

**Community-Based Volunteer Driver Network Gathering**  
**March 30, 2018**  
**MaineDOT – 24 Capitol St., Augusta**  
**1-4 PM**

**Agenda**

- 1:00-1:10 Brief Introductions (name and organization only)
- 1:10-1:20 Overview of PTAC, 2025 State Plan & Meeting Purpose
- 1:20-1:40 Review of operational “neighbor” volunteer programs
- 1:40-2:30 Discussion of challenges & solutions (unpack challenges and solicit input on solutions that have worked
  - a. Volunteer recruitment, training, management & retention
  - b. Outreach & awareness – recruiting riders
  - c. Scheduling
  - d. Staffing – volunteer v. paid
  - e. Funding/Sustainability
  - f. Measurement
  - g. Excessive rider needs
  - h. Involvement with existing transit system
- 2:30-2:40 Break
- 2:40-3:45 Discussion – How Could a Volunteer Transportation Network Help?
  - a. What kind of technical assistance could help? How should it be delivered?
    - a. Volunteer recruitment
    - b. Shared Learning
    - c. Coordination with transit providers
    - d. Volunteer Training
    - e. Sustainability
    - f. Measurement
  - b. How could a network pool resources/share resources?
  - c. How could a network support/help aspirational programs?
  - d. Should someone (who) maintain best practice standards for such programs?
- 3:40-3:50 Wrap-up & Next Steps
- 3:50-4:00 Meeting Feedback

## Volunteer Transportation Network MaineDOT -Augusta 3/30/18

Lori's notes:

Jess Mauer thanked everyone for coming. Short introduction of attendees. Jess volunteered to lead volunteer effort on behalf of the Public Transportation Advisory Council (PTAC).

Mary Ann Hayes – brief history of the PTAC. One outcome of the Strategic Transit Plan was to encourage volunteer networks. What will that look like? How can MaineDOT provide support?

People aging-in-place, but can no longer drive. Real issue when living outside of service centers. Public transit can't meet all needs. 2025 Transit Plan noted part of the solution is integrating volunteer networks with public transit. Question: How can MaineDOT help support volunteer networks?

Survey results show that it's hard for people to ask for help. How to recruit more volunteer drivers? There are too many requests for rides and not enough drivers.

Participants shared successes/challenges. Most volunteer drivers are retired. They are recruited mostly via word of mouth. Coordination with hospitals ongoing. Advertising via weekly newspapers, churches, newsletters, Facebook. Communities want to help but need direction.

Discussion around software – Assisted Rides Program. Costs \$1500/year, with \$1000 for setup.

Possible recruitment opportunity – stay-at-home moms.

Current training strategies:

- Orientation
- Do's and Don'ts
- Initial driver training and regular refreshers
- Written procedures
- Common sense
- Orientation one-on-one
- Wheelchair van training
- Assisted rides online
- Once-a-year volunteer lunch to include training
- By-the-way emails
- American Cancer Society online training

Insurance discussion:

- Driver's insurance
- Agency umbrella policy
- National company \$500K year
- Scema insurance co.
- Liability waiver form

- General business liability
- Church insurance
- Provide drivers with lawyer

Police/Fire/EMT cooperation: Drivers are given a packet which identifies them as volunteer drivers. Packet includes handicapped placard. Some communities have yellow-dot program for driver security.

Sustainability:

- Better if linked to regional transit systems.

How could a network be useful?

- Troubleshoot specific issues
- Information sharing
- Training
- Tie into regional transportation networks
- Tools for eligibility
- Referrals
- Searchable topics for information exchange
- Open chat room/forum
- Boot camp software
- Statewide volunteer recruitment
- Quality assurance
- Reimbursement mechanism
- Crash rates/senior drivers by towns.

Next steps:

- List serve discussion group
- \$ for software
- Mobility Management Symposium May 17
- Needs/opportunities
- Mentoring
- Best Practices
- \$ for background checks
- Help with 501(c) process