

# 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 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.
- volunteer an average of 10 hours per month.
- 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.

- ❖ Complimentary monthly load onto a Clipper card for SamTrans bus rides if you volunteer an average of 10 hours per month.
- ❖ 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.
- ❖ recognize bus numbers, bus stops, and landmarks.
- ❖ pay fares and purchase passes.
- ❖ get on and off the bus safely.
- ❖ locate and transfer to other transit systems.
- ❖ get service information, and
- ❖ travel independently and confidently riding the bus or train.

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 would you like 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?**

<u>Organization/Location</u>	<u>Responsibilities</u>	<u>Date(s)</u>
_____	_____	_____
_____	_____	_____

**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 volunteer experience?**

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

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

SamTrans

- ☐ Never
- ☐ Once in a while
- ☐ Regularly

Caltrain

- ☐ Never
- ☐ Once in a while
- ☐ Regularly

**Bus route(s) you ride most often:** \_\_\_\_\_

**Train stations 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?**

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**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

1250 San Carlos Avenue, 3<sup>rd</sup> Floor

San Carlos, CA 94070

If you have questions or need additional information:



650-508-6362



ambassador@samtrans.com