

HEARTLAND

Senior Services

205 South Walnut Avenue, Ames IA 50010
(515) 233-2906

In partnership with
Retired and Senior Volunteer Program



United Way of Story County

AGING
RESOURCES
of Central Iowa

Recipient of Federal and State Transit monies through
Heart of Iowa Regional Transit Agency

HEARTLAND

Transportation Services



Volunteer Driver Program
Basic Information

Heartland Transportation Volunteer Driver Program

This brochure provides information about what services the Volunteer Driver program provides, who is eligible to use the service, and how to arrange a ride using this service.

Purpose of the Volunteer Driver program

To assist our community members in maintaining their desired quality of life by providing accessible and affordable transportation.

Description of Volunteer Driver Program

The Volunteer Driver Program has been developed to meet the transportation needs of rural Story County. The program uses volunteers from each community to assist fellow community members in receiving the transportation services they desire and need.

That need can be as simple as going to the grocery store or medical appointments.

All of our volunteers are prescreened to meet MVR and insurance requirements. They also complete an extensive orientation before beginning to provide rides.

All rides are dispatched from Heartland Senior Services Public Transit department.

Rider Eligibility Guidelines

1. Passengers must be able to navigate on their own
2. No individuals using wheelchairs
3. In town trips qualify
4. Out of town and out of county trips qualify
5. Rides must be for 2 or fewer passengers
6. A parent or guardian must accompany all children under the age of 18
7. Passengers must provide appropriate car booster seats for young children
8. There are no income requirements

How to Schedule a Ride

To arrange for a ride call us at:
515-233-2906.

All rides will be scheduled through Heartland Senior Services transit. We will contact a volunteer driver and give the passenger a return call to confirm the ride.

Cost of Rides

In town trips: \$1.50 each way

Out of town trips: \$0.39 per mile

Out of county trips: \$0.39 per mile

A reduced fare is available based on monthly income
