Volunteer Impact: Point of View (Sample) – Transportation/Driver

**Purpose:** Identify how various audiences would define volunteer impact for a specific program.

**Directions:** Select a program.

Place audiences on the target based on how close they are to the mission (i.e., program participants go in the center).

Add indicators of volunteer impact that reflect what matters to that audience. How would they define volunteer impact? What does success look like to them?

**Program:** **Volunteer Driver**

**Audience examples:**
- Participant (rider)
- Participant’s loved one
- Volunteer (driver)
- Volunteer Director
- Program/Operations staff member
- Executive Director
- Board member
- Funder
- Other ______________
- Other ______________

**Mission**

- Executive Director
  - # people living independently
  - # people on wait list
  - % of need met
  - Rider/volunteer stories
- Volunteer Director
  - #/ % of riders served
  - #/ % of rides given
  - #/ availability of back-up drivers
  - Safety of drivers and riders
  - Satisfaction of: riders, drivers, program staff
  - Driver retention
  - Driver gas stipend availability/amount
- Volunteer Driver
  - Meet a community need
  - Meet new people
  - Make a connection
  - Feel supported & appreciated
  - Sense of purpose
  - Rider satisfaction
- Rider’s Loved One
  - Polite
  - Available
  - On time
  - Safe
  - Shares any issues they notice with the program director
- Program Director
  - #/ % of riders served
  - #/ % rides given
  - Frequency of rides requested/given
  - Safety/health issues noted by drivers
  - Satisfaction of: riders; riders’ loved ones
  - # people living independently
  - # people on wait list