



## VOLUNTEER DRIVER MILEAGE REIMBURSEMENT SERVICE BUSINESS CONSIDERATIONS

### Controlling Service Expense

The volunteer driver mileage reimbursement service has many variables that can be managed to control the expense of operating the service:

1. Number of people who will receive service
  - a. Eligibility criteria for service clients
  - b. Who will be allowed to receive mileage reimbursement payments as a volunteer
  - c. Success or restriction of outreach activities
2. Monthly limits for miles of travel
3. The purposes of reimbursable travel that will be allowed
4. The rate of mileage reimbursement to be paid.

Changes can be made to each variable and the changes made will impact service expense. Changing any of the variables can be used to manage service expense. For example, lowering mileage limits or the rate of reimbursement per mile will lower expense if the number of eligible riders does not increase sufficiently to offset the cost savings of mileage and trip purpose control.

Finding ways to use volunteer office labor, instead of paid employees, has cost control potential if volunteers are well trained, have sufficient knowledge and are reliable.

Good business practices are as important to a volunteer driver mileage reimbursement as to any other business, and all can be used to control service expense:

- Facilities
- Vendor services
- Supplies.