

San Mateo County Senior Mobility Ambassador Program

Role Description

Summary

Volunteer Mobility Ambassadors will receive comprehensive training so they can conduct training activities based on the client's 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 and people with disabilities in the community to help them understand their mobility options, including individualized trip planning.
- Escort them on training trips individually to help them learn how to use public transportation services to reach their destinations.
- Organize group field trips to interesting destinations (shopping mall, museums or events).
- Assist with outreach by attending lunchtime programs, group meetings, fairs and other occasions where large numbers of seniors will probably 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 16 hour comprehensive training program.
- Commit to working as an Ambassador for at least six months.
- Pass a background criminal security check.
- Volunteer 16 hours per month (average)
- 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 using various forms of public transportation
- Enthusiastic about helping others maintain or increase their mobility independence
- Able to work patiently and respectfully with seniors and people with disabilities
- Self-directed, self-reliant and dependable
- Skilled communicator and problem-solver
- Able to work well with a team

Benefits to Mobility Ambassadors

Pride in knowing you helped seniors and persons with disabilities stay mobile and connected to their communities at a time in their lives when it's essential to physical and mental wellbeing

- Free monthly SamTrans bus pass if you volunteer an average of 12 -16 hours per month
- Ongoing in-service training and support
- Networking opportunities where new relationships and collaborations can be cultivated
- Up-to-date toolkit with information about county and surrounding areas transit services
- Volunteer recognition

What is included in travel training?

Each training program is individually designed and will help you learn how to:

- **Plan your trip,**
- **Ride specific routes,**
- **Read and understand route maps and schedules,**
- **Get to and from your 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 a mobility device,**
- **Position your mobility device in the bus,**
- **Locate and transfer to other buses,**
- **Get service information, and**
- **Travel independently and confidently riding the bus.**

SamTrans Senior Mobility Ambassador Program

Application

Name _____

Address _____
Street Unit/Apt. Number City ZIP Code

Home Phone _____ **Work** _____ **Cell** _____

Email Address _____

Why would you like to be a Mobility Ambassador?

How did you hear about the program?

How often do you ride SamTrans? (Experience is not required, but is a plus)

Rarely/Never Less than 1 day per month A few times per month
 1-3 days per week 4 or more days per week

Which bus route(s) do you ride most often? _____

Which of these Ambassador responsibilities are most interesting to you?

(Check all that apply)

- Senior center programs
- Staffing a table at a shopping center or senior fair
- Teaching trip planning (using schedules, stop location, maps)
- Providing individual on-board training
- Interviewing people who want to learn how to ride by phone or in person
- Leading group trips on SamTrans
- Conducting group classroom training for 6 - 10 people
- Recruiting and training Ambassadors
- Other (please explain)

What language(s) do you speak well? _____

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 ___

What other volunteer work have you performed?

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

Are you currently employed? *(If yes, check the one below that applies to your hours.)*

Name of employer: _____

I work: Full-time ___ Part-time ___ Hours per week *(average)* ___

What type of work do you do or have done?

Is there anything else you would like us to know about you?

Thank you very much for completing this application. I will contact you as soon as I receive it. You have several ways to submit your application:

- **Email** – congerj@samtrans.com
- **Mail** – *(address below)*
- **Drop off** – *(address below, leave with Security)*

Jean Conger, Senior Mobility Project Coordinator
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San Carlos, CA 94070

If you have any questions about this application or need more information, please contact Jean, 650-508-6362 or email congerj@samtrans.com