San Mateo County
TRANSIT DISTRICT

Mobility Ambassador Program

Role Description

Summary

Mobility Ambassador volunteers will receive comprehensive training to enhance their knowledge and skills to conduct activities based on their individual strengths and community needs. Activities may include (but are not limited to) the following:

- Work one-on-one or in small groups with seniors or veterans to enhance their awareness of San Mateo County's transportation options.
- Teach individuals or small groups how to use the SamTrans bus and/or Caltrain to and from their desired destinations with safety and confidence. Teach a new rider how to plan a public transit trip, or ride-along with the trainee on his/her first trip.
- Assist with outreach by attending senior or veteran programs, staffing events, fairs, and other occasions where seniors or veterans will likely be in attendance.
- Bilingual members of the public are encouraged to apply.

Mobility Ambassadors must…

- be at least 21 years of age,
- mature and responsible.
- pass a background security check.
- complete a comprehensive training program.
- commit to working at least six months as an Ambassador.
- attend quarterly Mobility Ambassador meetings *(counted as volunteer hours)*.
- ***Have an active e-mail account.***
- ***Have a cell phone.***

Effective Mobility Ambassadors are…

- experienced with or willing to learn about various forms of transportation within San Mateo county.
- enthusiastic about helping others maintain or increase their mobility independence.
- able to work patiently and respectfully with seniors and veterans.
- self-directed, self-reliant and dependable.
- skilled communicator and problem-solver.
- able to work well with a team.

Mobility Ambassador Benefits

Pride in knowing you're helping seniors and veterans stay mobile and connected within their communities to enhance their wellbeing.

- Ongoing in-service training and support.
- Networking opportunities where new relationships and collaborations can be cultivated.
- Toolkit with information on San Mateo County transit services .
- Volunteer recognition.

Travel Training for New Riders

Each training program is individually designed to teach a new rider how to:

- plan a trip to/from desired destinations.
- ride a specific route (such as to a doctor's office, grocery store, shopping center).
- read and understand route maps and schedules.
- get to and from a bus stop/Caltrain station.
- recognize bus numbers/types of trains, bus stops/Caltrain stations, and landmarks.
- pay fares and purchase passes.
- get on and off the bus safely.
- locate where to transfer to other transit systems.
- get service information, and
- travel independently and confidently riding the SamTrans bus or Caltrain.

Applicant Keeps this Page

San Mateo County
TRANSIT DISTRICT

Mobility Ambassador Program

Application

Name _____ Gender _____
First Name Last Name

Address _____
Number and Street Apt. # City ZIP Code

Phone (_____)_____ (_____)_____ (_____)_____
Home Cell Work

Email Address _____@_____
Please print

Why are you applying to be a Mobility Ambassador? What appeals to you?

What qualities and skills do you bring that will help the program?

Have you worked with seniors or veterans? Share some examples.

How did you hear about the program?

Are you a veteran? ___No ___Yes
When did you serve?_____ What branch?_____

What language(s) do you speak? _____

What other volunteer work have you performed or currently perform?

Organization/Location	Responsibilities	Date(s)
_____	_____	_____
_____	_____	_____
_____	_____	_____

Are you age 21 or over? ___Yes ___No

Are you currently employed? ___Yes ___No
___FT ___PT ___Weekdays only ___Weekends ___Hours/week average

Describe the type of work you currently do or have done in the past.

What do you hope to get out of your experience as a mobility ambassador?

How much time can you devote to this program each week or each month?

How often do you ride SamTrans bus and/or **Caltrain?** (Experience is a plus, but not required.)

SamTrans	Caltrain
__ Never	__ Never
__ Once in a while	__ Once in a while
__ Regularly	__ Regularly

Bus route(s) you ride most often: _____
Train station(s) you use most often: _____

Do you have an active email account? ___Yes ___No
How often do you log in? *(Check the one most applicable to your usage)*
___2 or more times a day ___Once a day ___1 - 2 times a week ___Infrequently

Which of the following are appealing to you? (Check all that apply)
___Senior Center programs ___Veteran Center programs
___Staffing a table at an event ___Teaching new riders to use public transit
___Guiding individuals to transportation options to which they may be eligible.
___Other_____

Anything else you would like us to know about you?

Thank you for your interest in the Mobility Ambassador Program!

Your completed application can be submitted in one of the following methods:

Email: ambassador@samtrans.com

Mail: **San Mateo County Transit District**
Mobility Ambassador Program - Accessible Transit Services
166 N. Rollins Road
Millbrae, CA 94030

If you have questions or need additional information:

650-508-6362 ambassador@samtrans.com