

## Neighbors Driving Neighbors

### Q&A for NDN Drivers

What is the minimum time commitment to be a driver?

*There is no minimum. Drivers get to select when and how often they drive.*

Are the rides during the week and during the day or also nights and weekends?

*The vast majority of rides are during the week, during daytime.*

What is the average time current drivers are volunteering?

*Drivers vary in the number of rides they provide, ranging from a few per month to several per week. The average amount of time drivers volunteered in December 2022 was approximately 7 hrs/month and they drove approximately 148 miles. Some didn't drive at all in December, while one person volunteered 16.5 hrs and drove 263 miles.*

How do I become an NDN driver?

*Call NDN at 207-860-0677 and say you want to sign up as a driver or send an email to [neighborsdrivingneighbors@gmail.com](mailto:neighborsdrivingneighbors@gmail.com). There is an orientation session for new NDN riders where you will learn more about the program and how it works. NDN will also conduct a driving and background check.*

How will I be informed of ride requests?

*You will get an email from NDN with a list of ride requests stating who needs a ride, where they need to go, and when. There will also be specific information related to the individual ride requests – for example if the rider has a walker, has a house that is difficult to spot from the road, etc. to help facilitate the ride.*

I see a ride request that I am able to volunteer for—now what do I do?

*You can either self-assign through our Assisted Rides software or respond to the email and say which ride you can pick up. After you have been assigned the ride, NDN will inform the rider that the request has been filled and give them your name. We ask you to call the rider (their number will be in the ride request) the day before the ride to confirm the ride details.*

Can I choose the riders or are they assigned?

*Drivers always choose which rides they want to take. Drivers self-assign to rides using our Assisted Rides System or they call or email their requests to our Ride Coordinator.*

Is there any compensation for gas or other expenses?

*No.*

What if a rider offers me money for driving?

*If a rider offers money, the driver may accept it as a donation to NDN.*

Is there any insurance to cover drivers?

*Yes. NDN provides liability, but not collision insurance – see details about **Volunteers Insurance** at [www.cimaworld.com](http://www.cimaworld.com). The liability insurance kicks in after the driver's own liability insurance.*

Do I have to be vaccinated/boosted against COVID and/or wear a mask?

*Mask-wearing is required when a rider is in the car. In addition, COVID 19 vaccination and one booster is required, while additional boosters are recommended. This policy is continuously being reviewed by the NDN medical committee and is subject to change.*

Do I have to wait for the rider if their appointment will be a long time?

*Drivers can decide based on the information provided about the ride. If the rider's appointment is long, it is common for one rider to drive "to" and a second to "pick up."*

Do I help the rider from their home to my vehicle?

*The ride coordinator will indicate in the ride request email if a rider requires assistance, so the driver will know prior to accepting the ride. Our policy states that we can "offer an arm for support", but NO LIFTING.*

Do I go into the grocery store with the rider?

*Typically, that is up to the driver, unless indicated on the ride request as a requirement.*