

**Volunteer Transportation Programs Survey
Results Report
October 2013**

Prepared for:

Iowa Transportation Coordination Council

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Background

In an effort to identify more transportation options for purposes of coordination with local public transit agencies, Iowa Transportation Coordination Council member agency Iowa Commission on Volunteer Service (ICVS) agreed to conduct a survey of volunteer transportation providers. This Volunteer Transportation Programs Survey would determine demographic groups served, fares, days of week services provided, service areas, ADA-accessibility, and unmet needs of the volunteer transportation provider groups. The information from this survey will assist mobility managers in identifying other transportation providers available to persons who cannot be served by public transit and will populate a database of transportation providers to be accessible to the general public by internet and telephone through a one-call/one-click resource.

Details

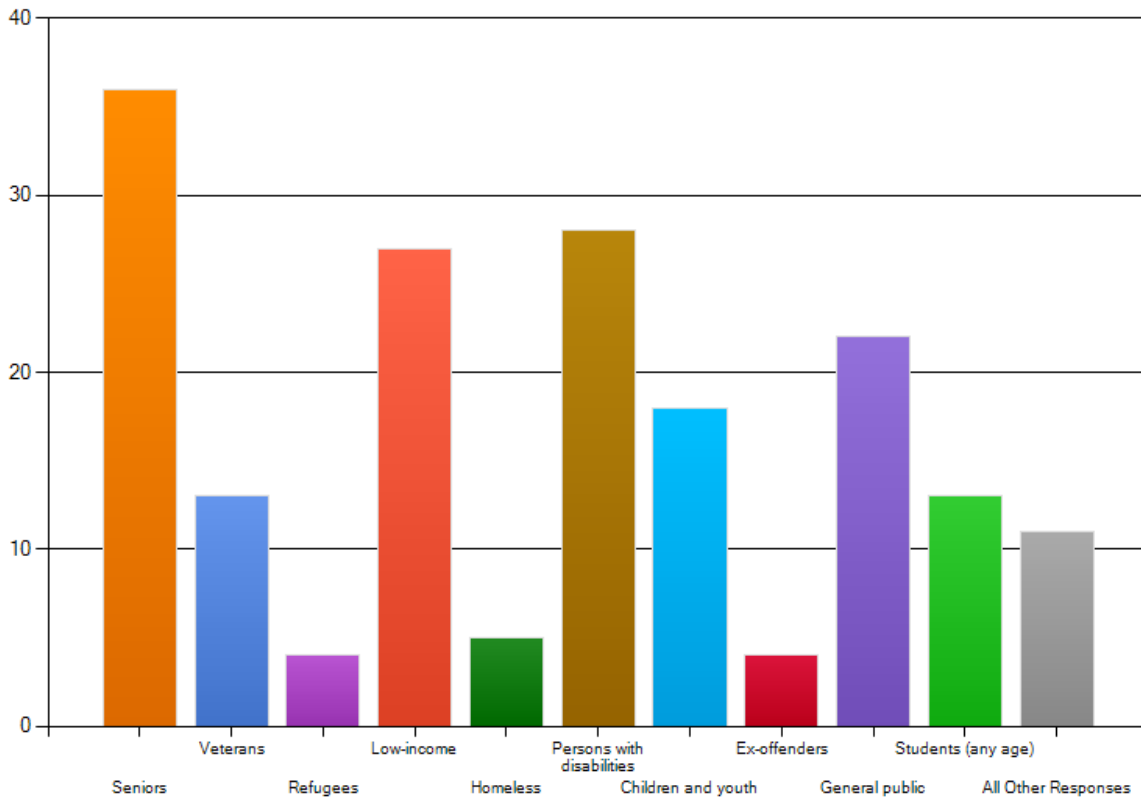
The Volunteer Transportation Programs Survey was created by the ICVS, posted at <http://www.surveymonkey.com/s/volunteertransport>, and the link distributed by e-mail to potentially interested parties. This is not a scientific survey as it is unknown the number of organizations it was distributed to versus the number of respondents. While not scientific nor comprehensive, the survey responses provide valuable information about volunteer transportation programs available across Iowa. This summary report is based on responses received and entered between August 12, 2013, and October 21, 2013. However, the survey remains open and if a quantity of new responses becomes available at some point in the future, this report will be updated to reflect the latest available information.

Survey Results

As of October 21, 2013, 72 responses to the Volunteer Transportation Programs Survey had been entered at <http://www.surveymonkey.com/s/volunteertransport>. Of those 72, one was a test by ICVS staff and a second was nonsensical, non-answers. Therefore, for purposes of this summary, 70 responses will be considered.

For primary population served, 36 of 70 (51%) reported serving seniors, 13 (19%) serve veterans, 4 (6%) serve refugees, 27 (39%) serve persons with low-incomes, 5 (7%) serve the homeless, 28 (40%) serve persons with disabilities, 18 (26%) serve children and youth, 4 (6%) serve ex-offenders, 22 (31%) serve the general public, and 13 (19%) serve students of any age. Eleven respondents reported serving a population not listed above. Those entries included: travelers, victims of domestic violence and sexual assault (2, 3%), ambulatory/those who no longer drive, criminal justice clients, the unemployed, all demographics, families with children 0-5, Spanish speaking persons, domestic violence survivors, and persons with mental and physical disabilities. Respondents were able to select as many of the above groups as applicable.

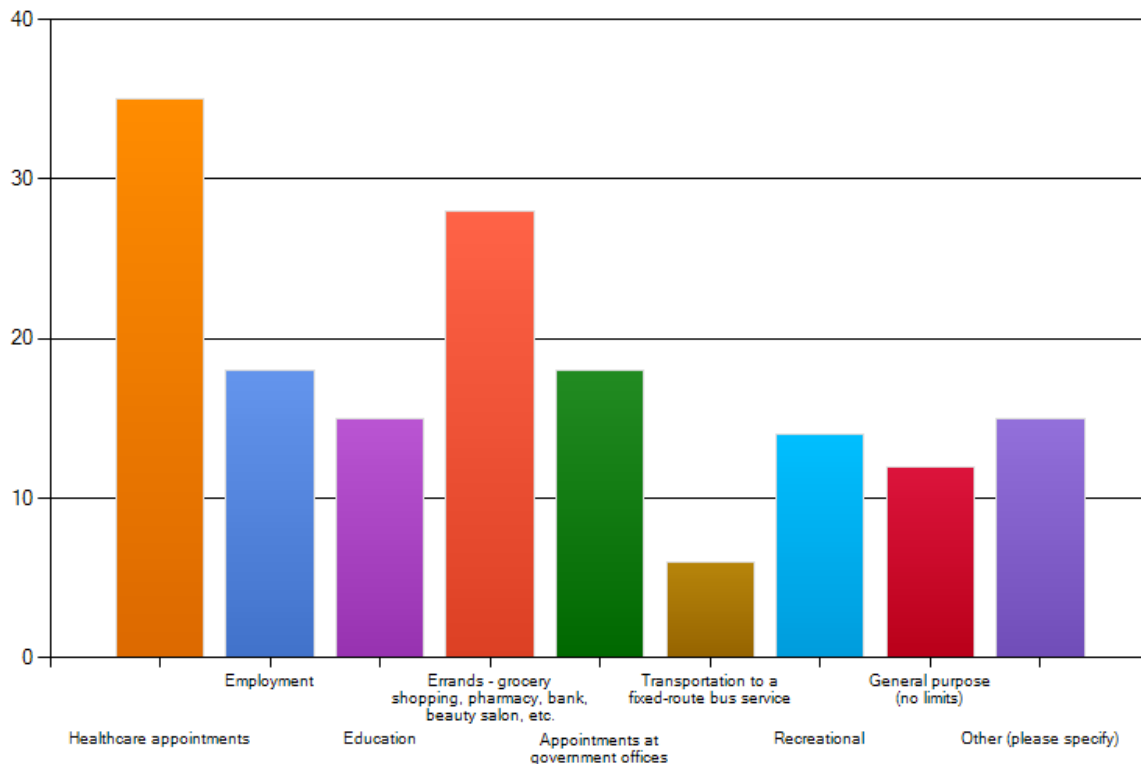
What is the primary population served by your organization? (check all that apply)



Checking all that applied, the following purposes for which transportation would be provided were selected: healthcare appointments 35 of 70 (50%), employment 18 (26%), education 15 (21%), errands – grocery shopping, pharmacy, bank, beauty salon, etc. 28 (40%), appointments at government offices 18 (26%), transportation to a fixed-route bus service 6 (9%), recreational 14 (20%), and general purpose (no limits) 12 (17%). Other trip purposes included: misc related to dv and sa issues, appointments at the VARO¹ Des Moines IA, essential services, job training, tokens as needed, preschools (currently not funding, but have in the past), we only provide transportation to students enrolled in our summer program, groceries, transportation to their volunteer sites, safety/shelter other urgent as needed, and pharmacy.

¹ Veterans Affairs Regional Office

For what purpose does your organization provide transportation for your clients? (check all that apply)



In response to the statement, “Providing transportation is...”

- The primary function of our organization. Transportation is the main service we provide. 16 respondents agreed (23%)
- One service among many services that our organization provides. Transportation is one part of our overall services. 35 respondents agreed (50%)

When asked to identify the type of organization, 1 (1%) was a faith group, 3 (4%) were for-profit, 12 (17%) were local government, 36 (51%) were non-profit, 1 (1%) was other - “We are part of the Federal Senior Corps program”, and 4 (6%) were state government.

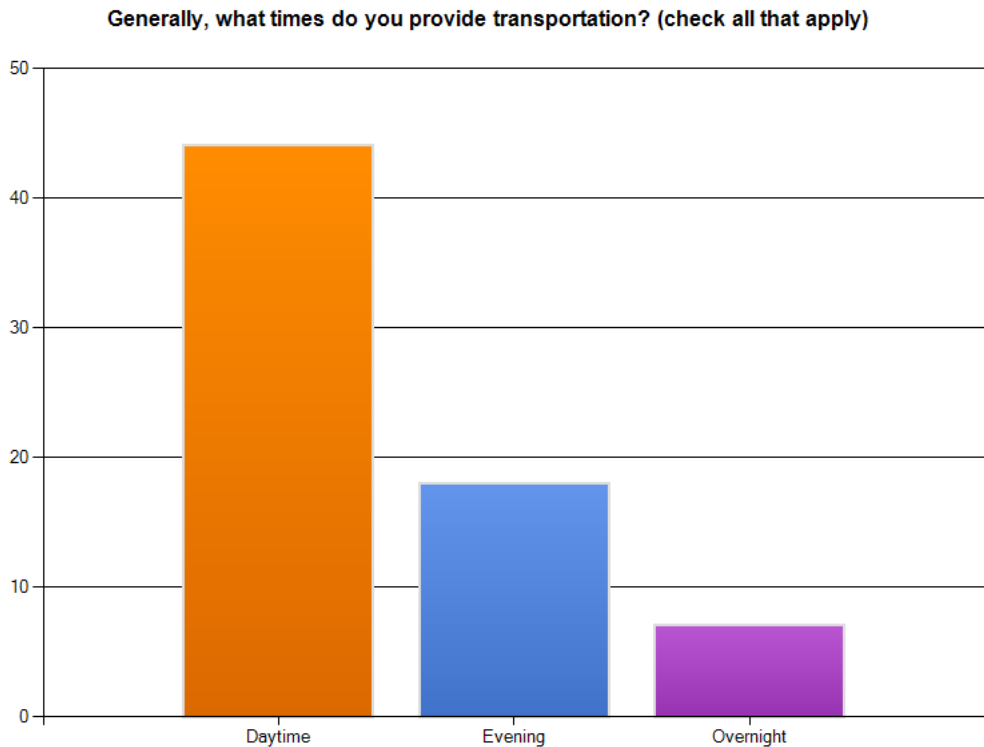
Responses to the question, “Generally, how is your organization funded?” included:

- Federal funding, 35 (50%)
- State funding, 39 (56%)
- Local government funding, 31 (44%)
- Private donations, 27 (39%)
- Foundations, 15 (21%)
- Rider fees, 15 (21%)
- Other, 15 (21%)

- Owned and maintained by city of Nashua
- A women's religious community in the Catholic tradition highly subsidizes our retreat/conference center
- Grants, 2 (3%)
- Local businesses
- Grants and partner agencies
- United Way of Central Iowa helps fund our food pantry as do local churches, service groups and others
- United Way, 3 (4%)
- Tuition
- Grants and In Kind from Iowa State University Extension & Outreach Jasper County
- Sliding scale fees, insurances and private pay
- Contracts, Elderbridge Agency on Aging

In response to days of the week transportation is provided, 16 of 70 (23%) were available 7 days a week, 31 (44%) Monday through Friday, 1 (1%) Monday, 1 (1%) Tuesday, 2 (3%) Wednesday, 1 (1%) Thursday, 1 (1%) Friday, 3 (4%) Saturday, and 2 (3%) Sunday.

Next, times of day transportation was provided was asked. "Generally, what times do you provide transportation?" Daytime was selected by 44 respondents or 63%. Evening was chosen by 18 or 26%. Seven respondents or 10% provided transportation overnight.



What are the client ("rider") eligibility requirements?

- None, 16 (23%)
- Be ambulatory (i.e. must be able to walk), 16 (23%)
- Meet an age requirement, 11 (16%)
- Have a health condition, 5 (7%)
- Provide documentation of veteran status, 1 (1%)
- Undergo criminal background check, 2 (3%)
- Other requirement
 - Must be eligible for county funding
 - Meet our criteria
 - Be eligible for FIP² or FAET³
 - Cannot be in a wheel chair and able to get in and out of the van unassisted
 - Over 55 or no longer able to drive (e.g. - blind)
 - Low income
 - They need to be receiving services from 1 of the agency programs to request volunteer transportation
 - Must be willing to fill out a client application and sign a waiver of liability; must request services within at least 48 business hours of the needed trip
 - Children must be enrolled in our summer program
 - Low Income or Disabled
 - Qualify for victim services
 - Intellectual disabilities and accompanying physical challenges

When asked if the respondents' organizations had wheelchair accessible vehicles, 29 or 41% responded "No" and 19 or 27% responded "Yes".

Some organizations count the number of different clients receiving transportation services during a period of time. Other organizations count the number of rides or trips provided. Respondents were to answer in the way that best applied to their organization. How many clients are provided transportation on an annual or monthly basis OR How many rides are provided on an annual or monthly basis?

- Clients served on an annual basis – 17 responses, average of 12,905, high of 200,000, low of 0.
- Clients served on a monthly basis – 17 responses, average of 1,029, high of 16,000, low of 0.
- Rides provided per year – 14 responses, average of 42,235, high of 200,000, low of 0.
- Rides provided per month - 17 responses, average of 2,601, high of 16,700, low of 0.

Must rides be scheduled in advance? 6 answered No (9%), 31 responded Yes (44%). Comments: arrangements are made with our volunteers; one hour ahead; yes and no; 5-7 day notice is required; all

² Family Investment Program

³ Food Assistance Employment and Training program

field trips are planned in advance; and, supposed to be 24 hr. notice but we take last minute trips if we can do them.

In response to the question, "Are clients charged for transportation services received?" 22 answered No (31%), 14 answered Yes (20%). Respondents were then asked how much their organizations charged for rides, answering most appropriately for their agency:

- Per one-way trip, 6 responses, high of \$6.75, low of \$2.00.
- Per roundtrip, 3 responses, high of \$12.00, low of \$4.00.
- Per hour, 4 responses, high of \$58.00, low of \$1.00.
- Per mile, 8 responses, high of \$1.42, low of \$0.40.
- Sliding or other fee schedule - some donate \$7.00/trip, others not able; Meter rate starts at \$3.50 and waiting time is \$30/hour; Voluntary Contribution; Different contract rated depending on miles & hours; donations accepted but not mandatory - drivers reimbursed at \$.55 per mile; donations of \$5 per 2-way ride; \$3.00 for low income or disabled; We have a suggested donation "rate"; also bus tokens and bus passes that we pay for; and, Sliding scale, insurance, private pay, VA, etc.

At this point in the survey, less than half of the original respondents stopped providing answers. Therefore, percentages of the total will no longer be presented from this point forward.

Asked, "Does your organization limit the number of rides a client may request?" Answer options included:

- Per month, 33 responses, 28 No, 5 Yes
- Per week, 28 responses, 25 No, 3 Yes
- Per day, 28 responses, 25 No, 3 Yes
- Per specific purpose, 27 responses, 21 No, 6 Yes
- Other limit (please specify), 22 responses, 17 No, 5 Yes
 - Cannot go over 50 miles a month
 - No Limits
 - May not ask volunteers to make additional stops that were not part of the original request
 - Clients driven to destinations in their neighborhood
 - Field trips must be pre-approved in advance
 - Must be in the Plan of Care

Are certain types of trips given priority over others when accepting ride requests? What types? This question was open-ended, yielding the following 30 responses: No (9); Yes, medical; A client may request transportation outside of client's residential town for medical reasons only; Yes, we are a recreation facility so would only give rides here; Time is the only priority. If a rider calls late and my volunteer drivers are busy, they may not get a ride. This rarely happens because my drivers are willing to have flexible schedules; Our priority is medically related trips. This is usually not a problem since most

of our trips are scheduled a week or more in advance; Usually CPC contracted services takes precedent; Medical appointments for elderly first priority. Riders under 60 may be helped if drivers available and elderly clients for the day are already taken care of; No. First come, first serve; Dental and medical Appts; Medical or medical-related appointments take priority over any other trip request; No. each client has an individual care plan and destinations vary by individual request/need; Field trips must be related to the weekly theme of the summer program; Must be for a medical appointment. Groceries are given lower priority but usually can be adjusted easily for the load that week; cab rides for unexpected emergencies (car breaking down and no way to get to the site); Urgent safety needs; We transport clients in need of shelter into our shelter in our 8 county service area; Health appointments are given priority whenever we have a shortage of volunteer drivers. Otherwise trips are on a 'first-come-first serve' basis; Medical trips receive priority; No, must be in the Plan of Care; and, Seniors, Clients with disabilities, Agencies we have service agreements with.

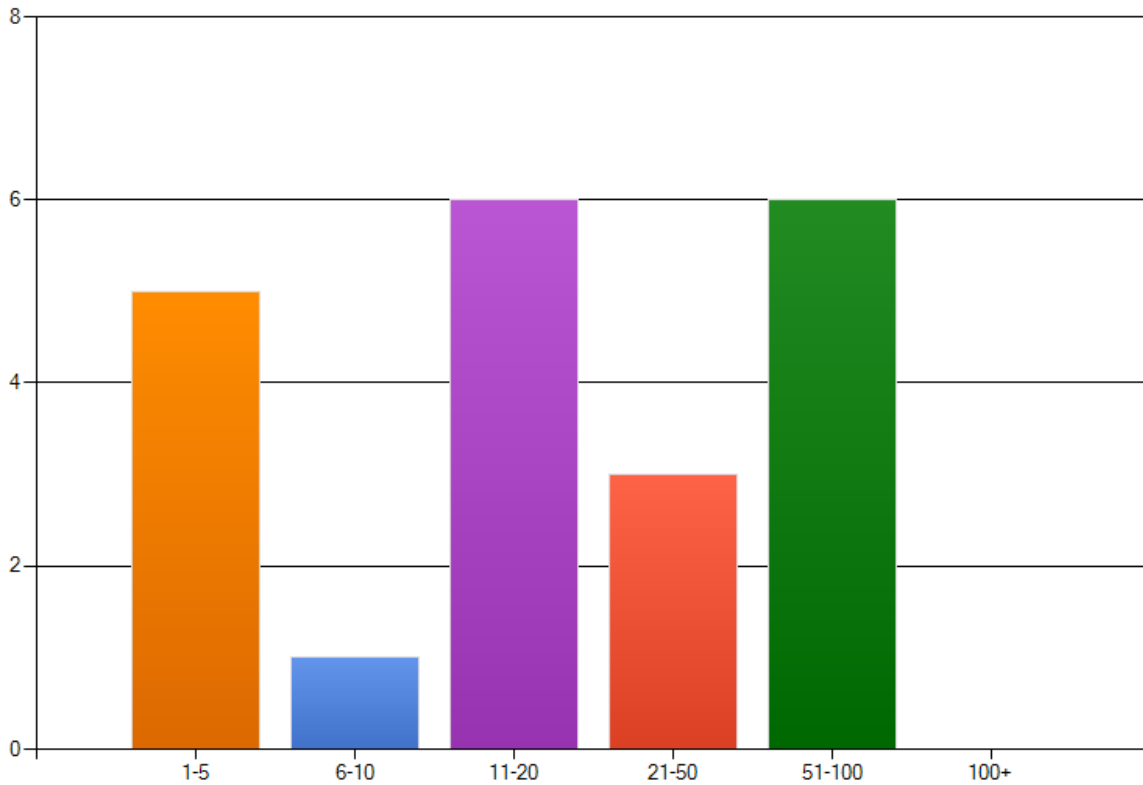
The next question dealt with trip distance. "Are requested trips limited to a certain mileage radius? Explain." 31 responses, 9 were No. Other answers included: Yes. 200 miles per month. However, exception are granted on an individual need basis; Yes, 50 miles; Yes, city limits; Yes we do not pick up in the Waukee/Grimes/Polk City area for the Des Moines vans we will take veterans to Iowa City & Omaha for their appointments, but they must call us in plenty of time to get a driver for these trips. Hopefully 5 days plus before their appointment; anywhere in defined service area (Cedar Rapids, Marion, Hiawatha, Robins); Yes, must be within Des Moines County; not at present. Has not been a problem. Most of our trips are within the Metro area; Within a specific county; We are a rural county. Many of our clients require help to surrounding counties where larger medical facilities are located. We do not do trips out of the state. We also do not do trips more than one county away; all rides must originate and end in Cedar Rapids, Marion, or Hiawatha; Yes, we don't travel more than 2 hours from Fayette; If errands and grocery shopping transportation is being provided, the client needs to try and go to the closest business to their home so save mileage costs for the volunteer; Our focus is on in-county medical appointments. Exceptions may be made for residents needing rides to Des Moines or (on occasion) Iowa City, if we can find a volunteer willing to provide the ride; We transport people to appointments on their side of town/in their own neighborhood; Yes. Limited to 20 miles round trip; We go to Iowa City, Des Moines, those being the 2 furthest points. We go points in between; I try to get every volunteer close to their home or on the bus line; We provide transportation within our 15 county region; within the greater Des Moines Area; Yes, - nothing out of state; Yes, to nearest provider; and, No. Must be within regional boundaries.

Approximate number of volunteer drivers (not paid staff) at your organization. Please include only those who volunteer in Iowa. 22 responses received.

- 1-5 (5 responses)
- 6-10 (2 responses)
- 11-20 (6 responses)
- 21-50 (3 responses)
- 51-100 (6 responses)

- 100+ (0 responses)

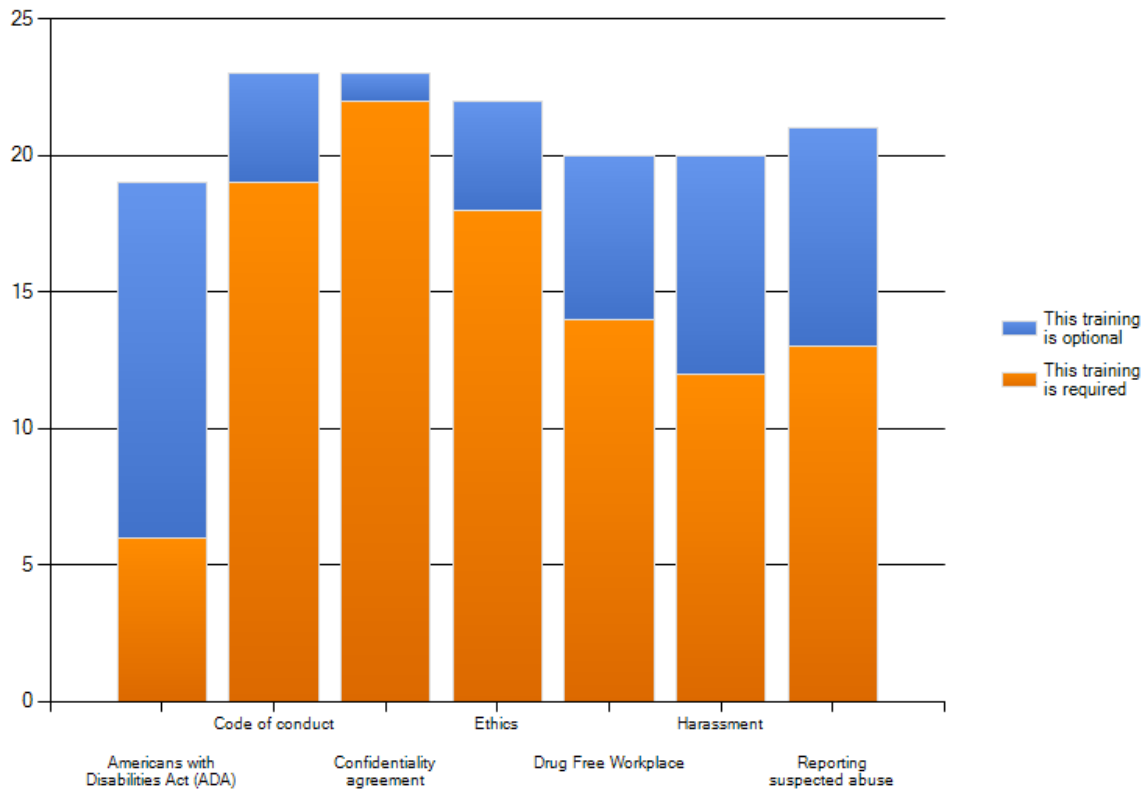
Approximate number of volunteer drivers (not paid staff) at your organization. Please include only those who volunteer in Iowa.



On the topic of driver training, the following topics were either required or optional:

	Total Responses	Required	Optional
Americans with Disabilities Act	19	6	13
Code of Conduct	23	19	4
Confidentiality Agreement	23	22	1
Ethics	22	18	4
Drug-free Workplace	20	14	6
Harassment	20	12	8
Reporting suspected abuse	21	13	8
Other		General Volunteer Training required by RSVP	
		Emergency Procedures	
		We do not use volunteer drivers	
		We have no volunteer drivers (2)	

Do volunteer drivers receive training on the following topics before they begin service?

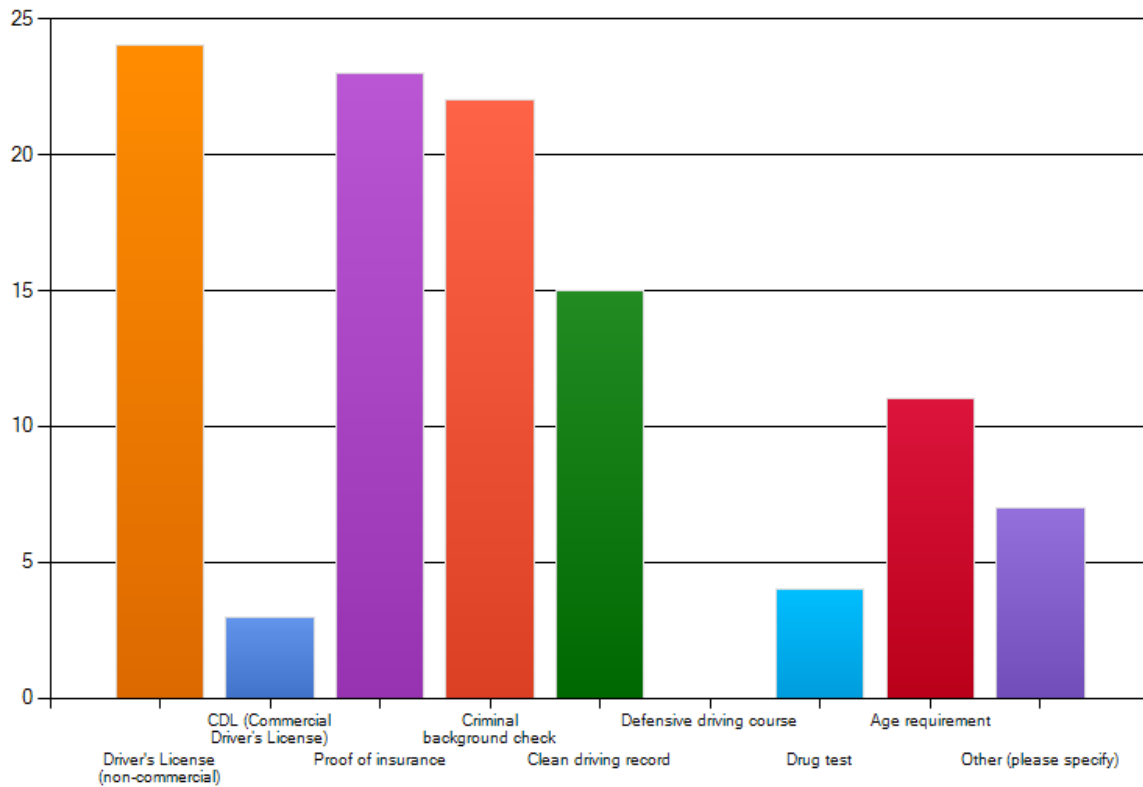


What qualifications must volunteer drivers meet before they begin service? (Check all that apply)

- Driver's License (non-commercial) - 24
- CDL (Commercial Driver's License) - 4
- Proof of insurance - 24
- Criminal background check - 23
- Clean driving record - 15
- Defensive driving course - 0
- Drug test - 4
- Age requirement - 11
- Other (please specify) - They have to have a physical by a VAMC⁴ health provider; 55 and over; We do not use volunteer drivers; Sex Offender Registry; Income Eligibility; We have no volunteer drivers; and, Certified Nurse Aide.

⁴ Veterans Affairs Medical Center

What qualifications must volunteer drivers meet before they begin service? (Check all that apply)



Do your volunteer drivers primarily use their personal vehicle to provide service, or an agency vehicle? Of 35 responses, 8 responded 'agency vehicle' and 27 responded with 'volunteer's personal vehicle'.

For what expenses may volunteer drivers using agency vehicles be reimbursed? (Check all that apply)

- Meals - 0
- Lodging - 0
- None - 3
- Other expense (explain) - They receive a meal ticket for 5 hours of volunteer time. If they are under the 5 hours they receive nothing.

Do you require volunteer drivers using agency vehicles to carry their own liability coverage? 6 responses, 2 Yes and 4 No. One comment: They have to have current insurance coverage.

For what expenses may volunteer drivers using their personal vehicles be reimbursed? (check all that apply)

- Mileage - 17
- Meals - 7
- Lodging - 2

- Vehicle maintenance - 0
- None - 7
- Other expense (explain) – Meal ticket only; A few of our older drivers are part of the United Way 55+ program and receive mileage for a small fraction of the miles they drive; Parking (2); Mileage reimbursed thru United Way's RSVP; and, We have no volunteer drivers. All paid staff receive mileage.

What mileage reimbursement rate does your organization use for volunteer drivers? For this question, respondents were indicating what method they used to calculate mileage reimbursement. There were 19 responses, 18 answered 'rate per mile' and 1 answered 'rate per trip'. Optional comments: None; Per mile @ \$.55 per mile. Town trips - flat rate \$6.00; and, \$0.40 per mile.

Do you require volunteer drivers using personal vehicles to carry a specified liability coverage? 22 responses, 8 No and 14 Yes. Comments: We carry a blanket liability policy to go above what they carry; Must have full coverage insurance on his/her vehicle; and, We do not use volunteer drivers.

Do you provide any type of additional liability coverage for your drivers who use their personal vehicle? 25 responses, 11 answered 'No, drivers only carry their own liability insurance' and 14 answered 'Yes, we supplement the driver's personal liability coverage'. Comments: CIMA volunteer supplemental coverage; and, We provide excess personal liability, accident, and excess auto insurance for all of our volunteers.

Is your organization (or are you personally) familiar with Mobility Management services in Iowa? Here is a list of the mobility managers in Iowa - www.iowadot.gov/iowamobilitymanagement/coordinators.html. 30 responses, 14 answered No and 16 answered Yes.

ICVS seeks your help to identify additional volunteer transportation programs. What are the names of volunteer transportation programs in your area? We are interested in receiving information about formal organizations, small, informal volunteer groups, and everything in between. The larger our database, the more inclusive this initiative will be. This allowed for open-ended responses that included: No other volunteer organization provided transportation in our region; RSVP Medical Transportation Program; No other volunteer transportation programs in our county; None that I am aware of; There are no other volunteer transportation programs that I know of, unless there are some informal faith-based programs I am not aware of. However, I do think that Story County Veterans Affairs may have volunteers who are veterans and provide rides for other veterans who need to get to the VA Hospital; Urbandale Caring Core, WDM Human services; Jasper County Veterans; Grimes Volunteer Service, Johnston Senior Center has proposed a transportation service to the Johnston City Council. Both Grimes and Johnston have met with UCAN Caring Corps representatives to model our program; Volunteer Services 319-472-2830 in Vinton, Iowa area of Benton County; and, Not aware of any.

Including but not limited to your organization, what are the unmet transportation needs within your service area, OR what barriers do you see to the use of volunteer transportation? (select all that apply)

- Not enough vehicles - 4
- Interested clients who do not meet our criteria - 7
- Insufficient service hours - 6
- Not enough drivers - 15
- Clients' needs are outside of our geographical service area - 8
- General lack of funding - 22
- Lack of wheelchair-accessible transportation - 8
- Don't Know - 3
- Other (please specify) - Our only problem is getting some folks to swallow their pride and ask for help. Public awareness is gradually getting more widespread; Many of our volunteer drivers are aging. We are always looking for new drivers. Our client donations are down as money is tight for many elderly. We are continually looking for new funding sources or ways to supplement/increase our budget; Nothing is available besides 10-15 Transit and they are too expensive for out of county trips; Needs beyond our service, such as grocery shopping, beauty appointments, social events, church etc.; Hair or Grooming Appointments, Socialization opportunities; We are government transportation, but I see lack of funding for volunteer services in our area and drivers using their own vehicles could limit them on taking wheelchairs; and, Lack of vehicles comfortable for people with back/joint problems.

Please leave any final suggestions or comments for improving/broadening volunteer transportation services in the state of Iowa.

- This program @ the VAMC was put together by the VAMC (voluntary service) & DAV back in 1987, to provide transportation for veterans with no other means to their medical appointments. The VAMC prior to 1987 provided transportation for the veterans. Then this program was put in effect. We have 13 other counties coming through this office in the state of Iowa.
- Riders Club of America provides low-cost software to help organize volunteer transportation services throughout the United States. Our office of 2 can easily organize 90 volunteers across 1,500 rides each month.
- Transportation to Iowa City or Davenport is hard to come by and it makes a long day for the clients.
- Help programs secure funding for volunteer background and driver record checks.
- Expanding the DART bus lines and running more often
- Need to advertise these services state wide. I don't think people are aware of where to go to get transportation needs and more funding for these also.
- Some public transit needs to be car, cross-over, etc. to provide for those who cannot comfortably ride the transit buses or the comfort of transit buses needs improving.

- We do not provide transportation to clients. I was sent the survey because we funded a program for a while through our local transit services.

Iowa DOT Reaction

In terms of transportation coordination, these volunteer transportation providers are a much needed part of the network enabling persons to traverse their communities. As much as it should be a goal, under today's budget confines public transit cannot be everywhere, all the time, for everyone. It really does take a network of public, private, and non-profit transportation providers to ensure needs are met, especially for the most vulnerable populations.

Seniors, persons with low-incomes, and persons with disabilities were the top three populations served by the volunteer transportation providers. For low-income populations and seniors with limited incomes, it is important that many of the volunteer transportation providers responded that they did not charge or only asked for a donation for transportation services. These programs are important since, even with its many subsidies, public transportation still can be cost prohibitive for some, especially in the rural areas with long travel distances.

For persons with disabilities, however, especially those requiring a mobility aid device, the responses were not as favorable. Of the 48 organizations responding to the question, only 19 reported having wheelchair accessible vehicles. Also, 23% of respondents reported that riders must be ambulatory (i.e. must be able to walk) in order to receive transportation services. All public transit vehicles in Iowa are ADA-accessible, but may be cost-prohibitive for riders in rural areas. With the aging of the population likely leading to larger groups of persons requiring mobility aids and transportation, this need must be on volunteer groups' agendas, especially if their target audience is the elderly or those with disabilities.

Top trip purposes for which the volunteer transportation providers offer service included healthcare appointments, errands, and employment/appointments at government offices (tie). Only 17% of respondents offered general purpose (no limits) trips. In many cases, the trip specificity likely means one transportation provider cannot serve all of the needs of their clients. If a person requires transportation to one type of service, for example healthcare, it is probable the person also would require transportation to other services as well. Therefore, it is important for each volunteer transportation program to know about the other transportation providers in the area, volunteer or otherwise, in order to offer referrals for their clients. Public transit agencies should acquaint themselves with these volunteer transportation programs in order to share information and referrals.

As might be expected, most volunteer transportation providers offered services Monday through Friday with only 23% offering service seven days a week. 63% provided services during the day and evening service was provided by 26%. Overnight transportation, however, was only provided by 10% of respondents. While Monday through Friday daytime trips will cover the majority of passengers' needs, those evening, weekend, and overnight trips may be needed by employment seekers and those being released by hospitals.

The majority of respondents did not limit the number of trips a particular client could take per month, per week, per day, or per specific purpose, although most did require rides to be scheduled in advance and either had a mileage per month allowance or a set geographic service area. While geographic and scheduling limitations to exist, it seems the volunteer transportation providers do try to provide as much service to clients as possible.

The most common trainings for volunteer drivers to receive included Confidentiality Agreement, Code of Conduct, and Ethics. The least common required training was on the ADA⁵. It would be expected that riders and their families alike would be most comfortable and confident in the volunteer transportation service provided if drivers had as much mandatory training as possible. Expertise in all areas (ADA, Code of Conduct, Confidentiality, Ethics, Drug-free Workplace, Harassment, Reporting suspected abuse) may be limited at the volunteer organizations because of staff size and time constraints, however, so having a statewide organization create a collection of web-based trainings for use by all volunteer transportation providers might be advisable. Another consideration when mandating training is driver availability. While it is desirable to have drivers trained in as many areas as possible, the volunteer transportation providers also may not want to mandate so much training as to scare off potential volunteers.

In addition to training, drivers must meet several minimum qualifications before driving clients. The top three qualifications include a non-commercial driver's license, proof of insurance, and passing a criminal background check. These requirements contribute to the safety of riders and inspire confidence in the service. One comment left at the end of the survey asked for help for programs in securing funding for volunteer background and driver record checks. The Department of Transportation urges state agencies such as the Division of Criminal Investigation to work with the Iowa Commission on Volunteer Service to make volunteer background checks more accessible and affordable.

Mobility managers can use the information gathered through this survey to make new contacts around the state. Of the 30 groups responding to the question, 14 were not familiar with mobility management services in Iowa.

Iowa Commission on Volunteer Service (ICVS) Reaction

In our conversations with community organizations and volunteer programs across Iowa, one theme that consistently comes across is the need for more and better transportation services. While our agency does not work directly in this field, it has become a priority for us because of its clear relation to our mission of improving lives, strengthening communities, and fostering civic engagement through service and volunteering. The results of this survey leave us pleased with the important ways that volunteer programs are already addressing transportation barriers. The majority of the respondents to this survey charged no fee to riders for their transportation services, and none of the programs listed limits on the number of rides that individuals could receive on a weekly/monthly basis. Many of the

⁵ Americans with Disabilities Act

programs also provided rides during non-business hours and for purposes that are not often covered through transportation programs offered by government agencies (such as for errands).

The Iowa Commission on Volunteer Service (ICVS) sees two major policy barriers preventing greater utilization of volunteers as transportation providers. The first barrier relates to the volunteer drivers and the expenses they incur from providing volunteer transportation services using their own personal vehicles (as was the case for over ¾ of the respondents of our survey). Currently, if individuals work for a company and are not reimbursed for transportation costs, they may deduct the cost of depreciation of their personal vehicle, insurance, gas, etc. or claim the flat federal rate of 56.5 cents per mile for business travel. However, if individuals volunteer using that same vehicle, the standard mileage rate is only 14 cents per mile (<http://www.irs.gov/uac/Newsroom/2013-Standard-Mileage-Rates-Up-1-Cent-per-Mile-for-Business,-Medical-and-Moving>). So, someone being paid for their work is given a mileage deduction rate over four times higher than that given to someone donating their labor in service of a charitable organization. These study results showed that some volunteers are being reimbursed at a rate higher than the 14 cent standard, meaning those volunteers could have a tax liability since the additional amount above the 14 cent limit would be considered income. This inequality in mileage rates is patently unfair, and in a state like Iowa, it makes it cost-prohibitive for many volunteers to donate their time taking seniors to doctor appointments, delivering meals for Meals on Wheels, driving kids to afterschool youth programming, or meeting any of the other countless volunteer transportation needs. So, the ICVS seeks to increase volunteer transportation services by supporting volunteer labor equity in the tax code.

The second major policy barrier that prevents some organizations from utilizing volunteers to provide transportation is the expense and complexity of screening and training the volunteers. One of the most basic risk management practices an organization can implement is conducting a criminal history check on the individuals who apply to be volunteer drivers. However, many organizations have difficulty determining when and how often to screen volunteers, and then they may face difficulty affording the check—in recent years costs for a state background check for volunteers increased from \$5 to \$15. Also, since most volunteers donate their time to multiple organizations there is a lot of redundancy in the system with multiple agencies running a background check on the same volunteer. Therefore, the ICVS supports the work of the Governor's taskforce to improve the system for conducting volunteer background checks, with a focus on making checks more affordable and easier to access, and to establish guidance on appropriate volunteer screening for service with vulnerable populations. Possible solutions include developing a clearinghouse or other system for screening or sharing volunteer background check results to reduce duplication, and-- exploring methods for minimizing costs for volunteer background checks (while recognizing the need for the state system to be self-supporting).

The Iowa Commission on Volunteer Service has identified these two issues as public policy priorities for 2014. We think that this survey provides additional support for the need to address these two issues to help improve both the quality and quantity of volunteer transportation providers in the state.

Iowa Transportation Coordination Council (ITCC) Reaction

The ITCC reviewed this results report at their November 2013 and January 2014 meetings. The ITCC concurs with the reactions of the Iowa DOT and the ICVS. The ICVS is also encouraged by the ITCC to include training for volunteer programs as a priority for the year, as well. Assisting the volunteer transportation programs to further transportation coordination efforts in Iowa reflects the mission and vision of the ITCC.

Conclusion

This survey gives an introductory look into the scale and scope of volunteer transportation programming in Iowa. The responses received show that there continues to be additional demand and unmet needs in this sector. Many volunteer transport programs are small and local, so building the information network about all transportation programs is particularly important. Mobility managers will not be the only group to utilize this survey's data. All responses to this survey are greatly appreciated. The information provided will go into a statewide transportation database, along with the qualifiers for receiving service, for veterans, their families, and the general public to access via website or telephone to determine the transportation services available to them around the state. This database also will include veterans transportation providers and public transit agencies.