



Voluntary Services

Transportation
Network (TN)
Best Practices





Transportation Network (TN)

DAV Transportation Network is the largest program of its kind for veterans in the nation. This program ensures our veterans, who may not have access to reliable transportation, are able to get to their VA health care appointments.



DAV Hospital Service Coordinator's (HSC) play an important role in our efforts to assist injured and ill veterans. They are the front line for the DAV Transportation Network, by scheduling rides, keeping vehicles running safely and reporting volunteer activities to DAV National Headquarters.





Transportation Network (TN)

There are **133** Hospital Service Coordinators covering transportation programs at more than **247** VA medical facilities. These DAV HSCs assemble corps of volunteer drivers and coordinate them with hospital transportation requests. The Transportation Network volunteers transported more than **236,000** veterans over **9.3** million miles in **2024** alone!

Transportation Network

Over **586,000** hours spent by DAV volunteer drivers producing more than **9.3 million** logged miles, totalling over **235,000** no-cost rides for ill and injured veterans to and from VA medical facilities.



Since 1987, at a cost of more than **\$100 million**



donated
3,833
vehicles



donated
269
vehicles

Since 1987, volunteer drivers traveled more than **761 million** miles providing over **20 million** rides.



Hospital Service Coordinator Responsibilities

- Coordinate the program with appropriate services.
 - Provide all volunteer drivers with the HSC's or Coordinator's name, office location, and telephone number.
 - Receive the transportation request and determine the transportation eligibility of veterans.
 - Supervise all the volunteer transportation drivers.
 - Contact the volunteer transportation driver and make the assignment.
 - Provide funds for transportation, as applicable to veterans in need.
 - Prepare and distribute all reports to Department and National DAV Headquarters. Contact National Headquarters Voluntary Services at 859-441-7300, ext. 1313 and email reports to VAVS@dav.org
 - Report all incidents and accidents to the designated VA and DAV Voluntary Services Staff.
 - Update DAV Headquarters with any changes to the Hospital Service Coordinators Directory. Updates are emailed out at the beginning of each month to all HSCs and we need to make sure we have the most up to date directory.
-



How to Coordinate Transportation

Tips:

- Have veterans schedule appointments between a designated time. This keeps the drivers on a good schedule.
- Ask that veterans request a ride far in advance of their appointment.
- Ask that the veteran is ready 15 minutes before pickup time.
- Have a good working relationship with the CDCE Chief or Program Manager at the VAMC.
- Take care of your volunteers! We could not have success without them!

Different practices:

- Veteran sign up sheet. The veteran will be able to sign up for a ride via phone or by going into the transportation office.





Volunteer Driver Requirements & Duties

Requirements:

- Pass a physical given by a VA Occupational Health provider.
- Have good judgement and ability to solve problems.
- Ability to remain calm under stressful conditions.
- Willing to do minor vehicle inspections for safety.
- Complete an annual VA-sponsored defensive driving class.
- Possess a valid state driver's license and clean driving record.
- Possess personal auto liability insurance.
- Keep DAV vehicles clean inside and out.





Volunteer Driver Requirements & Duties

Duties:

- Report to the Voluntary Service Department and DAV personnel.
- Drive veterans to VA health care facilities for their health care appointments.
- Coordinate with veteran passengers on where to meet and the time of their departure to their health care appointment.
- Return veterans to their original pick up location after their health care appointment.



- Reminder that reporting is based on a VA fiscal year. These are hours volunteered from October 1 to September 30 of the following year.
- Approvals for Transportation Network vehicles are based on the strength of your program. If the hours are not reported, approvals may not be granted.
- HSC's must report hours to DAV Voluntary Services in a timely and efficient manner. We count on these hours to determine the need for new vehicles. This is also used to determine the need for the vehicles donated by Ford at the DAV National Convention.





Tips for Reporting Hours

Credit for volunteer hours is based on DAV National Headquarters receiving information from the HSC.

Reports are due on the 5th of each month.

Example: January volunteer hours should be reported no later than February 5.

Hours credited to an organization other than DAV, or DAV Auxiliary should be entered as Non-DAV Transportation. DAV National Headquarters still needs to capture this information for vehicle usage.

Reporting hours in a timely manner helps to provide accurate reports and to award volunteers in a proper time frame. Awards are sent monthly to volunteers to show DAV's appreciation and to keep them excited and involved in the program.



Volunteer Award Incentive Milestones

- Volunteers that donate their time to DAV become eligible for the Volunteer Recognition Program.
- When we do our part in submitting hours, volunteers that donate their time to DAV are eligible for the Volunteer Recognition Program.
- At each volunteer milestone listed, the volunteer will receive a generous gift from DAV as a token of DAV's appreciation of their time spent helping veterans.

Incentive Award Level	Miles	Hours
1	1	1
2	2,500	50
3	5,000	100
4	7,500	150
5	10,000	200
6	15,000	250
7	25,000	500
8	35,000	750
9	50,000	1,000
10	75,000	2,000
11	100,000	3,000
12	150,000	5,000
13	175,000	7,500
14	200,000	10,000
15	225,000	15,000
16	300,000	20,000
17	325,000	25,000
18	350,000	30,000
19	400,000	35,000
20	500,000	40,000



Helpful Tips:

- We encourage you to **PLEASE** use the new excel form that was sent out two years ago.
 - We understand that some individuals prefer not to share their personal information, the information required on this form is the minimum we require to be able to match the volunteer hours to the correct individual. If the volunteer prefers to keep their information off this reporting form, it can be entered under the facility. However, please explain to the volunteer that they will receive no recognition for their volunteer efforts.
 - This new form is designed to upload seamlessly into the DAV's new Customer Relationship Management system (CRM). This will make the data entry more efficient for our DAV Voluntary Services Team, and will ultimately eliminate errors that arise from keying the information manually. Please do not make any changes to the formatting on this excel workbook, as this will result in a failure to upload the data. You can make changes to the volunteer data as needed, but do not make changes to the format.
-



HSC Monthly Reporting Form 40

<u>Membership</u>				<u>Address</u>						<u>Date Of</u>						
<u>Number (If</u>	<u>First Name</u>	<u>Middle Name</u>	<u>Last Name</u>	<u>Line 1</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Email</u>	<u>Phone</u>	<u>Birth</u>	<u>Location</u>	<u>Date Volunteered</u>	<u>Job Description</u>	<u>Hours</u>	<u>Miles</u>	<u>Vets Transported</u>

If you have any questions or concerns on how to fill out the forms you can always email us at VAVS@dav.org.

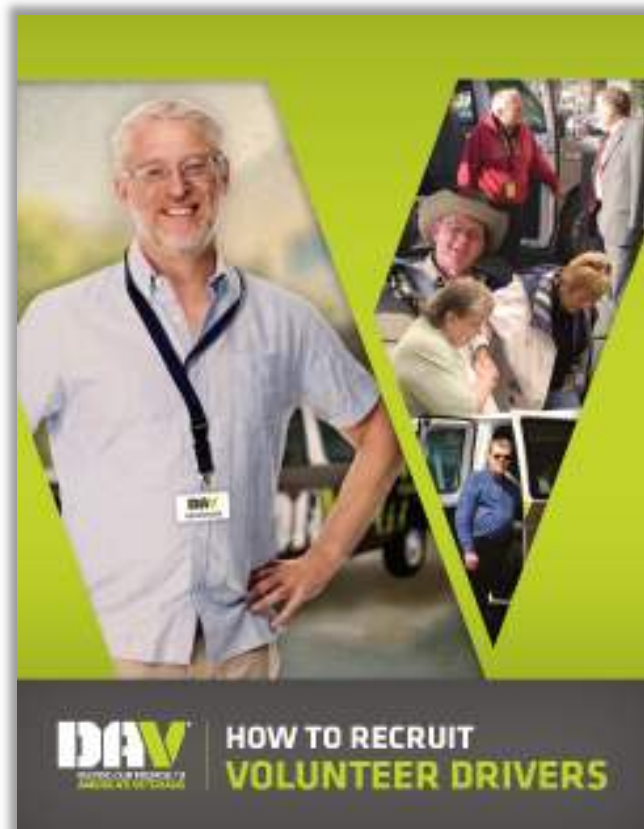




Promotional Materials & Resources

The following informative toolkit, brochures and posters are available to help promote our volunteer programs.

HSC TN Recruiting Toolkit



Volunteer Poster





Promotional Materials & Resources

DAV Volunteer/ Transportation Network Brochure



Front & Back

Orientation Handbook



If you would like any of these materials please contact Voluntary Services at VAVS@dav.org, and we will be happy to send them to you at no charge.

- **How to Recruit Volunteer Drivers Toolkit**
https://www.dav.org/wp-content/uploads/HSC_TN_recruiting_toolkit.pdf
- **You can also find the Membership Supplies Order Form on the DAV portal. If you are in need of any VS brochures, forms, posters, you can order them and we will have them shipped.**
<https://www.dav.org/membership/documents/forms/>
- **Copy and paste link below to access the HSC Monthly Reporting Form 40**
<https://www.dav.org/member-resources/voluntary-services/>
- **The TN SOP – This will be available after the webinar.**
- **To access the documents below, copy and paste these titles into your browser to download.**

VHA Handbook – [Volunteer Transportation Network \(VTN\) 1620.02, Policies and Procedures](#)

VHA Directive – [Clearance of Volunteers for Driving Assignments 2004-040](#)



For more information



Email: VAVS@dav.org

Mail: Voluntary Services
860 Dolwick Drive
Erlanger, KY 41018

Phone: (859) 441-7300 ext. 1313
(877) 426-2838 ext. 1313