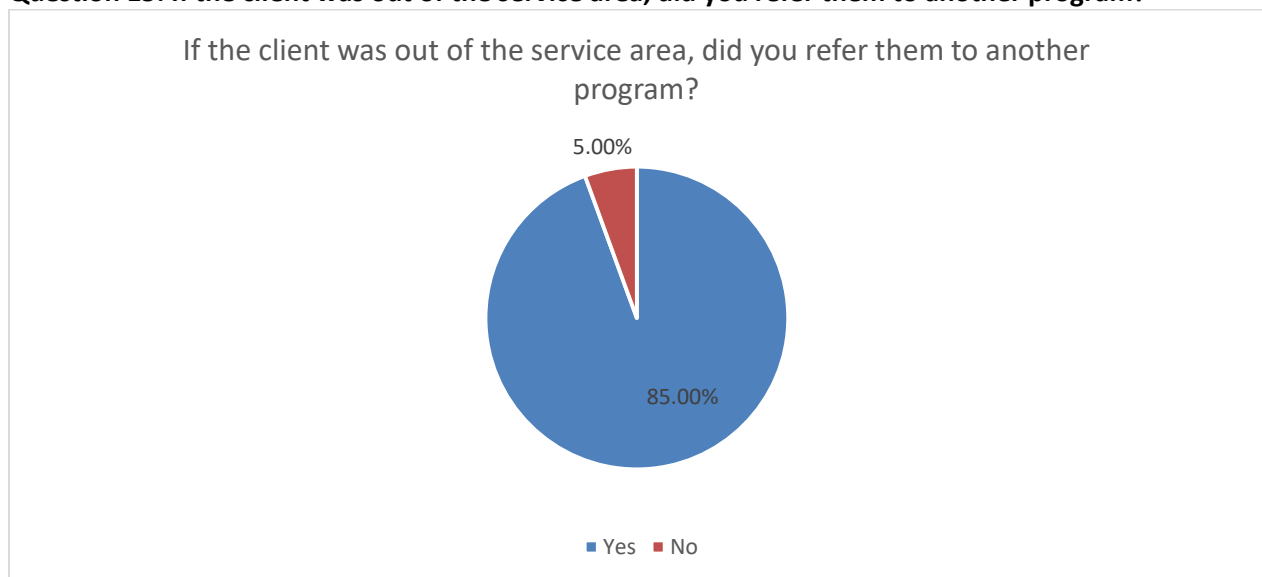
Other comments: Not sure, no data, less than 1%, never refuse rides, "different criteria for 5310 rides and Medicaid rides. For 5310 rides, we actively work with the client to figure out alternatives. For Medicaid rides, we know that other rides are available, so we refuse these rides more easily. We do not keep track of Medicaid refusals, so just giving 5310 refusals would be deceiving."

Question 14: In 2019, which of the following reasons contributed to refusing rides?



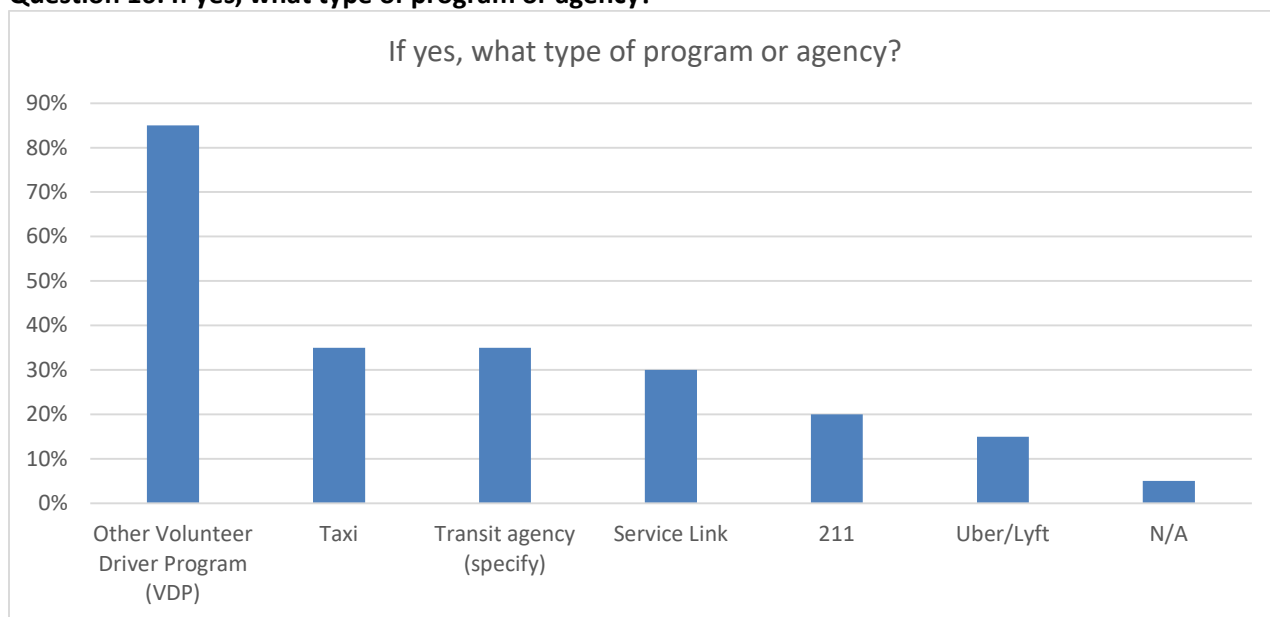
Other comments: weather, do not drive for invasive procedures

Question 15: If the client was out of the service area, did you refer them to another program?



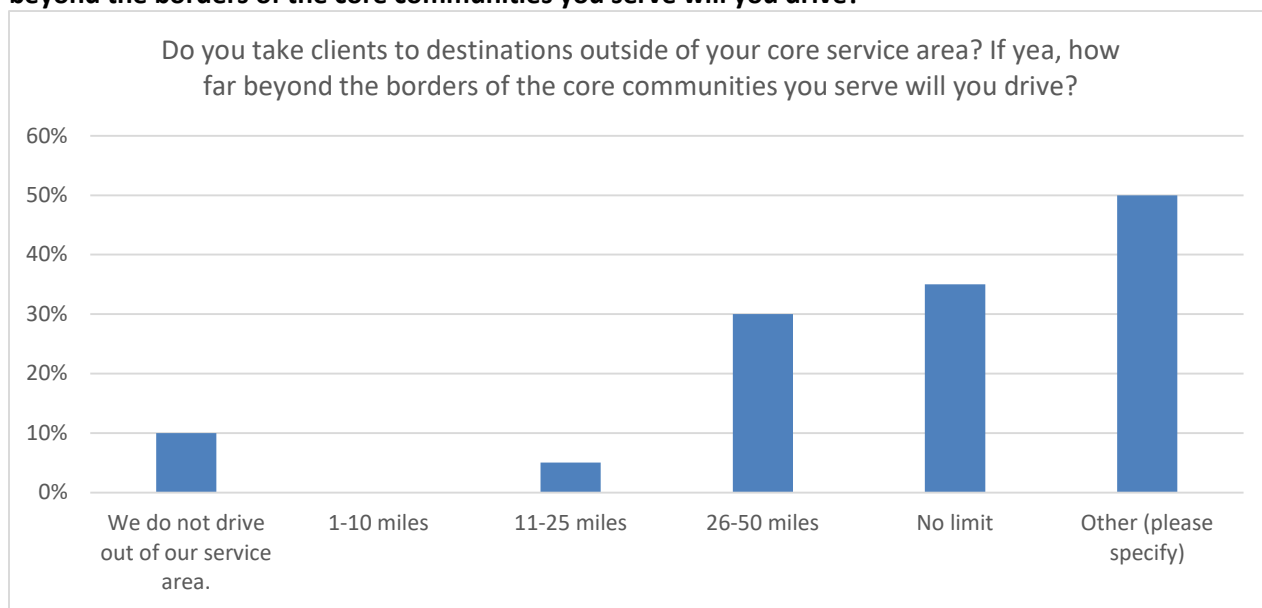
Other comments: Referred client if another program if one was available

Question 16: If yes, what type of program or agency?



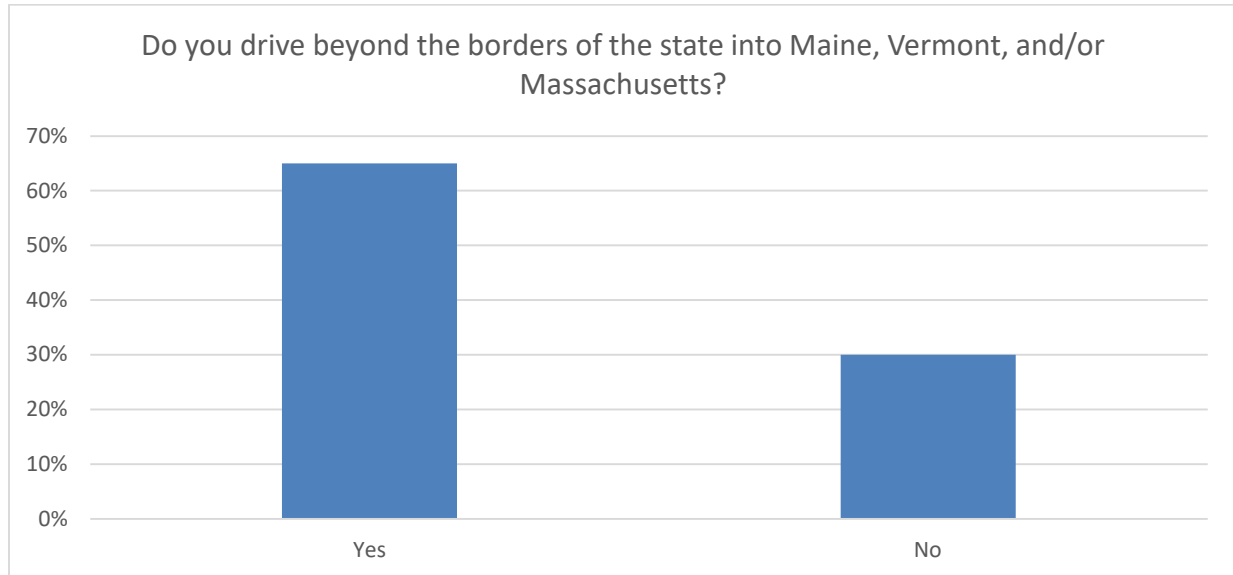
Specified transit agencies/comments: Tri County CAP, CAT, CART, COAST, Trip Link, churches SVTC, Lamprey Health Care Senior Transportation

Question 17: Do you take clients to destinations outside of your core service area? If yes, how far beyond the borders of the core communities you serve will you drive?



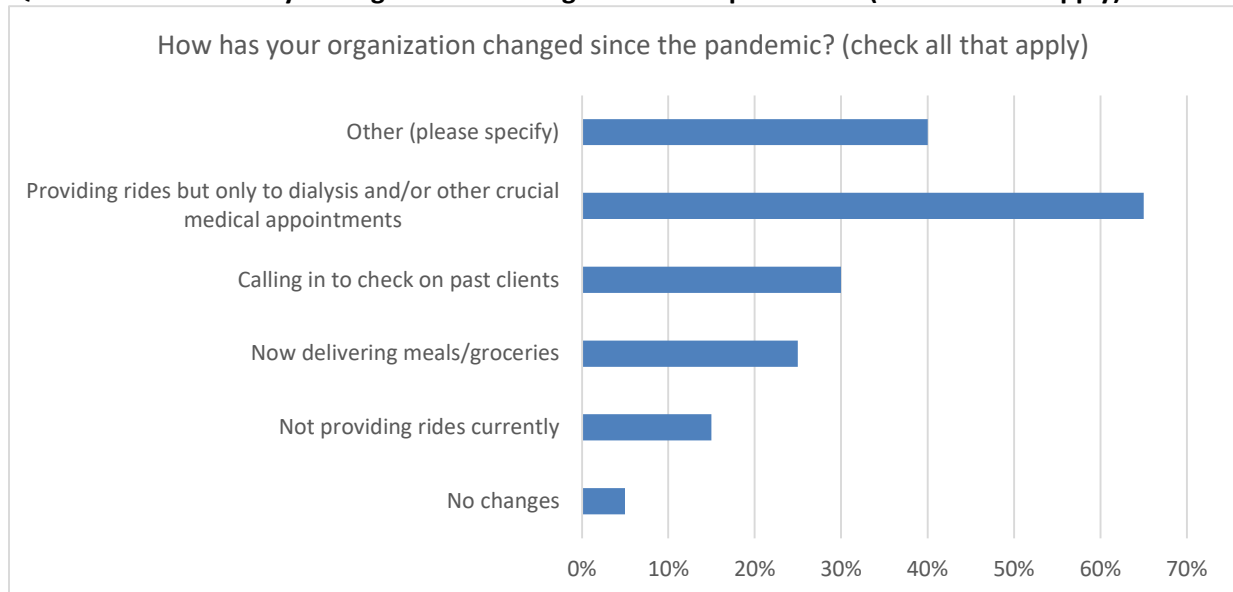
Comments: **No restriction but depends on volunteer driver's willingness to drive**, Greater Boston Area, Lebanon, Northern MA locations, White River Junction, Lebanon, will drive 80 – 100 miles outside of service area.

Question 18: Do you drive beyond the borders of the State into Maine, Vermont and/or Massachusetts?



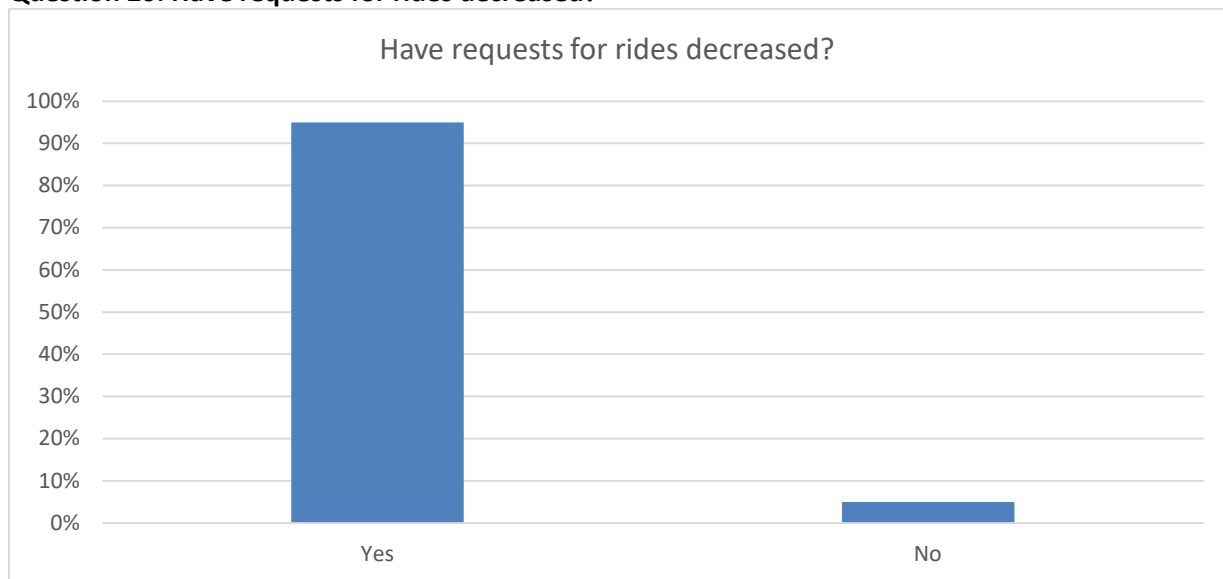
If yes, please indicate which states you drive to: MA, VT, ME

Question 19: How has your organization changed since the pandemic? (check all that apply)



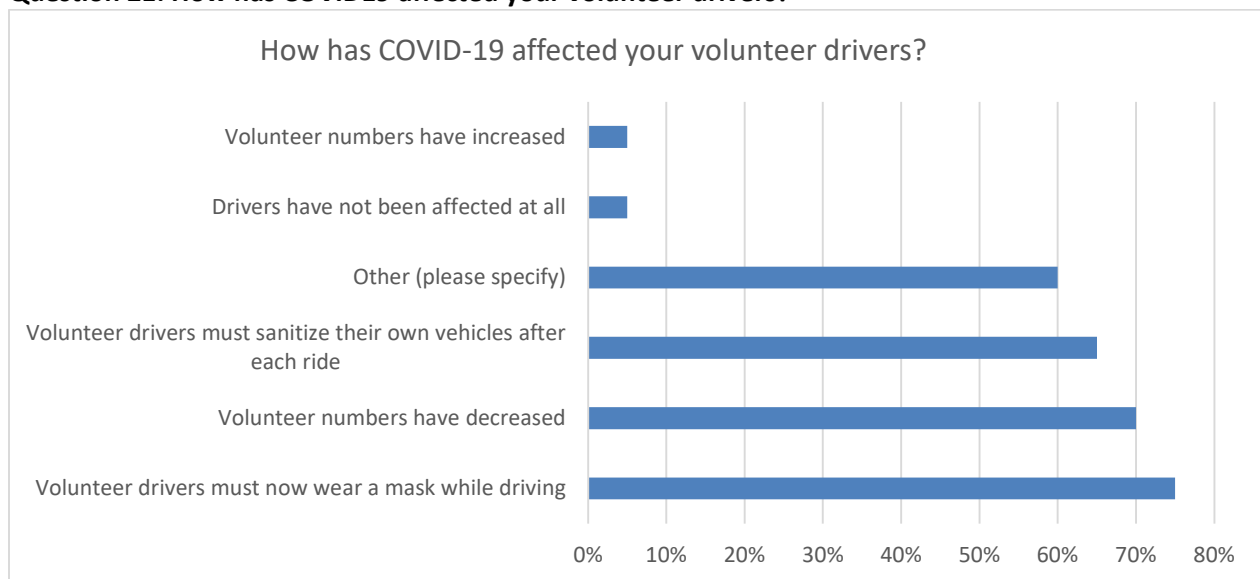
Since the pandemic, most respondents indicated that the VDP is still providing rides but only to dialysis and/or other crucial medical appointments. Many are calling in to check on past clients and are now delivering meals and groceries. Some respondents indicated the VDP is no longer providing rides and one indicated that there have been no changes to the program. Other comments specified that the VDP has restarted but with new restrictions. Ride requests have decreased and less volunteer drivers are willing to drive.

Question 20: Have requests for rides decreased?



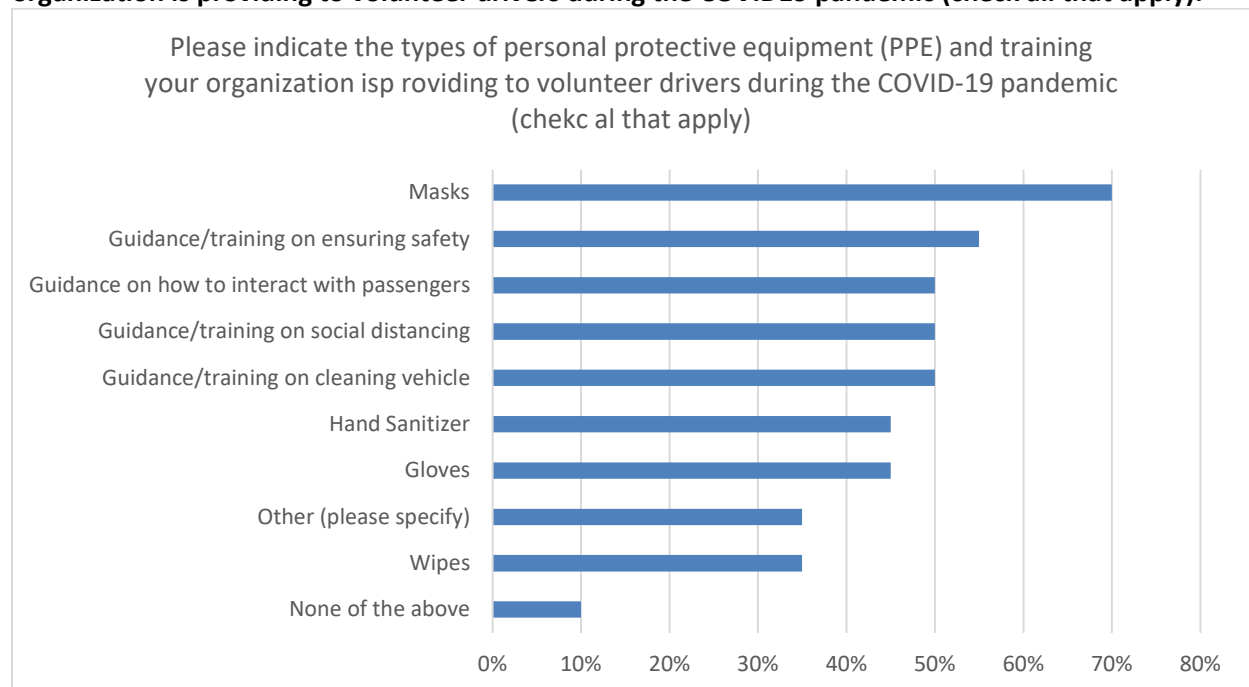
When asked if requests for rides have decreased, 90% of survey respondents indicated “Yes.” Several respondents noted that rides are beginning to increase again as medical offices reopen but overall rides have decreased, especially now that medical appointments have moved to telehealth. Other comments included how volunteer drivers are reluctant to begin driving again.

Question 21: How has COVID19 affected your volunteer drivers?



Other comments: Some drivers are choosing not to drive during this time but there have been inquiries from potential new drivers to assist with errands and some existing volunteers offering to drive more because of expanded availability working from home. Volunteer drivers still driving are requesting that passengers sit in the back seat and wear masks. Most of my drivers are seniors and some are in the high-risk category, so they have decided not to drive.

Question 22: Please indicate the types of personal protective equipment (PPE) and training your organization is providing to volunteer drivers during the COVID19 pandemic (check all that apply).

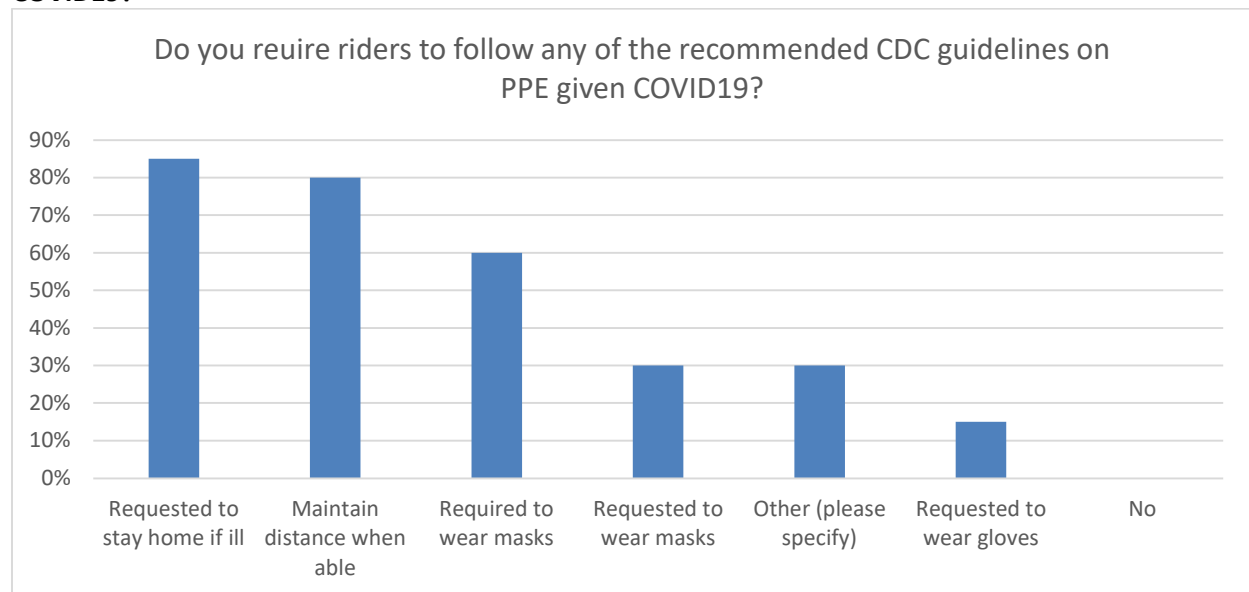


When asked to indicate the types of personal protective equipment (PPE) and training the VDP is providing to volunteer drivers during the pandemic: (Respondents could select more than one answer)

- 70% of respondents chose masks.
- 55% chose guidance and/or training on ensuring safety,
- 50% chose guidance on how to interact with passengers, followed by training on social distancing as well as for cleaning vehicles.
- 45% chose hand sanitizer and gloves,
- 35% chose wipes and 10% chose none of the above.

Other Comments: No set policy at this time, drivers open windows for ventilation and require passengers to wear masks, looking into guidelines for reopening, sanitizer, wipes, and masks provided to staff. Volunteers provide their own PPE.

Question 23: Do you require riders to follow any of the recommended CDC guidance on PPE given COVID19?



When asked if the VDP requires riders to follow any of the recommended CDC guidance on PPE given COVID19:

85% of respondents indicated that they request volunteer drivers to stay home if ill followed by:

- 80% with maintaining distance when able,
- 60% indicated they *require* drivers to wear masks,
- 30% chose that they *request* drivers to wear masks, and
- 15% indicated they request the drivers to wear gloves.

Other comments: Up to volunteer driver, not open for service yet, drivers have masks to give passengers even if they have their own mask, riders must ride in the back seat.

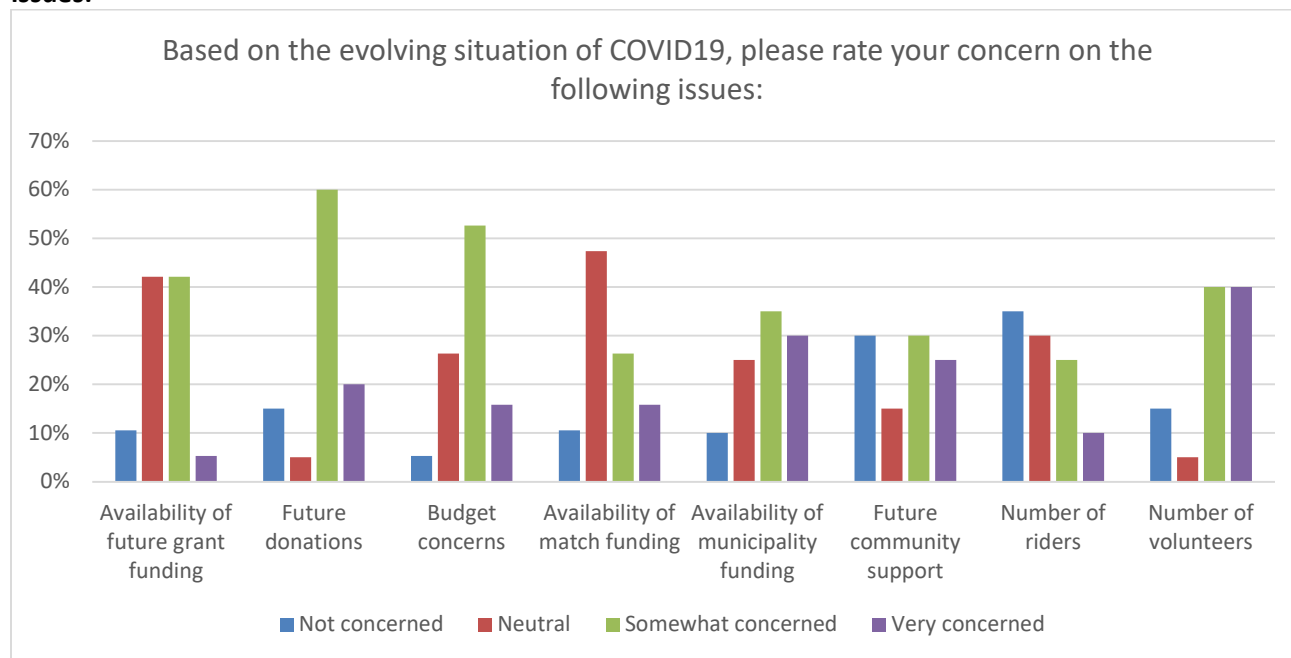
Question 24: How has the pandemic affected those that you typically serve?

It is more difficult for riders to get to where they need to go
Many riders' appointments have been converted to telehealth, but a number have had to postpone eye appointments and medical elective surgeries
Clients are afraid to go to the hospital and other appointments, many have cancelled discretionary trips
Feelings of isolation among riders, increased anxiety, loneliness
For some, their families have become more involved and are providing rides for them. For some, they appear not to be too concerned. For others who are already anxious, this is made them more so.
They have fewer medical appointments. Otherwise we do not know.
It is a tremendous burden on many. We are trying to coordinate help whenever possible
They are requesting fewer rides. Either because of the fear of exposure, they have found alternative ride options, or because of increased tele-health visits.

Question 25: Are you concerned that your ridership would remain low when given the “go-ahead” to return to service, due to the concern riders have for their health, safety, or other reasons? Please explain.

Ridership will remain low because of a shortage of drivers
Expecting that some clients still won't travel and will be too nervous to go out
It will be a long time before drivers and riders feel safe
Eventually it will return to normal
Expect need for rides will explode since people have been putting off critical medical appointments
Hoping that ridership will remain the same
Clients are already filling my books with requests for Covid postponed appointments. I think we will be at capacity soon given that clients are ready to return to in person medical appointments, but prior drivers have not returned in matching numbers to accommodate the rides requested. Our ridership will have to be capped if not enough drivers return provide the rides.
The issue will not be with clients but with drivers willing to drive
Safety concerns, and because riders may have found alternative ride solutions with which they are now comfortable.
As long as everyone abides by the guidelines things should return to normal

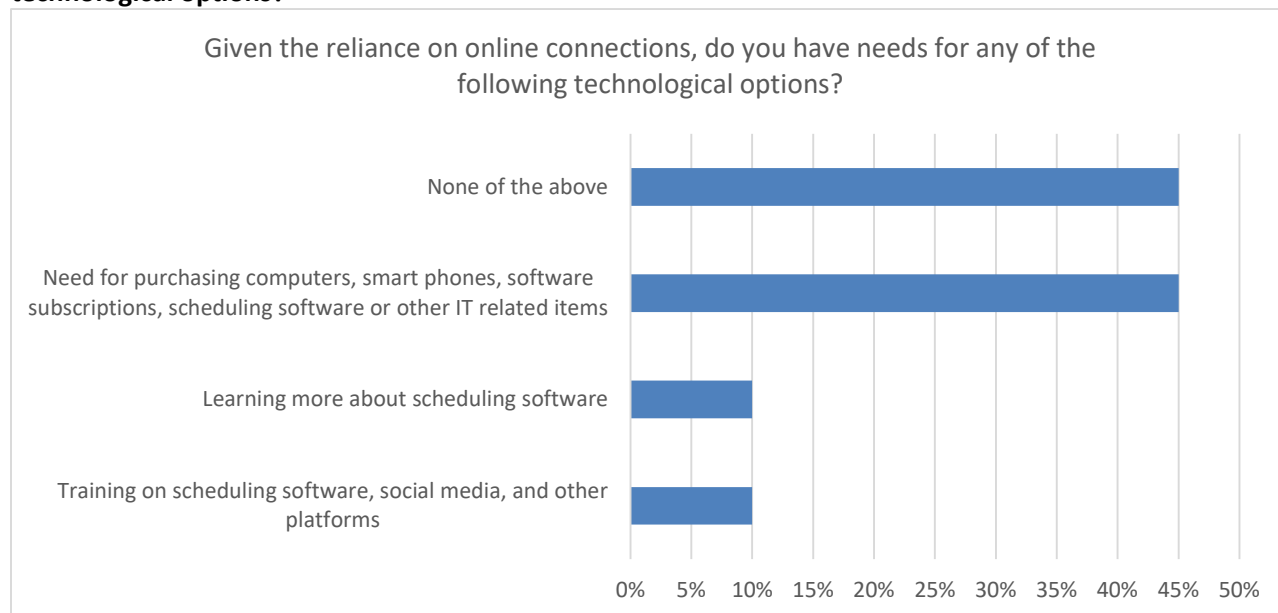
Question 26: Based on the evolving situation of COVID19, please rate your concern on the following issues:



When asked to rate their concern on availability of future grant funding, future donations, budget concerns, availability of match funding, availability of municipality funding, future community support, number of riders and number of volunteers, most survey respondents indicated they are somewhat or very concerned with the number of volunteers. 60% indicated they are somewhat concerned with future donations and budget concerns. Most indicated they are unconcerned with the number of riders.

Other comment: We not only have continued to provide services so far through the pandemic, we have raised more funds than we usually do - we have generous and loyal supporters who value our service to the community. we are a non-profit funded by donations and small amount of town budget.

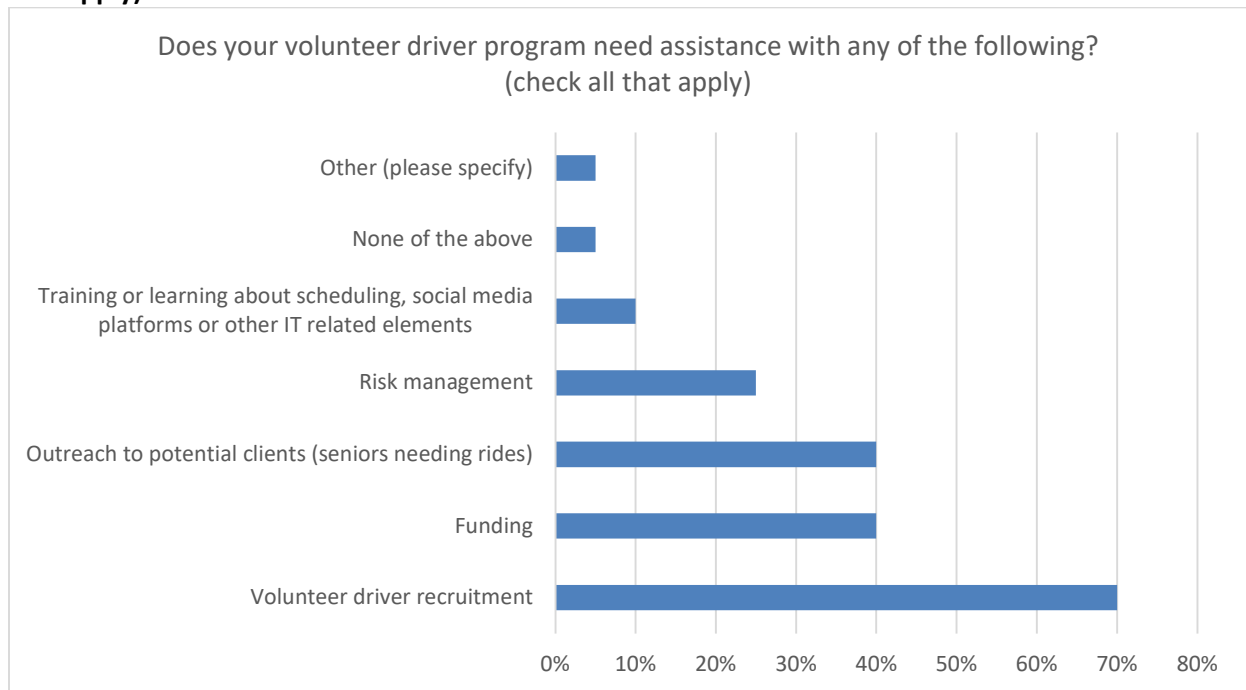
Question 27: Given the reliance on online connections, do you have needs for any of the following technological options?



Given the reliance on online connections, most survey respondents indicated they need computers, smart phones, software subscriptions, scheduling software or other IT-related items. Many respondents also indicated they have no need for additional technology options. 10% of survey respondents noted they would like to learn more about scheduling software and would like training on scheduling software, social media and other platforms.

Other comments: We are a very grassroots program with no central office; each coordinator keeps own records. We have very low cost and our only expense is the answering service who takes calls.

Question 28: Does your Volunteer Driver Program need assistance with any of the following (check all that apply)



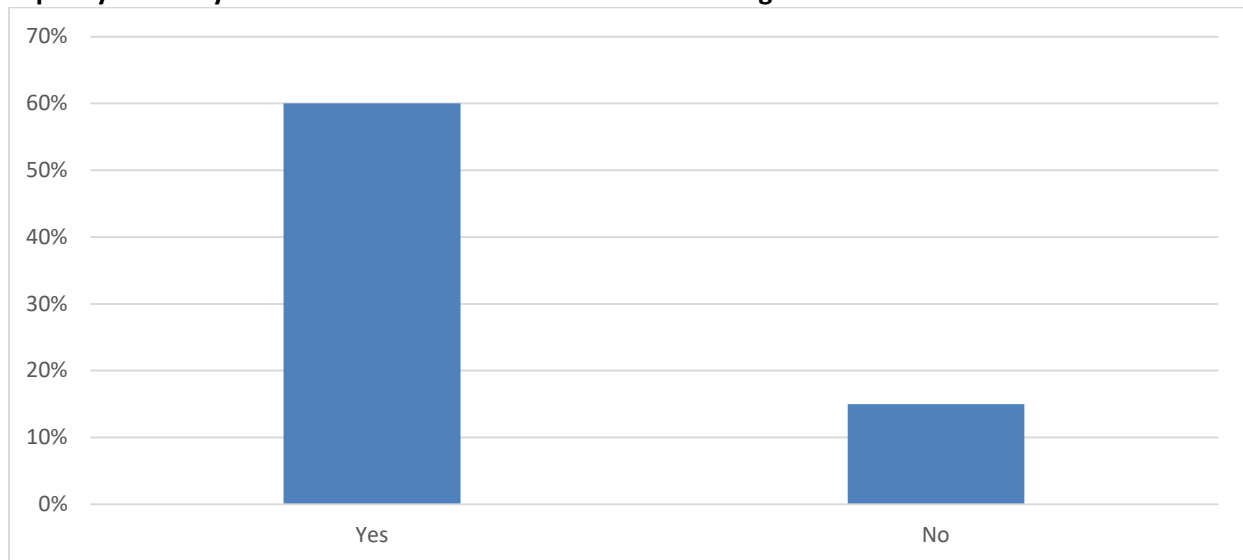
When asked if the VDP needs assistance with training or learning about scheduling, social media/other platforms, risk management, outreach to potential clients, funding, or volunteer driver recruitment.

- 70% chose that they need assistance with volunteer driver recruitment,
- 40% indicated they need assistance with funding,
- 40% chose outreach to potential clients,
- 25% need assistance with risk management and
- 10% chose training on web platforms.

Less than 10% of respondents chose none of the above

Other comments: Perhaps when the virus is no longer a concern, we may want some help in recruitment

Question 29: Transportation Planners, Transit Agencies, State Coordinating Councils, and others are interested in partnering with Volunteer Driver Program Services. These entities may be able to help volunteer driver programs by providing technical assistance to develop increased services and capacity. Would you like more information on these various agencies?



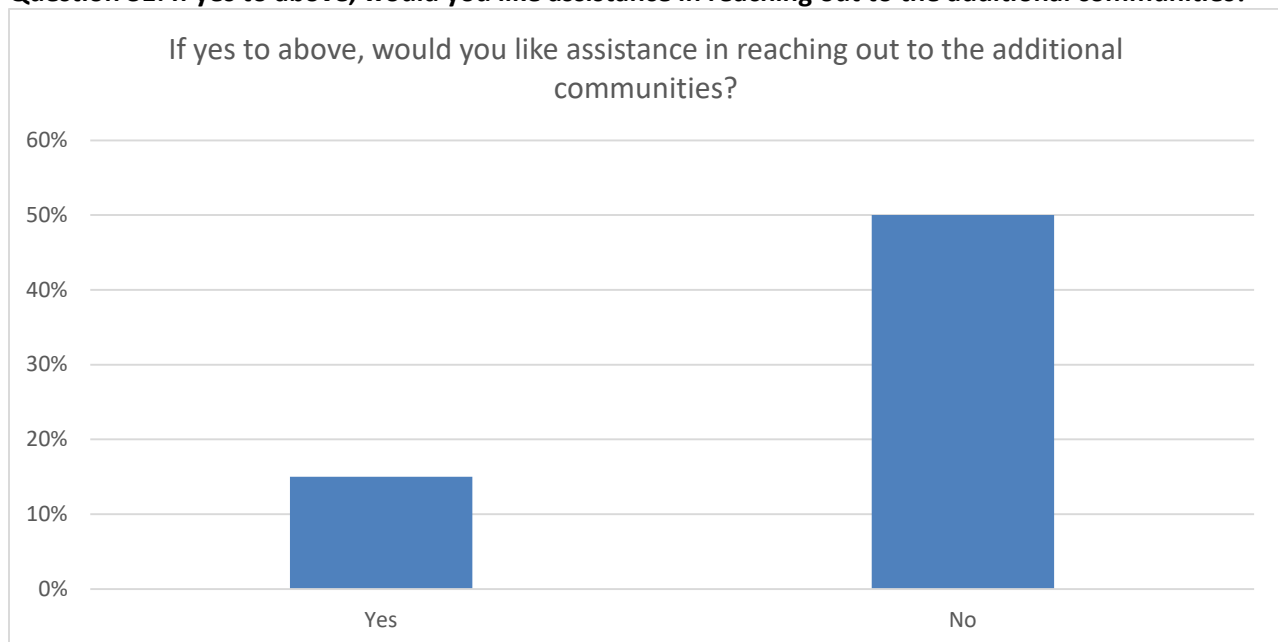
Other comments: Possibly, ongoing contact with the MidState Regional Coordinating Council, limited confidence in the SCC but could always use partners.

Question 30: Approximately 45 New Hampshire communities have no access to volunteer driver services. Post pandemic, is there a set of circumstances under which your organization would consider expanding your service area to incorporate neighboring communities that may have little or no access to transit or volunteer driver services? Please explain.

Yes	No
If we could get drivers and funding	Shortage of drivers right now and even when not, we barely meet local needs
Would like to be able to fulfill rides in all towns within Sullivan County	We offer 4 communities: no interest in expanding
Funding to expand	Funding is a problem. Recruiting volunteers is a problem
CVTC already did that back in 2017, taking on the American Red Cross medical transportation program in Keene. We went from 13 towns to 34, now serving all of Cheshire County and 11 towns in Hillsborough County	No. We have a very small volunteer base and great difficulty adding to it
Will need to see what things look like down the road	That would be a Board decision. If a town could bring volunteers to serve that community, that could be an option. We have the technical know-how and 22 years of experience in providing these services.

As long as they could be serviced by the COAST dispatch system that we use	we were founded almost 20 years ago to meet the needs of senior residents of Rye through the volunteer efforts of Rye residents.
We would consider - especially neighboring communities to the north (Lee, Newmarket, Dover, Durham, Newmarket) and slightly to the west (Brentwood, Kingston, Epping)	the volunteer drivers in my program are all seniors and we have a high success rate in providing rides for our town but i do not feel they would volunteer outside of the community on a regular basis
We would need approval from DOT and the relevant RCC. Also we would need help recruiting volunteer drivers from those communities.	Shortage of drivers right now and even when not we barely meet local needs
Already looking at New Boston, other areas are of interest	we are not in a position to expand but would consider serving a neighboring community if we had volunteers from that community
A significant increase in volunteer drivers	
Funding for new buses	

Question 31: If yes to above, would you like assistance in reaching out to the additional communities?



Comments: Maybe, it might also create conflict here

Question 33. Additional comments:

Responses
I can use help, not additional work and more questions. If you can help us great!
Can't wait to see the results. Thank you!!!!
This is basically a small group of individuals who started this program several years ago. There is no formal organization. We have a Treasurer (Marge Ball) who seeks donations and pays the Answering Service. The 4 coordinators meet once every 3 months to review volunteer lists and decide who will coordinate for the next 4 months. We email or talk by phone regarding any issues that arise.
Thanks for introducing this initiative on the TSLCA webinar.
Transportation in a Rural Community is very important on many levels. For us, who serve primarily aging adults, this is often the difference between remaining in their own home or going into a county nursing home, which would be an added financial burden on governmental budgets.
TC has only 4 employees, and 2 of them are volunteers. With respect to the last question, the appropriate person to contact depends very much on the exact question or issue.
Please remember that we do NOT have a volunteer driver program. We operate two buses. We were asked to participate anyway.
It is challenging to have to refuse inquiries from younger people because their medical professional suggests that they call us. If this information is published please indicate that our program is only for seniors.
Thank you for the opportunity to describe our volunteer driver program which has been very successful in helping senior residents of Rye stay in their homes as they wish to.