



# Volunteer Driver Program Toolkit

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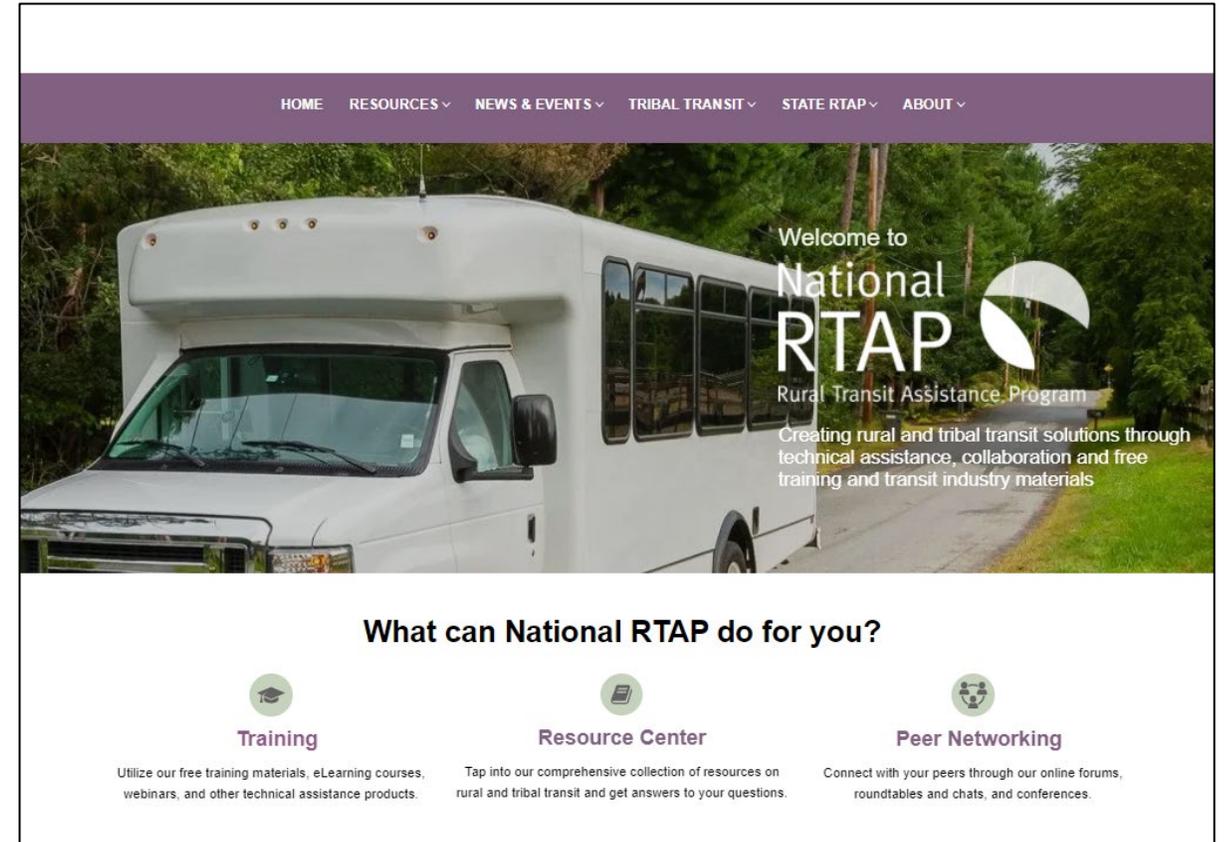
February 12, 2026, 2:00-3:00 PM ET



U.S. Department of Transportation  
Federal Transit Administration

# National Rural Transit Assistance Program

- Technical assistance center funded by FTA through the Section 5311 Program
- Provides free training materials and technical assistance to rural and tribal transit providers and State RTAPs
- Review Board – 14 State DOT and rural and tribal transit agency managers from across the country
- Learn more at [nationalrtap.org](https://nationalrtap.org)



# National RTAP Resources and Services

## **Training**

manuals, videos, slides,  
and eLearning for front-  
line staff and  
management

## **Information**

and best practices via  
tech briefs, toolkits,  
topic guides, articles,  
and news

## **Technology Tools**

for procurement, cost  
allocation, website  
building, and GTFS

## **Peer Networking**

and training via webinars,  
conferences, roundtables,  
and online forums

## **Assistance**

through reference services  
and tech support – bring us  
your questions!

# What is TACL?



<http://transportation-tacl.org>

Note: NADTC, N-CATT, and NCMM are not currently operating. Their resources are still in TACL, and many can be found on the CCAM-TAC website.

The Transportation Technical Assistance Coordination Library (TACL) provides a sustainable methodology and platform for access and findability of rural and tribal transit coordination resources across a diverse range of transportation technical assistance centers and the Federal Transit Administration (FTA).

The FTA-funded technical assistance centers or former centers contributing to this ongoing work are:

- Coordinating Council on Access and Mobility Technical Assistance Center (CCAM-TAC)
- Coordinating Council on Access and Mobility Technical Assistance Center (CCAM) Partners
- National Aging and Disability Transportation Center (NADTC)
- National Center for Applied Transit Technology (N-CATT)
- National Center for Mobility Management (NCMM)
- National Rural Transit Assistance Program (National RTAP)
- Shared-Use Mobility Center (SUMC)
- Transit Workforce Center (TWC)

# Presenters



Cara Marcus  
Knowledge and Resource Manager  
National RTAP



Marianna Hanefeld  
Tribal Liaison/WA State RTAP  
Manager  
WSDOT Public Transportation  
Division



Meredith Greene Madrigal  
Principal and CEO  
Socius Amica



Paula Clark  
Senior Transportation Planner  
KFH Group, Inc.

# Toolkit Preparation Team and Reviewers

## Preparation Team

- Paula Clark – KFH Group
- Meredith Greene – Socius Amica
- Ken Hosen – KFH Group
- Dan Dalton – KFH Group
- Jill Hough – KFH Group
- Luke Huddon – KFH Group

## Project Managers

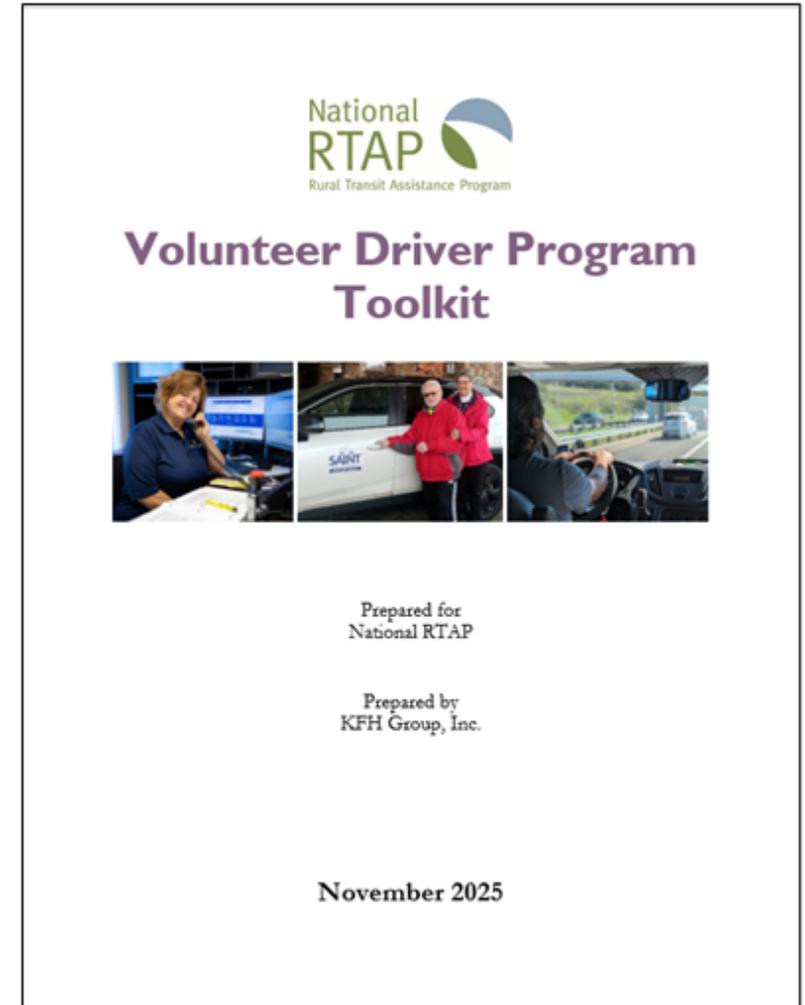
- Marianna Hanefeld, Washington State DOT
- Cara Marcus, National RTAP
- Ann Rajewski, Colorado Association of Transit Agencies (CASTA)

## Reviewers

- Carrie Diamond, Texas A&M Transportation Institute, TX
- Angel Bond, Boulder County Transportation Planning Division, CO
- Staci Sahoo, HopeLink Mobility Management, WA

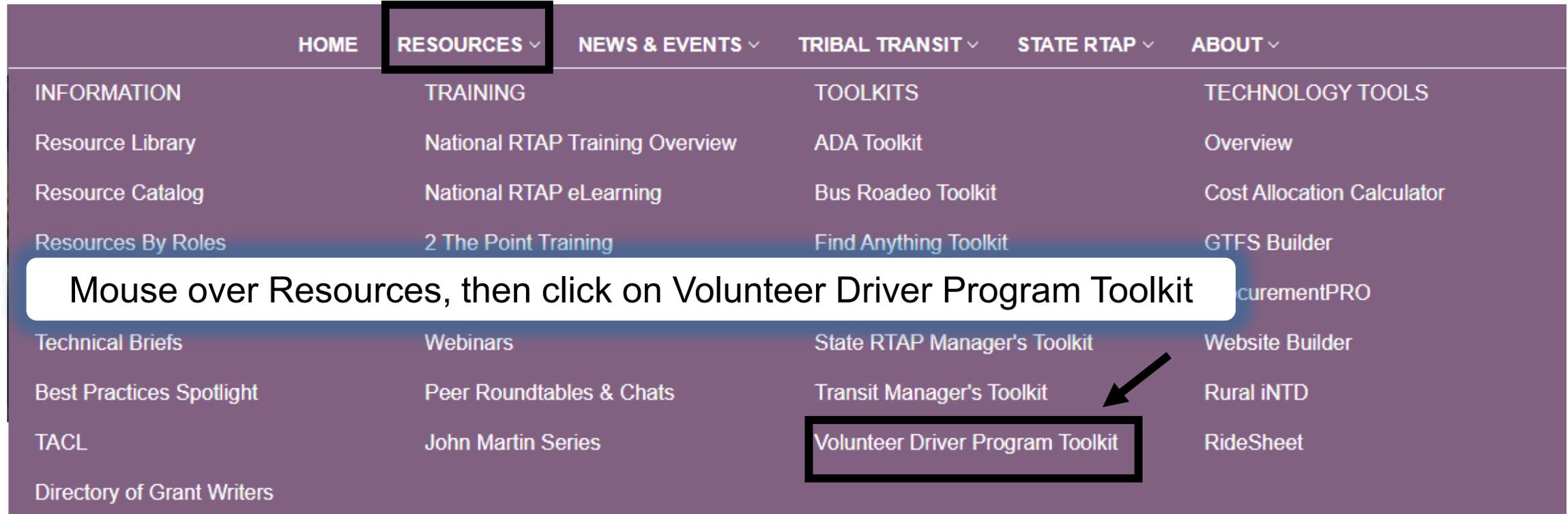
# About the Volunteer Driver Program Toolkit - 2026

- Update to Washington State's Volunteer Driver Program Guidebook (2013)
- Joint project of National RTAP, Washington State DOT, and Colorado Association of Transit Agencies (CASTA)
- Information, direction, guidance, and resources for organizations wanting to start a new volunteer driver program or to expand an existing one
- Information, Resources, Examples and Case Studies for a National Audience



# Accessing the ADA Toolkit

<https://www.nationalrtap.org>



The screenshot shows the navigation menu of the National RTAP website. The 'RESOURCES' menu item is highlighted with a black box and an arrow pointing to it from the URL above. Below the main menu, a grid of links is displayed. A white callout box with black text says 'Mouse over Resources, then click on Volunteer Driver Program Toolkit'. An arrow points from this callout box to the 'Volunteer Driver Program Toolkit' link, which is also highlighted with a black box.

HOME	RESOURCES ▾	NEWS & EVENTS ▾	TRIBAL TRANSIT ▾	STATE RTAP ▾	ABOUT ▾
INFORMATION	TRAINING		TOOLKITS		TECHNOLOGY TOOLS
Resource Library	National RTAP Training Overview		ADA Toolkit		Overview
Resource Catalog	National RTAP eLearning		Bus Roadeo Toolkit		Cost Allocation Calculator
Resources By Roles	2 The Point Training		Find Anything Toolkit		GTFS Builder
					MeasurementPRO
Technical Briefs	Webinars		State RTAP Manager's Toolkit		Website Builder
Best Practices Spotlight	Peer Roundtables & Chats		Transit Manager's Toolkit		Rural INTD
TACL	John Martin Series		<b>Volunteer Driver Program Toolkit</b>		RideSheet
Directory of Grant Writers					

<https://www.nationalrtap.org/Toolkits/Volunteer-Drivers-Toolkit/Welcome>

# Welcome Section

## Includes:

- Welcome
- Table of Contents
- Acknowledgments
- How to Use This Toolkit
- Full-Text PDF

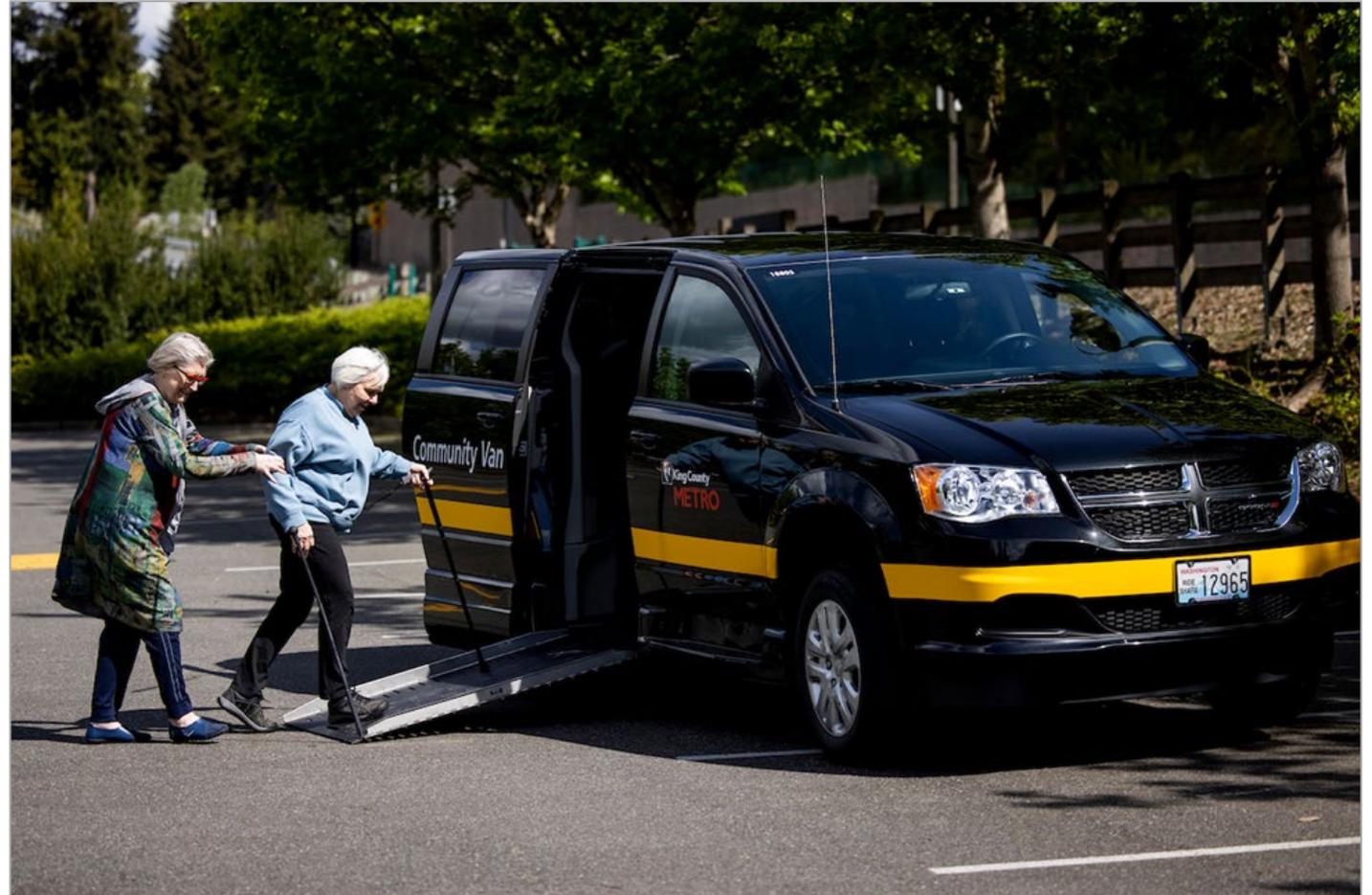


Photo credit: King County Metro/Community Van

# Section 1 - Welcome

The purpose of the Volunteer Driver Program Toolkit is to assist organizations with developing and maintaining volunteer driver programs. It is a guide that provides the framework for developing and maintaining volunteer driver programs.



Photo Credit: Volunteers in Motion, Cocoa Beach, Florida

# Section 1 - How to Use this Toolkit

A “How to Use This Toolkit” chart was also developed to help the reader explore topics from the perspective of a **Beginner**, **Intermediate**, or **Advanced** volunteer driver program.

Skill Level	Section 6 – Program Records	Section 7 – Case Studies	Section 7 - Appendix	Section 8– Model Forms (Templates), Policies, and Procedures
<p><b><u>Beginner</u></b> Organizations new to volunteer driver programs (or those considering starting a volunteer driver program)</p>	<p><b>Driver Records</b> <b>Vehicle Records</b> Agency Owned Vehicles Privately Owned Vehicles (POVs) <b>Rider Records</b></p>	<p><b>Part One – Individual Case Studies:</b> <b>Senior Alternatives in Transportation (SAINT), Colorado</b> <b>Space Coast Transit/Volunteers in Motion, Florida</b> <b>WexExpress New Freedom, Michigan</b> <b>Nevada Rural Counties Retired and Senior Volunteer Program (Nevada RSVP), Nevada</b> <b>Ride Connection, Oregon</b></p>	<p><b>Recruitment Materials</b> <b>Handbooks and Guides for Volunteers</b> <b>Handbooks and Guides for Riders</b> <b>Insurance Resources</b> <b>Policy and Procedure Resources</b> <b>Transportation Plans and Trip Logs</b> <b>Training materials</b></p>	<p><b>Policies and Procedures – Examples</b> <b>Model Forms (Templates) and Examples</b></p>

**Beginner**  
For those who are brand new to volunteer programs (or those considering starting a volunteer driver program).

# Section 1 - How to Use this Toolkit

## **Intermediate**

For programs that have been in **operation** for a few **years**. (Also, for seasoned programs.)

Skill Level	Section 2- Volunteer Driver Programs	Section 3 – Important Information About Riders	Section 4 – Establishing and Managing a Volunteer Driver Pool	Section 5 – Day-to-Day Operations
<p><b><u>Intermediate</u></b>                      For programs that have been in <b>operation</b> for a few <b>years</b>. (Also, for seasoned programs.)</p>	<p><b>Community Relations</b>                      Marketing                      Branding  <b>Funding</b>                      Coordination and Planning  <b>Operating Across Boundaries</b>                      Mobility Management</p>	<p><b>Communication with Riders</b>                      Information Accessibility</p>	<p><b>Volunteer Drivers</b>                      Recruiting Drivers                      Retaining Drivers  <b>Driver Performance</b>                      Driver Review Process                      Performance Evaluations</p>	<p><b>Scheduling</b>                      Technology</p>

# Section 1 - How to Use this Toolkit

**Advanced**  
 For Volunteer Driver Programs ready to offer “next level” services.

Skill Level	Section 6 – Program Records	Section 7 – Case Studies	Section 7 - Appendix	Section 8– Model Forms (Templates), Policies, and Procedures
<p><b><u>Advanced</u></b>            For Volunteer Driver Programs ready to offer “next level” services</p>		<p><b>Part Three – Lessons Learned:</b></p> <ul style="list-style-type: none"> <li>Volunteer Recruitment and Retention</li> <li>Communication with Volunteers and Riders</li> <li>Program Sustainability and Funding</li> <li>Volunteer Drivers - Clarity and Expectations</li> <li>Technology and Software Utilization</li> </ul>		

# Section 2 – Volunteer Driver Programs



Photo Credit: Volunteers in Motion, Space Coast Area Transit, Cocoa, Florida

## Topics include:

- Volunteer Driver Programs and Sponsoring Organizations
- Risk Management
- The Importance of Community Relations
- Policies and Procedures

# Section 3 – Important Information About Riders

## Topics include:

- Riders
  - Rider Registration
  - Rider Information and Records
  - Rider Identification
- Children
- Rider Surveys
- Rider Grievances



Photo Credit: Senior Alternatives in Transportation (SAINT), Fort Collins, Colorado

# Section 4 - Establishing and Managing a Volunteer Driver Pool



Photo Credit: Drive a Senior/Chariot, Austin, Texas

## Topics include:

- Volunteer Drivers
- Driver Duties
- Driver Performance
- Driver Conduct
- Training Volunteer Drivers

# Section 5 – Day-to- Day Operations

## Topics include:

- Scheduling
- Vehicles, Equipment, and Maintenance
- Trip Plans
- Weather
- Incidents, Accidents, and Collisions



Photo Credit: Volunteers in Motion, Space Coast Area Transit, Cocoa, Florida

# Section 6 - Volunteer Driver Program Records

## Topics include:

- What Driver Records Should be Maintained?
- How About Vehicle Records?
- What Records Should be Kept on Riders?
- Performance Metrics
  - How To Record Trip Information



Photo Credit: Volunteers in Motion, Space Coast Area Transit, Cocoa, Florida

# Section 7 – Case Studies and Methodologies

**This section of the Toolkit is divided into 3 parts and includes an Appendix:**

- Part One – Case Studies
- Part Two – Common Themes
- Part Three – Lessons Learned
- Appendix



Photo Credit: Senior Alternatives in Transportation (SAINT), Fort Collins, Colorado

# Section 7 – Part One: Senior Alternatives in Transportation



Senior  
Alternatives in  
Transportation  
(SAINT)  
Volunteer  
Transportation  
Fort Collins,  
Colorado

Photo Credit: Senior Alternatives in Transportation (SAINT), Fort Collins, Colorado

# Section 7 – Part One: Volunteers in Motion



Space Coast  
Transit /  
Volunteers  
in Motion  
Cocoa, Florida



Photo Credit: Volunteers in Motion, Space Coast Area Transit, Cocoa, Florida

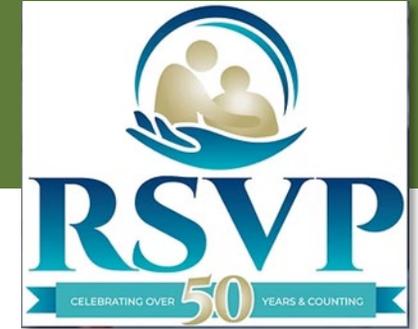
# Section 7 – Part One: WexExpress / New Freedom



WexExpress/  
New Freedom  
Cadillac,  
Michigan

Photo credit: WexExpress New Freedom, Cadillac, Michigan

# Section 7 – Part One: Nevada Rural Counties RSVP



## Nevada Rural Counties Retired and Senior Volunteer Program (Nevada RSVP) Carson City, Nevada



Photo credit: Nevada RSVP, Carson City, Nevada

# Section 7 – Part One: Ride Connection



## Ride Connection Portland, Oregon

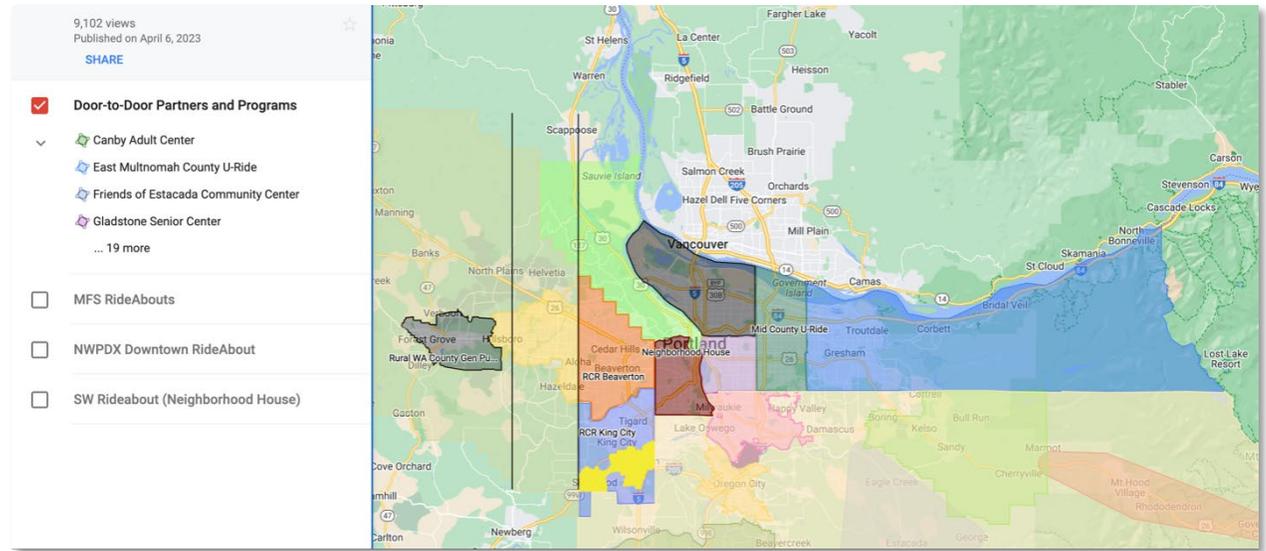


Photo credits: Ride Connection, Portland, Oregon

# Section 7 – Part One: Compass IL / New Freedom

Compass IL/New Freedom Transportation Program  
Menomonie, Wisconsin



Photo credit: Compass IL / New Freedom, Menomonie, Wisconsin

# Section 7 – Part One: Community Van



[King County Metro Community Van, Seattle, Washington](#)



Photo credit: **Community Van** - [How to Use Community Van](#)

# Section 7 – Part One: Drive a Senior



## Drive a Senior, Austin, Texas

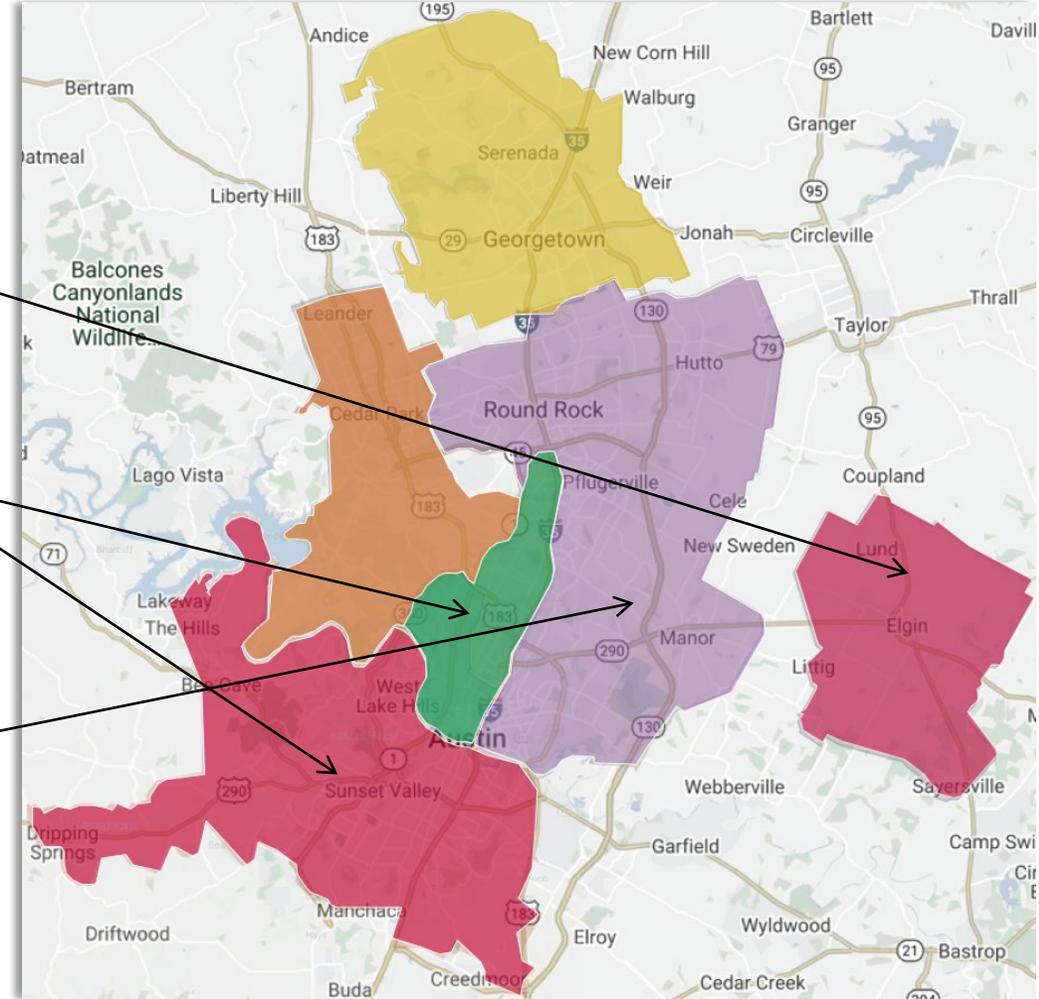


Photo Credit: Drive a Senior/Senior Access, Austin, Texas



Photo Credits: Drive a Senior/Chariot, Austin, Texas

# Section 7 – Part One: Drive a Senior



AUSTIN-AREA NONPROFIT ORGANIZATIONS PROVIDING SENIOR TRANSPORTATION

# Section 7 – Part Two – Common Themes

## Common Themes

- Driver Incentives
- Training
- Risk Management Strategies
- Software Considerations
- Medical Considerations



Source: Ride Connection, Portland, Oregon

# Section 7 – Part Three – Lessons Learned

## Lessons Learned

- Volunteer Recruitment and Retention
- Communication with Volunteers and Clients
- Program Sustainability and Funding
- Volunteer Drivers - Clarity and Expectations
- Technology and Software Utilization
- Liability and Safety Concerns
- Volunteer Appreciation and Recognition
- Service Scope and Flexibility



Source: Drive a Senior/Chariot, Austin, Texas

# Appendix to Section 7 – Case Studies

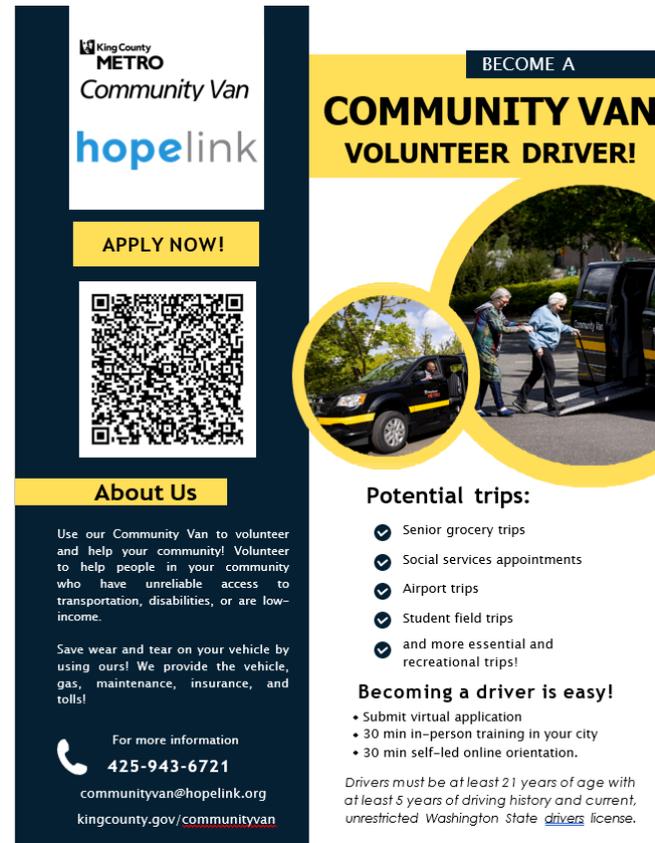


**wexexpress**  
New Freedom Program  
Transportation Plan

Passenger Information  
 First and last name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State MI Zip code \_\_\_\_\_  
 Home phone (\_\_\_\_) \_\_\_\_\_ Cell phone (\_\_\_\_) \_\_\_\_\_  
 Emergency contact \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_  
 Are you able to provide payment  Yes  No \_\_\_\_\_  
 Have you ridden with us before?  Yes  No \_\_\_\_\_  
 Are you over 60 years old  Yes  No \_\_\_\_\_  
 Are you a Veteran?  Yes  No \_\_\_\_\_

Transportation request  
 Medical \_\_\_\_\_ Dental \_\_\_\_\_ Vision \_\_\_\_\_ Therapy \_\_\_\_\_ Other \_\_\_\_\_  
 Date of trip \_\_\_\_\_ Pick up time \_\_\_\_\_ Appt. time \_\_\_\_\_  
 Pick up location \_\_\_\_\_ Appt. Length \_\_\_\_\_ Total Trip time \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ State MI Zip code \_\_\_\_\_  
 Destination \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State MI Zip code \_\_\_\_\_  
 Special instructions/directions/mobility needs \_\_\_\_\_  
 \_\_\_\_\_  
 # of additional passengers \_\_\_\_\_ (Circle one) Personal attendant \_\_\_\_\_ family member \_\_\_\_\_ Friend \_\_\_\_\_

**OFFICE USE** Approximate miles \_\_\_\_\_  
 Contact Date: \_\_\_\_\_ Received by: \_\_\_\_\_ Return Call \_\_\_\_\_  
 COA Wexford  Veterans  AAA  CWTA  Other \_\_\_\_\_  
 Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
 COA Wexford  Veterans  AAA  CWTA  Other \_\_\_\_\_  
 Volunteer Driver: \_\_\_\_\_ Vehicle \_\_\_\_\_ Scheduled  Paperwork   
C:\Users\Wristen\Google Drive\New Freedom\transportation plan.docx Revised 7/24/18



King County METRO  
Community Van  
hopelink

BECOME A  
**COMMUNITY VAN  
VOLUNTEER DRIVER!**

APPLY NOW!



**About Us**

Use our Community Van to volunteer and help your community! Volunteer to help people in your community who have unreliable access to transportation, disabilities, or are low-income.

Save wear and tear on your vehicle by using ours! We provide the vehicle, gas, maintenance, insurance, and tolls!

For more information  
425-943-6721  
communityvan@hopelink.org  
kingcounty.gov/communityvan

**Potential trips:**

- ✓ Senior grocery trips
- ✓ Social services appointments
- ✓ Airport trips
- ✓ Student field trips
- ✓ and more essential and recreational trips!

**Becoming a driver is easy!**

- Submit virtual application
- 30 min in-person training in your city
- 30 min self-led online orientation.

*Drivers must be at least 21 years of age with at least 5 years of driving history and current, unrestricted Washington State drivers license.*

Source: King County Metro  
Community Van, Portland, Oregon

The Volunteer Driver Programs made available many of their marketing materials, policies, procedures, and forms.

- Recruitment Fliers
- Handbooks and Guides
- Agreements and Policies
- Reports and Forms
- Insurance
- Training

Source: WexExpress/New  
Freedom, Cadillac, Michigan

# Section 8 – Forms, Policies, and Procedures

The model forms (examples and templates), policies, and procedures in this section of the Toolkit include:

## **Policies (Examples)**

- Driver Selection Guidelines
- Driver Conduct
- Code of Ethics
- Confidentiality Policy
- Donation Policy
- Policy on Harassment

## **Procedures**

- Lift Operation Procedures and Checklist
- Wheelchair and Rider Securement Procedures and Checklists

## **Templates**

- Driver Training Checklist
- Pre-Trip Inspection
- Incident and Collision Report
- Transportation Request
- Client Survey

# Glossary and Additional Resources

- The Glossary is intended to assist volunteer driver programs with understanding terminology introduced in this Toolkit.
- Additional Resources



Photo Credit: KFH Group

# Q&A



Photo Credit: KFH Group

# Upcoming National RTAP Events

## **Books in Transit Discussion Group – The Lost Ticket**

February 20, 2025, 2:00-3:00 PM ET

## **Learn About TACL - The Transportation Technical Assistance Coordination Library**

February 23, 2:00-3:00 PM ET

## **Tips to Become a National RTAP Resource Library Super-User**

March 10, 2:00-3:00 PM ET

## **Spring Into New National RTAP Resources**

Registration coming soon!

To register or to access recordings, slides, or summaries, go to:

[nationalrtap.org/Training/Peer-Roundtables-and-Chats](https://nationalrtap.org/Training/Peer-Roundtables-and-Chats) and [nationalrtap.org/Webinars](https://nationalrtap.org/Webinars).

# Thank You

## National Rural Transit Assistance Program

[nationalrtap.org](http://nationalrtap.org)

[info@nationalrtap.org](mailto:info@nationalrtap.org)

888-589-6821

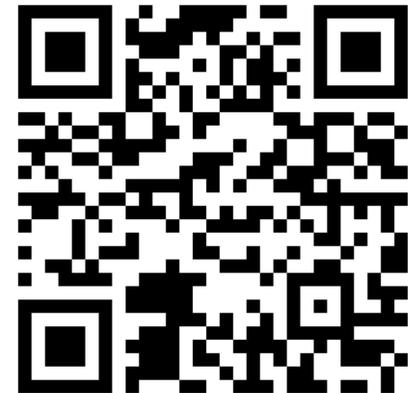
Cara Marcus

Knowledge and Resource Manager

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781-404-5020

Webinar Survey



U.S. Department of Transportation  
Federal Transit Administration