

# Be A Hero



## VOLUNTEER AT: MyRideUCTN.com



**MyRide TN is:**  
A Volunteer Driver Program  
Senior Friendly  
Door-Through-Door  
Supported by Well-Supervised Volunteer Drivers using their Personal Vehicles



*Volunteer Of The Month*  
**SUSAN HOGAN**  
1-833-9MYRIDE  
MyRideUCTN.com

## Partnerships with unlikely sources

- First Responders, Realtor Groups, Car Salesmen, Local Elected Officials
  - Reach out everywhere, not just churches and civic groups.
  - Assisted Living Facilities, Public Library, Senior Centers
  - Employer-Sponsored Volunteerism programs
- Many employers are asking their employees to volunteer, get on that list  
Talk to the managers

**Resources and contact information**  
Holly Montooth, Mobility Manager  
Upper Cumberland Human Resource Agency  
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Cookeville, TN 38506  
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## WHO WE ARE

- The Upper Cumberland Human Resource Agency (UCHRA)
- One of nine non-profit organizations established in 1973 by the Tennessee General Assembly to be the delivery system for human service programs across the state
- UCHRA serves the 14 county area of the Upper Cumberland Region
- Administer both state and federal transportation programs including 5310, 5311, and 5339

## SERVICE AREA

- UCHRA Public Transportation is one of nine transit agencies covering all 95 counties in TN.
- 14 county area covering approximately 5,000 land area miles
- Total service area population of 352,786

## GOALS

- Provide alternative transportation option, to those 60+, as an additional tool for Mobility Management
- Establish a fully operational Volunteer Transportation Program in Putnam County
- Be a recognizable presence within the community
- Provide a meaningful but convenient volunteer opportunity
- Recruit 10 volunteer drivers, some riders and perform a "few" trips by the end of the first year
- Program to be sustainable beyond the three year grant period

## MAJOR STEPS TAKEN

- Identified possible transportation options, for those 60+, within the service area
- Secured funding through a grant partnership with the Tennessee Commission on Aging and the Area Agency on Aging & Disability
- Researched established programs in similar geographical and socioeconomic locations
- Determined service area and defined program parameters to suit the needs of area riders
- Secured volunteer transportation software, additional liability insurance coverage, and volunteer background check procedure
- Developed rider and volunteer participation policies and a volunteer driver training course
- Began an educational campaign through various multimedia platforms, including social media, internet website, newspaper print, informational brochures, and radio announcements.

## RESULTS

- At the end of year one, the MyRide UC program has recruited 21 volunteers, 20 riders, and has taken 36 trips to 21 different destinations.

## WHAT WE LEARNED

- Focus on recruiting volunteers, the riders will come.
- Newspaper releases do still work but "Word of mouth" is your most effective tool.
- Reach out to people with elderly parents; "Mom, let me prepay for you \$20 worth of trips."
- Never stop recruiting; even if you have a good base of volunteers, always look for more.