

SOME CONSIDERATIONS FOR *COMMUNITY ADVOCATES* (Making the Connections)

Grant Proposal Description of Role:

In these rural communities, many of the proposed transportation services are new. To ensure effectiveness of the pilot, research shows that communication, advocacy, and customer support are vital. Although printed materials and social media will be an important component, we propose having individuals who know and understand riders and can provide help as needed to serve as community advocates. Some advocates may live in affordable developments in the towns; others may be retired seniors active in their communities. They can help book trips, coordinate with the vendors, and (under supervision of the project manager) compile customer input for the steering committee.

Likely Areas for Assistance:

- General use of smartphones (finding/downloading/using apps, making calls, answering calls, use of credit card)
- GoSudbury! Provisions (geofence, copay, destinations)
- Using Uber (setting up private Uber account, GoSudbury! Account, when each will be used (copay from “Uber” account credit card)
- Booking trips (request, wait time, tipping, duration of trip)
- Dealing with problems (Uber, Sr Center, online and print instructions)
- Compiling customer input (including FAQs)
- Other?

Questions To Be Addressed:

1. Will they have to use their own phones or will they be provided with a phone?
2. Will they work remotely?
3. What are the hours that they would have to be available?
4. Is there a guaranteed minimum number of hours per week?
5. Whom can they contact with any additional questions?
6. Will a vaccination be required?

7. Will there be training/ are they expected to already know how to use GoSudbury/Uber, and maintaining a printer?
8. How will they communicate with customers (through email, work phone, personal phone)?
9. If the job is in person, what safety measures will be taken to protect workers health?