

We're Driving Independence

Empowering older adults and adults with low vision to be engaged in their communities and live life to their fullest potential



VOLUNTEER



TRANSPORTATION



Ersie Richardson, Nathan Goldberg



Volunteer Nathan Goldberg has a history of working with people. In 1999 he left a career in computers, went to graduate school, and started a new career as a math teacher in the New York City school system. He also taught chess, and continues to this day.

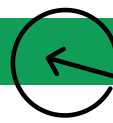
Nathan is someone who wants to make a difference. Now semi-retired, Nathan teaches chess after school hours and on weekends, most recently for DOROT, an intergenerational program for older adults. At a DOROT end-of-year activity, Nathan learned of TRA from a staffer. Intrigued by the idea of driving older adults and adults with low vision to medical appointments, he decided TRA might be a good fit.

Nathan has been a TRA volunteer medical appointment driver since November 2023. He signs up for at least one ride and sometimes three a week. Some of his riders are repeats, which he likes because he can get to know his rider, become familiar with the medical facility, and know where to park. On other occasions he might look for a rider who needs a long ride, say across Westchester, to ensure that rider gets to their appointment.

TRA volunteer drivers choose their own rides by accessing the schedule through an online portal. Nathan says the system works well for him. He can see a multi-week schedule of ride requests, including such important information as if the rider uses a walker or if a caregiver will accompany. TRA staff gets a big round of applause from Nathan. He finds the Call Center staff managing the scheduling to be very hard working and effective. He appreciates that they keep in touch with him, that he's "not alone out there!"

When asked if he would recommend being a TRA volunteer driver to a friend, he replied "I already have!"

CALL CENTER



Ibrahim Abdallah, Call Center Director, takes the lead in call center operations. He works closely with Melanie McKenna Brown, Call Center Supervisor, and Denise Lopez, Coordinator. All the call center team are Inform USA-Certified Aging & Disabilities Community Resource Specialists.

Ibrahim recently explained some of the essential daily activities. In a typical day, the call center team priority is to make sure rides requested for the next business day have a driver. After members (riders) call to request a ride, volunteer drivers select their rides to fit the days and times they can drive. Rides not filled by a volunteer are then assigned to our two company vehicles. A last resort is scheduling rides with a backup livery company (that TRA pays). Both call center and the driver call the riders to confirm ride details.



Follow up calls are essential to enhance rider safety. If there are multiple calls with no response, the call center tries to reach the emergency contact. Failing that, they place a call to local police for a wellness visit. On at least one occasion, officers found that our rider had fallen and needed assistance.

Ibrahim finds that volunteer and staff drivers are very caring and protective of the individuals they drive. If the rider shares a need, our drivers notify their supervisor, who may engage Outreach Manager, Colleen Skelly, LCSW, to follow up.

HAVE YOU VISITED THE RESOURCE HUB?

In addition to ride scheduling, call center team members help older adults, their families, and caregivers who call for assistance finding community services.

TRA's online Resource Hub for older adults and adults with disabilities is available 24/7 at <https://.my-tra.org/tra-resource-hub/>. Anyone can search for free for transportation, aging in place, food, financial, legal, housing, healthcare, help at home, and more.

For those who prefer not to search the web, call 914-764-3533, Monday through Friday, 9am-5pm, to speak to our friendly, Inform USA-certified, resource specialists.

ON THE ROAD WITH TRA



Does your organization have an event coming up? Invite TRA! We are scheduling spring and summer outreach. We'll bring information on our Medical Ride, Resource Hub, and Volunteer Driver Programs. Contact Laura at 914-764-3533, or email volunteer@my-TRA.org to add your event to our schedule.



WHY IS FUNDRAISING SO IMPORTANT?

TRA actively applies for grants, large and small, to keep its services free to older adults and adults with disabilities. Each grant specifies how funds can be used. Roughly 80% of TRA's support comes from the Federal Transit Administration (FTA) for mobility management, requiring that 20% come from local sources.

Every donation, smaller grant, legislative initiative, and pre-approved in-kind contribution goes toward meeting the 20% local match. Every donation, no matter the size, makes a difference for older adults and adults with disabilities in our region.

Early in 2024 TRA submitted a new proposal to FTA for implementation in 2026-27. If approved, it will further expand opportunities for volunteer driver engagement, call center participation, and rides for individuals who use wheelchairs. It will also support work with Rockland transportation providers to schedule eligible populations.

In the meantime, this is where our donors and supporters come in: Your gifts to TRA go toward the 20% local match that directly supports the work we do.

We couldn't do it without you! Thank you!

GRANTS

Special thanks to the Federal Transit Administration, Westchester County Business First, The Field Hall Foundation, The Westchester County Department of Senior Programs and Services, NYS Office for the Aging, NYS Office of Refugees and Immigrants, New York Presbyterian Hudson Valley Hospital and New York Presbyterian Lawrence Hospital, ITN America Rides in Sight, the U.S. Dept. of Health and Human Services - Administration for Community Living (ACL), whose ongoing support helps to power our mission.

Thank you NYS Assemblymember Chris Burdick and NYS Senator Shelley B. Mayer.

PUTTING THE FUN IN FUNDRAISING

We are hard at work putting together two donation opportunities that will be fun and entertaining! Coming soon to our website - TRA Tunes and Build a Car!

Your donations make it possible for the number of medical trips to soar. In the first three months of the year TRA has answered 5,526 calls, provided 1,641 rides, for 1,685 volunteer hours, and 22,584 miles.

We're on course for a record year!

**FOLLOW US!!
SHARE OUR POSTS!!**

Facebook MY-TRA
Instagram @TRA_Rides



KEEP IN TOUCH
We post new information every week!

**TOTAL
RIDES, HOURS
VOLUNTEERED
(2013 - Mar 2024)
AND CALLS ANSWERED
(2019 - Mar 2024)**

| Ride | Hours | Miles | Calls |
|--------|--------|---------|--------|
| 33,279 | 35,828 | 515,709 | 75,348 |

If you need assistance contact the Call Center at 914-764-3533.

Please, NEVER try to use a website form to schedule or change a ride.

Do call 914-764-3533 for immediate response.

- **Newsletter Sign Up Contact Form** - This will sign you up for our e-news.
- **Volunteer Application** - Apply to volunteer and our volunteer engagement team will contact you..
- **Rider Application** - Fill out the form and the call center team will call to answer your questions and complete the application with you.
- **Suggestion Form** - We love suggestions! This is the place.
- **Rider Survey** - For riders to report experiences with volunteer, staff, or backup services.
- **Rides Aplicación de Pasajero** -Solicite el viaje, el personal se comunicará con usted.
- **Solicite el viaje, el personal se comunicará con usted** - Solicite ser voluntario, el personal se comunicará con usted.



Please support our work by making a donation today at my-[tra.org/donate/](https://my-tra.org/donate/) or scan the QR code

914-764-3533 • WE'RE DRIVING INDEPENDENCE • my-TRA.org



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