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, people with disabilities, or veterans to enhance their awareness of San Mateo County’s public 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 18 years of age,
- Mature and responsible.
- Complete a sixteen-hour comprehensive training program.
- Commit to working at least six months as an Ambassador.
- Pass a background criminal security check.
- Volunteer an average of 10 hours per month.
- Attend periodic Mobility Ambassador meetings (counted as volunteer hours).
- Have an active e-mail account.

Effective Mobility Ambassadors are...
- Experienced with or willing to learn about various forms of public transportation.
- Enthusiastic about helping others maintain or increase their mobility independence.
- Able to work patiently and respectfully with seniors, veterans, and people with disabilities.
- 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, veterans, and persons with disabilities stay mobile and connected within their communities to enhance their physical and mental wellbeing.

❖ Free monthly SamTrans bus pass 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.
❖ use the lift or the ramp to board with an assistive mobility device.
❖ safely position a mobility device in the bus.
❖ locate and transfer to other buses.
❖ get service information, and
❖ travel independently and confidently riding the bus or train.
Mobility Ambassador Program

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, veterans, or persons with disabilities? 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?

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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?

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 that most closely applies to you)
___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
___Other____________________________________________________________

Anything else you would like us to know about you?

Thank you for your interest in the Mobility Ambassador Program!

You can submit your completed application 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, 3rd Floor
San Carlos, CA 94070

If you have questions or need additional information:

650-508-6362  ambassador@samtrans.com

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