

Volunteer Transportation Program Statistics January – March 2016

Total Rides Provided: 66

January =	23 round trip rides
February =	16 round trip rides
March =	27 round trip rides

Total Unduplicated Riders for Quarter: 34

Total Miles for Quarter: 2,155

January =	827
February =	530
March =	798

Total Hours for Quarter: 166.5

January =	60
February =	39.5
March =	67

New Transportation Program Initiatives:

- Routed Shopping & Errand Trips twice per month with door to door service
- Transportation to Senior Center Events
- Outcome based post-trip/transportation surveys
- Quarterly focus groups on transportation services with users and non-users
- Marketing: new brochure and Senior Sparks Transportation Services section,
new Annual Senior Center Open House (May 26th from 4-7pm)

Program Limitations & Challenges

- Operates during Senior Center business hours only
- Based on Volunteer availability
- Wheelchair transportation provided by Part-time paid Drivers
- 1 Accessible vehicle
- Matching riders with Volunteers
- Lead time (planning, urgent appointments)
- Length of appointments
- Program does not serve Nursing Home Residents
- Out of district rides

Becoming a Volunteer

- Background check (driving history, criminal record, sexual assault history)
- Application
- Current license and insurance (auto and medical)
- Volunteers are provided with a Driver Manual and orientation to town vehicles, a GPS and town cell phone
- Transportation Coordinator holds biannual meetings with thought sharing & trainings on various topics
- Drivers are recognized each year at the Senior Center Volunteer Recognition event in April.

Testimonies from Riders and Drivers on the Volunteer Transportation Program

I love living in Mansfield; it has everything I value except one thing: it does not have regular transportation to the towns which have more health experts and services. Our town's senior service's volunteer driver program is very successful in closing this gap.

I am highly grateful that we have this service available to the seniors. Otherwise, I have not been able or would have much difficulty of getting the expert treatment I need for my health. It is an absolute relief.

For me it has been always very difficult to ask help for my needs, but the cheerful Senior Center staff and carefully selected wonderful volunteer drivers make it a pleasure. Thousands of thanks!

Tulay Luciano

Ever since its beginning, I have been very dependent on the volunteer driver program. I have been able to get to local and out-of-town medical appointments, of which I seem to have an ever-increasing number. My only wish is that it would be possible to provide rides for early morning and late afternoon appointments, as sometimes the hospital or other medical provider requires those times. I hope there is some way of increasing this service and recruiting more (and hopefully younger!) drivers.

Jane Blanshard

I have enjoyed being a volunteer driver, even though I haven't been able to give as much time to the program as I would have liked. What has been most rewarding is meeting some of the really interesting people who use this service. Some of them have lived in town for decades; others are recent transplants who have come to be nearer their children. Many have had interesting lives and careers, and our conversations while on the way to appointments have been enjoyable and sometimes surprising. It's a great program, and I wish more people would use it.

Toni Moran, Volunteer Driver

I am so grateful to the Volunteer Transportation Program for providing free transportation to medical and dental appointments. The Transportation Coordinator does a superb job matching volunteers with those needing rides. This past year I had two wonderful drivers, Helen and Ginney. I have the utmost praise for all the volunteers who make this program possible. While all residents over 60 benefit, it is especially helpful for those with limited income.

With sincere appreciation,

Betty Heiss

I truly love being a volunteer for the Transportation Program at the Mansfield Senior Center. The wonderful people you meet and the amazing life stories you hear make this service so rewarding and fun. From the woman who, despite having suffered a terrible accident herself adoringly visits her husband daily at the rehab center, to the woman who helped to break the German code during WWII and went on to become a renowned forester, to a National crossword puzzle champion who at 90 still has exudes enthusiasm for life. I am charmed and amazed by their wonderful spirits and their grateful thanks for my very small favor. I feel blessed to be able to help in a very small way to bring them out of their solitary worlds for a moment, if only taking them to a medical appointment. It is a very gratifying experience for me.

Virginia Rowe, Volunteer Driver

Senior Day Trips

Our 10-passenger van takes our Seniors to exciting destinations each week! Some of our previous trips have included museum and theater trips, beach days, out-to-lunch-bunch trips, Yankee Candle, the MET Opera at the Buckland Hills Cinemas, and the Goodspeed Opera House — just to name a few!

We also offer routed shopping & errand trips twice per month to local grocery stores and the Mansfield Public Library, as well as transportation to certain special events at the Senior Center.

Monthly trip schedules are listed in the Senior Center newsletter, *Senior Sparks*, which is available at the Senior Center and online.

Registration for trips is open to Mansfield residents aged 60 and above until one week prior to the trip, at which time registration opens to out of town members aged 60 and above. To register, please contact our Transportation Coordinator at 860-487-9877.

Volunteer Opportunities

We are always looking for Volunteer Drivers for our medical transportation program as well as our Meals-on-Wheels program. Your commitment is based solely on your schedule.

Please join our team by volunteering to drive — even just one day a month would help! Contact our transportation coordinator for more information.

A Heartfelt Thank You. . .

Our Volunteers give of their time to transport those who are unable to provide transportation for themselves. Their kindness is an immeasurable service and greatly appreciated by all whose lives they touch.



Town of Mansfield Transportation Services



Senior & Wellness Center

Transportation Coordinator
303 Maple Road
Mansfield, CT 06268
860-487-9877

Regional Transportation Services:

DIAL-A-RIDE: 860-456-1462

This service is the main source of transportation within the Mansfield-Willimantic area. Reservations are required 48 hours in advance.

WRTD BUS: 860-456-1462

This routed service also provides reliable transportation within the Mansfield-Willimantic area. The "Hub" in Willimantic allows for transfers to cities outside of district (i.e. Hartford, Norwich, Rockville).

LOGISTICARE: 888-248-9895

This service provides transportation for Medicaid recipients. Reservations must be made at least two business days prior to needed transportation. At time of reservation, your Title 19 number will be required.

Volunteer Transportation Program

The Transportation Program provides free, accessible transportation to medical appointments for Mansfield residents aged 60 and above and those adults deemed disabled by social security.

This service is offered for medical appointments outside of the transit district's region, as well as within region when Dial-a-ride is unavailable. All destination requests must fall within a 30-mile radius of the Senior Center.

This service is available Monday through Friday between 8:30AM and 4:30PM.

Please make your reservations at least 7 days prior to your appointment by contacting our Transportation Coordinator at 860-487-9877. You will receive confirmation of your request within 24 hours. Special exceptions will be made for emergency requests depending upon volunteer availability.

Volunteer Transportation Program

- Ambulatory passengers must be able to independently transfer to and from the vehicle. Volunteers cannot assist with transfer. If assistance is needed, riders are required to have an aid accompany them.
- Disabled residents wishing to use this service must complete an enrollment form which requires physician's signature.
- Passengers are responsible for any parking fees incurred.
- We do not provide transportation to or from any nursing or rehabilitation facility.
- Transportation is not available on town holidays, nor when the Senior Center is closed due to inclement weather.
- This is a free service. However, donations to our Transportation Program are welcomed.