Good Records Management

Records management is a critical component of business practice and good records management contributes to effective operation for a variety of reasons:

- client information storage and customer service
- volunteer management and recognition
- accounting purposes
- fund reporting and audit requirements
- performance evaluation
- insurance requirements
- outcome measurement and reporting
- future demand and planning estimation

Although many programs emphasize maintenance of paper copies of program documents, electronic data files are increasingly used for records organization, retention, and retrieval. The design of an electronic administration system for a volunteer driver program should:

- provide for simple data entry
- be easy to operate and able to perform complicated multistep tasks
- maintain and cross reference detailed client and volunteer profiles
- allow reference to history of service and contact
- provide data security and protect client confidentiality
- have the ability to generate in-depth reports
- include an automated and reliable backup system of all data on a nightly basis as well as redundant off-site storage of backup data to assist in disaster recovery

A variety of specialty software is available commercially for use by volunteer driver programs to organize client and driver contact information, to schedule and document rides, and for easy organization and retrieval of data. An affordable example of this type of support, that you may want to evaluate for possible use is the robust web-based service AssistedRides.