

Minnesota Council on
Transportation Access

Volunteer Driver Programs in Minnesota: Benefits and Barriers

Prepared for:

Minnesota Council on Transportation Access

February 2017

Prepared by:

Frank Douma

Humphrey School of Public Affairs

University of Minnesota

About the Council

The Minnesota Council on Transportation Access (MCOTA) serves as a clearinghouse to address transportation coordination topics from a statewide perspective. The Minnesota State Legislature established the group in 2010 (MN Statute 2010 174.285). The group includes member representatives from thirteen agencies. MCOTA's work focuses on increasing capacity to serve unmet transportation needs, improving quality of transit service, improving understanding and access to these services by the public, and achieving more cost-effective service delivery. In addition, fostering communication and cooperation between transportation agencies and social service organizations leads to the creation of new ideas and innovative strategies for transportation coordination and funding.

Council Members

- Tim Henkel (chair), Minnesota Department of Transportation
- Joan Willshire, Minnesota State Council on Disability
- Tiffany Collins, Minnesota Public Transit Association
- Claire Wilson, Minnesota Department of Human Services
- Tim Held, Minnesota Department of Health
- Gerri Sutton, Metropolitan Council
- Julie Belisle, Minnesota Department of Education
- Ron Quade, Minnesota Department of Veterans Affairs
- Harlan Tardy, Minnesota Board on Aging
- Thant Pearson, Minnesota Department of Employment and Economic Development
- Peter Brickwedde, Minnesota Department of Commerce
- Keith Bogut, Minnesota Management and Budget

Volunteer Driver Programs in Minnesota: Benefits and Barriers

Prepared by:

Frank Douma

Hubert H. Humphrey School of Public Affairs
University of Minnesota

February 2017

Published by:

Minnesota Council on Transportation Access
St. Paul, Minnesota

This report represents the results of research conducted by the authors and does not necessarily represent the views or policies of the Minnesota Council on Transportation Access and/or the University of Minnesota's Humphrey School of Public Affairs. This report does not contain a standard or specified technique.

Table of Contents

Executive Summary	1
Introduction.....	2
Part I. Background on Volunteer Driver Programs in Minnesota	2
A. Why Use Volunteer Drivers?.....	2
Part II. Purpose of this study	3
Part III. Methodology	4
A. Survey of Providers	4
Part IV. Survey Results	7
A. Who are Volunteer Drivers?	7
B. What Organizations Use Volunteer Drivers?	7
C. Issues Identified	10
Part V. Conclusions	11
Part VI. Recommendations	12
A. Improve the Clarification between Volunteer Drivers and Transportation Network Subcontractors / employees	12
Appendix A: List of Transportation Providers	
Appendix B: Survey	

Executive Summary

In FY 2016, the Minnesota Council on Transportation Access (MCOTA) requested a study of Volunteer Programs in Minnesota, with the objectives of documenting the organizations that use volunteer drivers to help meet the transportation needs of their clients, how they organize and fund their volunteer driver programs, and the challenges these organizations face in continuing to provide these services with volunteer drivers, including issues with insurance coverage. Once these were documented, MCOTA requested recommendations regarding which of the identified barriers would be most productively addressed, and what methods would help providers address these barriers.

Researchers from the University of Minnesota's Humphrey School of Public Affairs sought to meet these objectives through a survey of providers that use volunteer drivers in Minnesota and review of current regulations, including insurance. This report covers the background and need for this study in more detail, the survey method followed, a discussion of the results and conclusions from the survey data, and recommendations for how the identified barriers might be addressed.

To conduct this research, the research team examined the relevant laws and regulations covering volunteer drivers in Minnesota, and also conducted a survey of 230 providers, from which they were able to identify 188 valid e-mail addresses. This survey yielded 45 responses, for a response rate of about 24%. Of these 45 responses, 10 were from the Twin Cities metropolitan area, and the rest coming from Greater Minnesota

The research revealed the following findings:

1. The flexibility and lower cost of volunteer drivers create a valuable and useful service that could not be replicated, if at all, except at higher rates, which could create significant hardships for providers to meet their core mission;
2. Demographic and regulatory changes are combining to threaten the continued viability of these services; and
3. While the demographic issues are not easily addressed, it appears the regulatory issues, especially related to insurance, could be improved to promote rather than discourage volunteers from driving.

To address these issues, the researchers recommend that Minnesota's laws and regulations be amended such that they improve the clarification between volunteer drivers and transportation network subcontractors / employees, and that additional incentives, such as reimbursement for "no-load" miles be offered to attract more volunteer drivers.

Introduction

In FY 2016, the Minnesota Council on Transportation Access (MCOTA) requested a study of Volunteer Programs in Minnesota, with the objectives of documenting the organizations that use volunteer drivers to help meet the transportation needs of their clients, how they organize and fund their volunteer driver programs, and the challenges these organizations face in continuing to provide these services with volunteer drivers, including issues with insurance coverage. Once these were documented, MCOTA requested recommendations regarding which of the identified barriers would be most productively addressed, and what methods would help providers address these barriers.

Researchers from the University of Minnesota's Humphrey School of Public Affairs sought to meet these objectives through a survey of providers that use volunteer drivers in Minnesota and review of current regulations, including insurance. This report covers the background and need for this study in more detail, the survey method followed, a discussion of the results and conclusions from the survey data, and recommendations for how the identified barriers might be addressed.

Part I. Background on Volunteer Driver Programs in Minnesota

A. Why Use Volunteer Drivers?

Volunteer drivers are a key component of human services transportation in Minnesota. They provide a low cost form of transportation for people that need services provided by these organizations in situations where other forms of transit would be less cost-effective and/or provide a lower level of service.

B. What Organizations Use Volunteer Drivers?

A wide variety of organizations utilize volunteer drivers. These include counties and other local governments, human service providers, public transit providers, faith-based organizations, and other non-profit organizations. Not surprisingly, given the wide variety of organizations, they also provide a wide variety of trips, ranging from non-emergency medical appointments to trips to work or school, to general errands or other unspecified purposes. While most of the organizations that utilize volunteer drivers are located in small towns or rural areas where dedicated transit services do not exist, many are located in urban areas as well.

C. Who are Volunteer Drivers?

The State of Minnesota provides some guidance about criteria that people who serve seniors and persons with disabilities as drivers, and the organizations that utilize them, must meet. While any organization can use volunteer drivers, the State is primarily interested in those that are providing transportation services for those that are unable to drive, specifically organizations that provide "special transportation services" as defined in Minnesota Statute Chapter 174.29 subd.

1.¹ However, since other organizations can utilize and benefit from the lower cost and flexibility provided by volunteers, which raises the interest of the insurance companies that provide coverage for these organizations and the drivers.

For the purpose of this report, volunteer drivers are defined as those that provide the transportation with a private vehicle (not one provided by the organization), provide their own insurance coverage, and only accept reimbursement for mileage at or below IRS-defined rates and other trip-related expenses. Accepting additional compensation beyond these can lead the driver to lose their qualification as a volunteer and lead to re-classification as a sub-contractor or employee, which triggers additional regulations and insurance requirements. All of the above requirements are discussed in greater detail in section IV below.

D. What This Report Will Address

The result of this wide variety of drivers, providers and clients is a cost-effective and valuable service that does not lend itself to easy regulation. While the regulations discussed above have not led to serious problems in the past, a number of issues have come together in recent years that suggest a careful examination of these regulations could make a significant difference in the continued viability of volunteer driver programs. These issues are discussed below.

Part II. Purpose of this study

The need for this study arose as Volunteer Driver programs appear to be arriving at a generational and regulatory crossroads. The common belief is that these programs evolved and worked well to meet the transportation needs of the World War II generation by using services provided by more numerous members of the baby boom generation who were looking for ways to productively spend their time as their children moved out of the house and they began to retire. However, as time passed, the baby boomers became those that needed the transportation, and there are fewer members of Generation X to meet this increasing need, leading to a possible shortage of drivers.

At this same time, ridesharing programs like Uber and Lyft have emerged in the marketplace, providing the opportunity for private citizens to earn additional money by hiring themselves out to provide trips to members of the general population. While the pros and cons of Uber and Lyft are outside the scope of this work, it is clear that the incentives for becoming an Uber and Lyft driver are different than the more altruistic motives of becoming a volunteer driver for a human service provider: the former is likely most interested in maximizing income, while the latter is donating their time, and some vehicle costs, to provide transportation to those that might not otherwise have access to it. However, the two activities appear to be quite similar from a functional point of view: a person is providing transportation in a private vehicle on their own

¹ “‘Special transportation service’ means motor vehicle transportation provided on a regular basis by a public or private entity or person that is designed exclusively or primarily to serve individuals who are elderly or disabled and who are unable to use regular means of transportation but do not require ambulance service.”

time. Key differences are the compensation (time and/or mileage charges set at a level to provide a profit vs. covering expenses) and the need to insure a wider variety of drivers that a ridesharing organization might attract.

Given these two trends of (1) a growing likelihood of a shortage of volunteer drivers from a demographic perspective, and (2) an emerging market for those who may have time to be volunteer drivers to instead become drivers for Uber and similar organizations, there is a real prospect of volunteer driver programs ending simply due to lack of volunteers. Such a scenario could result in significantly increased cost of transportation for human service providers, or even loss of the ability to serve certain clients. And, simultaneously, insurance companies are interested in making sure they are receiving enough in premiums to cover the increased risk of more drivers providing more trips with their private vehicles.

To counteract the challenges raised by increased interests in regulating and insuring volunteer and ridesharing drivers, and the prospect of a vastly decreased supply of volunteer drivers, MCOTA commissioned this study to provide a better articulation of: what types of organizations use volunteer drivers, and the purposes of those trips; how these organizations set up and fund their volunteer driver programs; and greater detail and documentation of the challenges these organizations face in continuing these programs. MCOTA also requested documentation of any regulatory challenges and barriers that also hinder volunteer driver programs, and recommendations for prioritizing and addressing these barriers.

Part III. Methodology

This Part discusses the methods used to obtain data for this study.

A. Survey of Providers

The primary method of data collection for this study was a survey of human service transportation providers in Minnesota. To obtain contact information, the researchers began with a list generated from a previous study² that had assembled provider directories as part of transit plans in 2011. These plans and directories, which are included as appendices, are available at <http://coordinatemntransit.org>.

The research team then updated and verified e-mail contact information. This led to creation of a list (included as Appendix A) of 230 providers, from which the researchers were able to identify 188 valid e-mail addresses. In conjunction with technical advisors, the team developed a short survey using Qualtrics, an on-line survey platform supported by the University of Minnesota, and sent it to the 188 e-mail addresses. The survey is included as Appendix B.

² Douma, F. "Potential Methods for Increasing Vehicle Sharing in Minnesota: A Survey of Providers," MCOTA 2015

This survey yielded 45 responses, for a response rate of about 24%. Of these 45 responses, 10 were from the Twin Cities metropolitan area, and the rest coming from Greater Minnesota. (See Figure 1) While this provided a somewhat self-selected sample, the data provided is revealing in itself, without having to generalize to the whole state, as discussed in Part IV.

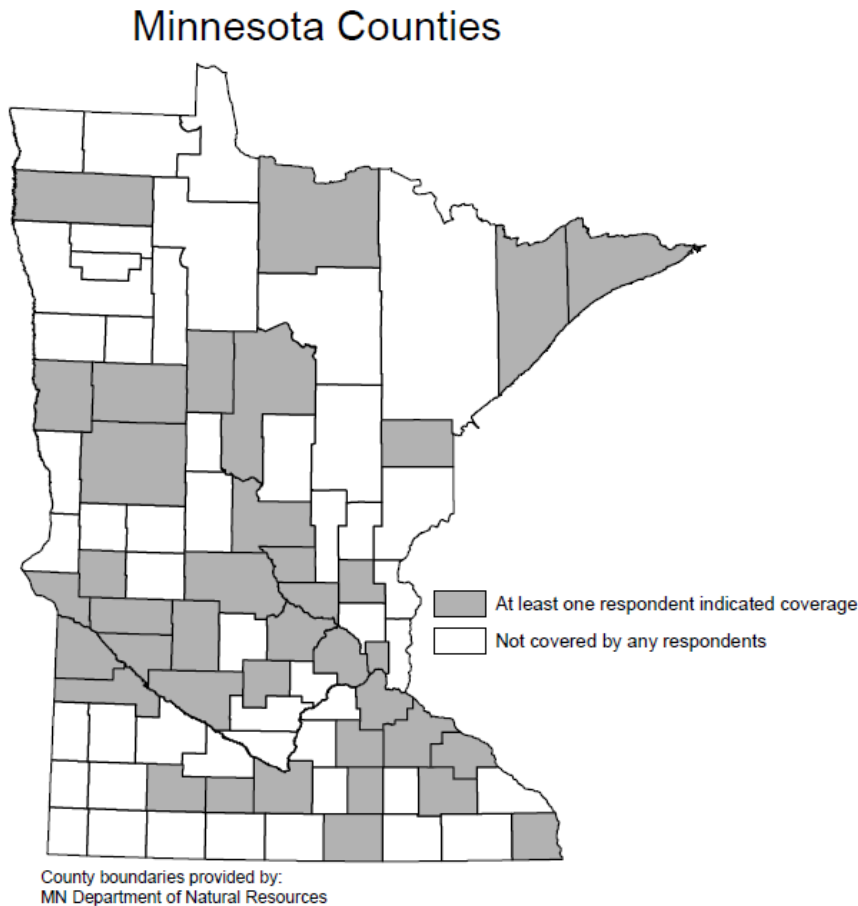


Figure 1. Counties Served by Survey Respondents

B. Legal Research

The research team also reviewed relevant laws regarding volunteer drivers to determine how volunteer drivers are regulated, and ascertain whether they contributed to the issues with ridesharing drivers. Two statutes are the most central to the question, Minnesota Statute sections 174.29 and 174.30, which outline regulation of providers using volunteer drivers, and 65B.472, which attempts to set out rules for insuring people who driver for Uber and other for-profit ridesharing companies.

Subdivision 1 of section 174.29 defines the relevant services as “motor vehicle transportation provided on a regular basis by a public or private entity or person that is designed exclusively or primarily to serve individuals who are elderly or disabled and who are unable to use regular

means of transportation but do not require ambulance service.” While section 174.30 then outlines a number of operating standards for providing this service, subdivision 1(a)(2) explicitly exempts volunteer drivers using private vehicles from most of these standards.

Since volunteer drivers can also provide trips that are for other purposes, this broad exemption makes the use of volunteer drivers very attractive to providers that provide a relatively small number of rides and might prefer to avoid the regulatory burden that would come with providing a larger scale service. Similarly, this exemption allows larger providers to extend their services to low density areas at lower incremental costs. All of these factors worked to the advantage of providers and users until the debut of for-profit ride-sharing services that, absent additional regulation, appeared to be as free from regulation as volunteer drivers.

The potential risk of a wider variety of drivers seeking to make money by providing rides, rather than simply serve the needs of others as volunteer drivers do, created concern that these drivers and services were exposing themselves to greater liability than could be covered by private owner insurance policies, given the greater variety of number of rides and types of passengers than a typical vehicle owner would encounter. (Indeed, these are some of the concerns that led taxi driving to become a regulated industry itself) This led to a push to clarify insurance requirements for these drivers, resulting in section 65B.472, which outlines the higher levels of insurance coverage that these drivers, or the ridesharing company, must provide.

Unfortunately, the requirement of greater coverage led to greater ambiguity regarding the appropriate insurance required for volunteer drivers. The statute only defines ridesharing companies as entities that use “a digital network to connect transportation network company riders to transportation network company drivers who provide prearranged rides,” and drivers as “an individual who receives connections to potential riders and related services from a transportation network company in exchange for payment of a fee to the transportation network company; and uses a personal vehicle to provide a prearranged ride to riders upon connection through a digital network controlled by a transportation network company in return for compensation or payment of a fee.” These two points could, theoretically, cover volunteer drivers that receive mileage and other expense reimbursements (which could constitute the “fee”), and that drive for a provider that uses dispatching software or similar technology that could be defined as a “digital network” (“any online-enabled application, software, Web site, or system offered or utilized by a transportation network company that enables the prearrangement of rides with transportation network company drivers.”)

A common sense distinction between these two services, suggested by one insurance provider,³ could be that volunteer drivers only receiving expense reimbursement are substantively different from other drivers seeking income either as subcontractors or employees, and therefore exempt from the regulations of 65B.472. The statute does not make that distinction, however, leading to

³ Interview with Mike Fruenschuh of Non-Profit Insurance Trust, October 14, 2016

confusion about whether these requirements also apply to volunteer drivers, as shown in the survey results below.

Part IV. Survey Results

This Part summarizes the survey results covering the demographics of volunteer drivers, the types of programs that use them, and discusses the issues raised. As mentioned above, our survey yielded 45 responses. Of these responses, 30 utilize volunteer drivers and are the focus of this discussion.

A. Who are Volunteer Drivers?

The providers that responded to the survey and that used volunteer drivers indicated they utilized over 900 total drivers, over half of whom were between the ages of 65 and 69. The length of service of these drivers varied, however, with a majority having volunteered for less than 5 years, but enough long term volunteers to pull the average years of service to 6.

These drivers provide 429 trips per month, an average of just over 17 volunteer provided trips per provider, and an average of slightly fewer than 36 hours per volunteer as well. While these appear to be relatively small numbers, 36 hours per month per volunteer works out to over 32,616 volunteer hours each month, and 391,000 hours each year, which could be quite expensive if these trips were provided by professional drivers. Note that this number includes the number of hours transporting as well as any waiting time during appointments prior to making the return trip.

B. What Organizations Use Volunteer Drivers?

As noted above, a wide variety of organizations use volunteer drivers. Figure 2 shows the distribution of respondents by type, and whether they utilize volunteer drivers. Non-faith-based nonprofits were most numerous, followed by county human service providers. The latter group stood out as all using volunteer drivers, indicating the importance of these drivers to an important service that does not have transportation as a core mission.

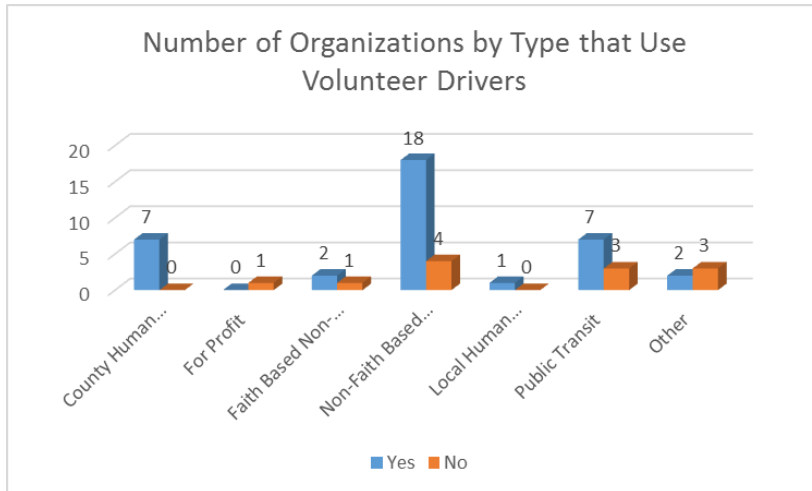


Figure 2. Survey Respondents by Type and Use of Volunteer Drivers

Figure 2 also shows that 10 public transit providers responded. These organizations provided a large share of the total trips and drivers among all respondents, yet 7 of these respondents also rely on volunteer drivers to meet their core transportation mission.

Figure 3 shows that the types of trips varied as widely as the providers. While general errands and health care appointments were most common, nearly all types of providers provided all types of trips asked about, and distribution of the trips by provider type closely following the distribution of providers shown in figure 2.

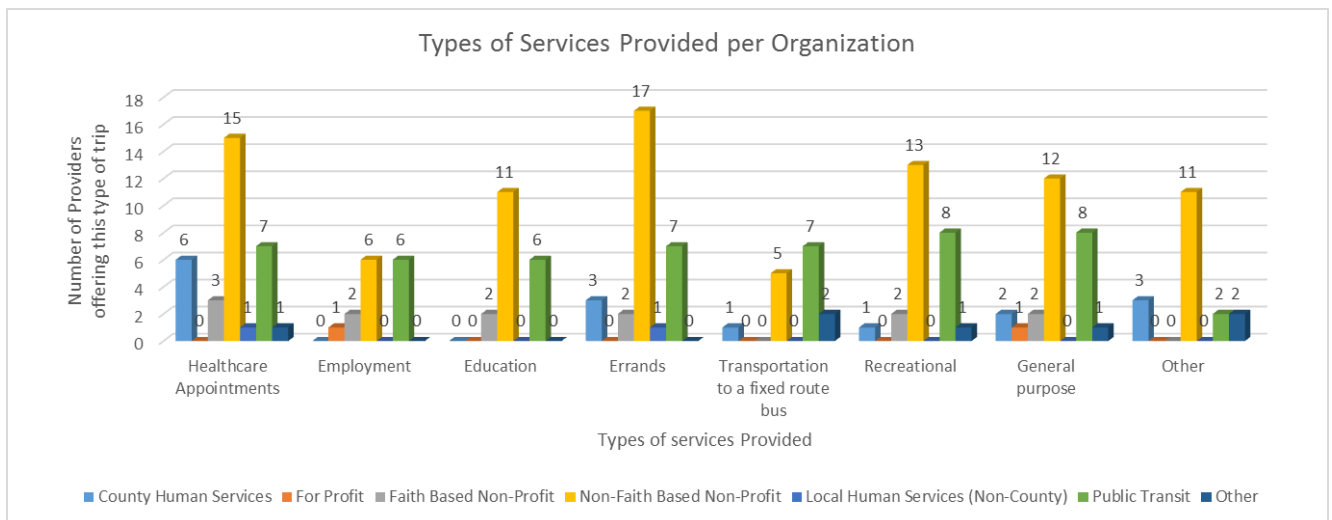


Figure 3. Trip Types Provided by Volunteer Drivers, by Provider Type

Figure 4 then shows the wide range in the size of the volunteers the organizations marshal. While most organizations reported using fewer than 25 drivers (the median was 22), 3 used between 76 and 100.

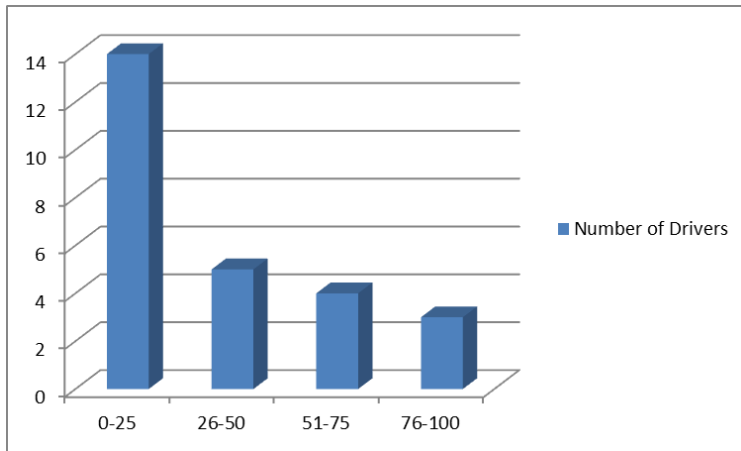


Figure 4. Number of Volunteer Drivers Reported by Each Provider

A central issue to this study is the costs of volunteer drivers vis-à-vis professional drivers, that is, how much they are paid. While, as discussed above, volunteer drivers do not earn a regular income through this service (or else they could be treated as subcontractors or employees and subject to MN Stat 65B.472), they are permitted mileage and expense reimbursement.

Nevertheless, in our survey, 6 respondents (21% - all non-faith-based non-profits) indicated that they did not provide any expense reimbursement at all, while of the remaining respondents, all but 3 not only reimbursed for the miles driven with a client, but also for the “no-load” miles the volunteer drove at the beginning of the trip before picking up the client and at the end of the trip after dropping them off.

The rates used to reimburse drivers varied. As Figure 5 shows, equal numbers of respondents use the federal charitable rate or the higher business rate. However, more than half set their own, although none indicated anything higher than the federal business rate. (Examples included “10 cents below the federal rate,” or other rates set in agreement with other parties).

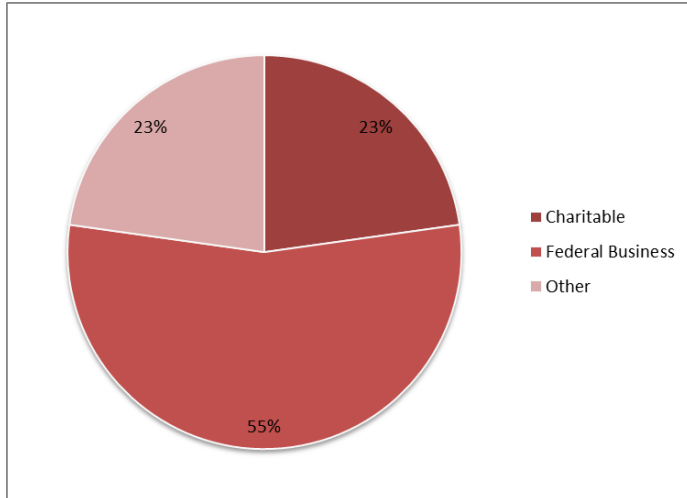


Figure 5. Mileage Reimbursement Rates

C. Issues Identified

An issue the respondents highlighted was their increasing difficulty in finding volunteer drivers to provide the necessary trips. 68% of respondents indicated that they do not have enough volunteer drivers to meet demand, as shown in Figure 6.

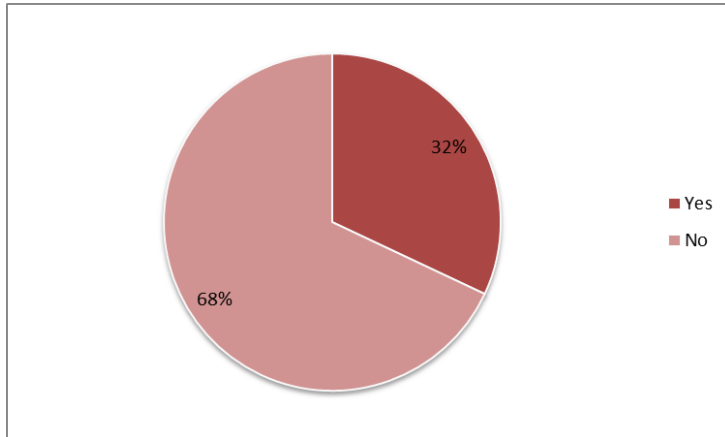


Figure 6. Percent of Providers Indicating They Have Enough Volunteer Drivers to Meet Demand

The problem has risen to the point that some providers are cancelling trips due to lack of drivers, although one-third of those indicating difficulty with finding drivers reported they have managed to meet all needs to this point, as shown in Table 1. Of these, two thirds of the cancelled trips were reported to be medical trips.

Table 1. Respondents Indicating They Have Cancelled Trips

		Is It Hard to Find Volunteer Drivers?	
Have you Had to Cancel Trips Due to Lack of Drivers?		Yes	No
	Yes	15	0
	No	8	5

In addition to the demographic issues discussed above, one of the main causes for the driver shortage, cited by 43% of all respondents, was summed up by one survey respondent as follows: “We are hearing concerns from insurance companies regarding if volunteer drivers needing more than just personal coverage.” In other words, in spite of the fact that section 174.30 exempts volunteer drivers from the insurance requirements listed there, the uncertainty created by statute 65B.472 was leading insurance carriers to treat volunteer drivers as ridesharing contractors, with the result being that the volunteers then choose to not drive as they were unwilling and/or unable to pay these higher rates.

Part V. Conclusions

The results of this work led to the conclusions that:

1. The flexibility and lower cost of volunteer drivers create a valuable and useful service that could not be replicated, if at all, except at higher rates, which could create significant hardships for providers to meet their core mission;
2. Demographic and regulatory changes are combining to threaten the continued viability of these services (indeed, one respondent noted “Volunteer driver service is an outdated service delivery. Volunteer driver programs need to transition into paid driver transportation services.”); and
3. While the demographic issues are not easily addressed, it appears the regulatory issues, especially related to insurance, could be improved to promote rather than discourage volunteers from driving.

Part VI. Recommendations

A. Improve the clarification between volunteer drivers and transportation network subcontractors / employees

The major opportunity for removing a barrier to recruiting volunteer drivers is changing chapter 65B.472 to better clarify between the subcontractors and employees of ridesharing companies, which it intends to regulate, and volunteer drivers, which it should not. Two ways to address this are by (1) reimbursement rate and (2) trip purpose. In the former case, specifying a particular IRS mileage reimbursement rate as the ceiling for volunteer drivers would allow a bright line, where anyone receiving a per-mile rate above this would be covered by 65B.472, and those below would be considered volunteers. In the latter, the statute could exempt certain trip types, such as medical trips, from the higher insurance requirements, thus providing an opportunity to increase the number of providers eligible to provide these higher-priority trips. Combinations of these two (e.g., where only certain trip types at certain reimbursement rates qualify as volunteer, or where certain trip types are prioritized such that they must first be offered to volunteer drivers at lower reimbursement rates before being offered to ridesharing providers) are possible.

B. Consider allowing additional incentives for volunteer drivers, such as reimbursement for no-load miles.

The second recommendation would further enhance the attractiveness of being a volunteer driver, by allowing them to claim “no-load” miles as 3 respondents indicated they are already doing. This provides the volunteer driver with some compensation for their entire trip, but as the per-mile compensation rate would remain below the stated threshold, they would retain their classification as volunteers. This change may require a specific note that “no-load” miles must be reimbursed as miles, rather than having this amount rolled up with the trip miles with the client, to make the lower per-mile rate clear, and/or the number of “no-load” miles could be capped as well, to insure volunteer drivers are not accumulating “no-load” miles excessively. Finally, it should be noted that this change may require reviewing other regulations, depending on trip type, to determine if claiming “no-load” miles is allowable under those regulations as well.

Appendix A: List of Transportation Providers

name	website	contact	phone	e-mail	location (counties served)
Aitkin County DAC	www.aitkincountydac.com/	Amber VanderHeyden,	218-768-4031	avacciac@frontier.com	Aitkin
Aitkin County Health and GAPP Services	www.aitkin.mn.us/departments/human-svcs/HHS-Home.html		218-927-7200	achhs@co.aitkin.mn.us	Aitkin
T.L.C. Special	http://www.tlcspecialtransportation.com/services.html	E: Cindy Olson,	612-251-3850	GAPP@visi.com	all metro counties
Coon rapids senior services	http://www.ci.coon-rapids.mn.us/Senior/programs.htm		952-882-0535	contacttlc@TLC SPECIALTRANSPORTATION.COM	all metro counties
Becker County DAC			763-767-6473	colson@coonrapidsmn.gov	Anoka (Coon rapids only)
Becker County Transit			218-847-8206	beckerdac3@yahoo.com	Becker
Sunnyside Care Center			218-847-5628	nvnelso@co.becker.mn.us	Becker
White Earth Public Transit			218-983-3283	ray@whiteearth.com	Becker
Rainbow Rider			320-283-5064	ihlenn@nunestone.net	Becker, Clay, Douglas, Grant, Otter Tail, Pope, Stevens, Traverse and (?) Wilkin
Hope House		Robin Wold - Director	218-444-6748	rwold@paulbunyan.net	
Paul Bunyan transit	www.paulbunyantransit.com	Greg Negard – Executive	218-444-9520	pbrtrans@paulbunyan.net	
Foley Area CARE	http://foleyareacare.org/		320-968-7848	foleyareacare@cloudnet.com	
Independence Center, Inc.	http://www.independencecenterinc.org/	Nancy Caufield	320-252-4146	naicici@cloudnet.com	Benton
Tri-CAP Transit Connection	http://www.tricap.org/	Lori Schultz	320/202-7824	LORLSCHULTZ@TRICAP.ORG	Benton & Stearns
Cities Edge Transportation	http://www.citiesedge.net/		612/418-3203	Dave@CitiesEdge.net	Benton, Sherburne, Stearns and Wright
VINE Faith in Action -	www.vinevolunteers.com		507-387-1666	vine@vinevolunteers.com	Blue Earth
Brown County Veterans	http://www.co.brown.mn.us/index.php/veterans-home	Bob Apitz	507-233-6636	Bob.Apitz@co.brown.mn.us	Brown
Hearland Express/Brown Services for Seniors in	http://www.co.brown.mn.us/index.php/heartland-express/transit	Bob Apitz	507-359-2717	Bob.Apitz@co.brown.mn.us	Brown
Veterans Services of Brown	www.servicesforseniorsmn.com	Tamra Rowney	507-354-5370	tamrar@co.sibley.mn.us	Brown
Carlton County Public	www.co.carlton.mn.us/departments/public_health_human_services/public_home.htm	Dave Lee	218-879-4511	dave.lee@co.carlton.mn.us	Carlton
Carlton County Veterans	http://www.vsccl.com/	Duane Brownie	218-499-6863	duane.brownie@co.carlton.mn.us	Carlton
Volunteer Services of	http://www.co.cass.mn.us/	Jill Hatfield	218-879-9238	info@vsccl.com	Cass
Cass County Health and	www.co.chisago.mn.us & www.co.isanti.mn.us	Kim Minton	218-547-1340	kim.minton@co.cass.mn.us	Chisago & Isanti
Clay County Social Services		Craig Rempp, Director	763-689-8131	craig.rempp@co.isanti.mn.us	Clay
Connections of Moorhead			218-299-7134	rhonda.porter@co.clay.mn.us	Clay
FUN BUS			218-233-8657 Ext. 30	mailto:mfandrich@connections@moorhead.org	Clay
Golden LivingCenter-			701-361-4456	JRCOMBINE@AOL.COM	Clay
Good Samaritan Society –			218-233-7578 x132	bob.dablow@goldenliving.com	Clay
Moorhead Metro Area	http://www.wcainc.org/		218-354-2254	mmccrae@good-sam.com	Clay
Schuck Bus Service	http://www.wcainc.org/transit/		701-476-6686	LVanbeek@matbus.com	Clay
Clearwater County Human	www.co.clearwater.mn.us	Malotte Backer – Director	701-371-2548	lav1820@cablone.net	Clay
Cook County Council on			218-694-6164	malotte.backer@co.clearwater.mn.us	Clearwater
Cook County Public Health			218-387-2660	seniors@boreal.org	Cook
Cottonwood County	www.co.cook.mn.us/index.php/government/departments/public-health-and-human-services	Sue Futterer	218-387-3620	sue.futterer@co.cook.mn.us	Cook
Habitative Services Inc.	http://www.habsvinc.com/offices.asp	Shelly Pflaum	507-831-5669	shelly.pflaum@wcainc.org	Cottonwood
Western Community	http://www.wcainc.org/		507-831-5033 ext. 13	jessican@habsvinc.com	Cottonwood
Community Transit of	http://www.wcainc.org/transit/	Shelly Pflaum,	507-537-1416 ext. #2115	shelly.pflaum@wcainc.org	Cottonwood
Brainerd/Crow Wing Public	http://www.ci.brainerd.mn.us/transit/	Shelly Pflaum,	507-537-1416 ext. #2115	shelly.pflaum@wcainc.org	Cottonwood and Jackson
Crow Wing County	http://www.co.crow-wing.mn.us/vertran_svcs/	Andy Stone, Transit	218-828-6172	astone@ci.brainerd.mn.us	Crow Wing
ProAct, Inc		Bob Nelson	218-824-1058	bob.nelson@crowwing.us	Crow Wing
Dodge County Human		Jayne Snyder	651-289-3159	jsnyder@proactinc.org	Dakota and parts of Hennepin, Ramsey and Washington
Alexandria Opportunities		Mike Burke, Executive	(507) 635-6170	jane.hardwick@co.dodge.mn.us	Dodge
Galeon-Community	http://www.alexandriaopportunitiescenter.com/contact.html		320-762-2015	AOC@wisper-wireless.com	Douglas
Knute Nelson			320-859-2142	dcarlson@galeonmn.com	Douglas
Faribault County Prairie	http://www.co.faribault.mn.us/index.php?option=com_content&view=article&id=12&Itemid=27	Bonita Zimmer, Transit	320-763-1164	muglisberg@knutenelson.org	Douglas
Faribault County Veterans		Dave Hanson	507-526-7433	Bonita.zimmer@co.faribault.mn.us	Faribault
Interfaith Caregivers-Faith	http://interfaithcaregivers.net	Mary Kay Laabs	507-526-6268	dave.hanson@co.faribault.mn.us	Faribault
Good Shepherd Lutheran			507-526-4684	marykay@interfaithcaregivers.net	Faribault
Semcaac Transportation		Tom Lindh	(507) 765-2175	thoyd@co.fillmore.mn.us	Fillmore
Albert Lea Transit			(507) 864-7714	tlindh@goodshpherdushford.org	Fillmore
Good Samaritan Society			(507) 864-8238	erlene.welsh@semcaac.org	Fillmore
Throne Crest Retirement			(507) 379-1111	lbrackey@cedarvalley-services.org	Freeborn
Fairview Seminary Home			(507) 379-2706	plenson@good-sam.com	Freeborn
Goodhue County Health &			(507) 373-2311	seckberg@abnormes.org	Freeborn
Kenyon Sunset Home			(651) 385-3435	mhill4@redwing.fairview.org	Goodhue
ProAct Inc. Red Wing			(651) 385-2005	greg.schoener@co.goodhue.mn.us	Goodhue
Red Wing Health Center			(507) 789-8887	Hannah.m.davidson@hotmail.com	Goodhue
Red Wing Mobility LLC			(651) 388-7108	sogren@proactinc.org	Goodhue
Good Samaritan Society –			(651) 388-4800	maintenancerw@missionhealthcare.org	Goodhue
Grant County DAC, Inc.			(651) 388-9215	klime@charter.net	Goodhue
ABC Works			320-986-2048	bbrewer@good-sam.com	Grant
LaCrosse Area Planning			320-986-2923	grandtac@tunestone.net	Grant
Hubbard County DAC	www.hcdac.org	Linda Hanson – Executive	(507) 725-2057	ludvw@abcinc.org	Houston
Hubbard County Heartland	www.co.hubbard.mn.us	Linda Bair – Transit	(608) 785-5977	faella.tom@co.la-crosse.wi.us	Houston
Elder Circle	http://eldercircle.org/	Kristi Kane	218-732-9328	lhanson@unitec.com	Hubbard
Itasca County Health and	www.co.itasca.mn.us/Home/Departments/Health%20and%20Human%20Services/Pages/	Peggy Clayton	218-999-9233	lbair@co.hubbard.mn.us	Hubbard
Rapid Transit	www.rohhc.com	Jeff Johnson	218-327-2941	kristi@eldercircle.org	Itasca
Habitative Service Inc	http://www.habsvinc.com/offices.asp	Stacy Collett	218-327-8294	peggy.clayton@co.itasca.mn.us	Itasca
Now CCT - Kandiyohi Area	www.katbus.org	Jeff Johnson	507-662-6156	stacyc@therockhite.com	Itasca
Koochiching Aging Options	www.koochichingagingoptions.com	Tiffany Collins, Transit	507-662-5236	leff.johnson@co.jackson.mn.us	Jackson
Arrowhead Transit–	http://www.arrowheadtransit.com/	Jack Larson, Director	320-214-7433	jessican@habsvinc.com	Jackson and Lyon
Prairie Five Rides	http://www.prairiefive.com/		218-283-7030	tcollins@katbus.org	Kandiyohi
Peoples Express	http://www.peoplesexpressmn.com/		1-800-450-0123	gary.kaunonen@co.koochiching.mn.us	Koochiching, Itasca, Aitkin, Carlton, St.Louis, Lake, Cook
Community Partners	http://www.communitypartnersth.org/		218-741-0724	jack.larson@aea.org	Lac Qui Parle, Big Stone, Yellow Medicine, Swift and Chippewa
Lake of the Woods County	www.co.lake-of-the-woods.mn.us	Linda Johnson	320-269-8727	prairiefive@prairiefive.com	Lac Qui Parle, Big Stone, Yellow Medicine, Swift and Chippewa
		Nancy Wendler - Director	218-834-8024	commpartner@frontier.com	Lake
			218-634-2642	nancy_w@co.lake-of-the-woods.mn.us	Lake of the Woods

Aging Services for Le Sueur County Veterans	www.aging-services.org	507-364-5663	agingservices@frontiernet.net	Le Sueur
Le Sueur Heartland Express Community Transit of Marshall County Social	http://www.cityoflesueur.com/Z03/Transit http://www.wcainc.org/transit/ http://www.co.marshall.mn.us/	507-357-8279 507-665-6211 507-537-1416 ext. 2115 218-745-5124	Jim Golegatt sowen@cityoflesueur.com shelly.pflaum@wcainc.org	Le Sueur Le Sueur Lincoln and Lyon Marshall
Martin County Express	http://www.co.martin.mn.us/index.php/residents/public-transit	800-382-7433	brett.brandon@co.marshall.mn.us	Martin
Trailblazer Transit	www.trailblazertransit.com	507-238-3220	scott.higgins@co.martin.mn.us	Martin
Meeker County Social	www.meeker.mn.us	320-864-1000	tamara.plumhoff@co.martin.mn.us	McLeod
Meeker Public Transit	www.ecumenoflitchfield.org	320-693-5301	gludwig@trailblazertransit.com	Meeker
Horizon Health Faith in Transportation Resource	http://www.horizonhealthservices.org/	320-693-7794	donald.dufner@co.meeker.mn.us	Morrison
TRI-CAP	http://www.tricap.org/TRC & http://www.tricrideshare.org/ http://www.tricap.org/	320-468-6451 or 320-632-0075	meekerpublictransit@ecumen.org	Morrison
Austin Mower County Area Grand Meadow Healthcare		320-257-4445	bloritz@horizonhealthservices.com	Morrison
Mower County Human		320-257-4445	Chris.Heid@tricap.org	Mower
City of St. Peter Transit	http://ci.st-peter.mn.us/transit/	(507) 437-9959	LORLSCHULTZ@TRICAP.ORG	Mower
Nicollet County Veterans		(507) 754-5212	tdankert@ci.austin.mn.us	Mower
Gold Crown Limousine	http://www.co.nicollet.mn.us/	(507) 437-9729	megan.kleinsasser@tealwoodcc.com	Nicollet
Golden Living Center		507-934-6070	julies@co.mower.mn.us	Nicollet
Laura Baker Services		507-934-0413	wavnea@saintpetermn.gov	Nicollet
Madonna Towers of Med City Taxi		507-934-0484	goldcrownlimo@aol.com	Nicollet
Olmsted County		(507) 285-9528	carey.huebert@goldenliving.com	Olmsted
Olmsted County Volunteer		(507) 288-6514	steven.moen@bhshealth.org	Olmsted
Pine Island Area Home		(507) 282-8294	sherrytartranspotation@gmail.com	Olmsted
Rochester City Lines		(507) 368-6665	wixon.meyer.anne@co.olmsted.mn.us	Olmsted
Rochester Public Transit		(507) 328-6371	bluem.betty@co.olmsted.mn.us	Olmsted
Star Transportation		(507) 356-2999	plahs@ptel.net	Olmsted
Stewartville Heartland Workforce Center		(507) 288-4353	dan@clbus.com	Olmsted
A-1 Wayne's Limo Service		(507) 328-2424	tknauer@rochestermn.gov	Olmsted
Bauck Busing Ltd		(507) 281-0969	tim.flehr@limostar.com	Olmsted
Broen Memorial Home		(507) 533-4745	bneubauer@stewartvillemn.com	Olmsted
Drivers On Call		(507) 292-5188	lhberger@wfdi.ws	Olmsted
Elders' Home Inc.		218-770-2414	w.d.nicolson@vahoo.com	Olmsted
Good Samaritan Society		218-346-4599	bauckbus@arvig.net	Olmsted
Ottertail & Minn-Dakota		218-998-7302	becky.odden@lbhomes.org	Olmsted
Pelican Valley Health		218-998-2100	2100@charter.net	Olmsted
Productive Alternatives,		218-385-2005	canderson@eldershome.com	Olmsted
St. Williams Living Center		218-863-2401	biohns10@good-sam.com	Olmsted
DARTS		218-739-3393	mclar@ottertailcoaches.com	Olmsted
Neighbors Inc		218-863-2991	markneu@ecumen.org	Olmsted
Midwest Special Services		218-998-3002	davnt@paiff.org	Olmsted
Opportunity Partners		218-338-4671	pbauer@midwestinfo.net	Olmsted
Newtrax		651-234-2244	courtney.white@darts1.org	Olmsted
Pennington Co. Human	http://www.co.pennington.mn.us/	651-306-2143	jenna@neighborsmn.org	Parts of Dakota
Thief River Falls Workforce Arrowhead Transit-	http://www.positivelyminnesota.com/ www.arrowheadtransit.com/	952-238-4827	kmccaleb@mwsservices.org	Parts of Dakota
Pipestone County Veterans	http://www.pipestone-county.com/departments/veteranservices/default.htm		lbaliard@opportunities.org	Parts of Dakota, Ramsey
City of Fosston	http://www.fosston.com/		ktrenary@newtrax.org	Parts of Ramsey and Hennepin
Polk County Development			siston@co.pennington.mn.us	Pennington
Polk County Social Services	http://www.co.polk.mn.us/		thiefriverfalls.wf@state.mn.us	Pennington
Tri-Valley Public	http://www.tvoc.org/		jack.larson@aea.org	Pine
Northeast Contemporary	http://www.northeastcontemporaryservices.org/transportation/		brian.douty@co.pipestone.mn.us	Pipestone
Community Transit of Renville County Human	http://www.wcainc.org/transit/ www.co.renville.mn.us		michelle@michellelandsverk.com	Polk
Northfield Senior Center			doreen.narlock@co.polk.mn.us	Polk
Rice County Social Services			doreen.narlock@co.polk.mn.us	Polk
St. Lucas Care Center			transportation@northeastcontemporaryservices.org	Polk
Three Links Care Center			shelly.pflaum@wcainc.org	Ramsey, Anoka, Hennepin, Washington
Minnesota Veterans Home-	http://www.habsvinc.com/default.asp http://www.mvh.state.mn.us/luverne/ http://www.co.rock.mn.us/heartland_express.html		JerryB@renvillecountymn.com	Redwood
Rock County Heartland	http://www.tuffmemorialhome.com/		lynnederson@nscmn.org	Renville
Tuff Memorial Home	http://www.farnorthtransit.com/		mshaw@co.rice.mn.us	Rice
Far North Transit			kruda@missionhealthcare.org	Rice
At the Lake Adult Care	http://www.independencecenterinc.org/ http://www.options-inc.org/		patricia.vincent@threelinks.org	Rice
Independence Center, Inc.			lessican@habsvinc.com	Rock
Sibley County Veteran	http://www.trailblazertransit.com/		elaine.vandenbergh@co.rock.mn.us	Rock
Trailblazer Transit	www.stlouiscountymn.gov/GOVERNMENT/DepartmentsAgencies		lpreheim@tuffmemorialhome.com	Rock
St. Louis County Public	http://www.holdingforthehelpinghands.org/		rcoco@wikitei.com	Roseau, Lake of the Woods
Helping Hands Outreach			atthelake123@hotmail.com	Sherburne
Paynesville ROSE Center - WACOSA	http://www.wacosa.org/		nacri@cloudnet.com	Sherburne
Prairie Manor Care Center			brendageldert@options-inc.org	Sherburne
Steele County Area Transit			lisa@co.sibley.mn.us	Sibley
City of Morris Transit			Terri.aarvig@co.wright.mn.us	Sibley
Stevens County Human			pettik@stlouiscountymn.gov	St. Louis
Swift VA	http://www.swiftcounty.com/		info@holdingforthehelpinghands.org	Stearns
			paynesvilleroosecenter@gmail.com	Stearns
			nbetts@wacosa.org	Stearns
			mbrobinson@prairiemanagerinc.com	Steele
			melinda.skalkicky@co.steele.mn.us	Steele
			transit@ci.morris.mn.us	Stevens
			loaniemurphy@co.stevens.mn.us	Stevens
			dave.barrett@co.swift.mn.us	Swift

Rainbow Rider	http://www.rainbowriderbus.com/	Harold Jennessen, Transit	320-283-5065	hjenm@runestone.net	Todd
Traverse County Social			320-563-8255	rhonda.antrim@co.traverse.mn.us	Traverse
Hiawathaland Transit		Amy Repinski, Transportation Director	(507) 421-1668	amy.repinski@threeriverscap.org	Wabasha
Wabasha County Social			(651) 565-3043	lincnally@co.wabasha.mn.us	Wabasha
Greenwood Connections	http://www.greenwoodconnections.com/		218-564-4101	laurcaahf@wcta.net	Wadena
Wadena County DAC	http://www.sebeka.com/CommunityDirectory/businessPages/dac.htm	Laura Ahlf	218-837-5182	wctac@wcta.net	Wadena
Wadena County Friendly	http://www.co.wadena.mn.us/193/Friendly-Rider	Ryan Odden, Friendly	218-631-5730	Ryan.odden@co.wadena.mn.us	Wadena
Ican, Inc. - Independent	http://www.icaninc.org/	Jen Williamson	507-835-9140	jwilliamson@canmno.us	Waseca
Waseca County Veterans		Dennis Dinneen	507-835-0630	dennis.dinneen@co.waseca.mn.us	Waseca
Watonwan County TMT	http://www.co.watonwan.mn.us/department.aspx?id=da3feb89-4ee9-4325-	Marjorie Smith	507-375-7385	marjorie.smith@co.watonwan.mn.us	Watonwan
Watonwan County Veteran		Deb Grote	507-375-1254	vso@co.watonwan.mn.us	Watonwan
Wilkin County DAC			218-643-2844	wilkincofac@gmail.com	Wilkin
Wilkin County Family			218-643-7161	dsawyer@co.wilkin.mn.us	Wilkin
Winona County			(507) 457-6264	kbunkowski@co.winona.mn.us	Winona
Winona Transit Service			(507) 457-8200	mhmohan@ci.winona.mn.us	Winona
Yellow Cab of Winona, Inc.	http://www.delano.mn.us/	Nick Neaton, Director	763/972-0574	nneaton@delano.mn.us	Wright
Delano Senior Center -	http://www.gra-fia.com/	info@gra-fia.org	763/234-3586	info@gra-fia.org	Wright
Faith in Action of Wright	http://www.functionalindustries.org/	Bob Fix, Transportation	763/682-4336	rfix@functionalindustries.org	Wright
Functional Industries, Inc.	http://www.gra-fia.com/	Jeremy, Transportation	763/263-4277	jeremy@gra-fia.org	Wright
Great River Area Faith in	http://www.midwestparatransitservices.com/	Cindy Erickson	763/458-3736	cindyerickson@midwestparatransitservices.com	Wright
Midwest Paratransit					Wright
Wright County Human	http://www.co.wright.mn.us/	Michelle Baumhoefer	763/682-7400	jill.marzean@co.wright.mn.us	Wright
ACE of SW MN			507-360-4205	ace.director@co.murray.mn.us	Wright
Adult day services inc		April Collman	218-751-1324	acollman@paulbunyan.net	
Assumption Community Services		Jan Luthens	320-685-3693	janl@assumptionhome.com	
CAPI USA		EKta Prakash	612-767-3661	ekta.prakash@capusa.org	
Center for Active Living		Craig Clark/Kris Hohensee	507-376-6457	caidirector@frontier.com	
City of Stephen		Roger Nelson	218-478-3614	stephen@wiktel.com	
CLUES		Ruby Lee	651-379-4203	rlee@clues.org	
Community Partners		Taylor Holm	218-834-8024	commpart@frontier.net	
Como Park Living at Home block Nurse Program		Jody McCardle	651-642-1127	comobnp@mtn.org	
conway battle creek healthy seniors		Lynn Rabbitts	651-793-8109	cbchealthyseniorsdirector@gmail.com	
DARTS		Terri Foley	651-234-2236	terri.foley@dartsl.org	
Dayton's Bluff Seniors Living at Home block Nurse Program		Janet Golden	651-237-7633	ed@daytonsbuffseniors.org	
east side neighborhood services		William Laden	612-781-4011	bladen@esns.org	
Eldercircle		Kristi Kane	218-999-9233	Kristi@eldercircle.org	
faith in action cass county		Theresa Eclow	218-675-5435	cassfia@uslink.net	
family pathways		Rich Smith	651-674-8040	rich@familypathways.org	
Family Service Rochester		Brad Lohrbach		blohrback@familyservicerochester.org	
Foley Area CARE		Connie Cardinal	320-968-7848	foleyarecare@cloudnet.com	
granite fall living at home block nurse program		Mary Ims	320-564-3235	lahbnp@mtvwireless.com	
grove city area care		Andrea Dellman	320-857-2274	gacare@embarqmail.com	
hamline midway living at home block nurse program		Tom Fitzpatrick	651-209-6542	tom@hmdelders.org	
keystone Community Services		Eric Nyberg	651-603-6644	enyberg@keystoneservices.org	
LaCrescent Area healthy Community Partnership		Sandy Graves	608-797-1173	sandy@neighborsinaction.net	
Lakes and Pines Community Action Council		Bob Benes	320-679-1800	bob.benes@lakesandpines.org	
Lakes Area Interfaith Caregivers		Ann Sligen	218-330-9610	annsligen@charter.net	
Living at Home of the Park Rapids Seniors Program		Connie Carmichael	218-732-3137	director@parkrapidslivingathome.org	
Longfellow-Seward Healthy Seniors Program		Mary Albrecht	612-729-5799	maryalbrecht@shhealthyseniors.org	
MAHUBE-OTWA		Leah Pigat	218-847-1385	lpigatti@manube.org	
Merriam Park Living at Home block Nurse program		Diane Graham-Raff	651-646-2301	mpbnp@mtn.org	
Nokomis Healthy Seniors		Megan Elliasen	612-729-5499	melliasen@nokomishealthyseniors.org	
north end south como block nurse program		Chris Langer	651-487-5135	nescbnp@gmail.com	
north shore area partners		Mabel Tariton	218-226-3635	director@nsapartners.org	
northwoods Caregivers		Cindi Lee Jernigan	218-333-8264	cindi.jernigan@co.beltrami.mn.us	
our lady of peace		Joe Stanislaw / Paula Fischl	651-696-8425	joes@ourladyofpeacecm.org	
owatonna healthy seniors program		Edna Ringhofer	507-977-2566	edna@hsscprogram.org	
partners		Marlys Winkels	218-867-1234	rpartners@rtelnet.net	
paynesville area living at home block nurse program		Inez Jones	320-243-5144	paynesvilleroosecenter@gmail.com	
Pelican rapids oaks living at home block nurse program		Maggie Driscoll	218-863-1515	maggiedriscoll@ecumenen.org	
Pillsbury United communities		Chandra Smith Baker /	612-787-3707	mosleyA@pucc-mn.org	
Pine Island Area Home Services		Cathy Murphy / Bonnie Ko	507-356-2999	plahs@bevcomm.net	
Red lake county social services		Kristi Nelson	218-253-4131	knelson@mail.co.red-lake.mn.us	
southeast seniors living at home block nurse program		Marji Miller	612-331-2302	seseniors@mtn.org	
tri-community living at home block nurse program		Darcy Hestekind	218-874-2256	lahbnp@wiktel.com	
trust		Nancy Biele	612-827-6159	trustinc@vsi.com	
volunteers of america		Jill Hatfield	218-879-9238	jhatfield@vscci.com	
west central mn communities action inc		Steve Nag	218-685-4486	stephenm@wccmca.org	

Appendix B: Survey

Volunteer Transportation Survey

Q1 Greetings! I am Frank Douma, a Researcher at the University of Minnesota's Humphrey School of Public Affairs. I am conducting a survey on behalf of the Minnesota Council on Transportation Access (MCOTA), a state level Council created by the Minnesota Legislature to improve services to the "transit public." More information is available at <http://www.coordinatemntransit.org> This survey is designed to assist MCOTA in its efforts to understand volunteer driver practices: the practice using volunteers in their own cars to provide rides to clients. It should take less than 30 minutes to complete. I obtained contact information for you primarily through the Regional Coordination Plans, and other resources available at the CoordinateMNTTransit website. If you are not the best person to answer these questions, please forward the survey to a more appropriate person. **TENNESSEN WARNING:** The university is asking for this information in order to provide summary information about volunteer drivers and the organizations who rely on rides provided by these volunteers to the Minnesota Legislature. Under Minnesota and federal law the requested information is public information. You are not legally required to provide the information the university is requesting. If you have questions, please contact me at fdouma@umn.edu or contact Emily Jorgensen, Graduate Research Assistant at jorge419@umn.edu. Questions about this overall study may be directed to Jacqueline Peichel at jacqueline.s.peichel@state.mn.us or Noel Shughart at noel.shughart@state.mn.us.

Q2 Name of organization

Q3 Which option best describes your organization? Please check all that apply.

- County Human Services
- For Profit
- Faith Based Non-Profit
- Non-Faith Based Non-Profit
- Local Human Services (Non-County)
- Public Transit
- Other _____

Q4 Please list the counties served by your organization.

- Aitkin
- Anoka
- Becker
- Beltrami
- Benton
- Big Stone
- Blue Earth
- Brown
- Carlton
- Carver
- Cass
- Chippewa
- Chisago
- Clay
- Clearwater
- Cook
- Cottonwood
- Crow Wing
- Dakota
- Dodge
- Douglas
- Faribault
- Fillmore
- Freeborn
- Goodhue
- Grant
- Hennepin
- Houston
- Hubbard
- Isanti
- Itasca
- Jackson
- Kanabec
- Kandiyohi
- Kittson
- Koochiching
- Lac Qui Parle
- Lake
- Lake of the Wood
- Le Sueur
- Lincoln
- Lyon
- Mahnommen

- Marshall
- Martin
- McLeod
- Meeker
- Mille Lacs
- Morrison
- Mower
- Murray
- Nicollet
- Nobles
- Norman
- Olmsted
- Otter Tail
- Pennington
- Pine
- Pipestone
- Polk
- Pope
- Ramsey
- Red Lake
- Redwood
- Renville
- Rice
- Rock
- Roseau
- St. Louis
- Scott
- Sherburne
- Sibley
- Stearns
- Steele
- Stevens
- Swift
- Todd
- Traverse
- Wabasha
- Wadena
- Waseca
- Washington
- Watonwan
- Wilkin
- Winona
- Wright
- Yellow Medicine

Q5 How is your organization funded? Please check all that apply.

- Federal funding
- State funding
- Local government funding
- Private Donations
- Foundations
- Rider fees
- Other (please specify) _____

Q6 What type of services are provided by your organization? Please check all that apply.

- Healthcare appointments
- Employment
- Education
- Errands - grocery shopping, pharmacy, bank, beauty salon, etc.
- Transportation to a fixed-route bus service
- Recreational
- General Purpose
- Other (please specify) _____

Q7 Does your organization use volunteer drivers?

- Yes
- No

Q8 How many volunteer drivers are a part of your organization?

_____ Number of Drivers

Q9 On average, how long does a volunteer driver work with your organization?

_____ Number of Years

Q10 What is the average or median age of volunteer drivers with your organization?

_____ Average Age

Q11 On average, how many trips does each volunteer driver complete each month? A trip should be considered as a ride from the origin to the destination. A round trip would be considered 2 trips.

_____ Number of Trips Per Month

Q12 On average, how many hours does each volunteer serve each month?

_____ Click to write Choice 1

Q13 Does your organization reimburse volunteers for mileage?

- Yes
- No

Q14 Are no-load miles eligible for reimbursement from your organization? No-load miles are defined as the miles the volunteer driver drives without the client in the car. An example would be the miles driven by the volunteer driver on the way to pick up the client.

- Yes
- No

Q15 What IRS rates are used to calculate reimbursement?

- Charitable
- Federal Business
- Other _____

Q16 Does your organization have enough volunteer drivers to meet demand?

- Yes
- No

Q17 Is it hard to find volunteer drivers for your organization?

- Yes
- No

Q18 If yes, please describe the nature of that hardship.

Q19 Has your organization had to cancel scheduled trips due to a lack of drivers?

- Yes
- No

Q20 If yes, about how many scheduled trips are cancelled due to a lack of drivers in a given month?

_____ Number of Trips Cancelled

Q21 What kinds of scheduled trips have been cancelled or denied?

- Medical
- Non-Medical

Q22 Does your organization face challenges related to volunteer drivers? Please check all that apply and elaborate on challenges as needed.

- Money _____
- Insurance _____
- Regulation concerns _____
- Other _____

Q23 What methods can a client use to reserve a ride? (Please check all that apply)

- Phone Call
- Online
- Phone Application
- Fax
- Other _____

Q24 How far in advance does a client need to reserve a ride?

- 12 hours
- 1 day
- 2-3 days
- 4-5 days
- 6-7 days
- More than 7 days

Q25 Are transportation requests prioritized?

- Yes
- No

Q26 If yes, are transportation requests prioritized based on the type of service?

- Yes
- No

Q27 If so, please indicate how the transportation requests would be prioritized.

	Highest Priority	Medium Priority	Low Priority	Service Not Offered
Healthcare appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Errands- grocery shopping, pharmacy, bank, beauty salon, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appointments at government offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation to a fixed-route bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Purpose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q28 Are ride requests limited to a mileage radius or geographic area?

- Yes
- No

Q29 If yes, please describe the limitation.

Q30 Does your organization charge clients for transportation services?

- Yes
- No

Q31 If yes, what is the fee structure?

Q32 Does your organization evaluate the quality of transportation services provided?

- Yes
- No

Q33 If yes, how does the organization evaluate the quality?

Q34 Does the evaluation show there are unmet service needs?

- Yes
- No

Q35 If so, what are the unmet needs?

Q36 Are you aware of the Coordinating Councils Initiative? <http://www.coordinatemntransit.org/>

- Yes
- No

Q37 If yes, do you feel this initiative will impact your volunteer drivers?

- Yes
- No

Q38 If yes, how will this initiative impact your volunteer drivers?

Q39 Please list any other questions, concerns or comments about the Coordinating Councils Initiatives.

Q40 If you would like us to follow up with you, please provide your contact information.

- Yes _____
- No