



Community Volunteer Transportation Company

Creating, coordinating and delivering transportation solutions for the Monadnock Region

Transportation for Everyone – August 2016

CVTC * 375 Jaffrey Road, Suite 3, Peterborough, NH 03458 * 1-877-428-2882 * www.cvtc-nh.org * info@cvtc-nh.org

From 13 to 32 Towns ~First Month Overview

Well....here we are! One month of service completed (see Report Card) and the numbers and percentages tell a great story on how much we did and how well we did it. The good news is that we experienced successes as well as challenges. Opportunities for improvement are a big part of our work.

July Successes/Points of Interest: 555 trips requested * Received requests for rides from folks in 24 of the 32 towns * Surpassed the total number of trip requests in 2015 (1734/1659) * Based on averaging, we will see over 3,000 requests for 2016 * Four riders request rides to dialysis three times a week * Served 87 riders, up from avg. of 62 * 14 rides requested to White River (WR)VA and Dartmouth Hitchcock (DH)* Successfully referred some trip requests to HCS's Medical Transportation Van that goes to WRVA and DH every Wednesday * Five new applications submitted to become a Volunteer Driver * two rider trips are becoming part of the operation.



July Challenges/Opportunities: 100 more trips were booked from June to July * Unmet Need/Gap in Service rose from 9.62% in June to 22.16% with 123 trips not picked up by Volunteer Drivers * Number of Drivers taking trips increased by 2 (44/42 in June). Chronic needs such as trips for dialysis 3x week or daily trips to the hospital cause stress on the system. This by no means, is meant to say that current drivers aren't doing enough!

Our greatest **opportunity** is recruiting more Volunteer Drivers in the western region towns (see below). We have visited Troy, Winchester and Swanzey Select Boards, as well as churches and senior citizen groups. Our efforts to attract more drivers seem to be making gaining a bit of traction as we have received 2 more applications. We are working with media outlets and will be posting articles to town newsletters and websites. Of course the best recruiters are other Volunteer Drivers. Our goal is 120 active drivers...all we need are 42 additional drivers.

July Report Card – Are we making a difference? Is Anyone Better Off?

Volunteer Driver Program Statistics

Drivers who drove/Riders that made requests: **44/87**

1-way trips provided: **317**

Unmet need (no driver available) & percentage of trips: **123/22.16%**

Miles reimbursed & percentage: **5546=88%**

Volunteer Hours donated: **376**

% of active drivers, driving for the month: **44/72 = 61 %**

Accessible Transportation trips (wheelchair van service) = **0**

1-way trips requested: **555**

Trips cancelled by rider: **92**

Trips cancelled due to bad weather: **0**

Total Miles driven: **6330**

New Drivers: **0**

2016 unmet need year-to-date: **10.89%**

Unmet need: 2015=15.17%; 2014 = 12.04%



WE WELCOME NEW VOLUNTEER DRIVERS!!

Goal: 120 Drivers

Active Drivers: 71

In process: 7

Needed: 42



Towns needing Volunteer Drivers:

- | | | |
|----------|--------------|--------------|
| Alstead | Bennington | Chesterfield |
| Gilsum | Greenville | Hinsdale |
| Keene | Marlborough | Marlow |
| Nelson | New Ipswich | Peterborough |
| Richmond | Roxbury | Stoddard |
| Sullivan | Surry | Swanzey |
| Troy | Westmoreland | Winchester |

Call 1-877-428-2882, ext. 5 for information.

Colonial Theatre Movie Ticket Raffle Winner

August's winner: Bill Graf, Volunteer Driver



CVTC is grateful to



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