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.
I. 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.”

www.CoordinateMNTransit.org 3
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 study\(^2\) 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](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.

---

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](image)

**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, 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).
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.

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.
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
<table>
<thead>
<tr>
<th>Name</th>
<th>Website</th>
<th>Contact</th>
<th>Phone</th>
<th>Email</th>
<th>Location (counties served)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aitkin County DMC</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aitkin County Health and Human Services</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allina</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allina Health</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arvada CO</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arvada Transportation</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Batavia, IL</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rapid Transit</td>
<td>[ External Link ]</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agency</td>
<td>Website</td>
<td>Phone</td>
<td>Email</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>---------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>Aging Services for Minnesota</td>
<td><a href="http://www.aging-services.org">www.aging-services.org</a></td>
<td>507-364-5663</td>
<td><a href="mailto:jgolgart@co.le">jgolgart@co.le</a> Sue.mn.us</td>
<td>Le Sueur</td>
<td></td>
</tr>
<tr>
<td>Le Sueur County Human Services</td>
<td>[<a href="http://www.co.le">www.co.le</a> Sue.mn.us](<a href="http://www.co.le">http://www.co.le</a> Sue.mn.us)</td>
<td>507-367-4670</td>
<td><a href="mailto:lgolgart@co.le">lgolgart@co.le</a> Sue.mn.us</td>
<td>Le Sueur</td>
<td></td>
</tr>
<tr>
<td>Community Transit</td>
<td>[<a href="http://www.co.le">http://www.co.le</a> Sue.mn.us](<a href="http://www.co.le">http://www.co.le</a> Sue.mn.us)</td>
<td>507-356-2525 ext. 2115</td>
<td>Lisa Klenk, Veteran Services</td>
<td>Le Sueur</td>
<td></td>
</tr>
<tr>
<td>Martin County</td>
<td><a href="http://www.co.martin.mn.us/">http://www.co.martin.mn.us/</a></td>
<td>507-754-5212</td>
<td>Jack Larson, Director</td>
<td>Martin</td>
<td></td>
</tr>
<tr>
<td>Martin County Transit</td>
<td><a href="http://www.martincountymn.org/">www.martincountymn.org</a></td>
<td>507-754-5212</td>
<td>Martin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parkview Community Transit</td>
<td><a href="http://www.co.pb.mn.us/">www.co.pb.mn.us/</a></td>
<td>507-292-5188</td>
<td><a href="mailto:lhyberger@wfdi.ws">lhyberger@wfdi.ws</a></td>
<td>Mower</td>
<td></td>
</tr>
<tr>
<td>Möller Meadow</td>
<td><a href="http://www.mollermeadow.org">http://www.mollermeadow.org</a></td>
<td>507-693-7794</td>
<td><a href="mailto:mlisak@co.mower.mn.us">mlisak@co.mower.mn.us</a></td>
<td>Mower</td>
<td></td>
</tr>
<tr>
<td>Mayo Clinic</td>
<td><a href="http://www.mayo.edu">www.mayo.edu</a></td>
<td>507-332-6000</td>
<td><a href="mailto:sjstone@co.pennington.mn.us">sjstone@co.pennington.mn.us</a></td>
<td>Olmsted</td>
<td></td>
</tr>
<tr>
<td>Olmsted County Human</td>
<td><a href="http://www.co.olmsted.mn.us/">http://www.co.olmsted.mn.us/</a></td>
<td>507-537-1416 ext. 2115</td>
<td><a href="mailto:sandy@laurabaker.org">sandy@laurabaker.org</a></td>
<td>Olmsted</td>
<td></td>
</tr>
<tr>
<td>Laura Baker Services</td>
<td><a href="http://www.laurabaker.org">www.laurabaker.org</a></td>
<td>507-934-0484</td>
<td>Charlie Dempewolf 507-934-0413</td>
<td>Olmsted</td>
<td></td>
</tr>
<tr>
<td>Nicollet County</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Pella Township</td>
<td>Nicollet</td>
<td></td>
</tr>
<tr>
<td>Northeast Contemporary Services</td>
<td><a href="http://www.northeastcontemporaryservices.org/transportation">www.northeastcontemporaryservices.org/transportation</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Human</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Veterans</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Social</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Social Services</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicollet County Volunteer</td>
<td><a href="http://www.co.nicollet.mn.us/">http://www.co.nicollet.mn.us/</a></td>
<td>651-636-3343 <a href="mailto:transportation@northeastcontemporaryservices.org">transportation@northeastcontemporaryservices.org</a></td>
<td>Nicollet</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 CoordinateMNTransit 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
- Mahnomen
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.

<table>
<thead>
<tr>
<th></th>
<th>Highest Priority</th>
<th>Medium Priority</th>
<th>Low Priority</th>
<th>Service Not Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare appointments</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Employment</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Education</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Errands- grocery shopping, pharmacy, bank, beauty salon, etc.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Appointments at government offices</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Transportation to a fixed-route bus service</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Recreational</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>General Purpose</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

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