VOLUNTEER DRIVER PROGRAM

Disabled Veterans Transportation

No-cost, door-through-door transportation for veterans with disabilities in Snohomish County.

Reliable access. Personal assistance. Community connection.



WHY IT MATTERS

Transportation is the bridge to essential care

The program fills gaps for veterans who face disability, distance, and limited transportation options.

1

CROSS-COUNTY ACCESS

Trips can cross county lines so veterans can reach essential medical appointments.

2

RURAL REACH

For some rural veterans, this may be the only practical transportation option.

3

DOOR-THROUGH-DOOR SUPPORT

Personal assistance reduces outdoor waiting and supports safer, more convenient travel.



SERVICE MODEL

How a ride happens

A simple request process is supported by careful volunteer screening and flexible trip selection.

1

ENROLL

Veterans call the client intake line. Staff complete the application and consent process.

2

REQUEST

Enrolled clients contact the Transportation Line at least one week before the trip.

3

MATCH

The ride is entered in RideScheduler, where volunteer drivers select available trips.

4

RIDE

Drivers use personal vehicles and provide door-through-door transportation.

Volunteer drivers report hours and miles monthly for mileage reimbursement.

Built on trust, screening, and dependable service

Volunteer drivers complete a comprehensive registration process before providing rides.



3 references

Application includes three references.

Vehicle readiness

Proof of insurance and registration, plus vehicle inspection.

Record checks

Driving record, Washington State Patrol, and National Sex Offender Public Website checks.

Orientation

In-person orientation prepares volunteers for the service model.

Service continuity during the pandemic
1,352 one-way boardings • 44,072 miles • 2,469 volunteer hours
March 1, 2020–February 28, 2022

PROGRAM REACH

Documented service impact

Cumulative figures reported in the source deck, RideScheduler, from July 1, 2024 – June 30, 2026.

323	23,015	1,602	27
ONE-WAY BOARDINGS	MILES DRIVEN	VOLUNTEER HOURS	VETERANS SERVED

WHO THE PROGRAM HAS SERVED

Age range

53-93

Participant mix

78% / 22%

Program history

Serving since 2011

Note: The source deck labels the participant mix as male/female. Figures should be refreshed when current RideScheduler data are available.

VETERAN VOICES

What dependable transportation changes

Clients describe the value in practical terms: access, confidence, reliability, and personal care.

> ***“I would be lost without Catholic Community Services.”***
>
> **Dennis D. • Port Susan**

> ***“Reliability; friendly, knowledgeable, safe drivers.”***
>
> **Don B. • Monroe**

> ***“I like the feeling of confidence that I can get to and from my destinations.”***
>
> **Randolph H. • Everett**

Additional source-deck comments highlight volunteer patience, help with groceries, and safe access during the pandemic.



A small program with an essential purpose.

For veterans living in rural communities, managing mobility barriers, or traveling outside the county for care, this service may be the only workable option.

PRIORITY REQUEST

Continue investing in safe, dependable transportation that helps local veterans reach the places they need to go.

