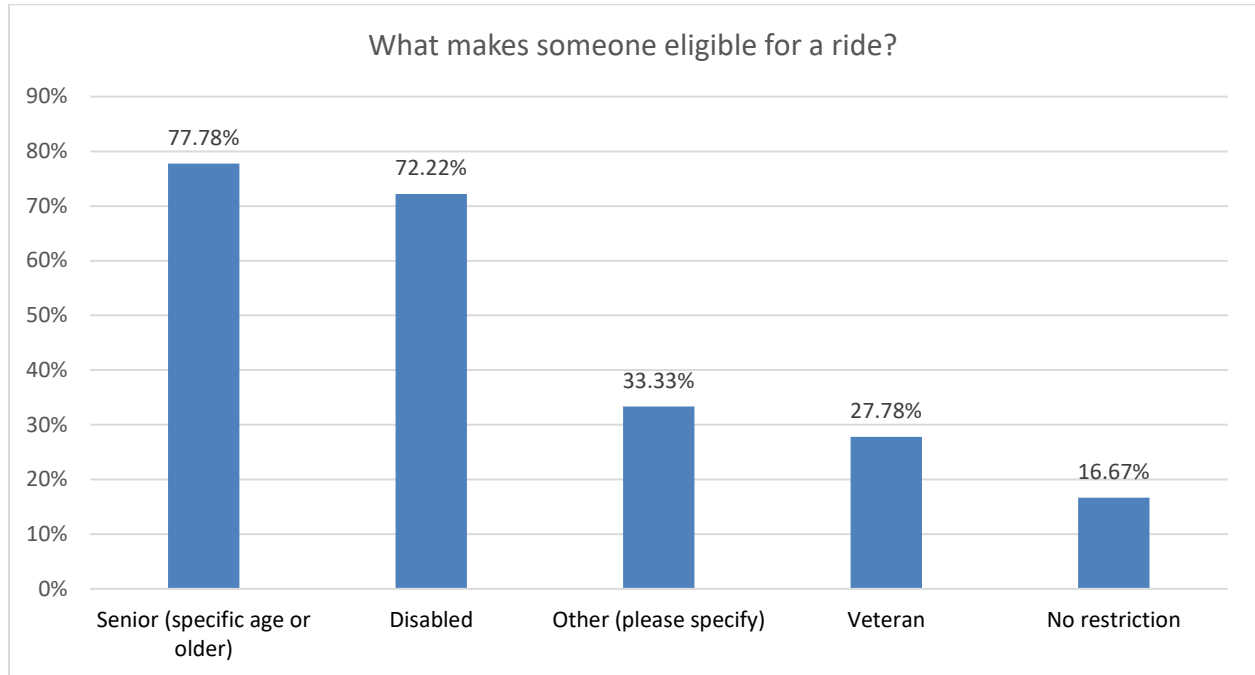


NH Statewide Volunteer Driver Program Preliminary Survey Results

Analyzed by Southern NH Planning Commission

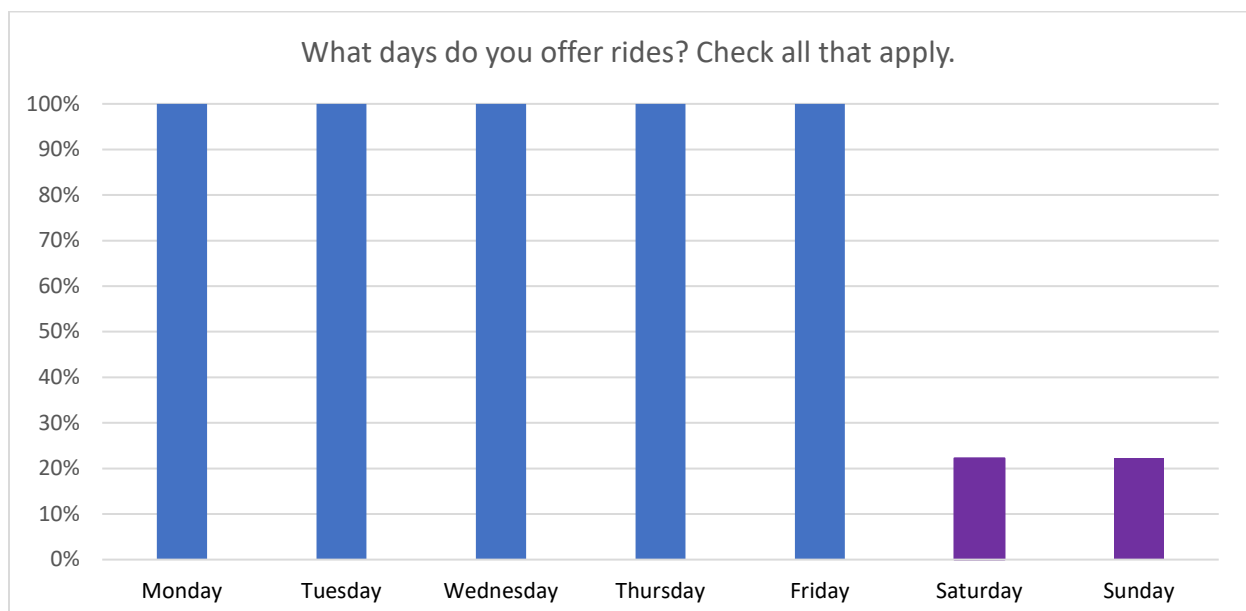
July 17, 2020

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

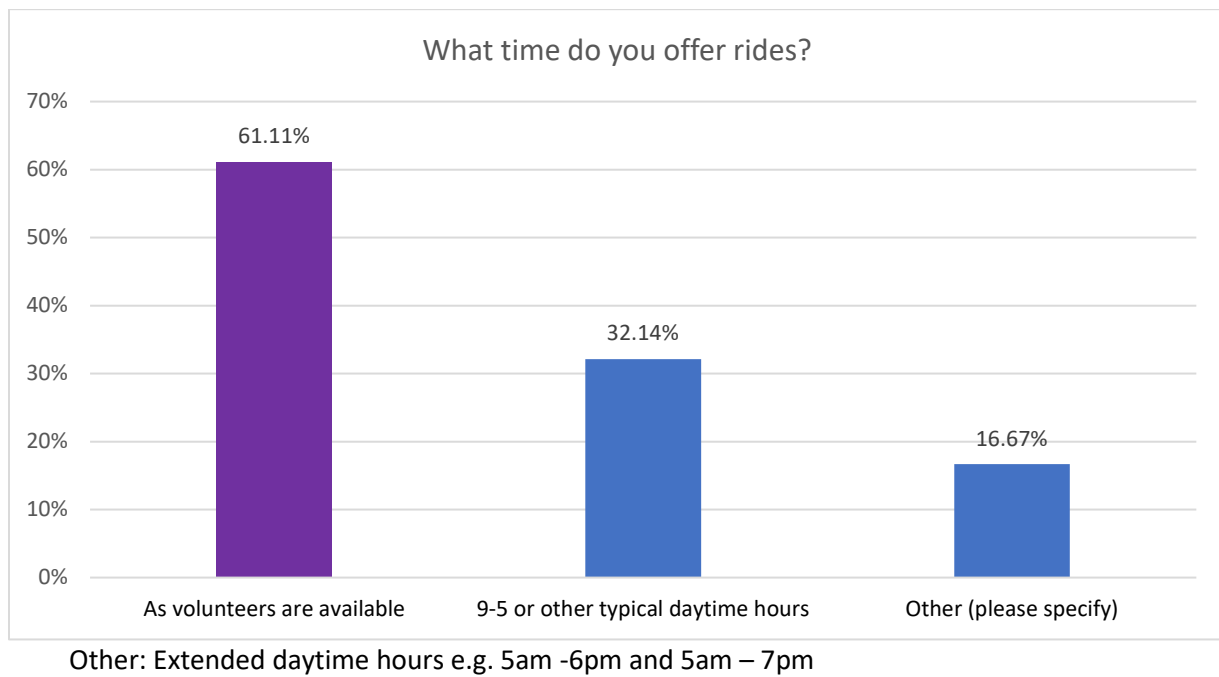


Other: Healthcare coverage, must be able to get in and out of the car independently, must be within geographic range

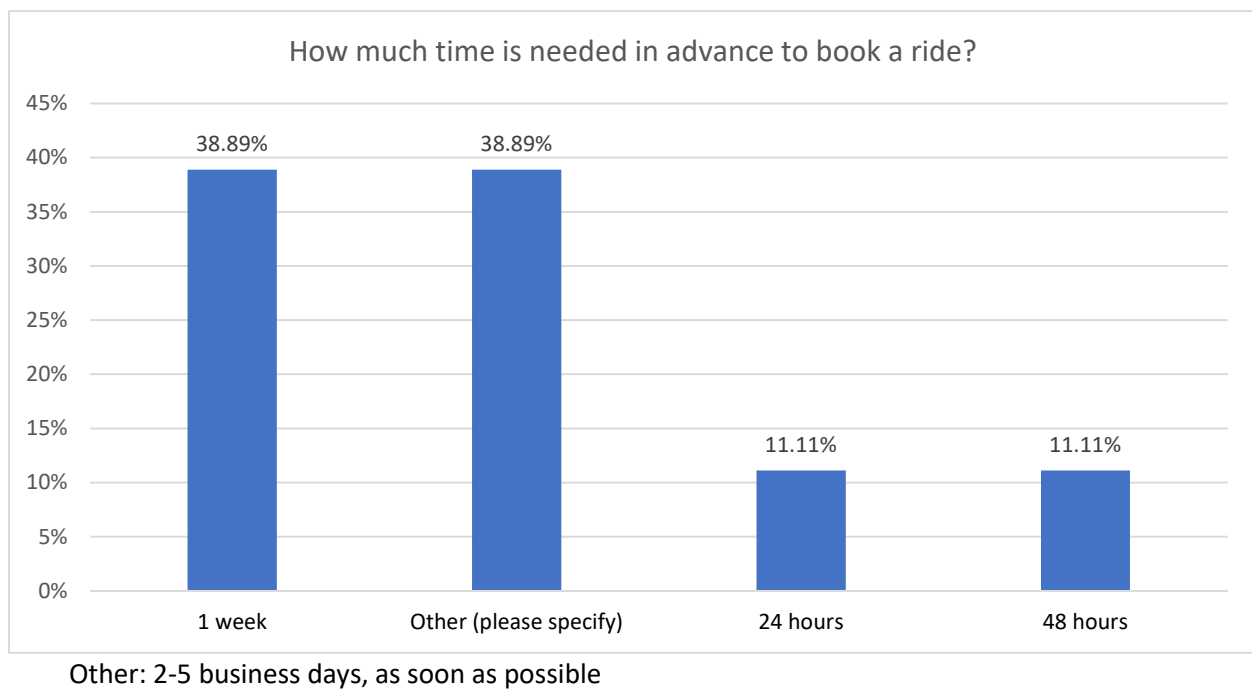
Question 2: What days do you offer rides? Check all that apply.



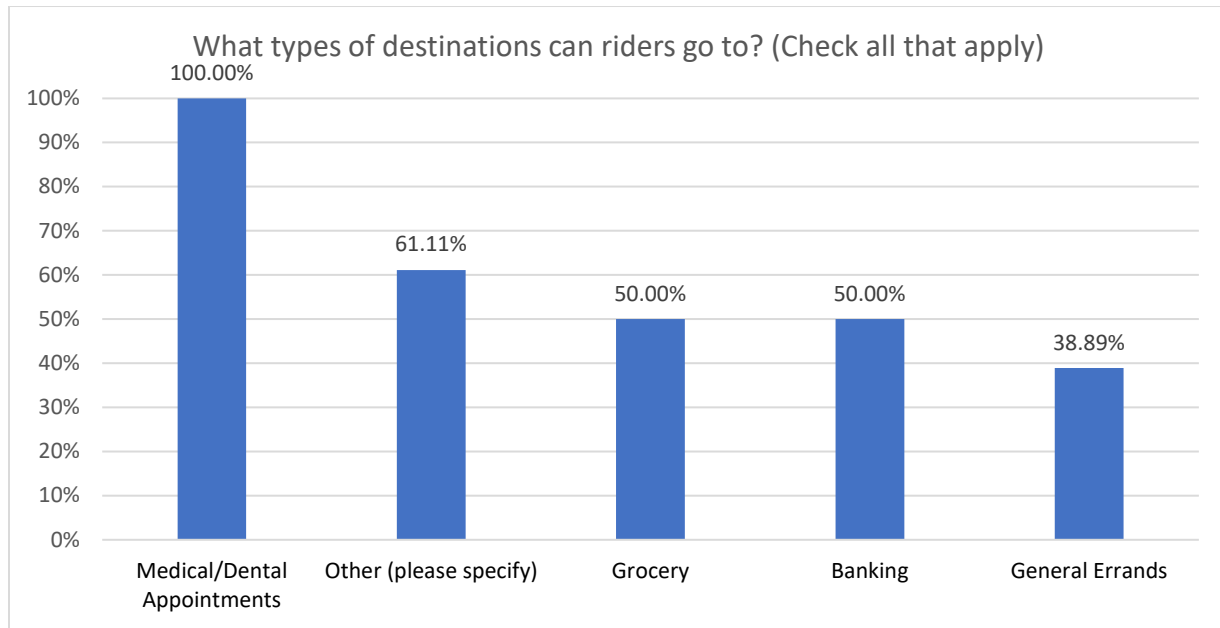
Question 3: What times do you offer rides?



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

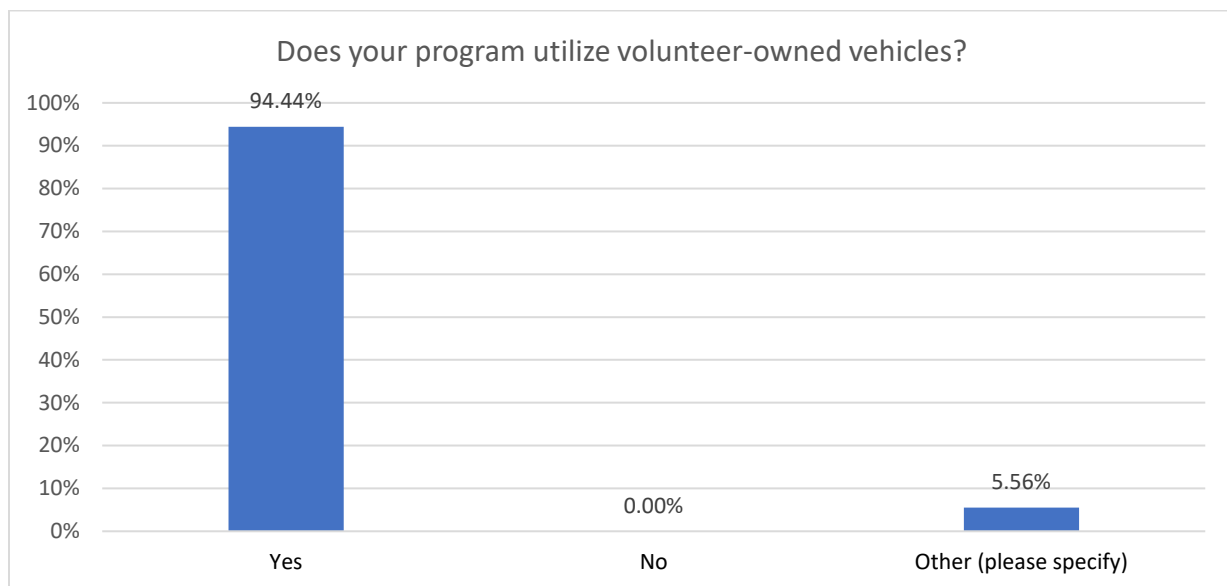


Question 5: What types of destinations can riders get to? (Check all that apply)



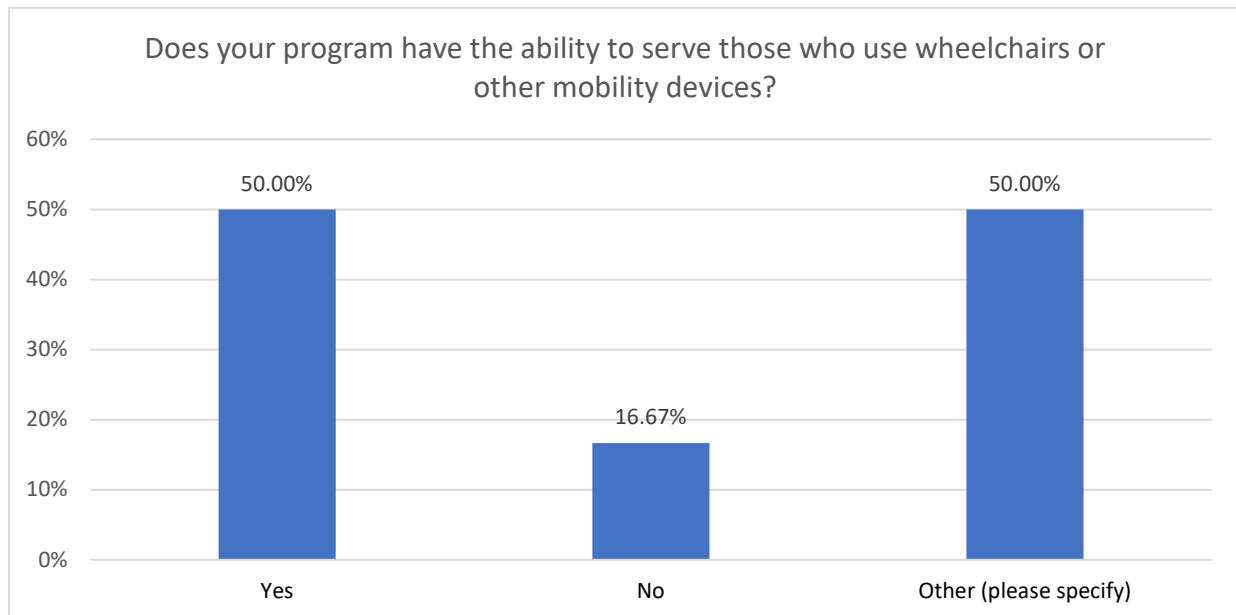
Other: Pharmacy, social events, recreation, veterinarian

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



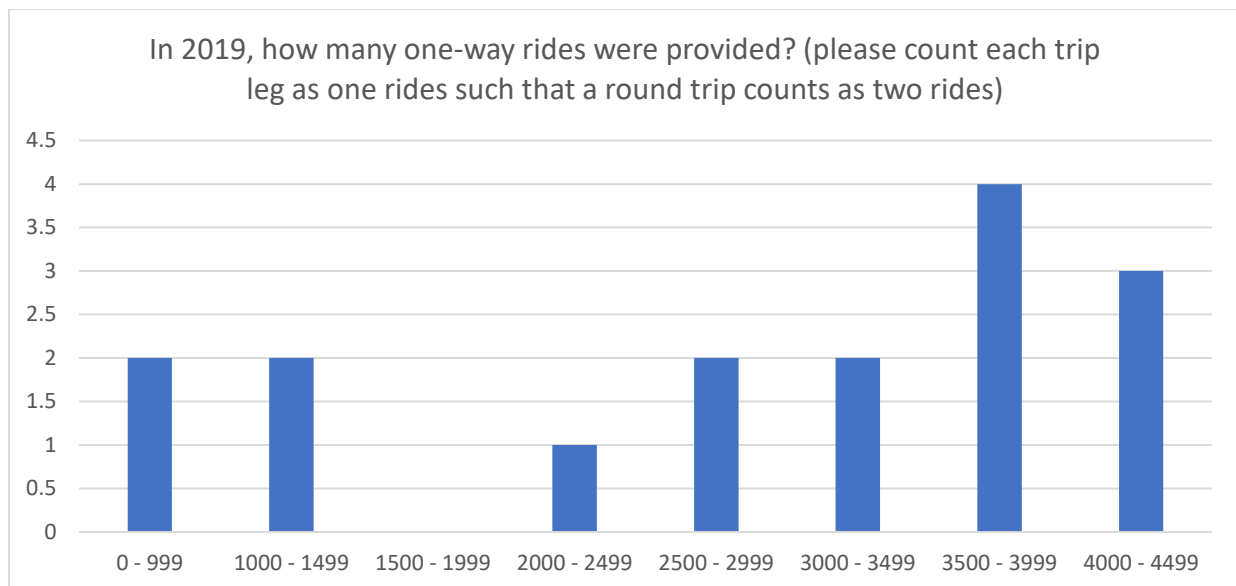
Other: Both agency and volunteer-owned vehicles

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



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

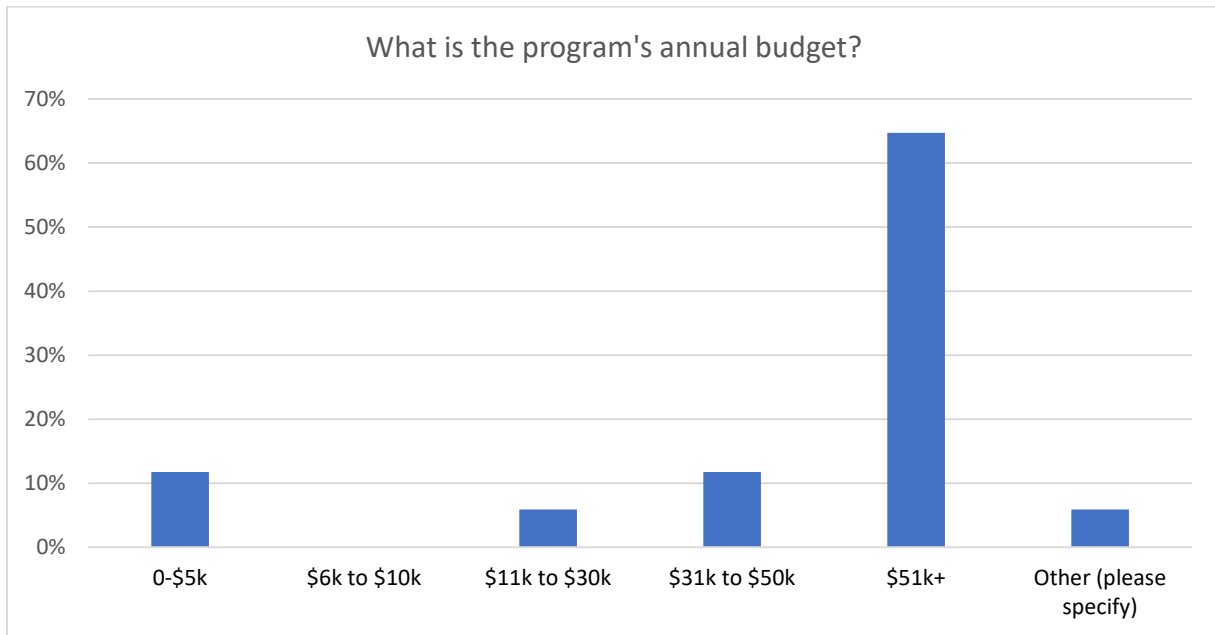
Question 8: In 2019, how many one-way rides were provided? (please count each trip leg as one ride such that a round trip counts as two rides)



Total number of reported rides: 38,943. Average number of rides/year/program is 2,996 rides. (Median is 3,105 rides/year/program)

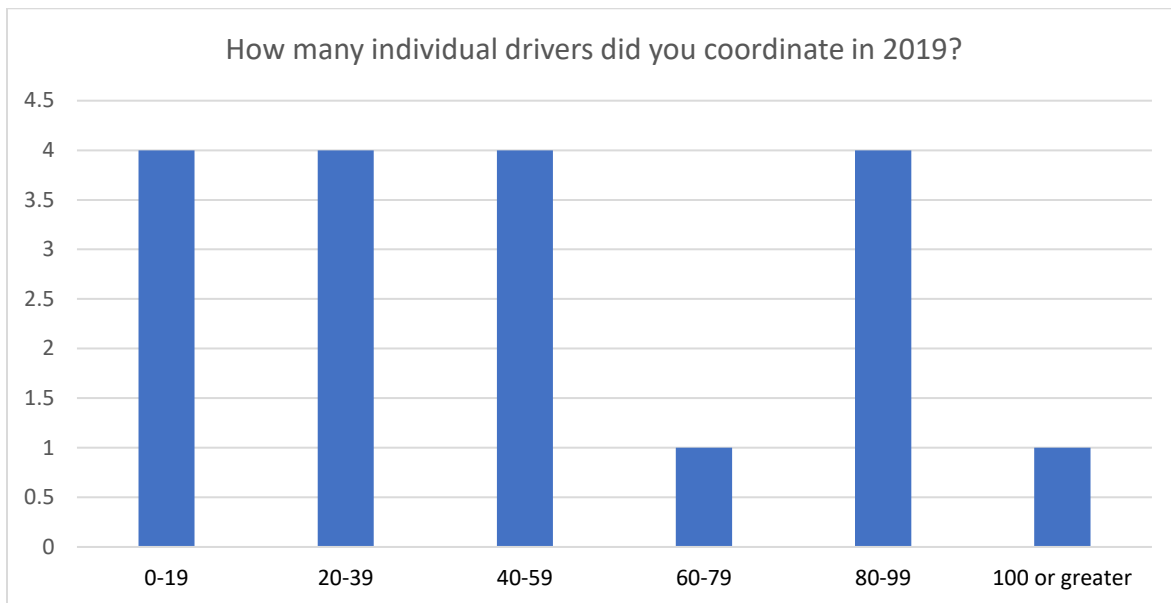
Question 9: What communities do you serve? (Should be shown as a map?) TBD

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



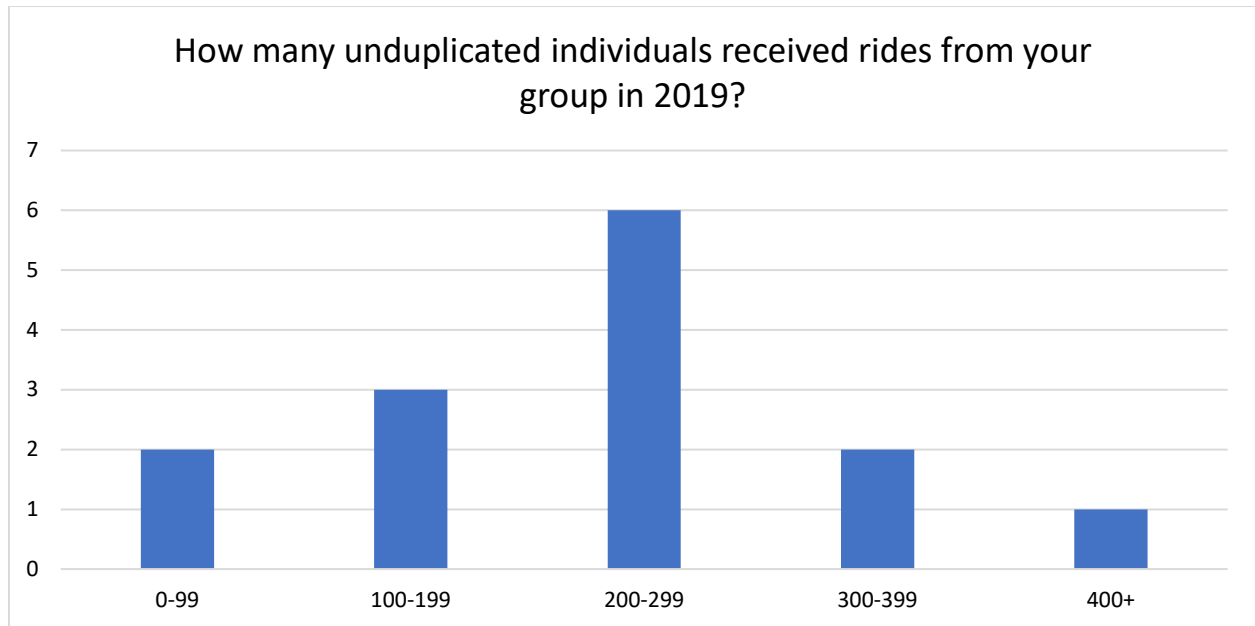
Other: Do not have the information

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



Total number of statewide volunteers is 819 reported by 14 programs. Average number of volunteers/program is volunteers 58. Range is from 9 volunteers to 185.

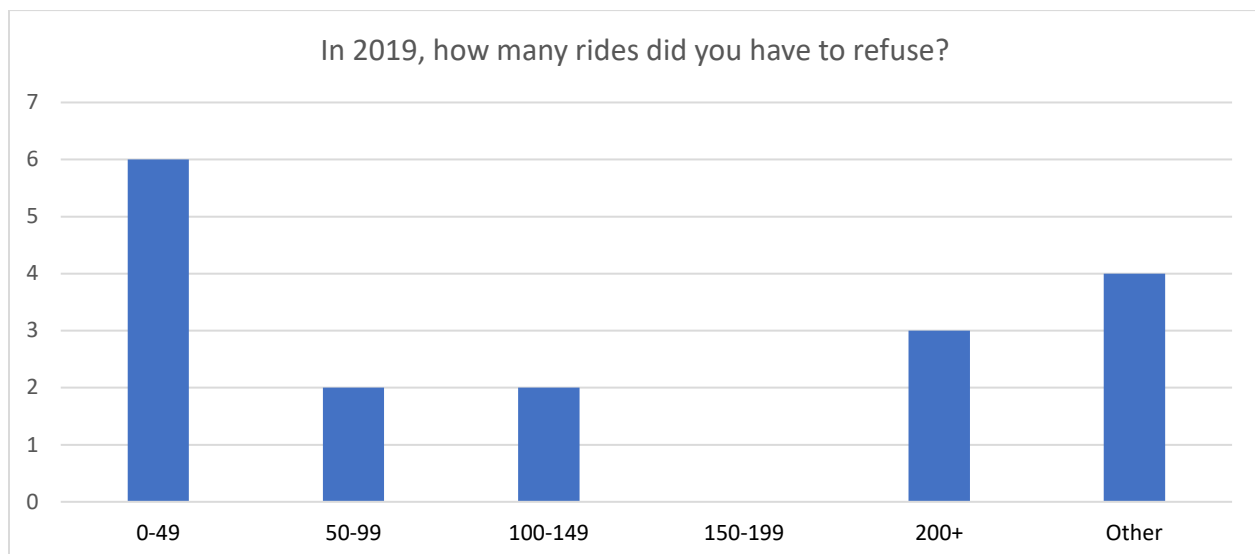
Question 12: How many unduplicated individuals received rides from your group in 2019?



Other: No record or not sure (3)

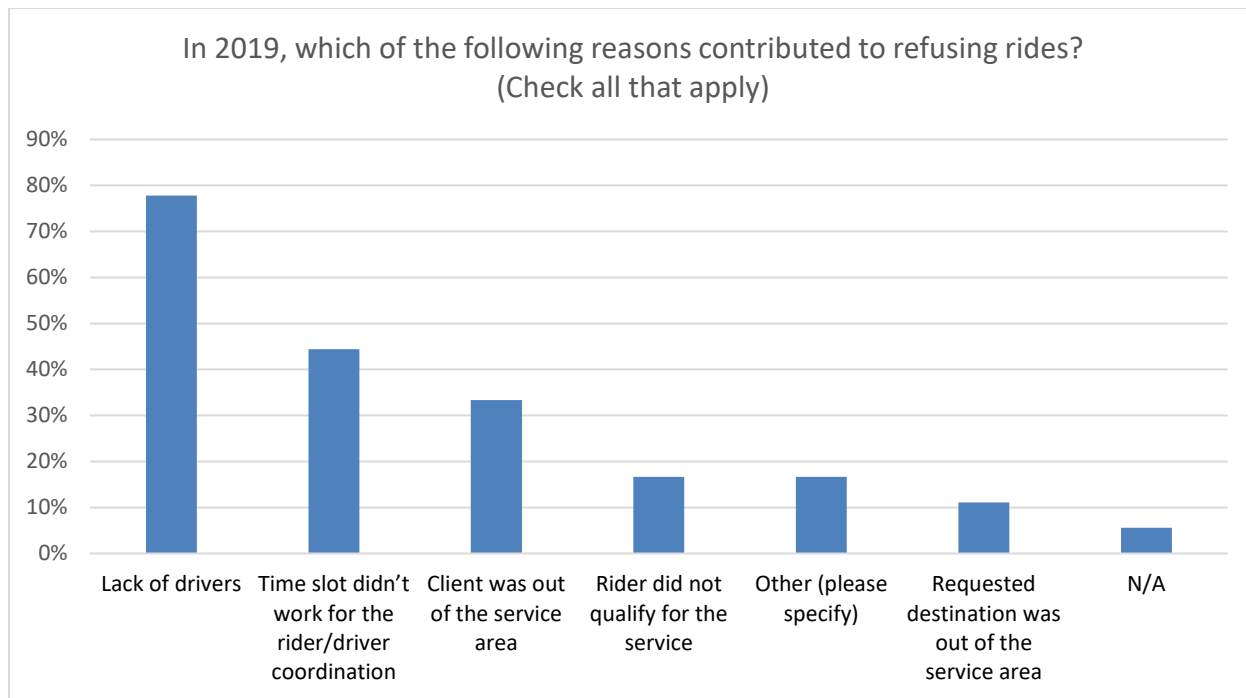
Note: A total of 2,831 seniors and disabled were served. The range of numbers served was between 25 and 622 riders. The average number of individuals/program is 236 riders. (Median 218 riders) On average, every volunteer is responsible for approximately 3.5 riders

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



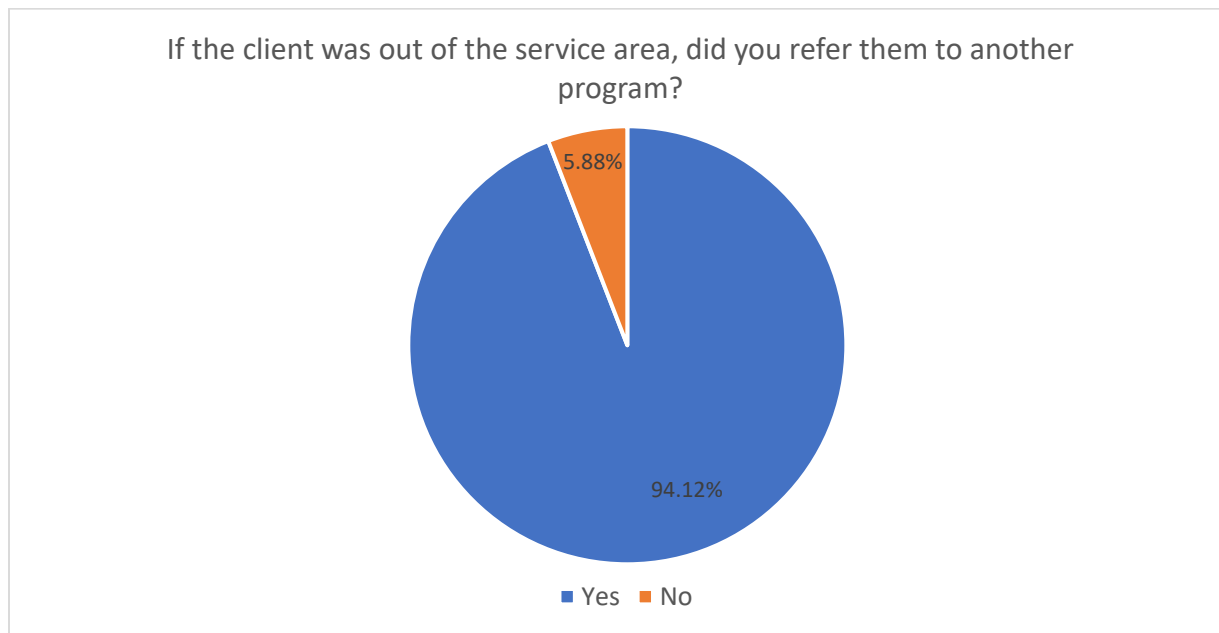
Other: Not sure, no data, less than 1%, never refuse rides. Note, the range of refused rides was from 1 to 591. (The average 168, median 130)

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



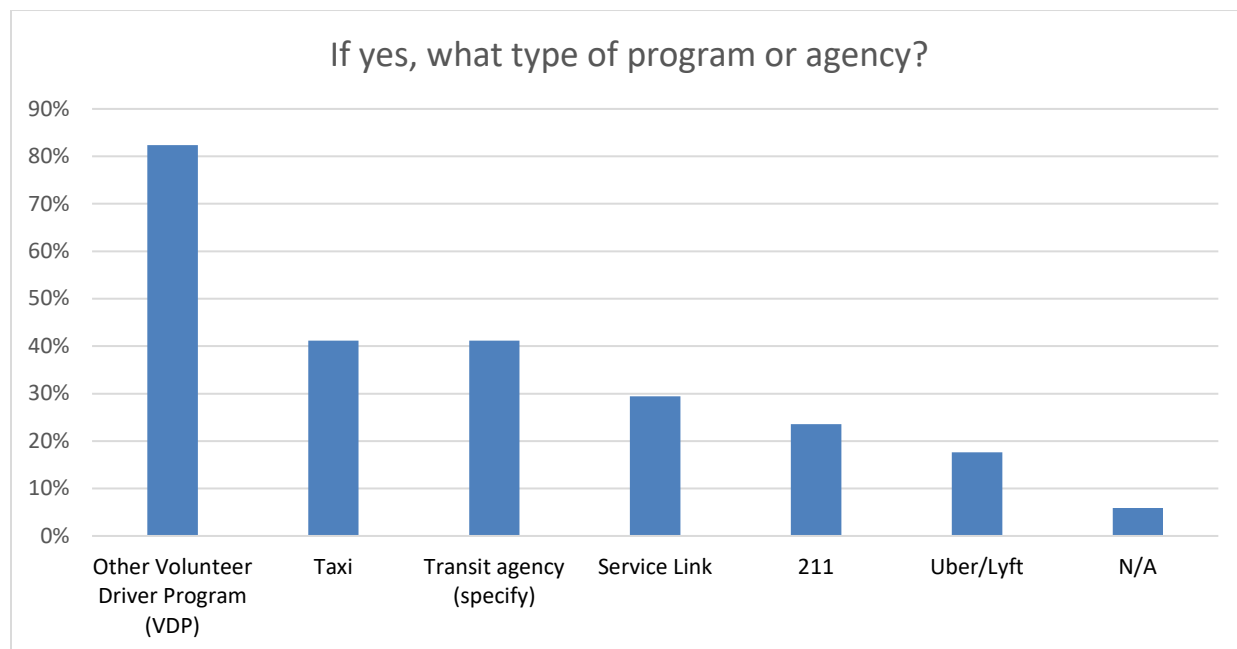
Other: weather

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



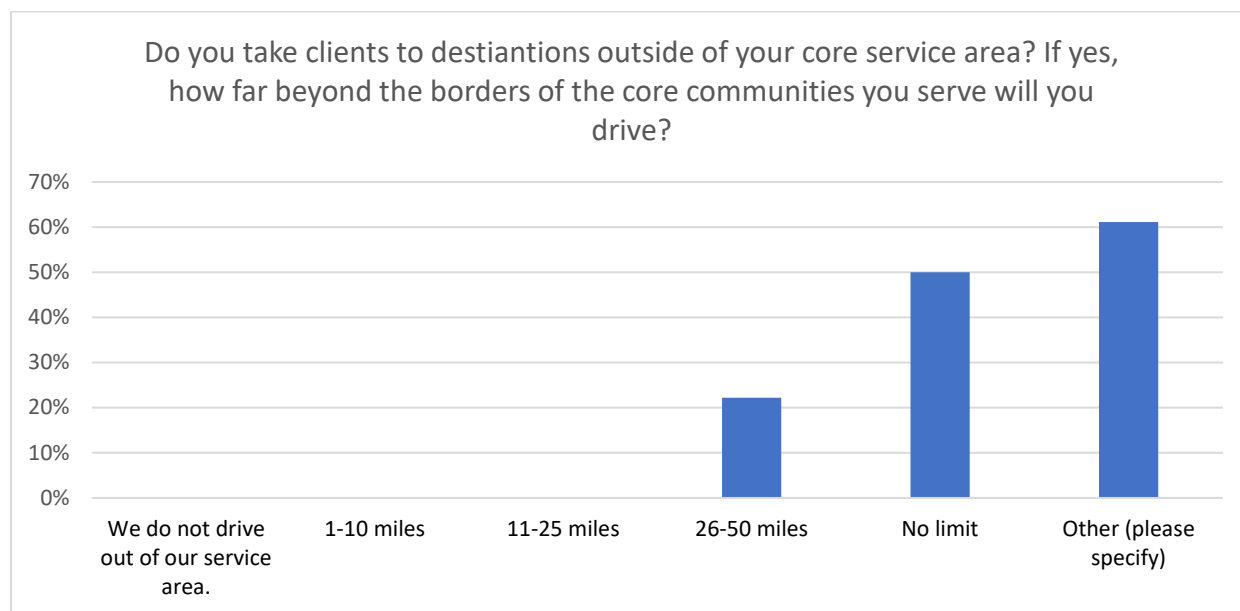
Comments: Referred client if another program if one was available

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



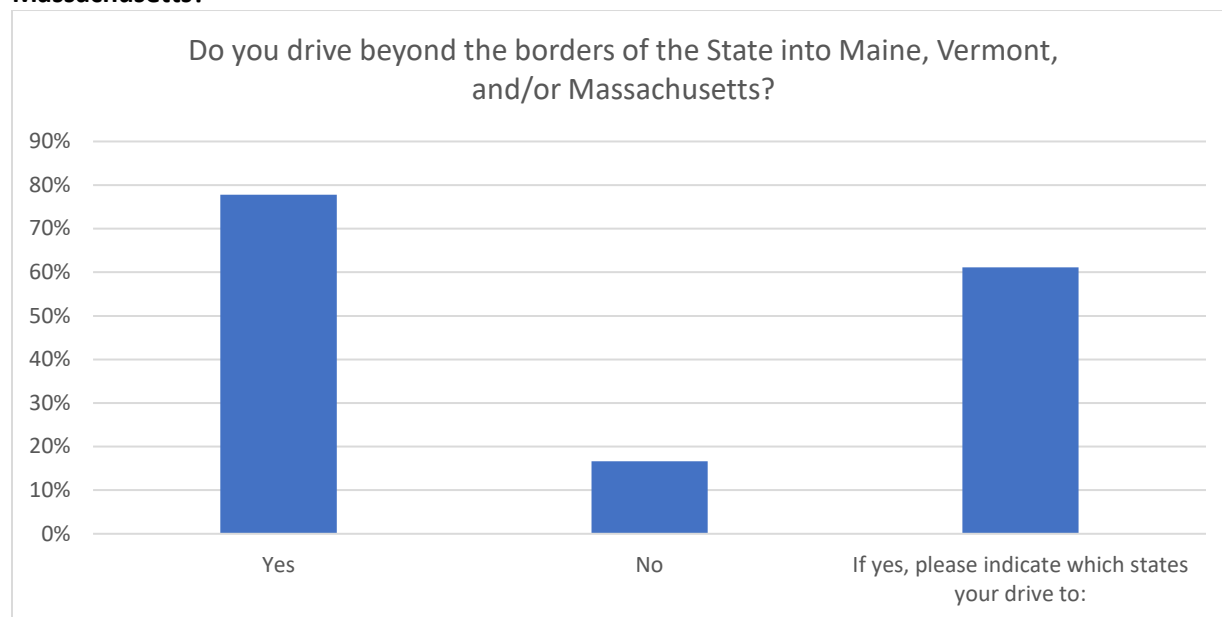
Specified transit agencies/comments: CAT, CART, COAST, Trip Link, churches SVTC, Lamprey Health Care Senior Transportation

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?



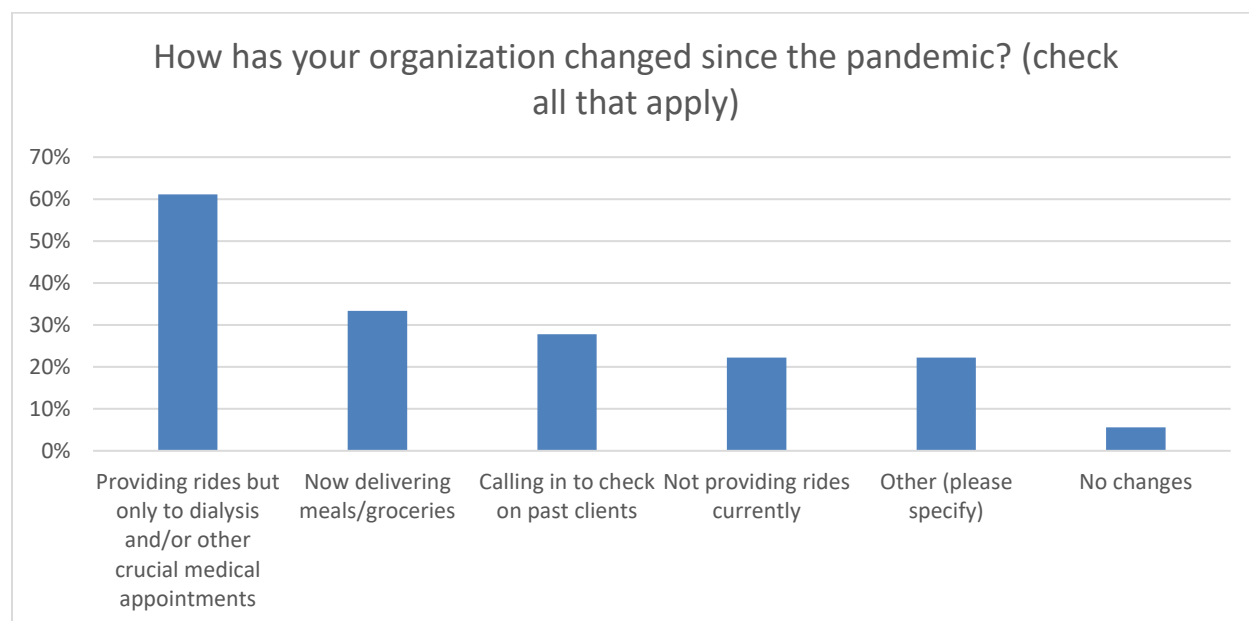
Comments: No restriction but depends on volunteer driver's willingness to drive, Greater Boston Area, Lebanon, Northern MA locations, White River Junction, Lebanon, will drive 80 – 100 miles outside of service area.

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



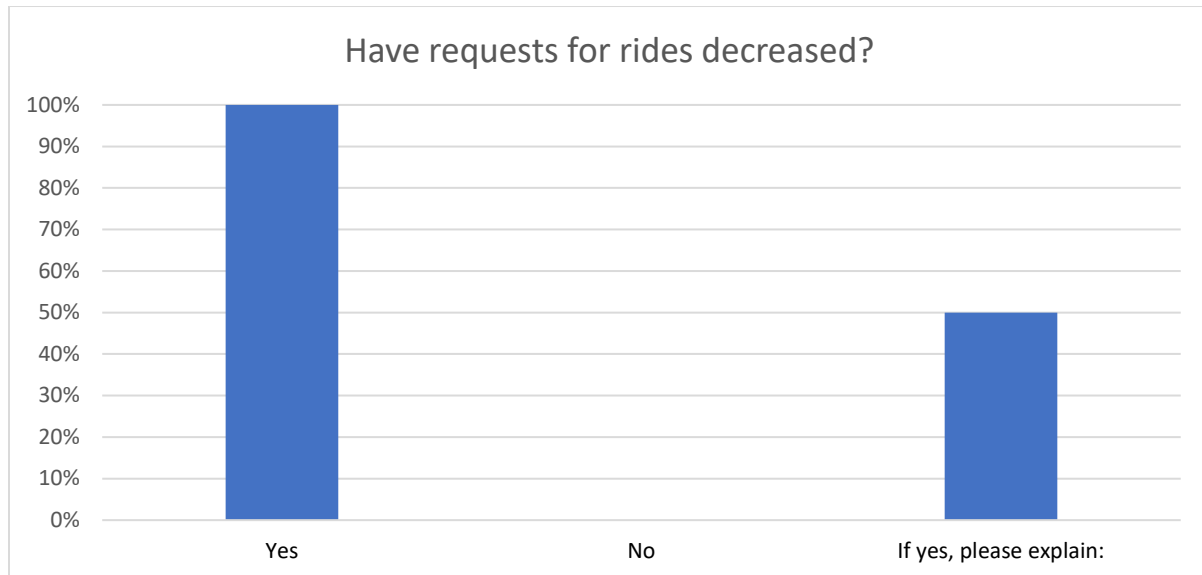
Comments: MA, VT, ME (Note: 9 out of 16 programs specified Boston and Mass.)

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



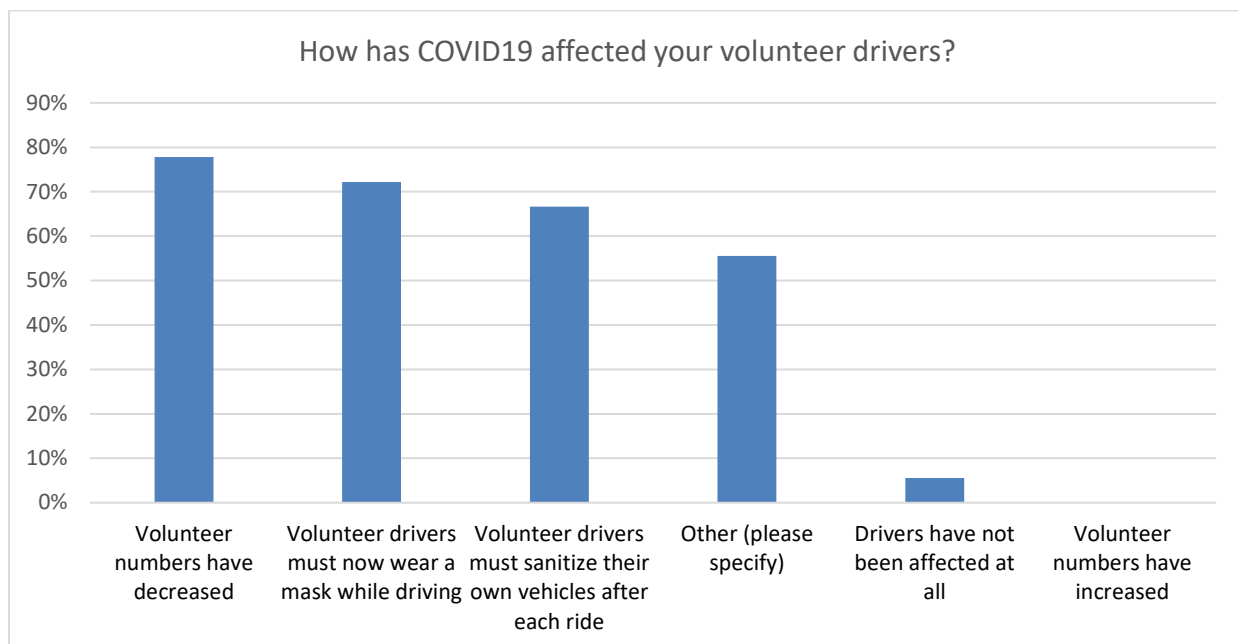
Comments: Stopped but just recently started back up with restrictions, requests are down, less drivers willing to drive during this time.

Question 20: Have requests for rides decreased?



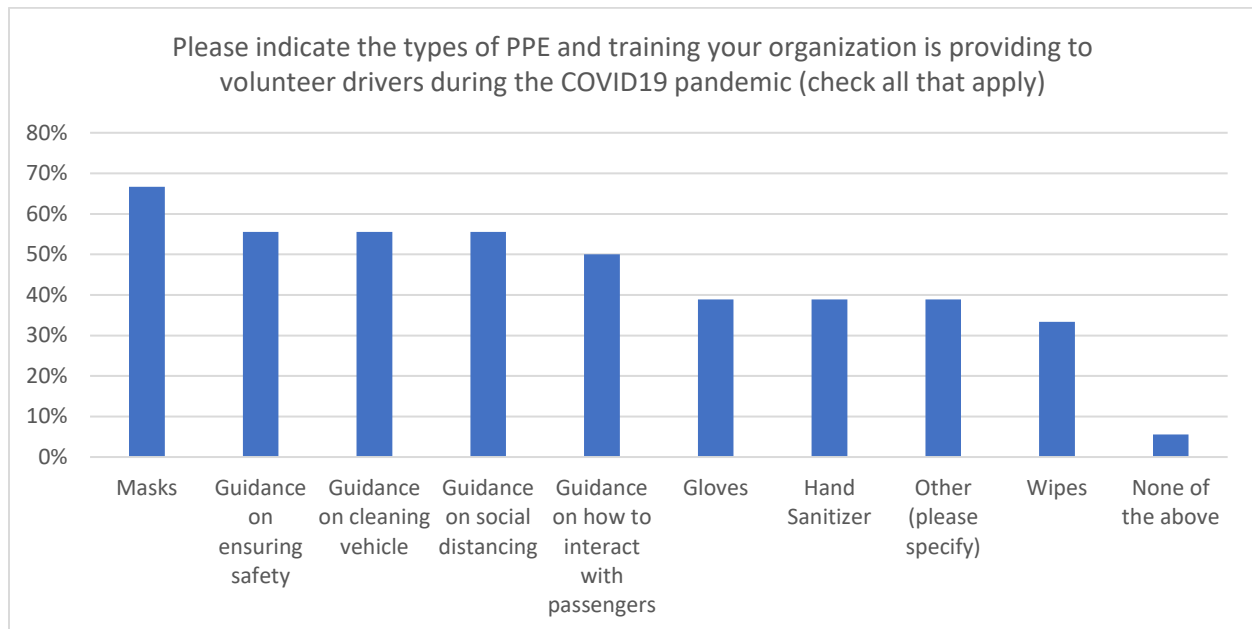
Comments: Rides are beginning to increase as of June and as medical offices are reopening for in-person visits, since medical appointments are the top requested service, rides have significantly decreased as doctor's offices are closed and appointments have been converted to telehealth. Many volunteers have not returned to driving.

Question 21: How has COVID19 affected your volunteer drivers?



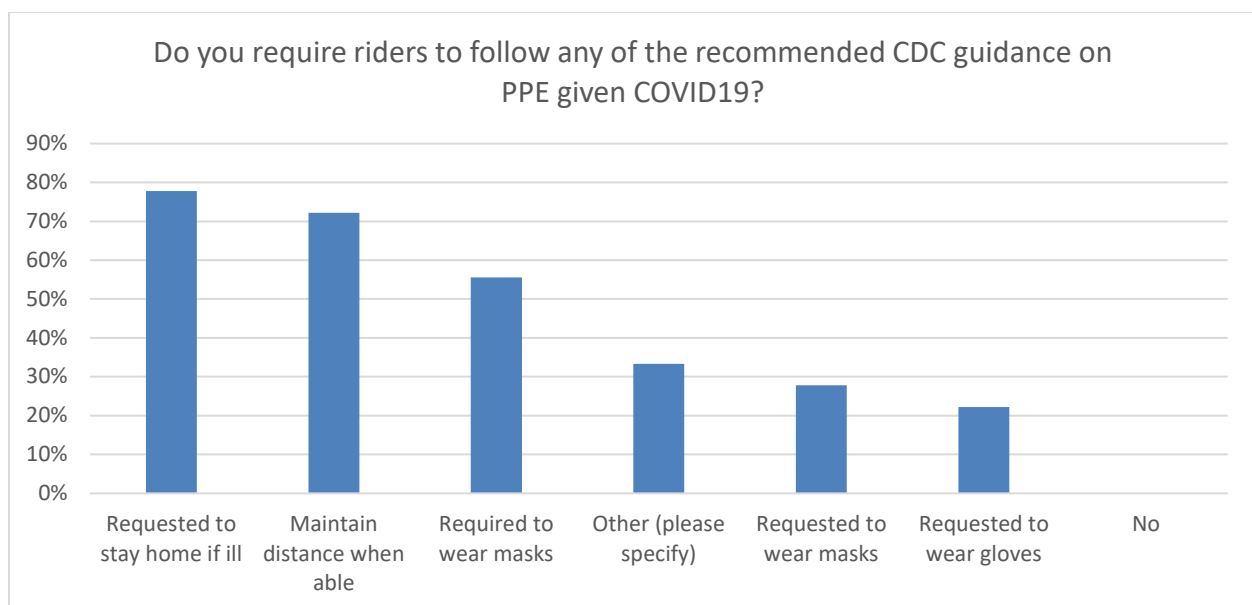
Comments: Some drivers are choosing not to drive during this time but there have been inquiries from potential new drivers to assist with errands and some existing volunteers offering to drive more because of expanded availability working from home. Volunteer drivers still driving are requesting that passengers sit in the back seat and wear masks.

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).



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.

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



Comments: Up to volunteer driver, not open for service yet, drivers have masks to give passengers even if they have their own mask.

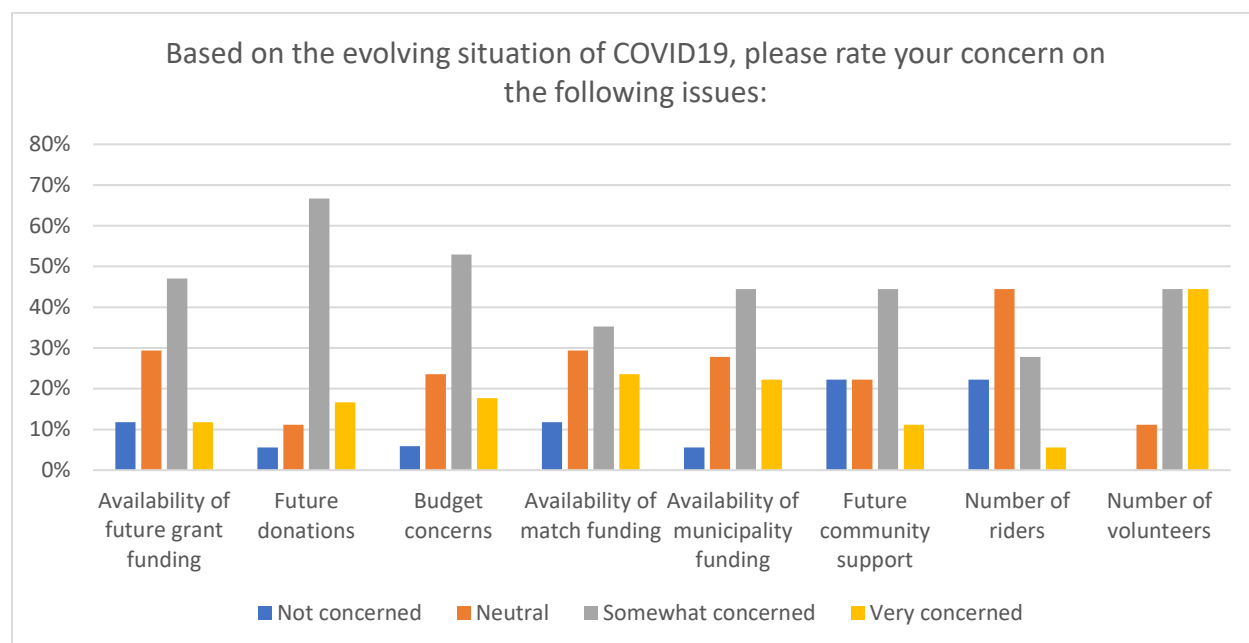
Question 24: How has the pandemic affected those that you typically serve?

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
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 don't know.

Question 25: Are you concerned that your ridership will 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.

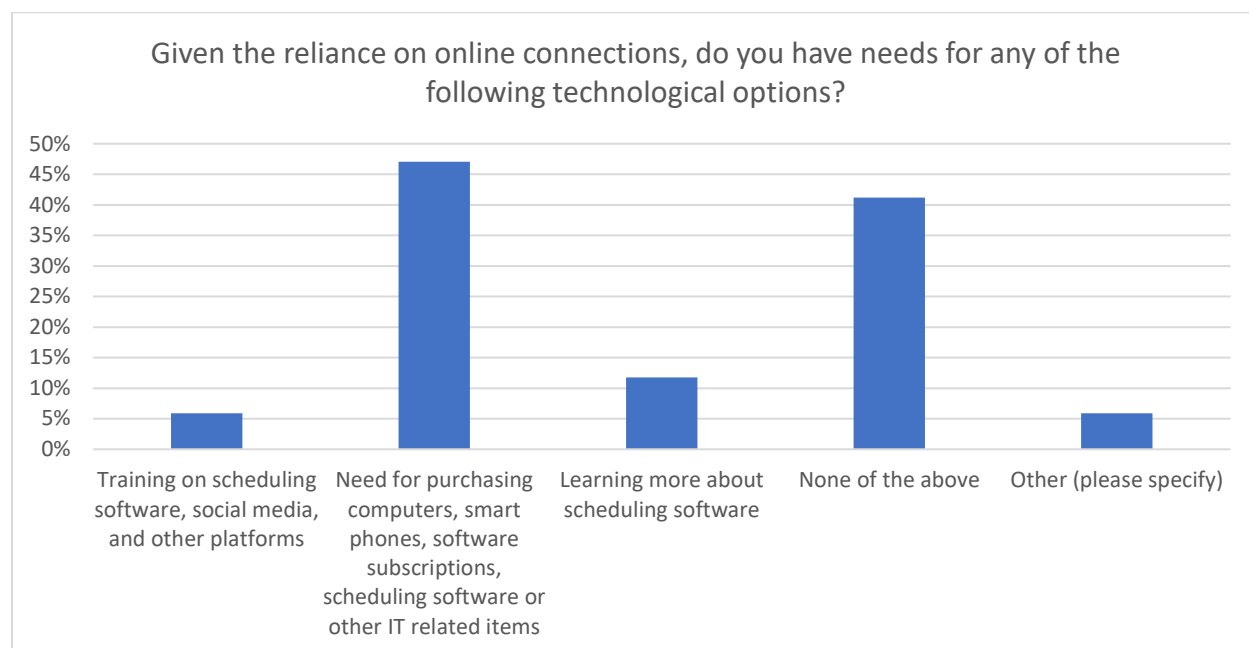
Ridership will remain low because of a shortage of drivers
Expecting that some clients still won't travel and will be too nervous to go out
It will be a long time before drivers and riders feel safe
Eventually it will return to normal
Expect need for rides will explode since people have been putting 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

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



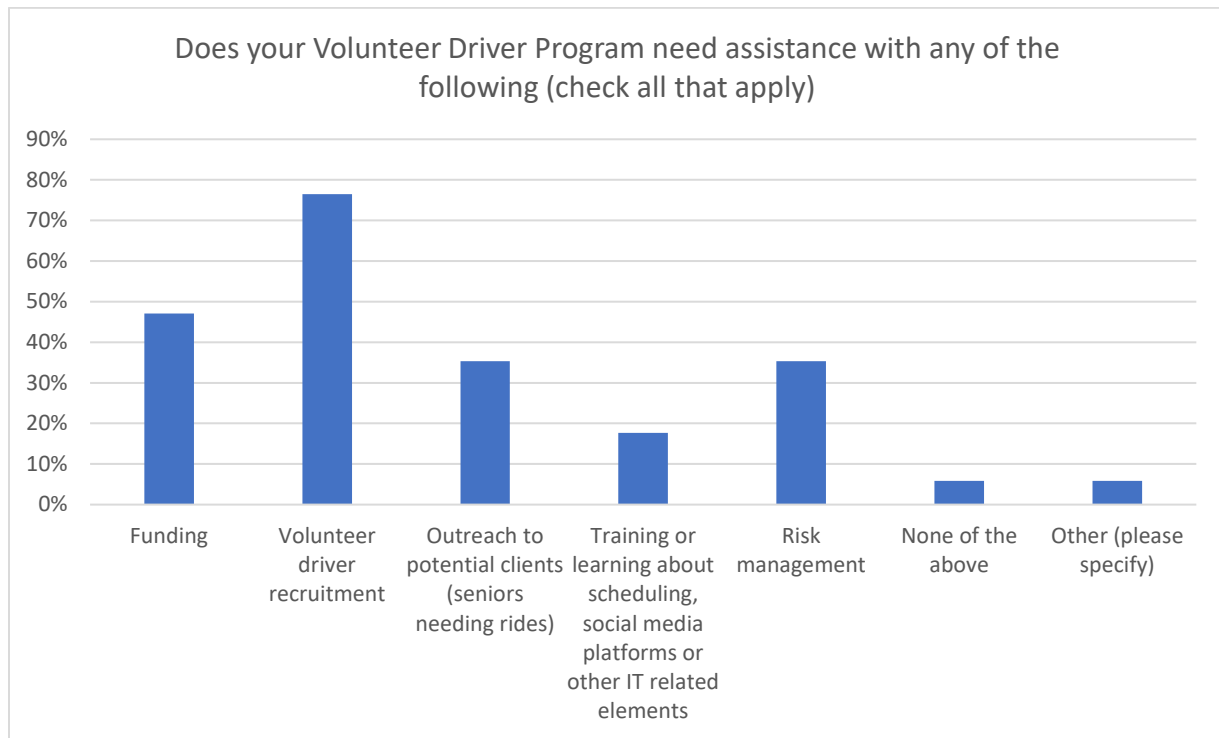
Comment: We not only have continued to provide services so far through the pandemic, we have raised more funds than we usually do - we have generous and loyal supporters who value our service to the community.

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



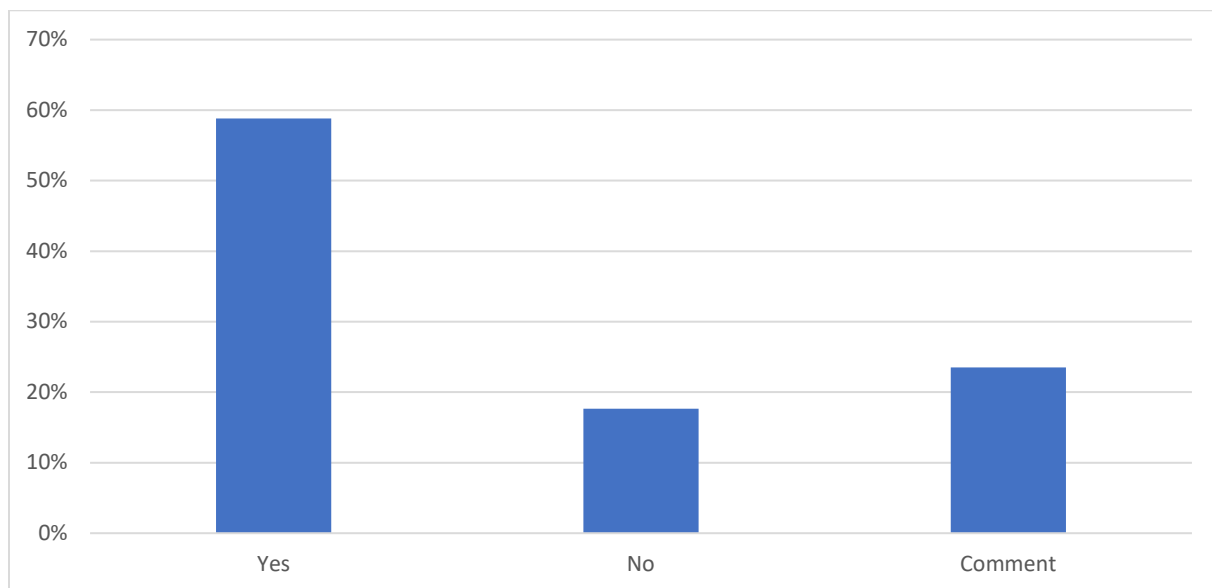
Comment: We are a very grassroots program with no central office; each coordinator keeps own records. We have very low cost and our only expense is the answering service who takes calls.

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



Comment: 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?

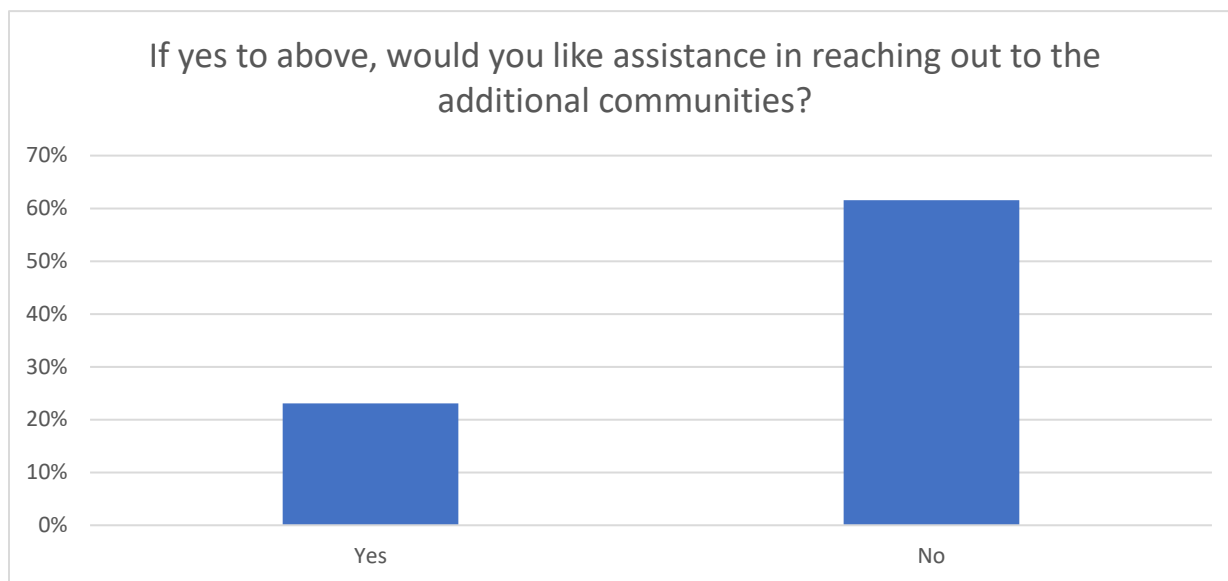


Comments: Possibly, ongoing contact with the MidState Regional Coordinating Council, limited confidence in the SCC but could always use partners.

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	it may depend if we get enough funding to do so, maybe we can consider
We would consider - especially neighboring communities to the north (Lee, Newmarket, Dover, Durham, Newmarket) and slightly to the west (Brentwood, Kingston, Epping)	Volunteer base is not large enough to expand at the moment.
We would need approval from DOT and the relevant RCC. Also we would need help recruiting volunteer drivers from those communities.	

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



If yes, please list the communities: Lee, Newmarket, Dover, Durham, Brentwood, Kingston, Epping

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.

Contact information:

Name of Volunteer Driver Program:	Volunteer Driver Program Website:	Mailing Address:	Physical Address:	City/Town:	ZIP/Postal Code:	Name of VDP Primary Contact:	Email Address:	Phone Number:
Sandown Senior Transport	Facebook	Sandown town hall		Sandown	03873	Scott Bickford	sandownrides@gmail.com	6034794413
Friends Caregivers Program	n/a	202 North State St	202 North State St	Concord	NH	Kelli Hilton	khilton@friendsprogram.org	603-228-1193
Tri County Transit	www.tricountytransit.org	31 Pleasant St		Berlin NH	03570	Jeanene McDonald	jmcdonald@tccap.org	603-752-1741
Sullivan County Transportation	Sullivan County Transportation/Southwestern Community Services	6 Kinney Place		Claremont	03743	Teri Palmer	tpalmer@scshelps.org	(603) 542-9609
Caregivers of Southern Carroll County & Vicinity, Inc.		P.O. Box 801		Wolfeboro	03894	Betty Coolidge	beobie@hotmail.com	6035692882
Greater Salem Caregivers	www.salemcare.org	PO Box 2316	44 Millville Street	Salem	03079	Richard J. O'Shaughnessy	salemcaregivers@gmail.com	603 898 2850
Community Caregivers of Greater Derry	www.comcaregivers.org	1B Commons Dr., Unit 10		Londonderry	NH, 03053	Susanne Peace	susanne@comcaregivers.org	603-432-0877 ext. 2
Community Volunteer Transportation Company (CVTC)	www.cvtc-nh.org	375 Jaffrey Road, Suite 3	same	Peterborough	03458	Ellen Avery	ellen@cvtc-nh.org	603-821-4081

FISH/Friends In Service Helping	Do not have one	c/o Marge Ball, 78 Donald Drive, Goffstown, NH 03045	Do not have one			Marcia Nelson	tighemn@yahoo.com	603-673-8482
TASC (Transportation Assistance for Seacoast Citizens)	www.tasc-rides.org	200 HIGH ST		HAMPTON	03842	Carol Gulla	coordinator@tasc-rides.org	(603) 926-9026
Volunteer enabling transportation	volunteertransports.org	PO Box		keene NH	03431	Gary Welch	glwelch11@gmail.com	(603) 499-8956
Community Action Program of Belknap and Merrimack Counties Volunteer Driver Program	bm-cap.org	PO Box 1016	2 Industrial Park Drive	Concord	03302	Rosa Burt	rburt@cap-bm.org	224-8043
Ready Rides	www.readyrides.org	PO Box 272		Northwood	03261	Tahja Fulwider	info@readyrides.org	603-244-8719
Seacoast Village Project (new program as of March, no data)	www.seacoastvillageproject.org	PO Box 182		New Castle	03854-0182	Nancy Euchner	nancy@seacoastvillageproject.org	603-498-9417
Interlakes Community Caregivers, Inc.	www.InterlakesCommunityCaregivers.org	PO Box 78, Center Harbor, NH 03226	60 Whittier Hwy., Moulton borough, NH	Center Harbor	03226	Ann W. Sprague	Director.Caregivers@gmail.com	603-253-9275

Transport Central	https://www.facebook.com/TransportCentralNH/	PO Box 855	258 Highland St	Plymouth	03264	Doug Grant, Rafah Templeton	dgrant116@gmail.com	603-444-6982, 855-654-3200 ext 4
----------------------	---	------------	-----------------------	----------	-------	-----------------------------------	---------------------	--

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.