

# **Veterans Transportation Survey Summary of Findings**

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Iowa Department of Transportation

**August 2013**

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**Veterans Transportation and Community Living Initiative  
Veterans Transportation Provider Survey  
Summary Report**

**Background and Methods**

In an effort to identify both current transportation services and unmet transportation needs for veterans in the state, the Iowa Department of Transportation (DOT) undertook a study of veteran transportation service providers. With the assistance of the University of Northern Iowa Center for Social & Behavioral Research (CSBR), organizations providing transportation to veterans were contacted for a brief telephone interview to provide a summary of contact details, services, capacity, and basic policies. The calls began on March 17, 2013 and were completed April 10, 2017. From the 117 provider contacts provided by Iowa DOT, 84 interviews were completed. The majority of those not included in the completed interviews indicated that they did not provide transportation services (n=23). One respondent provided aggregated information for more than one county (n=2) and the remainder were never available or were busy during the study period (n=6) or refused (n=1). Nonrespondents and notes are provided in Appendix A.

Full frequencies are provided in Appendix B.

Iowa DOT's Reaction to the Report is presented at the end of the Summary of Findings.

**Summary of Findings**

**Contact Information.** Most organizations reported names consistent with Iowa DOT records. Ten organizations reported different names. The majority of the primary contacts for the organizations were the respondents themselves (70%), while about one-quarter of them were the director of the organization (26%).

Approximately six in ten organizations represented County Veterans Affairs with just over a third (36%) representing Disabled American Veterans.

Of the 13% of organizations reporting that they represented more than one veteran transportation provider, the plurality (45%) indicated that services did not vary by organization. Slightly over a quarter indicated that services did vary (27%) or they did not know if they varied (27%).

The majority of transportation services provided or offered were rides to medical appointments at VA clinics and Veteran Medical centers (96%). This was followed by rides to medical appointments at primary care physicians (16%). About 10% of respondents indicated that transportation services were for other needs.

Names and titles of directors were sought and are provided in Appendix C along with phone numbers, email addresses, and additional contacts. The phone numbers provided by Iowa DOT were confirmed in 99% of cases. Additional numbers were reported by 27% of those interviewed. Email addresses were confirmed for 88% of respondents. About a third of the organizations provided an additional contact person. Primary contacts were confirmed for 69% of organizations. The director (someone other than the original contact) was indicated by about 27%.

Only 5% of the organizations were doing business under a different name than the one provided by Iowa DOT. These names are listed in Appendix C.

**Service Area and General Information.** More than two-thirds (78%) indicated that their service areas were confined to one county. About 18% indicated that their services were not confined and the remainder did not know or did not respond to the item. Organizations indicating more than one county are provided in Appendix C. Only two organizations serving counties indicated that services were NOT available throughout the entire county.

Over half (57%) of the organizations reported having a website. Five organizations (6%) were unsure. URLs and office hours are provided in Appendix C.

**Transportation services.** Slightly more than six in ten organizations reported that their services must be scheduled (62%) and 46% indicated that their services are “on-demand.” Hours of operation are provided in Appendix C. For those offering scheduled trips, both centralized and door-to-door options are possible. About half of the services were reported to be centralized (50%) and almost three-quarters of the agencies (73%) offered door-to-door services as well.

For the on-demand trips, the majority of the transportation service days are weekdays with comparable percentages for each of the days (84.6% - 87.2%). Only 13% of the on-demand trips are everyday services and only one organization reported that services were available on Saturdays.

For the on-demand trips, the majority reported door-to-door (87%), but about one-third also reported centralized pickup (33%). The vast majority of agencies (93%) provide these services themselves with only 7% subcontracting the services to another organization.

Among the organizations that do subcontract their services, one-third of them were not able to provide the subcontractor’s contact information (33.3%). Among the service providers who utilize subcontractors, two-thirds schedule rides with the subcontractors (66.7%).

The primary eligibility requirement for a veteran to receive services is documentation or verification of veteran status (61.6%). Additional eligibility requirements include low-income status (6%) and age (1%).

Over half of the organizations (58%) specified other requirements such as having an appointment at a specific medical clinic or VA health care system. None of the organizations required military service to have been in a particular time period or war.

The majority of the providers reported that no application process is required in order to use their services (81%) and about 85% indicated that personal care attendants were allowed to ride with the veterans. Approximately three-quarters (76%) allowed spouses or children or service animals (77%) to ride with the veterans.

**Costs.** Only 5% of the organizations charge for their transportation services. Of those that do charge, one charged per mile, one charged per round trip and one had another system. One organization contact was unsure of the pricing determination. Similarly, 94% of organizations reported that they did not charge for personal care attendants (94%) or for family members (97%). For those charging for services, both checks and cash are accepted for payment. No organizations reported accepting credit or debit cards.

Organizations reported that the Veterans Administration (39%) and the Disabled American Veterans (28%) paid for services for some of their clients. Less frequently, Veterans of Foreign Wars (5%) and American Legion (5%) were selected. County budgets were also mentioned as a frequent source of funding

**Logistics.** The most typically reported arrangement for transportation is having the veterans call the agency (96%). A smaller portion of the arrangements are made by a Hospital Service Coordinator or Volunteer Coordinator (11%) and some organizations reported that they require no reservations if space is available (7%). A few providers also offer reservations via their website (1%) or via email (2%).

The majority of organizations reported that they advertised their services in ways other than print material or direct marketing (94%). Those indicating that they used other means reported their primary advertising was through word of mouth or newspapers.

Almost one-half of the providers have only one vehicle in their fleet (46%). However, one-quarter reported having no vehicles (25%) and about 11% reported having two vehicles. More than half of the organizations reported that no vehicles were supplied by volunteer drivers (52%). Only 6%- 7% reported that 1, 2 or 3 vehicles were supplied by volunteer drivers. Approximately 20% indicated that they did not know how many vehicles were supplied by volunteers.

About 13% of the organizations reported that their volunteer vehicles were wheelchair-accessible and about 10% were unsure. The remainder (77%) reported that their volunteer vehicles were not accessible. Almost half (46%) reported one wheelchair-accessible vehicle in the organizational fleet. Among the providers who do have wheelchair-accessible vehicles, more than one-half (55%) were available to veterans in all geographic areas, while 36% reported availability only in certain areas.

**Annual Volume and Drivers.** About three-quarters of the organizations were able to provide the approximate number of unique veterans served annually. The mean number was 1,209 and the median was 255. About 69% of organizations were able to provide information on ridership. The mean reported was 809 and the median was 60.

Just over half (52%) provided information on annual mileage. The mean mileage of services provided was 46,181 miles and the median was 18,200. The minimum was 360 miles and the maximum was 300,000.

Almost nine in ten organizations reported that their drivers were volunteers (89%). Approximately 12% indicated that they were aware of other veteran transportation services within their county.

**Unmet needs.** More than one-half (55%) of the providers reported that the veterans within their service area have their transportation needs met. However, about 41% of the providers reported that there are some veterans who have unmet transportation needs.

More than one-third (35%) of the reported unmet needs were identified as the lack of wheelchair-accessible transportation. The lack of drivers was noted by almost a quarter of organizations (24%) and lack of vehicles by about 15%.

**Iowa DOT Reaction to Report.** The Iowa DOT Office of Public Transit is pleased with the response rate achieved through this survey work performed by the University of Northern Iowa CSBR. The data collected will be used to populate a database containing information on transportation providers available to certain segments of the population, such as veterans, and to the general public.

Several observations can be made from reviewing the survey's responses:

- Of the 117 contacts provided to be surveyed, 23 reported providing no transportation services. All 23 were county veterans affairs offices. Of those 23, only four reported referring requests for transportation to another organization such as the local VFW or DAV. This indicates there may be some unserved areas of the state in terms of transportation for veterans.
- Trips to medical appointments are the only type of transportation provided and offered by the veterans groups interviewed. It can be surmised that if a veteran needs transportation to medical appointments, they likely need transportation to other quality of life activities such as work, shopping, religious, and social trips.
- 95.5% of the services are available county-wide. This coverage allows veterans to reside in the community of their choosing, contributing to the veteran's quality of life.
- Among those veteran transportation providers interviewed, none of the agencies provide transportation on Sundays and only one provides service on Saturdays. Because the agencies are only providing non-emergency medical appointment transportation,

and most appointments occur Monday through Friday, weekend availability by these agencies is likely not necessary or economical.

- Of the vehicles used by the veterans transportation providers, only 12.8% of the vehicles were wheelchair-accessible. Of those respondents noting unmet veteran transportation needs, 35.3% said lack of wheelchair-accessible transportation was one of those needs. With the number of injured and disabled veterans returning from the wars in Iraq and Afghanistan and those aging veterans of previous conflicts, ADA-accessible vehicles would likely be well utilized.

In order to provide Iowa's veterans with the level of transportation they require, the Iowa DOT Office of Public Transit sees several opportunities for coordination between the local public transit agencies and the local veterans organizations. Further analysis of the survey data will identify those areas of the state unserved by veterans transportation providers where public transit may be able to help fill that gap for both medical and non-medical trips alike. State-wide, with the veterans transportation providers offering only non-emergency medical transportation, there are opportunities for all public transit agencies to make their services and hours known to these organizations to enable veterans to access employment, shopping, and social events. Nearly 100% of Iowa's public transit vehicles are ADA-accessible. If any of the veterans transportation providers receive a request for ADA-accessible transportation which they cannot fulfill, referrals can be made to the local public transit provider for assistance.

With 57% of the providers having one or two vehicles in their fleet, opportunities may exist for coordinating trips. If a veterans transportation provider notifies the local public transit agency of a scheduled trip to the VA medical center, for instance, the public transit agency may be able to place their passenger on that vehicle rather than making a separate trip at the same time. This arrangement could work the other way around, too, with the public transit agency making the trip, including the veteran going to the VA hospital.

## Appendix A Non-Respondents and Notes

County	Director/Administrator	Phone Number	Organization	Note
Worth	Brett Schmidt (new contact)	641-324-0480	Worth County Veterans Affairs	No transportation services provided. Provides services for pensions and health benefits
Johnson	Gary (Bo) Boseneiler	319-356-6049	Johnson County Veterans Affairs	No transportation services provided.
Montgomery	Jerry Hansen	712-623-3180	Montgomery County Veterans Affairs	No transportation services provided.
Jones	Susan Yario	319-462-5311	Jones County Veterans Affairs	No transportation services provided. They only provide benefit resources and refer others to Emma Garman at RSVP.
Polk	Rebecca Buch	515-286-3670	Polk County Veterans Affairs	No transportation services provided.
Boone	Paul Ladd	515-433-4904	Boone County Veterans Affairs	No transportation services provided. They will give veterans a gas voucher for their own travel.
Wayne	Hal Greenlee	641-872-3943	Wayne County Veterans Affairs	No transportation services provided.
Hamilton	Bill Peterson	515-832-9595	Hamilton County Veterans Affairs	No transportation services provided. If they get a request they refer them to the VFW.
Greene	Tracie Perez	515-386-5673	Greene County Veterans Affairs	No transportation services provided.
Linn	Donald Tyne	319-892-5160	Linn County Veterans Affairs	No transportation services provided. Just refers to DAV.
Grundy	Rod See	319-215-8352	Grundy County Veterans Affairs	No transportation services provided.
Monona	Mr. Kelly D Hansen	712-433-3710	Monona County Veterans Affairs	No transportation services provided.
Guthrie	Darcia Robson	641-747-2546	Guthrie County Veterans Affairs	No transportation services provided.
Hancock	John McCormick	641-923-4427	Hancock County Veterans Affairs	No transportation services provided. Cerro Gordo County provides services.
Shelby	Gene Cavanaugh	712-755-3907	Shelby County Veterans Affairs	No transportation services provided.
Fayette	John Hintz	319-283-3329	Fayette County Veterans Affairs	No transportation services provided.
Winneshiek	Faith Hlubek	563-382-5786	Winneshiek County Veterans Affairs	No transportation services provided.
Cass	Mitchell (Mitch) Holmes	712-243-6662	Cass County Veterans Affairs	No transportation services provided.
Keokuk	Keith Blair	641-622-2761	Keokuk County Veterans Affairs	No transportation services provided.
Madison	Bob Good	515-462-4680	Madison County Veterans Affairs	No transportation services provided.
Iowa	Tom Crosby	319-642-3925	Iowa County Veterans Affairs	No transportation services provided.
Hardin	Rex Heard	641-939-8240	Hardin County Veterans Affairs	No transportation services provided.
Henry	Rick Van Winkle	319-385-0792	Henry County Veterans Affairs	No transportation services provided. Refers to Burlington DAV.
Linn	Tammy McLaskey	319-339-7061	Linn County DAV	Completed the interview under Scott County DAV. She said she answered for all the counties combined. She wasn't able to give county level data.
Dubuque	Tammy McLaskey	319-339-7061	Dubuque County DAV	Completed the interview under Scott County DAV. She said she answered for all the counties combined. She wasn't able to give county level data.
Muscatine	Sara Creamer	563-262-4162	Muscatine County Veterans Affairs	This is the same organization as the record for Muscatine and Louisa County DAV.
Marion	Michael Kuhn	641-828-2201	Marion County Veterans Affairs	Refused to complete the survey. He said he runs 2 departments and will never have time to do something like this over the phone.
Appanoose	Lisa Owens	641-856-6597	Appanoose County Veterans Affairs	Never able to reach anyone. Left numerous messages to call our 800 number.

## Non-Respondents and Notes (continued)

Cerro Gordo	Rosetta Waychus	641-421-3085	Cerro Gordo Veterans Affairs	Was with a client a number of times when we called. Given our 800 number to call when she wasn't busy, but never called us back. Also left messages to call our 800 number.
Lee	Paul Carroll II	319-372-5853	Lee County Veterans Affairs	Reached on a couple of occasions, but was busy or with a client. Also left messages a number of times to call our 800 number.
Plymouth	Wayne Thieman	712-546-7090	Plymouth County Veterans Affairs	Reached on a couple of occasions, but was busy. Left messages a number of times to call our 800 number.
Van Buren	Karen Riggle	319-293-3793	Van Buren County Veterans Affairs	Reached on a couple of occasions, but was busy with a client. Left messages a number of times to call our 800 number.
Wapello	Marty Cremer	641-684-8079	Wapello County Veterans Affairs	Reached once, but was busy with a client. Left messages a number of times to call our 800 number.

## Appendix B Question Frequencies

Q1. Is the name of the organization \_\_\_\_\_?

	Freq.	Valid Percent
Yes	83	88.3
No	11	11.7
Total	94	100.0

Q2. What veterans transportation organization do you represent?

	Freq.	Valid Percent (Selected)
Disabled American Veterans	33	36.3
American Legion	9	9.9
County Veterans Affairs	54	59.3
Other	11	12.1
Don't Know	1	1.1

Q2a. **[ASK IF MORE THAN 1 ANSWER TO Q1a.]** If you represent more than one veteran transportation provider, do the transportation services provided vary by organization?

	Freq.	Valid Percent
Yes	3	27.3
No	5	45.5
Don't Know	3	27.3
Total	11	100.0

Q2b. What kinds of transportation services are provided or offered?

	Freq.	Valid Percent (Selected)
Rides to medical appointments at VA clinics and Veterans Medical centers	85	95.5
Rides to medical appointments at primary care physicians	13	14.6
Transportation to the grocery store	0	0
Transportation to the pharmacy	0	0
Transportation to the shopping mall	0	0
Transportation to church	0	0
Transportation to the beauty parlor or barber shop	0	0
Other	10	11.2

The following questions are about the organization's contact information. This information is critical to create a database of organizations providing transportation services to veterans in Iowa.

Q3. Could you please tell me the name of the director of your local organization?

[OPEN]

Q4. Could you please tell me this person's title within the local organization?

[OPEN]

Q5. Is your local organization's phone number XXX-XXX-XXXX?

	Freq.	Valid Percent
Yes	87	98.9
No	1	1.1
Total	88	100.0

Q5a. Is there any other phone number?

	Freq.	Valid Percent
Yes	24	27.3
No	64	72.7
Total	88	100.0

Q5b. Could you please tell me the phone number beginning with the area code?

[OPEN]

Q6. Is your local organization's email address \_\_\_\_\_?

	Freq.	Valid Percent
Yes	78	88.6
No	8	9.1
Don't Know	2	2.3
Total	88	100.0

Q6a. Is there any other email?

	Freq.	Valid Percent
Yes	13	14.8
No	74	84.1
Don't Know	1	1.1
Total	88	100.0

Q6b. Could you please tell me the email address?

[OPEN]

Q7. Is there any other contact person that we should be aware of?

	Freq.	Valid Percent
Yes	28	31.8
No	60	68.2
Total	88	100.0

Q8a. Could you please tell me the name of that person?

[OPEN]

Q8b. Could you please tell me this person's title within the organization?

[OPEN]

Q8c. Could you please tell me this person's phone number beginning with the area code?

[OPEN]

Q9. Who is the primary contact for your organization? Is it...

	Freq.	Valid Percent
You	61	70.1
Director	23	26.4
Other Contact	3	3.4
Total	87	100.0

Q10. Is the organization known by any other names such as "doing business as" or "also known as"?

	Freq.	Valid Percent
Yes	4	4.6
No	83	95.4
Total	87	100.0

Q11. Could you please tell me this name?

[OPEN]

The following information is related to your organization's service area and general information such as location.

Q12. Is your organization service area \_\_\_\_\_ county only?

	Freq.	Valid Percent
Yes	67	77.0
No	17	19.5
Don't Know	2	2.3
Refused	1	1.1
Total	87	100.0

Q12\_1. Could you please tell me the other counties in your service area?

**[INTERVIEWER: YOU MUST SELECT THE ORIGINAL COUNTY AS WELL AS ANY ADDITIONAL COUNTIES]**

**[LIST OF COUNTIES WILL BE PROGRAMMED]**

Q13\_1. Are your services available throughout [COUNTY NAME]?

	Freq.	Valid Percent
Yes	63	95.5
No	2	3.0
Don't Know	1	1.5
Total	66	100.0

Q13\_1a. Would you please tell me the cities where you provide the service within [COUNTY NAME]?

[OPEN]

Q14. What is your local organization's physical address?

**[INTERVIEWER: NEED TO GET STREET ADDRESS, CITY AND ZIP CODE]**

[OPEN]

Q15. Does your organization have a website?

	Freq.	Valid Percent
Yes	49	56.3
No	32	36.8
Don't Know	6	6.9
Total	87	100.0

Q15a. What is your organization's URL or website address?

[OPEN]

Q16. What are your organization's office hours?

**[INTERVIEWER: PLEASE ENTER DAY OF THE WEEK AND HOURS OF OPERATION. PUT EACH DAY ON A SEPARATE LINE]**

[OPEN]

Now, we are going to ask questions regarding the transportation services that your organization provides to veterans.

Q17. Are these rides scheduled or on-demand?

	Freq.	Valid Percent (Selected)
Scheduled	54	62.8
On-demand	39	45.3

Q17\_1. What are the transportation hours of operation for scheduled trips?

**[INTERVIEWER: PLEASE ENTER DAY OF THE WEEK AND HOURS OF OPERATION. PUT EACH DAY ON A NEW LINE]**

[OPEN]

Q17\_1a. Are these scheduled trips centralized pick up, door-to-door, or some other type of trip?

	Freq.	Valid Percent (Selected)
Centralized pickup	27	50.0
Door-to-door	39	72.2
Other	3	5.6
Don't Know	1	1.9

Q17\_2. What are the transportation service days for on-demand trips?

	Freq.	Valid Percent (Selected)
Everyday	5	12.8
Monday	34	87.2
Tuesday	34	87.2
Wednesday	33	84.6
Thursday	34	87.2
Friday	33	84.6
Saturday	1	2.6
Sunday	0	0

Q17\_2a. Are these on-demand trips centralized pick up, door-to-door, or other?

	Freq.	Valid Percent (Selected)
Centralized pickup	13	33.3
Door-to-door	34	87.2
Other	1	2.6

Q18. Does your organization subcontract out these services?

	Freq.	Valid Percent
Yes	6	7.0
No	80	93.0
Total	86	100.0

Q18a. To whom do you contract the services?

[OPEN]

Q18b. Can you provide us their contact information?

	Freq.	Valid Percent
Yes	4	66.7
No	2	33.3
Total	6	100.0

Q18c. What is the name of the contact person?

[OPEN]

Q18d. What is the subcontractor's phone number?

[OPEN]

Q19. Do veterans schedule their rides directly with that organization or with you?

	Freq.	Valid Percent (Selected)
With us	2	33.3
With subcontractor	4	66.7
Either one	2	33.3

Q20. What are the eligibility requirements for a veteran to receive services?

	Freq.	Valid Percent (Selected)
Low-income	5	5.8
Age	1	1.2
Ambulatory	0	0
Having a physical disability	0	0
Having a mental disability	0	0
Having an emotional disability	0	0
Documentation or verification of veteran status	53	61.6
Veteran of a specific war, as opposed to general service in the military	0	0
Other	50	58.1

Q20a. IF Q20=18 ASK, During what war must they have been a veteran?

[SELECT ALL THAT APPLY]

1. War on Terrorism, 09/2001 or later
2. Persian Gulf War
3. Vietnam War
4. Korean War
5. World War II
6. Other periods of service
  
7. DON'T KNOW
9. REFUSED

Q21. Is there an application process required in order to use your transportation services?

	Freq.	Valid Percent
Yes	15	17.4
No	70	81.4
Don't Know	1	1.2
Total	86	100.0

Q22. Are personal care attendants allowed to ride with the veteran?

	Freq.	Valid Percent
Yes	73	84.9
No	7	8.1
Don't Know	6	7.0
Total	86	100.0

Q23. Are spouses or children allowed to ride with the veteran in addition to medical attendants?

	Freq.	Valid Percent
Yes	66	76.7
No	15	17.4
Don't Know	5	5.8
Total	86	100.0

Q24. Are service animals allowed to ride with the veteran?

	Freq.	Valid Percent
Yes	66	76.7
No	7	8.1
Don't Know	13	15.1
Total	86	100.0

Q25. Do you charge the veteran for the trip?

	Freq.	Valid Percent
Yes	4	4.7
No	82	95.3
Total	86	100.0

Q25a. How is the cost of the trip charged?

	Freq.	Valid Percent
Per mile	1	25.0
Per hour	0	0
Per roundtrip	1	25.0
Other	1	25.0
Don't Know	1	25.0
Total	4	100.0

Q26. **IF Q22=1 ASK**, What is the cost of service to the personal care attendant?  
[OPEN]

	Freq.	Valid Percent
No Cost	68	93.1
Donation	1	1.3
\$4	1	1.3
What the minibus charges	1	1.3
Don't Know	2	3.0

Q27. **IF Q23=1 ASK**, What is the cost of service to the veteran's family?  
 [OPEN]

	Freq.	Valid Percent
No Cost	63	95.5
Donation	1	1.5
\$4	1	1.5
Don't Know	1	1.5

Q28. **[ASK IF Q25=1]** What payment methods are accepted for the services?

	Freq.	Valid Percent (Selected)
Credit cards	0	0
Debit cards	0	0
Personal check	2	50.0
Cash	2	50.0
Other	2	50.0

Q28a. **[ASK IF Q25>=2]** What agencies or organizations pay for veteran's transportation?

	Freq.	Valid Percent (Selected)
Veterans Administration	33	38.8
Disabled American Veterans	24	28.2
Veterans of Foreign Wars	4	4.7
American Legion	4	4.7
Other	39	45.9
Don't Know	4	4.7

Q29. How do veterans arrange transportation?

	Freq.	Valid Percent (Selected)
Veteran has to call	83	96.5
Hospital Service Coordinator or Volunteer Coordinator calls	9	10.5
No reservation needed, ride if space available	7	8.1
Reservation can be made through website	1	1.2
Reservation can be made through email	2	2.3
Other	3	3.5

Q30. How are the transportation services advertised to qualified veterans?

	Freq.	Valid Percent (Selected)
Brochures	8	9.3
Radio commercials	2	2.3
TV commercials	0	0
Website	8	9.3
Email marketing	1	1.2
Postal marketing	1	1.2
Posters	4	4.7
Other	81	94.2
Don't Know	2	2.3

Q31. How many vehicles are in your fleet?

	Freq.	Valid Percent
0	21	24.4
1	40	46.5
2	10	11.6
3	1	1.2
4	1	1.2
12	2	2.3
30	2	2.3
32	1	1.2
Don't Know	8	9.3
Total	86	100.0

Q32. How many vehicles are supplied by volunteer drivers using their own vehicles?

	Freq.	Valid Percent
0	46	53.5
1	5	5.8
2	6	7.0
3	5	5.8
4	3	3.5
5	1	1.2
6	1	1.2
8	1	1.2
16	1	1.2
Don't Know	17	19.8
Total	86	100.0

Q33. Are any of the vehicles wheelchair-accessible?

	Freq.	Valid Percent
Yes	11	12.8
No	67	77.9
Don't Know	8	9.3
Total	86	100.0

Q34. How many wheelchair-accessible vehicles are in the fleet?

	Freq.	Valid Percent
1	5	45.5
2	2	18.2
3	1	9.1
Don't Know	3	27.3
Total	11	100.0

Q35. Are wheelchair-accessible vehicles available in all geographic areas or only in some areas?

	Freq.	Valid Percent
Yes	6	54.5
No	4	36.4
Don't Know	1	9.1
Total	11	100.0

Q36. In which areas are wheelchair-accessible vehicles available?

**[INTERVIEWER: ENTER COUNTY OR CITY NAME]**

Annual Volume

The following questions will be used to estimate the volume of veteran transportation services in the state. If you are not sure about the exact numbers, you could provide the best estimates in 2012 or projection for 2013. You could also send the information by email after this call is completed.

Q37. Could you please tell me the number of distinct veterans served annually by your local organization?

# of Responses to	62
# of Don't Knows	24
Min	5
Max	13,532
Mean	1,209
Median	255
<b>Cut Points:</b>	
25%	60
50%	255
75%	1,225

Q38. Could you please tell me the annual ridership for veterans served by your local organization?

# of Responses to	59
# of Don't Knows	27
Min	1
Max	15,000
Mean	809
Median	60

<b>Cut Points:</b>	
25%	15
50%	60
75%	250

Q39. Could you please tell me the annual mileage of your local organization's fleet?

# of Responses to	45
# of Don't Knows/Refused	41
Min	360
Max	300,000
Mean	45,568
Median	18,600
<b>Cut Points:</b>	
25%	5,100
50%	18,600
75%	45,264

About the Drivers

Q40. Are your drivers...

	Freq.	Valid Percent (Selected)
Paid hourly	2	2.4
Paid salary	0	0
County officers	0	0
Volunteers	76	89.4
Other	5	5.9

Q40a. Not including public transportation agencies, do you know of any other veterans transportation services within [COUNTY NAME] county? (If so, please name.)

	Freq.	Valid Percent
Yes	10	11.8
No	72	84.7
Don't Know	2	2.4
Refused	1	1.2
Total	85	100.0

Q41. Are there any known unmet veteran transportation needs within your service area?

	Freq.	Valid Percent
Yes	34	40.0
No	47	55.3
Don't Know	4	4.7
Total	85	100.0

Q42. What are the unmet transportation needs within your service area?

	Freq.	Valid Percent (Selected)
Not enough vehicles	5	14.7
Insufficient service hours	0	0
Not enough drivers	8	23.5
Locations not served	2	5.9
General lack of funding	1	2.9
Lack of wheelchair-accessible transportation	12	35.3
Other	16	47.1

## Appendix C Open-Ended Responses

Question 1 Is the name of the organization \_\_\_\_\_? If no, what is the name?

Older Name	New Name
Disabled American Veterans	Buena Vista County Veterans Affairs
Calhoun County Veterans Affairs	Calhoun County Commission of Veterans Affairs
Disabled American Veterans	DAV VTN Disabled American Veteran Voluntary Transportation Network
Dickinson County Veterans Affairs	Dickinson County Commission of Veterans Affairs
Disabled American Veterans	Lee County Veterans Affairs
Lucas County Veterans Affairs	Lucas County Commissions of Veterans Affairs
Disabled American Veterans	Page County Transportation
Disabled American Veterans	VA Health Care System Voluntary Service Volunteer Transportation Network
Disabled American Veterans	VFW Veterans of Foreign Wars
Woodbury County Veterans Affairs	Woodbury County Commission of Veterans Affairs

Question 3 Could you please tell me the name of the director of your local organization?

<b>Organization</b>	<b>Director</b>
Louisa County Veterans Affairs	Andrew Beaver
Dickinson County Veterans Affairs	Ann Miller
Black Hawk County Veterans Affairs	Bennie E. Spain
Disabled American Veterans	Bob Whitt
Story County Veterans Affairs	Brett McLain
Benton County Veterans Affairs	Charles James
Wright County Veterans Affairs	Christine Oliver
Jasper County Veterans Affairs	Christopher Chartier
Humboldt County Veterans Affairs	Craig Malloy
Osceola County Veterans Affairs	Craig Sorensen
Ida County Veterans Affairs	Dale Ullrich
Veterans of Foreign War (VFW)	Dan Lewandowski
Cherokee County Veterans Affairs	Dana Evans
Woodbury County Veterans Affairs	Danielle Dempster
Pottawattamie County Veterans Affairs	Darlene McMartin
Chickasaw County Veterans Affairs	Dave Jacobsen
Davis County Veterans Affairs	David Reeves
Scott County Veterans Affairs	David Woods
O'Brien County Veterans Affairs	Deanna Akeson
Emmet County Veterans Affairs	Deborah Tietje
Howard County Veterans Affairs	Dee Hosek
Fremont County Veterans Affairs	Dennis Henneman
Monroe County Veterans Affairs	Diane Durian

Lucas County Veterans Affairs	Dick Jones
Dallas County Veterans Affairs	Ed Vos
Clinton County Veterans Affairs	Edward Staszewski
Tama County Veterans Affairs	Elizabeth Ledvina
Retired Senior Volunteer Program	Emma Garvin
Taylor County Veterans Affairs	Everett Tribolet
Des Moines County Veterans Affairs	Francis McAllister
Buena Vista County Veterans Affairs	Garland Otto
Audubon County Veterans Affairs	Gary Riesgaard
Ringgold County Veterans Affairs	Gary Smith
Allamakee County Veterans Affairs	Heather Homewood
Kossuth County Veterans Affairs	James Grandgennett
Clayton County Veterans Affairs	Jean Gage
Adams County Veterans Affairs	Jim Reiley
Angel-Bus	Jim Smith
Dubuque County Veterans Affairs	Jim Wagner
Clay County Veterans Affairs	Joan Waller
Clarke County Veterans Affairs	Joella Perry
Winnebago County Veterans Affairs	John Caputo
Harrison County Veterans Affairs	John Mock
Buchanan County Veterans Affairs	Julie Davidson
Jackson County Veterans Affairs	Junior Miller
Mahaska County Veterans Affairs	Karie Foster
Warren County Veterans Affairs	Kathy Fensterman
Union County Veterans Affairs	Kevin Scadden
Mitchell County Veterans Affairs	Larry Klemesrud
Mitchell County Veterans Affairs	Louie Grote
Crawford County Veterans Affairs	Louise Galbraith
Floyd County Veterans Affairs	Marci Hall-Jacobsen
Calhoun County Veterans Affairs	Marlene Welander
Wapello County Veterans Affairs	Marty Cremer
Mills County Veterans Affairs	Melissa Gray
VA Health Care System Voluntary Service Volunteer Transportation Network	Mike Foster
Disabled American Veterans	Nancy Blazina
Bremer County Veterans Affairs	Nancy Edwards
Pocahontas County Veterans Affairs	Orene Cressler
Cedar County Veterans Affairs	Patty Hamann
Lee County Veterans Affairs	Paul Carroll II
Sac County Veterans Affairs	Peggy Dettmann
Delaware County Veterans Affairs	Peggy Petlon
Jefferson County Veterans Affairs	Ray Chambers
Disabled American Veterans	Richard Klinger
Adair County Veterans Affairs	Rick Schaecher
Page County Veterans Affairs	Rodney Riley
Poweshiek County Veterans Affairs	Roger Cox

Disabled American Veterans	Ron Arends
Marshall County Veterans Affairs	Ron Nauman
Palo Alto County Veterans Affairs	Ronald Hersom
Cerro Gordo County Veterans Affairs	Rosetta Waychus
Decatur County Veterans Affairs	Samantha Schaff
Louisa County Veterans Affairs	Sara Creamer
Sioux County Veterans Affairs	Shane Walter
Disabled American Veterans	Shirley Woollums
Butler County Veterans Affairs	Steve Ulrichs
Washington County Veterans Affairs	Sue Rich
Disabled American Veterans	Tammy McLaskey
Franklin County Veterans Affairs	Tom Berry
Greene County Veterans Affairs	Tracie Perez
Lyon County Veterans Affairs	Wilma Miller

Question 4 Could you please tell me this person's title within the local organization?

<b>Organization</b>	<b>Title</b>
Louisa County Veterans Affairs	Van Coordinator
Louisa County Veterans Affairs	Assistant Van Coordinator
Dickinson County Veterans Affairs	Director
Black Hawk County Veterans Affairs	Blackhawk County Veteran Affairs Executive Director
Disabled American Veterans	Coordinator
Story County Veterans Affairs	Director
Benton County Veterans Affairs	Director
Wright County Veterans Affairs	Administrator
Jasper County Veterans Affairs	Director
Humboldt County Veterans Affairs	Director
Osceola County Veterans Affairs	Director
Ida County Veterans Affairs	Director
Veterans of Foreign War (VFW)	Director
Cherokee County Veterans Affairs	Director
Woodbury County Veterans Affairs	Executive Director
Pottawattamie County Veterans Affairs	Administrator
Chickasaw County Veterans Affairs	Director
Davis County Veterans Affairs	Director
Scott County Veterans Affairs	Director
O'Brien County Veterans Affairs	Administrator
Emmet County Veterans Affairs	Veterans Service Officer
Howard County Veterans Affairs	Director
Fremont County Veterans Affairs	Veterans Service Officer
Monroe County Veterans Affairs	Director
Lucas County Veterans Affairs	Director
Dallas County Veterans Affairs	Director

Clinton County Veterans Affairs	Director
Tama County Veterans Affairs	Director
Retired Senior Volunteer Program	RSVP of Jones County Coordinator
Taylor County Veterans Affairs	Director
Des Moines County Veterans Affairs	Director
Buena Vista County Veterans Affairs	Director
Audubon County Veterans Affairs	Director
Ringgold County Veterans Affairs	Director
Allamakee County Veterans Affairs	Director of Veterans Affairs
Kossuth County Veterans Affairs	Director
Clayton County Veterans Affairs	Clayton County Veterans Affairs Director
Adams County Veterans Affairs	Director
Angel-Bus	Director
Dubuque County Veterans Affairs	President
Clay County Veterans Affairs	Executive Director
Clarke County Veterans Affairs	Director
Winnebago County Veterans Affairs	Director
Harrison County Veterans Affairs	Director of Veterans Affairs
Buchanan County Veterans Affairs	Director
Jackson County Veterans Affairs	Director
Mahaska County Veterans Affairs	Administrator
Warren County Veterans Affairs	Director
Union County Veterans Affairs	Director
Mitchell County Veterans Affairs	Director
Mitchell County Veterans Affairs	Veterans Affairs Director
Crawford County Veterans Affairs	Director
Floyd County Veterans Affairs	Director
Calhoun County Veterans Affairs	Director
Wapello County Veterans Affairs	Director
Mills County Veterans Affairs	Director
VA Health Care System Voluntary Service Volunteer Transportation Network	Voluntary Service Officer
Disabled American Veterans	Director
Bremer County Veterans Affairs	Administrator
Pocahontas County Veterans Affairs	Director
Cedar County Veterans Affairs	Administrator
Lee County Veterans Affairs	Director of Fort Madison
Sac County Veterans Affairs	Veterans Service Officer, (VSO)
Delaware County Veterans Affairs	Administrator
Jefferson County Veterans Affairs	Director
Disabled American Veterans	Transportation Coordinator

Adair County Veterans Affairs	Director
Page County Veterans Affairs	Page County Veterans Affairs Service Officer
Poweshiek County Veterans Affairs	Executive Director
Marshall County Veterans Affairs	Director of Veterans Affairs
Disabled American Veterans	Coordinator of Veterans of Foreign Wars
Palo Alto County Veterans Affairs	Director
Cerro Gordo County Veterans Affairs	n/a
Decatur County Veterans Affairs	Administrator of the Decatur VA Office
Sioux County Veterans Affairs	Administrator
Disabled American Veterans	Transportation Coordinator
Butler County Veterans Affairs	Butler County Veterans Affairs Director
Washington County Veterans Affairs	County Veterans Service Officer
Disabled American Veterans	Hospital Service Coordinator
Franklin County Veterans Affairs	Director
Greene County Veterans Affairs	County Veterans Service Officer
Lyon County Veterans Affairs	Administrator

Question 5b Is there any other phone number?

<b>Organization</b>	<b>Other Phone Number</b>
Louisa County Veterans Affairs	319-527-6513; 319-262-4162 ext.155; 563-262-4162 (ext. 155)
Dickinson County Veterans Affairs	712-336-0883
Black Hawk County Veterans Affairs	319-291-2512
Story County Veterans Affairs	515-956-2625
Benton County Veterans Affairs	319-472-3150
Wright County Veterans Affairs	515-532-3309
Jasper County Veterans Affairs	641-792-7993
Humboldt County Veterans Affairs	515-604-6256; 515-368-1097
Osceola County Veterans Affairs	712-754-2514; 712-395-1052
Ida County Veterans Affairs	712-364-4176
Veterans of Foreign War (VFW)	n/a
Cherokee County Veterans Affairs	712-225-6319
Woodbury County Veterans Affairs	712-279-6605; 1-800-316-8387 ext: 96551
Pottawattamie County Veterans Affairs	712-328-5797
Chickasaw County Veterans Affairs	641-394-3232
Davis County Veterans Affairs	641-664-2170
Scott County Veterans Affairs	563-326-8723
O'Brien County Veterans Affairs	712-957-0031; 1-800-316-8387 ext 96551
Emmet County Veterans Affairs	712-362-7431
Howard County Veterans Affairs	563-547-9212
Fremont County Veterans Affairs	712-374-2275

Monroe County Veterans Affairs	641-932-5622; 641-828-5355; 641-684-4485
Lucas County Veterans Affairs	641-774-4611
Dallas County Veterans Affairs	515-993-5809
Clinton County Veterans Affairs	563-242-1151; 563-219-4743
Tama County Veterans Affairs	641-484-3160
Retired Senior Volunteer Program	319-560-0811
Taylor County Veterans Affairs	712-523-2766
Des Moines County Veterans Affairs	319-752-7171
Buena Vista County Veterans Affairs	712-749-2562; 866-844-8150; 712-749-2706
Audubon County Veterans Affairs	712-563-3508
Ringgold County Veterans Affairs	641-464-2397; 641-202-1199
Allamakee County Veterans Affairs	563-568-6135
Kossuth County Veterans Affairs	515-295-9036
Clayton County Veterans Affairs	563-245-1865
Adams County Veterans Affairs	641-322-4455
Angel-Bus	757-271-2283
Dubuque County Veterans Affairs	563-599-1808
Clay County Veterans Affairs	712-262-5547; 1-800-316-8387 ext: 96551; 605-336-3230 ext: 96551
Clarke County Veterans Affairs	641-342-2933
Winnebago County Veterans Affairs	641-585-5736
Harrison County Veterans Affairs	712-644-2760
Buchanan County Veterans Affairs	319-334-7450
Jackson County Veterans Affairs	563-212-4488; 563-652-0070
Mahaska County Veterans Affairs	641-673-7727
Warren County Veterans Affairs	515-961-1045
Union County Veterans Affairs	641-782-1723; 641-782-1748 (Fax)
Mitchell County Veterans Affairs	641-832-2920
Mitchell County Veterans Affairs	712-792-1234
Crawford County Veterans Affairs	712-263-2720; 712-263-5448
Floyd County Veterans Affairs	641-228-1850
Calhoun County Veterans Affairs	712-297-8632 (ext. 227)
Wapello County Veterans Affairs	641-684-8079; 641-684-4485
Mills County Veterans Affairs	712-527-5621
VA Health Care System Voluntary Service Volunteer Transportation Network	515-699-5656
Disabled American Veterans	641-684-4485
Bremer County Veterans Affairs	319-352-4209; 319-596-5800 (for scheduling)
Pocahontas County Veterans Affairs	712-335-3270 (ext. 102)
Cedar County Veterans Affairs	563-886-2170
Lee County Veterans Affairs	319-372-5853; 319-371-7443
Sac County Veterans Affairs	712-662-4552

Delaware County Veterans Affairs	563-927-5116
Jefferson County Veterans Affairs	641-472-3013
Disabled American Veterans	402-995-3453; 1-800-451-5796 ext: 93453
Adair County Veterans Affairs	641-743-2656; 641-221-0668; 515-250-8192
Page County Veterans Affairs	712-246-4254; 712-310-6475
Poweshiek County Veterans Affairs	641-236-5722
Marshall County Veterans Affairs	641-754-6335
Disabled American Veterans	515-955-4986; 515-972-4836
Palo Alto County Veterans Affairs	712-852-2066
Cerro Gordo County Veterans Affairs	641-421-3085
Decatur County Veterans Affairs	641-446-7494
Sioux County Veterans Affairs	712-737-2999
Disabled American Veterans	515-699-5818; 515-699-5656; 515-699-5876
Butler County Veterans Affairs	319-267-9967
Washington County Veterans Affairs	319-653-7768
Disabled American Veterans	319-339-7061; 1-800-637-0128 ext.7061
Franklin County Veterans Affairs	641-456-5670
Greene County Veterans Affairs	515-386-5673
Lyon County Veterans Affairs	712-472-3405

Q6b Could you please tell me the email address?

<b>Organization</b>	<b>Email</b>
Louisa County Veterans Affairs	<a href="mailto:louisavets@louisacomm.net">louisavets@louisacomm.net</a>
Dickinson County Veterans Affairs	<a href="mailto:amiller@co.dickinson.ia.us">amiller@co.dickinson.ia.us</a>
Black Hawk County Veterans Affairs	<a href="mailto:veteransaffairs@co.black-hawk.ia.us">veteransaffairs@co.black-hawk.ia.us</a>
Disabled American Veterans	<a href="mailto:bob.whitt@cfu.net">bob.whitt@cfu.net</a>
Story County Veterans Affairs	<a href="mailto:bmclain@storycounty.com">bmclain@storycounty.com</a>
Benton County Veterans Affairs	<a href="mailto:veteransaffairs@co.benton.ia.us">veteransaffairs@co.benton.ia.us</a>
Wright County Veterans Affairs	<a href="mailto:coliver@countysocialservices.org">coliver@countysocialservices.org</a>
Jasper County Veterans Affairs	<a href="mailto:vachartier@co.jasper.ia.us">vachartier@co.jasper.ia.us</a> ; <a href="mailto:va@co.jasper.ia.us">va@co.jasper.ia.us</a>
Humboldt County Veterans Affairs	<a href="mailto:humbcova@goldfieldaccess.net">humbcova@goldfieldaccess.net</a> ; <a href="mailto:cmalloy@humboldtcounty.ia.org">cmalloy@humboldtcounty.ia.org</a>
Osceola County Veterans Affairs	<a href="mailto:csorensen@osceolacoia.org">csorensen@osceolacoia.org</a>
Ida County Veterans Affairs	<a href="mailto:idava@longlines.com">idava@longlines.com</a>
Veterans of Foreign War (VFW)	n/a
Cherokee County Veterans Affairs	<a href="mailto:cherokeevets@gmail.com">cherokeevets@gmail.com</a>
Woodbury County Veterans Affairs	<a href="mailto:ddempster@sioux-city.org">ddempster@sioux-city.org</a>
Pottawattamie County Veterans Affairs	<a href="mailto:darlene.mcmartin@pottcounty.com">darlene.mcmartin@pottcounty.com</a>
Chickasaw County Veterans Affairs	<a href="mailto:chickasawvso@yahoo.com">chickasawvso@yahoo.com</a>
Davis County Veterans Affairs	<a href="mailto:dcvets@netins.net">dcvets@netins.net</a>
Scott County Veterans Affairs	<a href="mailto:dwoods@scottcountyiowa.com">dwoods@scottcountyiowa.com</a>
O'Brien County Veterans Affairs	<a href="mailto:obcva@tcaexpress.net">obcva@tcaexpress.net</a>

Emmet County Veterans Affairs	dtietje@emmetcountyia.com
Howard County Veterans Affairs	dhosek@co.howard.ia.us
Fremont County Veterans Affairs	dhenneman@co.fremont.ia.us
Monroe County Veterans Affairs	ddurian@monroecoia.us
Lucas County Veterans Affairs	jonesd@lucasco.org
Dallas County Veterans Affairs	ed.vos@co.dallas.ia.us
Clinton County Veterans Affairs	veterans@clintoncounty-ia.gov
Tama County Veterans Affairs	eledvina@tamacounty.org
Retired Senior Volunteer Program	egarvin@uweci.org
Taylor County Veterans Affairs	taylorcova@mchsi.com
Des Moines County Veterans Affairs	dmvets@hotmail.com
Buena Vista County Veterans Affairs	gotto@co.buena-vista.ia.us; gotto@bvcountyiowa.com; pcannon@bvcountyiowa.com
Audubon County Veterans Affairs	audvetaffairs@iowatelecom.net
Ringgold County Veterans Affairs	mopargary1970@yahoo.com
Allamakee County Veterans Affairs	allamakeecountyva@yahoo.com
Kossuth County Veterans Affairs	jgrandgenett@co.kossuth.ia.us
Clayton County Veterans Affairs	cpc1clay@alpinecom.net
Adams County Veterans Affairs	veterans@adamscountyia.com
Angel-Bus	info@angel-bus.org
Dubuque County Veterans Affairs	vfc@mediacombb.net
Clay County Veterans Affairs	jwaller@co.clay.ia.us
Clarke County Veterans Affairs	clarkegenrelief@iowatelecom.net
Winnebago County Veterans Affairs	winnvets@aol.com
Harrison County Veterans Affairs	johnmock@iowatelecom.net
Buchanan County Veterans Affairs	j davidson@co.buchanan.ia.us; pmeyer@co.buchanan.ia.us
Mahaska County Veterans Affairs	veteran@mahaskacounty.org
Warren County Veterans Affairs	vawarren@qwestoffice.net
Union County Veterans Affairs	uncova@yahoo.com
Mitchell County Veterans Affairs	lklemesrud@mitchellcoia.us; ccva@co.carroll.ia.us
Crawford County Veterans Affairs	l galbraith@crawfordcounty.org
Floyd County Veterans Affairs	mhall@floydcoia.org
Calhoun County Veterans Affairs	mwelander@calhouncountyiowa.com
Wapello County Veterans Affairs	wapelloveterans@pcsia.net
Mills County Veterans Affairs	mgray@millscoia.us
VA Health Care System Voluntary Service Volunteer Transportation Network	bart.quick@va.gov
Disabled American Veterans	N/A
Bremer County Veterans Affairs	<a href="mailto:nedwards@co.bremer.ia.us">nedwards@co.bremer.ia.us</a> ; <a href="mailto:va@co.bremer.ia.us">va@co.bremer.ia.us</a>

Pocahontas County Veterans Affairs	ocresslerpocahontasvaga@ncn.net
Cedar County Veterans Affairs	phamann@cedarcountry.org
Lee County Veterans Affairs	va@leecounty.org
Sac County Veterans Affairs	peggyd@saccountry.org
Delaware County Veterans Affairs	delcocpc@iowatelecom.net
Jefferson County Veterans Affairs	VA51@jeffersoncountya.com
Disabled American Veterans	richard.klinger@va.gov
Adair County Veterans Affairs	adaircocva@yahoo.com
Page County Veterans Affairs	pagecoema@mediacombb.net
Poweshiek County Veterans Affairs	powcovet@iowatelecom.net
Marshall County Veterans Affairs	rnauman@co.marshall.ia.us
Disabled American Veterans	vfw1856@mediacombb.net
Palo Alto County Veterans Affairs	rhersom@co.palo-alto.ia.us
Cerro Gordo County Veterans Affairs	rwaychus@co.cerro-gordo.ia.us
Decatur County Veterans Affairs	decctyva@grm.net
Sioux County Veterans Affairs	vets@siouxcounty.org
Disabled American Veterans	<a href="mailto:shirley.woollums@va.gov">shirley.woollums@va.gov</a> ; bart.quick@va.gov
Butler County Veterans Affairs	sulrichs@butlercoiowa.org
Washington County Veterans Affairs	srich@co.washington.ia.us
Disabled American Veterans	tammy.mclaskey@va.gov
Franklin County Veterans Affairs	tberry@co.franklin.ia.us
Greene County Veterans Affairs	veteransaffairs@co.greene.ia.us
Lyon County Veterans Affairs	wilmamiller220@hotmail.com

Question 8a Could you please tell me the name of that (other contact) person?

<b>Organization</b>	<b>Alternative Contact Person</b>
Allamakee County Veterans Affairs	Amy Kauten
Louisa County Veterans Affairs	Andy Beaver
Calhoun County Veterans Affairs	Annette Vogel
Warren County Veterans Affairs	Bill Hitsman
Cerro Gordo County Veterans Affairs	Chelsea Gonnerman
Clinton County Veterans Affairs	Chuck Junge
Dubuque County Veterans Affairs	DAV Transportation Iowa City VA Medical Center Coordinator-Tammy
Disabled American Veterans	Dave Thornberg
Page County Veterans Affairs	Dee Shepard
Crawford County Veterans Affairs	Donna
Mitchell County Veterans Affairs	Eileen Paulsen
Black Hawk County Veterans Affairs	Isa Lorencen
Marshall County Veterans Affairs	James Zimmerman
Taylor County Veterans Affairs	Janet Tribolet
Clay County Veterans Affairs	John Huntington
Adair County Veterans Affairs	John Scheilberg
Story County Veterans Affairs	Luke Jenson

Disabled American Veterans	Marie Crook
Bremer County Veterans Affairs	Neal Jarnagin
Dickinson County Veterans Affairs	Pat Oleson
Buchanan County Veterans Affairs	Patty Meyer
Buena Vista County Veterans Affairs	Paula Cannon
Delaware County Veterans Affairs	Sandy Ahrens
Louisa County Veterans Affairs	Sarah Creamer
Jackson County Veterans Affairs	Terrence Creegan
Tama County Veterans Affairs	Tiffany Richard
Kossuth County Veterans Affairs	Vicky Briggs

Question 8b Could you please tell me this person's title within the organization?

<b>Organization</b>	<b>Title</b>
Louisa County Veterans Affairs	Van Coordinator
Louisa County Veterans Affairs	Assistant Van Coordinator
Dickinson County Veterans Affairs	Administrative Assistant
Black Hawk County Veterans Affairs	Administrative Assistant/Office Manager
Story County Veterans Affairs	Assistant
Woodbury County Veterans Affairs	DAV Van Coordinator
Clinton County Veterans Affairs	Driver Coordinator
Tama County Veterans Affairs	Assistant Director
Taylor County Veterans Affairs	Clerk
Disabled American Veterans	Director
Buena Vista County Veterans Affairs	Veterans Service Officer
Allamakee County Veterans Affairs	Secretary
Kossuth County Veterans Affairs	Service Officer
Dubuque County Veterans Affairs	DAV Transportation Iowa City VA Medical Center Coordinator
Clay County Veterans Affairs	DAV Van Coordinator
Buchanan County Veterans Affairs	Service Officer
Jackson County Veterans Affairs	Director (from May 1, 2013)
Warren County Veterans Affairs	Assistant Director
Mitchell County Veterans Affairs	Assistant to the Director
Crawford County Veterans Affairs	Administrative Assistant
Calhoun County Veterans Affairs	Office Receptionist
Bremer County Veterans Affairs	Assistant Administrator
Delaware County Veterans Affairs	Assistant Administrator
Adair County Veterans Affairs	Chairman of the Board
Page County Veterans Affairs	Van Coordinator
Marshall County Veterans Affairs	Administrative Assistant
Cerro Gordo County Veterans Affairs	Assistant
Disabled American Veterans	DAV & Hospital Service Coordinator

Question 8c Could you please tell me this person's phone number beginning with the area code?

Organization	Phone Number
Louisa County Veterans Affairs	319-527-6513
Louisa County Veterans Affairs	319-262-4162 ext.155; 563-262-4162 (ext. 155)
Dickinson County Veterans Affairs	712-336-0883
Black Hawk County Veterans Affairs	319-291-2512
Story County Veterans Affairs	515-956-2625
Woodbury County Veterans Affairs	1-800-316-8387 ext: 96551
Clinton County Veterans Affairs	563-219-4743
Tama County Veterans Affairs	641-484-3160
Taylor County Veterans Affairs	712-523-2766
Buena Vista County Veterans Affairs	712-749-2706
Allamakee County Veterans Affairs	563-568-6135
Kossuth County Veterans Affairs	515-295-9036
Clay County Veterans Affairs	1-800-316-8387 ext: 96551; 605-336-3230 ext: 96551
Buchanan County Veterans Affairs	319-334-7450
Jackson County Veterans Affairs	563-652-0070
Warren County Veterans Affairs	515-961-1045
Mitchell County Veterans Affairs	721-792-1234
Crawford County Veterans Affairs	712-263-5448
Calhoun County Veterans Affairs	712-297-8632
Bremer County Veterans Affairs	319-596-5800
Delaware County Veterans Affairs	563-927-5116
Adair County Veterans Affairs	515-250-8192
Page County Veterans Affairs	712-310-6475
Marshall County Veterans Affairs	641-754-6335
Cerro Gordo County Veterans Affairs	641-421-3085
Disabled American Veterans	515-699-5876

Question 11 Could you please tell me this name (if other than the name listed)?

Organization	Other Name
Dallas County Veterans Affairs	Buchanan County Community Services
Ringgold County Veterans Affairs	Commission of Veterans Affairs
Page County Veterans Affairs	Emergency Management
Floyd County Veterans Affairs	Floyd County Veterans Office

Question 13\_1a Would you please tell me the cities where you provide the service within [CNTY NAME]?

Organization	City
Disabled American Veterans	Webster City
Des Moines County Veterans Affairs	Mt. Pleasant
Des Moines County Veterans Affairs	On the way from Des Moines County to Iowa City
Adams County Veterans Affairs	Corning
Woodbury County Veterans Affairs	Sioux City Iowa

Question 14 What is your local organization's physical address?

<b>Organization</b>	<b>Address</b>
Sac County Veterans Affairs	100 Northwest State Street. Sac City, Iowa 50583
Clarke County Veterans Affairs	100 S. Main Osceola, Iowa 50213
Tama County Veterans Affairs	101 S. Main Street Toledo, Iowa 52342
Floyd County Veterans Affairs	101 South Main Suite 109 Charles City, Iowa 50616
Palo Alto County Veterans Affairs	1010 Broadway, Emmetsburg IA 50536
Warren County Veterans Affairs	105 W. 1st Avenue Indianola Iowa 50125
Mills County Veterans Affairs	106 Central Suite 102 Glenwood Iowa 51534
Mahaska County Veterans Affairs	106 S. 1st. Street Oskaloosa, Iowa 52577
Ringgold County Veterans Affairs	109 W. Madison St. Ringgold County Courthouse Mt. Ayr, Iowa 50854
Kossuth County Veterans Affairs	109 W. State Street Algona IA 50511
Retired Senior Volunteer Program	110 South Williams St. Anamosa, Iowa 52205
Wright County Veterans Affairs	115 1st St SE Clarion, Iowa 50525
Jasper County Veterans Affairs	115 N 2nd Avenue E Newton Iowa 50208
Mitchell County Veterans Affairs	117 Plaza Lane, Osage Iowa 50461
Wapello County Veterans Affairs	118 W. 3rd Street Ottumwa 52501
Allamakee County Veterans Affairs	12 1st. Ave NW Suite 102 Waukon, Iowa 52172
Franklin County Veterans Affairs	12 1st Ave NW Hampton, Iowa 50441
Crawford County Veterans Affairs	1202 Broadway, Denison Iowa 51442
Woodbury County Veterans Affairs	1211 Triview Avenue, Sioux City Iowa 51103
Lucas County Veterans Affairs	123 S. Grand St. Chariton, Iowa 50049
Story County Veterans Affairs	126 South Kellogg Suite 201 Ames, Iowa 50010
Louisa County Veterans Affairs	12635 County Road G56, Wapello IA 52653
Marshall County Veterans Affairs	1301 Summit Street IHV/HH/045 Marshalltown, Iowa 50158
Howard County Veterans Affairs	137 N Elm Street Cresco, Iowa 52136
Buchanan County Veterans Affairs	1407 Independence Avenue, Waterloo Iowa 50703
O'Brien County Veterans Affairs	155 South Hayes Avenue O'Brien County Courthouse, Primghar IA 51245
Buena Vista County Veterans Affairs	1709 East Richland Street Storm Lake, Iowa 50588
Monroe County Veterans Affairs	1801 S B Street, Albia Iowa 52531
Dickinson County Veterans Affairs	1802 Hill Avenue Suite 1508 Spirit Lake Iowa 51360
Clinton County Veterans Affairs	1900 N 3rd Street P.O. Box 20597 Clinton Iowa 52733
Decatur County Veterans Affairs	201 NE Idaho Street, Leon IA 50144
Lyon County Veterans Affairs	201 S. Story Street Rock Rapids Iowa 51246
Bremer County Veterans Affairs	203 1st Avenue NE Waverly Iowa 50677
Davis County Veterans Affairs	203 S. Madison Bloomfield Iowa 52537
Adair County Veterans Affairs	205 E. Iowa St. Greenfield, Iowa 50849
Harrison County Veterans Affairs	207 East 7th St Logan, Iowa 51546
Buchanan County Veterans Affairs	210 5th Avenue NE Independence Iowa 50644
Sioux County Veterans Affairs	210 Central Avenue SW P.O. 233 Orange City Iowa 51041
Adjutant General State of Iowa	210 Walnut St, Room 556 Des Moines Iowa 50309
Winnebago County Veterans Affairs	216 S. 4th Street Forest City, IA 50436
Washington County Veterans Affairs	2175 Lexington Blvd Building 2, Washington Iowa 52353

Pottawattamie County Veterans Affairs	223 S 6th Street Council Bluffs Iowa 51501
Cherokee County Veterans Affairs	228 W. Main Street Cherokee Iowa 51012
Pocahontas County Veterans Affairs	23 3rd Avenue NE Pocahontas Iowa 50574
Osceola County Veterans Affairs	300 7th Street Sibley Iowa 51249
Union County Veterans Affairs	300 N Pine Suite 180 Creston, Iowa 50801
Benton County Veterans Affairs	303 1st Avenue, Benton Iowa 52349
Taylor County Veterans Affairs	305 Main Street Bedford, Iowa 50833
Louisa County Veterans Affairs	315 Iowa Ave. Muscatine, Iowa 52761
Audubon County Veterans Affairs	318 Leroy Street, Audubon Iowa 50025
Clay County Veterans Affairs	337 10th Street SW Spencer Iowa 51301
Cedar County Veterans Affairs	400 Cedar Street Tipton Iowa 52772
Ida County Veterans Affairs	401 Moorehead Street Ida Grove Iowa 51445
Disabled American Veterans	4105 Woolworth Omaha Nebraska 68105 VA Hospital in Omaha
Fremont County Veterans Affairs	414 Clay Street, Sidney Iowa 51652
Butler County Veterans Affairs	428 6th Street, Allison Iowa 50602
Chickasaw County Veterans Affairs	460 East Prospect Street New Hampton, Iowa 50659
Angel-Bus	4620 Haygood Road Virginia Beach, Virginia 23455
Adams County Veterans Affairs	500 9th Street Corning, Iowa 50841
Jefferson County Veterans Affairs	51 E. Briggs Ave Fairfield, Iowa 52556
Calhoun County Veterans Affairs	515 Court Street PO BOX 71 Rockwell City, Iowa 50579
Disabled American Veterans	518 S 29th St. Webster City, 50501
Clayton County Veterans Affairs	600 Gunder Road NE Suite 6, Elkader Iowa 52043
Scott County Veterans Affairs	600 W 4th Street Davenport Iowa 52801
Delaware County Veterans Affairs	601 Grant Street Manchester Iowa 52057
Disabled American Veterans	601 Highway 6 W Iowa City, Iowa 52246
Mitchell County Veterans Affairs	608 N. Court St. Suite A Carroll, Iowa 51401
Emmet County Veterans Affairs	609 N 1st St Esterville Iowa 51334
Page County Veterans Affairs	615 North West Road PO BOX 569 Shenandoah, Iowa 51601
Veterans of Foreign War (VFW)	723 1st Ave. S Fort Dodge, Iowa 50501
Dubuque County Veterans Affairs	799 Main St Ste 350 Nesler Center Dubuque Iowa 52001
Poweshiek County Veterans Affairs	818 5th Ave Grinnell, Iowa 50112
Dallas County Veterans Affairs	902 Court St. Adel Iowa 50003
Des Moines County Veterans Affairs	910 Cottonwood Street Burlington, Iowa 52601
Jackson County Veterans Affairs	Courthouse 201 W. Platt St. Maquoketa Iowa 52060
Humboldt County Veterans Affairs	P.O. Box 331 Humboldt, Iowa 50548
Disabled American Veterans	VA Central Iowa Healthcare System 3600 30th Street Des Moines Iowa 50310
Disabled American Veterans	VA Clinic on Ansborough and San Marnan Waterloo, Iowa 50702

Question 15a What is your organization's URL or website address?

<b>Organization</b>	<b>Website</b>
Dickinson County Veterans Affairs	www.co.dickinson.ia.us
Emmet County Veterans Affairs	Under Emmet County Courthouse, click under VA
Adams County Veterans Affairs	www.adamscountyia.org
Angel-Bus	www.angel-bus.org
Audubon County Veterans Affairs	www.audoboncounty.com
Black Hawk County Veterans Affairs	www.blackhawkcountyonline.com
Butler County Veterans Affairs	www.butlercoiowa.org
Calhoun County Veterans Affairs	<a href="http://www.calhouncountyiowa.com">www.calhouncountyiowa.com</a>
Mitchell County Veterans Affairs	www.carrollcountyiowa.org
Cedar County Veterans Affairs	www.cedarcounty.org
Disabled American Veterans	www.centraliowa.va.gov/contact
Clayton County Veterans Affairs	www.claytoncountyia.gov
Allamakee County Veterans Affairs	www.co.allamakee.ia.us/veterans.htm
Bremer County Veterans Affairs	www.co.bremer.ia.us/veteransaffairs
Buchanan County Veterans Affairs	www.co.buchanan.ia.us
Delaware County Veterans Affairs	www.co.delaware.ia.us
Fremont County Veterans Affairs	<a href="http://www.co.fremont.ia.us/vets.htm">www.co.fremont.ia.us/vets.htm</a>
Howard County Veterans Affairs	www.co.howard.ia.us
Kossuth County Veterans Affairs	www.co.kossuth.ia.us
Warren County Veterans Affairs	www.co.warren.ia.us
Washington County Veterans Affairs	www.co.washington.ia.us
Wright County Veterans Affairs	www.co.wright.ia.us
Crawford County Veterans Affairs	www.crawfordcounty.org
Davis County Veterans Affairs	<a href="http://www.daviscountyiowa.org">www.daviscountyiowa.org</a>
Dubuque County Veterans Affairs	www.dubuquecounty.org
Floyd County Veterans Affairs	www.floydcountycourthouse.com
Franklin County Veterans Affairs	www.franklincounty.ia.us
Humboldt County Veterans Affairs	<a href="http://www.humboldtcounty.ia.org/">www.humboldtcounty.ia.org/</a>
Jasper County Veterans Affairs	www.jaspercounty.org
Jefferson County Veterans Affairs	www.Jeffersoncountyia.com
Mahaska County Veterans Affairs	www.mahaskacounty.org
Mills County Veterans Affairs	<a href="http://www.millscoia.us">www.millscoia.us</a>
Mitchell County Veterans Affairs	www.mitchellcountycourthouse.com
Monroe County Veterans Affairs	www.monroecounty.org
Palo Alto County Veterans Affairs	<a href="http://www.paloaltova.com">www.paloaltova.com</a>
Pocahontas County Veterans Affairs	www.pochahontasveteransaffairs
Pottawattamie County Veterans Affairs	<a href="http://www.pottcounty.com/departments/veteran-affairs/overview">www.pottcounty.com/departments/veteran-affairs/overview</a>
Poweshiek County Veterans Affairs	<a href="http://www.poweshiekcounty.org/vetaffairs.htm">www.poweshiekcounty.org/vetaffairs.htm</a>
Sioux County Veterans Affairs	<a href="http://www.siouxcounty.org">www.siouxcounty.org</a>
Story County Veterans Affairs	www.storycounty.com
Tama County Veterans Affairs	www.tamacounty.org
Union County Veterans Affairs	www.unioncountyiowa.org
Marshall County Veterans Affairs	<a href="http://www.va.marshallcounty.com">www.va.marshallcounty.com</a>

Jackson County Veterans Affairs	www.veteransaffairs.co.jackson.ia.us
Veterans of Foreign War (VFW)	www.webstercounty.org
Woodbury County Veterans Affairs	www.woodburyiowa.com

Question 18a To whom do you contract the services?

Organization	Contractors
Black Hawk County Veterans Affairs	Federal Government/VA Hospital in Iowa City
Jasper County Veterans Affairs	HIRTA
Dallas County Veterans Affairs	Homecare Services
Taylor County Veterans Affairs	Ron Riley in Page County, Veterans Affairs
Cedar County Veterans Affairs	Volunteer Services
Sioux County Veterans Affairs	DAV van

Question 18c What is the name of the contact person (if contracted out)?

Organization	Contact Person
Dallas County Veterans Affairs	Alex
Cedar County Veterans Affairs	Couple of different people doing it
Sioux County Veterans Affairs	Joan Waller
Black Hawk County Veterans Affairs	Not sure

Question 18d What is the subcontractor's phone number?

Organization	Subcontractor Phone Number
Black Hawk County Veterans Affairs	319-338-0581
Dallas County Veterans Affairs	515-993-4531
Cedar County Veterans Affairs	563-886-6076
Sioux County Veterans Affairs	712-262-5547

Question 20 What are the eligibility requirements for a veteran to receive services?

Organization	Eligibility
Retired Senior Volunteer Program	55 years of age or older Needs to be going to non-emergency medical appointment
Disabled American Veterans	Able to get on van, and that they are able to take care of themselves
Lyon County Veterans Affairs	Able to transfer themselves, have to be mobile
Woodbury County Veterans Affairs	Appointment at the Sioux Falls VA hospital
Jefferson County Veterans Affairs	Appointment at the VA hospital
Palo Alto County Veterans Affairs	Don't have driver's license Not able to drive such as having eyes dilated
Clinton County Veterans Affairs	Has appointment at VA clinic
Mitchell County Veterans Affairs	Has to have an appointment at the VA Hospital and get on and off the van without assistance
Lee County Veterans Affairs	Have a physical
Page County Veterans Affairs	Have a VA appointment
Mahaska County Veterans Affairs	Have to be going to a VA healthcare facility
Sac County Veterans Affairs	Have to be going to a VA healthcare

Buena Vista County Veterans Affairs	Have to have a medical appointment at the VA Hospital
VA Health Care System Voluntary Service Volunteer Transportation Network	Have to have an appointment at the VA hospital
Tama County Veterans Affairs	Have to have an appointment at VA Hospital
Crawford County Veterans Affairs	Have to have appointment at the VA hospital
Chickasaw County Veterans Affairs	Honorably discharged veteran and enrolled in VA Health Care
Adjutant General of State of Iowa	Medical appointment at hospital, call between 3-5 days before appointment
Harrison County Veterans Affairs	Must be eligible to be served at the VA hospital
Marshall County Veterans Affairs	Must be enrolled in the VA health care system
Poweshiek County Veterans Affairs	Needs to have a scheduled appointment through the VA
Cedar County Veterans Affairs	No qualifications
Decatur County Veterans Affairs	Proof of appointment, have appointment already scheduled
Clay County Veterans Affairs	Receive care through VA medical center and appointment
Louisa County Veterans Affairs	Resident of Louisa or Muscatine County Enrolled in VA healthcare system
O'Brien County Veterans Affairs	Scheduled appointment at VA medical center Must be able to get in and out of vehicles by themselves Wheelchairs are not allowed
Louisa County Veterans Affairs	They must be eligible for VA health care
Audubon County Veterans Affairs	Unable to drive after hospital visit
Pottawattamie County Veterans Affairs	VA hospital only
Story County Veterans Affairs	Have to serve 90 consecutive days in service (does not include training)
Dickinson County Veterans Affairs	Appointment at the VA Medical Center
Allamakee County Veterans Affairs	Appointment has to be at VA center, or at least scheduled by the VA medical Center
Mills County Veterans Affairs	Be using the VA hospital
Delaware County Veterans Affairs	Depends on service
Emmet County Veterans Affairs	Going to VA Medical center
Lucas County Veterans Affairs	Has to have an appointment to VA Medical Center
Bremer County Veterans Affairs	Have to have a DD14 to qualify Honorable discharge
Benton County Veterans Affairs	Have to have appointment at VA hospital
Clarke County Veterans Affairs	Have to have appointment at VA hospital
Ringgold County Veterans Affairs	Have to serve at least 1 day war time
Howard County Veterans Affairs	Medical Appointment
Angel-Bus	Must be traveling for a medical appointment and have permission to travel by the doctor
Warren County Veterans Affairs	Must have appointment at the VA Des Moines Hospital

Page County Veterans Affairs	Needs a DD214
Disabled American Veterans	No other means of transportation
Dubuque County Veterans Affairs	Registered with the VA and have an appointment with VA hospital in Iowa City
Adams County Veterans Affairs	Resident of Adams county
Disabled American Veterans	Seen by VA provider, not in wheelchair or motorized scooter
Buena Vista County Veterans Affairs	VA doctor's appointment
Buchanan County Veterans Affairs	Any kind of disability

Question 25a How is the cost of the trip charged?

Organization	Charges
Ringgold County Veterans Affairs	Not allowed to give out more info
Kossuth County Veterans Affairs	If more than 100 miles, it is \$45; varies upon trip
Cherokee County Veterans Affairs	If Veteran gets travel pay they give it to Cherokee county

Question 26 What is the cost of service to the personal care attendant (if any)?

Organization	Costs
Louisa County Veterans Affairs	No cost
Dickinson County Veterans Affairs	No cost
Black Hawk County Veterans Affairs	No cost
Des Moines County Veterans Affairs	No cost
Story County Veterans Affairs	Possibly \$4.00, but usually free
Benton County Veterans Affairs	No cost
Wright County Veterans Affairs	No cost
Jasper County Veterans Affairs	No cost
Humboldt County Veterans Affairs	No cost
Osceola County Veterans Affairs	No cost
Ida County Veterans Affairs	No cost
Veterans of Foreign War (VFW)	No cost
Cherokee County Veterans Affairs	No cost
Woodbury County Veterans Affairs	No cost
Pottawattamie County Veterans Affairs	No cost
Chickasaw County Veterans Affairs	No cost
Davis County Veterans Affairs	No cost
Scott County Veterans Affairs	No cost
O'Brien County Veterans Affairs	No cost
Emmet County Veterans Affairs	No cost
Howard County Veterans Affairs	No cost
Fremont County Veterans Affairs	No cost
Monroe County Veterans Affairs	No cost
Lucas County Veterans Affairs	No cost

Dallas County Veterans Affairs	No cost
Clinton County Veterans Affairs	No cost
Tama County Veterans Affairs	No cost
Retired Senior Volunteer Program	Donation basis only, no specific cost
Taylor County Veterans Affairs	Doesn't know
Jackson County Veterans Affairs	No cost
Buena Vista County Veterans Affairs	No cost
Audubon County Veterans Affairs	No cost
Ringgold County Veterans Affairs	No cost
Allamakee County Veterans Affairs	No cost
Kossuth County Veterans Affairs	No cost
Clayton County Veterans Affairs	No cost
Adams County Veterans Affairs	No cost
Angel-Bus	No cost
Des Moines County Veterans Affairs	No cost
Clay County Veterans Affairs	No cost
Clarke County Veterans Affairs	No cost
Winnebago County Veterans Affairs	No cost
Harrison County Veterans Affairs	No cost
Buchanan County Veterans Affairs	No cost
Disabled American Veterans	No cost
Mahaska County Veterans Affairs	No cost
Warren County Veterans Affairs	No cost
Union County Veterans Affairs	No cost
Mitchell County Veterans Affairs	No cost
Mitchell County Veterans Affairs	No cost
Crawford County Veterans Affairs	No cost
Floyd County Veterans Affairs	No cost
Calhoun County Veterans Affairs	No cost
Wapello County Veterans Affairs	No cost
Mills County Veterans Affairs	No cost
VA Health Care System Voluntary Service Volunteer Transportation Network	No cost
Disabled American Veterans	No cost
Bremer County Veterans Affairs	No cost
Pocahontas County Veterans Affairs	No cost
Cedar County Veterans Affairs	No cost
Lee County Veterans Affairs	No cost
Sac County Veterans Affairs	No cost
Delaware County Veterans Affairs	No cost
Jefferson County Veterans Affairs	No cost

Disabled American Veterans	No cost
Adair County Veterans Affairs	No cost
Page County Veterans Affairs	No cost
Poweshiek County Veterans Affairs	No cost
Marshall County Veterans Affairs	No cost
Disabled American Veterans	No cost
Palo Alto County Veterans Affairs	No cost
Cerro Gordo County Veterans Affairs	No cost
Decatur County Veterans Affairs	No cost
Sioux County Veterans Affairs	No cost
Disabled American Veterans	No cost
Butler County Veterans Affairs	No cost
Washington County Veterans Affairs	Whatever the minibus charges
Disabled American Veterans	No cost
Franklin County Veterans Affairs	No cost
Greene County Veterans Affairs	No cost
Lyon County Veterans Affairs	No cost

Question 27 What is the cost of service to the veteran's family (if any)?

<b>Organization</b>	<b>Costs</b>
Louisa County Veterans Affairs	No cost
Dickinson County Veterans Affairs	No cost
Black Hawk County Veterans Affairs	No cost
Disabled American Veterans	No cost
Story County Veterans Affairs	Possibly \$4.00
Benton County Veterans Affairs	No cost
Wright County Veterans Affairs	No cost
Jasper County Veterans Affairs	No cost
Humboldt County Veterans Affairs	No cost
Osceola County Veterans Affairs	No cost
Ida County Veterans Affairs	No cost
Veterans of Foreign War (VFW)	No cost
Cherokee County Veterans Affairs	No cost
Woodbury County Veterans Affairs	No cost
Pottawattamie County Veterans Affairs	No cost
Chickasaw County Veterans Affairs	No cost
Davis County Veterans Affairs	No cost
Scott County Veterans Affairs	No cost
O'Brien County Veterans Affairs	No cost
Emmet County Veterans Affairs	No cost
Howard County Veterans Affairs	No cost
Fremont County Veterans Affairs	No cost
Monroe County Veterans Affairs	No cost
Lucas County Veterans Affairs	No cost

Dallas County Veterans Affairs	No cost
Clinton County Veterans Affairs	No cost
Tama County Veterans Affairs	No cost
Retired Senior Volunteer Program	Donation basis only, no specific cost
Taylor County Veterans Affairs	Doesn't know
Des Moines County Veterans Affairs	No cost
Buena Vista County Veterans Affairs	No cost
Audubon County Veterans Affairs	No cost
Ringgold County Veterans Affairs	No cost
Allamakee County Veterans Affairs	No cost
Kossuth County Veterans Affairs	No cost
Clayton County Veterans Affairs	No cost
Adams County Veterans Affairs	No cost
Angel-Bus	No cost
Dubuque County Veterans Affairs	No cost
Clay County Veterans Affairs	No cost
Clarke County Veterans Affairs	No cost
Winnebago County Veterans Affairs	No cost
Harrison County Veterans Affairs	No cost
Buchanan County Veterans Affairs	No cost
Jackson County Veterans Affairs	No cost
Mahaska County Veterans Affairs	No cost
Warren County Veterans Affairs	No cost
Union County Veterans Affairs	No cost
Mitchell County Veterans Affairs	No cost
Mitchell County Veterans Affairs	No cost
Crawford County Veterans Affairs	No cost
Floyd County Veterans Affairs	No cost
Calhoun County Veterans Affairs	No cost
Wapello County Veterans Affairs	No cost
Mills County Veterans Affairs	No cost
VA Health Care System Voluntary Service Volunteer Transportation Network	No cost
Disabled American Veterans	No cost
Bremer County Veterans Affairs	No cost
Pocahontas County Veterans Affairs	No cost
Cedar County Veterans Affairs	No cost
Lee County Veterans Affairs	No cost
Sac County Veterans Affairs	No cost
Delaware County Veterans Affairs	No cost
Jefferson County Veterans Affairs	No cost
Disabled American Veterans	No cost
Adair County Veterans Affairs	No cost
Page County Veterans Affairs	No cost
Poweshiek County Veterans Affairs	No cost
Marshall County Veterans Affairs	No cost

Disabled American Veterans	No cost
Palo Alto County Veterans Affairs	No cost
Cerro Gordo County Veterans Affairs	No cost
Decatur County Veterans Affairs	No cost
Sioux County Veterans Affairs	No cost
Disabled American Veterans	No cost
Butler County Veterans Affairs	No cost
Disabled American Veterans	No cost
Franklin County Veterans Affairs	No cost
Greene County Veterans Affairs	No cost
Lyon County Veterans Affairs	No cost

Question 28 What payment methods are accepted for the services?

Organization	Payment Method
Cherokee County Veterans Affairs	It they can't pay the county pays for it
Ringgold County Veterans Affairs	The veteran turns in a voucher to the organization and the organization turns it into the auditor

Question 28a What agencies or organizations pay for veteran's transportation?

Organization	Agencies/Organizations
Adair County Veterans Affairs	Adair County
Adams County Veterans Affairs	Adams County
Scott County Veterans Affairs	Am Vets
Buchanan County Veterans Affairs	Buchanan County
Calhoun County Veterans Affairs	Calhoun County
Cedar County Veterans Affairs	Cedar County and general public through fundraising
Cherokee County Veterans Affairs	Cherokee County
Clarke County Veterans Affairs	Clarke County
Franklin County Veterans Affairs	Comes out of Franklin county budget
Mitchell County Veterans Affairs	County
Crawford County Veterans Affairs	Crawford County budget/Omaha VA Hospital
Dallas County Veterans Affairs	Dallas County
Davis County Veterans Affairs	Davis County
Angel-Bus	Donations
Dubuque County Veterans Affairs	Dubuque organizations
Emmet County Veterans Affairs	Emmet County
Floyd County Veterans Affairs	Floyd County Courthouse
Retired Senior Volunteer Program	Funding through St. Luke's Rural World Health Care Grant, Jones County Board of Supervisors, Heritage, United Way of East Central Iowa, and Donations
Harrison County Veterans Affairs	Harrison County
Humboldt County Veterans Affairs	Humboldt County
Jasper County Veterans Affairs	Jasper County
Jefferson County Veterans Affairs	Jefferson County
Marshall County Veterans Affairs	Marshall County and GSA, Government Services Administration

Lucas County Veterans Affairs	Out of county money
Pottawattamie County Veterans Affairs	Pottawattamie County
Sac County Veterans Affairs	Sac County
Tama County Veterans Affairs	Tama County
Chickasaw County Veterans Affairs	Trust fund from the state of Iowa
Union County Veterans Affairs	Union County
Veterans of Foreign War (VFW)	VFW, Veterans of Foreign Wars
VA Health Care System Voluntary Service Volunteer Transportation Network	Voluntary Service donations
Wapello County Veterans Affairs	Wapello County
Bremer County Veterans Affairs	Bremer County, Donations from a variety of organization
Disabled American Veterans	Counties
Sioux County Veterans Affairs	Sioux County
Clay County Veterans Affairs	Clay County
Wapello County Veterans Affairs	Wapello County leases out vehicles
Warren County Veterans Affairs	Warren County
Louisa County Veterans Affairs	Louisa and Muscatine County

Q30. How are the transportation services advertised to qualified veterans?

<b>Organization</b>	<b>Advertising Method</b>
Disabled American Veterans	Advocacy
Page County Veterans Affairs	American Legions, Clinics and Hospitals
Allamakee County Veterans Affairs	Decorah VA Clinic Flyers, word of mouth
Pottawattamie County Veterans Affairs	in house only
Lee County Veterans Affairs	Information is on the van
Ringgold County Veterans Affairs	it is a small enough community that it spreads by word-of-mouth and also through the local paper
Marshall County Veterans Affairs	local newspapers
Clayton County Veterans Affairs	Newspaper
Warren County Veterans Affairs	Newspaper, County Fair, Open House, Advertising Office
Humboldt County Veterans Affairs	Newspaper, word of mouth, meetings
Crawford County Veterans Affairs	Newspaper, word of mouth, sign on vehicle
Butler County Veterans Affairs	Newspaper ad
Louisa County Veterans Affairs	Newspaper ad, word of mouth, VA medical center in Iowa City
Cedar County Veterans Affairs	Newspapers, Service Organizations
Adams County Veterans Affairs	No Advertisements
Harrison County Veterans Affairs	No advertising
Chickasaw County Veterans Affairs	No advertising
Harrison County Veterans Affairs	No advertising
Jefferson County Veterans Affairs	No advertising
Palo Alto County Veterans Affairs	None
Mitchell County Veterans Affairs	None
Disabled American Veterans	None

Wright County Veterans Affairs	None, Van has contact information on side
Davis County Veterans Affairs	Not advertised
Howard County Veterans Affairs	Not advertised
Emmet County Veterans Affairs	Not advertised
Dallas County Veterans Affairs	Not advertised
Washington County Veterans Affairs	Not advertised
Pocahontas County Veterans Affairs	Through the DAV
Benton County Veterans Affairs	Through the Service Organization and at the VA Hospital
Dubuque County Veterans Affairs	Through the VA
Mahaska County Veterans Affairs	VA hospitals, word of mouth
Des Moines County Veterans Affairs	VFW Club, Monthly Letters, word of mouth
Kossuth County Veterans Affairs	When veterans come into the office
Poweshiek County Veterans Affairs	Word of mouth
Black Hawk County Veterans Affairs	Word of mouth
Clarke County Veterans Affairs	Word of mouth
Clay County Veterans Affairs	Word of mouth
Veterans of Foreign War (VFW)	Word of mouth
Lucas County Veterans Affairs	Word of mouth
Disabled American Veterans	Word of mouth
Franklin County Veterans Affairs	Word of mouth
Woodbury County Veterans Affairs	Word of mouth
Calhoun County Veterans Affairs	Word of mouth
Buena Vista County Veterans Affairs	Word of mouth
Taylor County Veterans Affairs	Word of mouth
Adair County Veterans Affairs	Word of mouth
Audubon County Veterans Affairs	Word of mouth
Ida County Veterans Affairs	Word of mouth
Sioux County Veterans Affairs	Word of mouth
Fremont County Veterans Affairs	Word of mouth
Scott County Veterans Affairs	Word of mouth
Jackson County Veterans Affairs	Word of mouth
Cherokee County Veterans Affairs	Word of mouth
Mills County Veterans Affairs	Word of mouth
Union County Veterans Affairs	Word of mouth
Winnebago County Veterans Affairs	Word of mouth, County Commissioners
Sac County Veterans Affairs	Word of mouth, local paper
Page County Veterans Affairs	Word of mouth, local paper
Osceola County Veterans Affairs	Word of mouth, newspaper
Decatur County Veterans Affairs	Word of mouth, Newspaper ad
Tama County Veterans Affairs	Word of mouth and Veterans Organizations throughout the county
Monroe County Veterans Affairs	American Legion Hall, Local Newspaper
Retired Senior Volunteer Program	Community Health Fairs in Jones County, advertise through churches, through local paper, and word of mouth through clients

Retired Senior Volunteer Program	Counties Veterans Affairs, Outreach Programs
Disabled American Veterans	Local Newspaper
Louisa County Veterans Affairs	Newspaper
Jasper County Veterans Affairs	Newspaper ad
Lyon County Veterans Affairs	Newspaper ads
Story County Veterans Affairs	Word of mouth
Disabled American Veterans	Word of mouth
Dickinson County Veterans Affairs	At the clinic and hospital
Bremer County Veterans Affairs	Let organizations know, had newspaper articles
Floyd County Veterans Affairs	Local Paper
Buena Vista County Veterans Affairs	Newspaper
Delaware County Veterans Affairs	Newspaper
Disabled American Veterans	Newspaper article, word of mouth
Angel-Bus	Various medical facilities
Buchanan County Veterans Affairs	Word of mouth
VA Health Care System Voluntary Service Volunteer Transportation Network	Word of mouth

Q40. Are your drivers...

<b>Organization</b>	<b>Payment Method</b>
Palo Alto County Veterans Affairs	Paid by mileage
Pottawattamie County Veterans Affairs	Reimbursed by mileage
Ringgold County Veterans Affairs	Reimbursed by mileage; sometimes public health hospice will provide transportation to veterans
Clay County Veterans Affairs	Paid by mileage if using own car
Howard County Veterans Affairs	Paid by Stipend
Franklin County Veterans Affairs	Cerro Gordo van comes into Franklin county sometimes
Osceola County Veterans Affairs	Commissioners will give rides to veterans if they need to go somewhere other than the VA hospital
Pottawattamie County Veterans Affairs	DAV Van through the hospital
Woodbury County Veterans Affairs	Free bus rides for service connected veterans
Retired Senior Volunteer Program	JETS- Charge \$25.00 to go out of county, provides transportation to pharmacy and malls
Dubuque County Veterans Affairs	Local cab company have received donations to take veterans; done through the local VA clinic
Louisa County Veterans Affairs	Seabus in Des Moines County
Allamakee County Veterans Affairs	Special Mode Transportation at the VA Medical Center (There is certain criteria)

Q42. What are the unmet transportation needs within your service area?

Pottawattamie County Veterans Affairs	After 2:00pm and evenings and weekends no emergency transportation is provided
Sioux County Veterans Affairs	Getting veterans to the centralized pickup area

Woodbury County Veterans Affairs	Getting to the VA clinic from their homes
Sac County Veterans Affairs	Getting Veterans transported to Non VA appointments
Clarke County Veterans Affairs	Local rides to do daily personal activities
Retired Senior Volunteer Program	More marketing and advertising to individuals who may not know about their services
Buchanan County Veterans Affairs	Non-VA appointments
Angel-Bus	Not enough local transportation
Washington County Veterans Affairs	Not everyone qualifies, too close to hospital to provide transportation
Louisa County Veterans Affairs	Only provide transportation to medical appointments, but would like to expand to provide transportation for other reasons as well
O'Brien County Veterans Affairs	Transportation out of Iowa, health risks
Benton County Veterans Affairs	Assistance getting in and out of van
Warren County Veterans Affairs	Cannot provide emergency trips
Scott County Veterans Affairs	Getting people to the clinic in Bettendorf
Calhoun County Veterans Affairs	Nursing home residents who need transportation
Dickinson County Veterans Affairs	Need local transportation

Appendix D  
Disposition Code Outcomes

Disposition Code	Description	Number of Records
1100	Complete	84
2112	Selected respondent refusal	1
2210	Respondent never available	6
4100	Out of sample	23
4700	Not eligible	3
	<b>Total Sample</b>	<b>117</b>