

Volunteer Driver Meeting with Colette Hanson, Transit Manager

Arrowhead Transit, Gilbert, MN

9/20/2019

Recruiter:

“Get Out to the People!” (Martin was a politician)

Martin Lepak - 6.5 years in volunteer driver recruitment for Arrowhead

Pass out flyers with FAQ's & testimonials and business cards – Distributed with abandon!

They randomly pick clients to call and ask how their experience was with arrowhead Transit.

Advertise in much media:

Radio, Print, Electronic Billboard

The following have been suggested as good ways to meet prospective drivers by schmoozing one on one with people at any events available such as:

Job fairs

Community connects

Auctions

Garage sales

Community events

Picnics

Church events (Church Supper, Parish Picnic)

They both host their own events as well as piggy backing on other events to recruit drivers.

Weekends are most successful ~

Word of mouth is wonderful ~

Check in with drivers if they know of anyone

No incentive or bonus for referrals

Once a prospective driver shows an interest, drive to meet them to deliver detailed information – go to wherever *they* feel most comfortable. Accommodate them.

Stay flexible with your time to meet and answer their call in a very timely manner.

Martin has recruited 6 volunteer drivers from the Isanti area to drive for Arrowhead.

They have 250+ drivers and do about 280 rides a day.

Transit Manager:

Colette Hanson -

Stay in touch with the drivers – keep a good rapport

Interview drivers – and interview riders!

How is Arrowhead paid for rides?

They have not been funded with grants since 2014.

Contracts include no load miles for each insurance company.

UCare pays a set rate for ALL miles.

Logisticare loaded only plus base.

St. Louis county Medical Assistance goes to MTM.

Ride Rules & Procedures:

People don't call in for rides, the insurance company does.

They will refer insurance companies out to other transportation providers before accepting rides outside their service areas.

They currently do ONLY MEDICAL (They aren't doing groceries, errands, etc.)

They do driver payment weekly. They reimburse .58 cents (current business reimbursement rate) for ALL miles... both no load and loaded.

Their contract rates with UCare is \$1 per mile. St. Louis Co. does \$1.30/mile plus base charge like MTM.

MnDOT has "buddy rides" where coworkers can get paid to drive others to the same office.

They don't use an APP because it differentiates them from being a TNC.

They check eligibility every month before providing a ride.

Eligibility is checked through UCare.

Their service hours dispatch 5:30 am -5:00 pm. Weekends 5:30-2:00. Holidays they are closed. After hours emergencies go directly to Colette.

The drivers attest to their own medically fit statement to drive.

Drivers reach out to client ahead of time to let them know about tomorrow's pick up. They explain their vehicle. They also have a badge in the vehicle.

They have issues with the clients calling the drivers directly.

Training:

Fraud, waste, abuse – Training

Accountability from drivers – Code of Conduct

Volunteer Driver Issues:

Insurance concerns affect them most

No volunteer drivers are ADA. Wheelchair traffic goes to busses.

Social service rides:

Not medical, but considered essential – court appearances, child transfer, drug screenings

They already do social services rides for Pine Co. (paid for by the county)

Details & Miscellaneous:

5 dispatchers and 2 middle individuals that do processing, 2 billing girls, and 1 recruiter (Martin), 1 advertiser (Larry)...

Isanti county they have about 6 drivers.

They bribe the drivers with a meal to take some rides (or wait for a rider).

Use a free oil change as a bribe in order to have volunteers' vehicles serviced each year.

Transportation needs to stay personal... 1 on 1.

St. Louis County Pilot program: Lasts from 6 mo. to 1 yr.

Arrowhead took on drivers from St. Louis county in 2014.

Prospective volunteer drivers for private pay by 2021. Paid to Arrowhead then to drivers.

Currently, their rides are solely reimbursable- no private pay.

Overall the message was to make a personal contact recruiting drivers. They need a go-to person to call for almost any issue. They need a face in the community making prompt meetings with interested parties.

Union Employees – Dispatch

Non-Union Employees – Processing

Program called "Rural Rides" – Work Related. *Basically a Mobility Manager*. Regardless of income they find you a ride to work – using a taxi, volunteer driver, bus, or Buddy Ride

Question:

"What would you like to see as far as policy changes?"

1. Federal Reimbursement Rate needs to be paid to volunteers.
2. 1099 absolved

When a business's employee uses their car for business, they are reimbursed at .58 cents per mile. If the employee garners more than \$599. in reimbursement over the course of a year, does the employee have to file a 1099?

Currently – volunteer drivers can take .14 cents/mile off whatever reimbursement they are given. They are taxed on anything over that .14 cents/mile. Up to \$599, then a 1099 must be filed.

Reimbursement:

1099 issue - they warn drivers when closing in on the \$599. limit

They are ready to grow... how far is the question-