



2021

Community Volunteer Transportation Company

# DRIVER & RIDER SURVEY REPORT





Dear Friends of CVTC,

We are pleased to share this report on the impact of the Volunteer Driver Program on riders, volunteer drivers, and the community. By surveying riders and drivers, we answer the question: "Is anyone better off?" By assessing the program's performance to improve outcomes, we are better able to:

- Serve people without access to transportation for medical appointments, access to healthy foods, and to fulfill other essential human needs.
- Serve people looking for meaningful experiences to "make a difference in their community" by contributing to the health, well-being, and independence of CVTC riders.
- Serve the public health of the Monadnock Region, by partnering with hospitals, human service agencies, and municipalities.
- Address any operational issues within the Volunteer Driver Program.
- Make better strategic decisions in organizational planning.

CVTC has the Monadnock United Way (MUW) to thank for igniting our passion for data and its value in the daily operations of CVTC as well as advancing CVTC through marketing and fundraising. Participating in MUW Results-Based Accountability workshops, we came to appreciate the need to tell a more complete story about our impact. We collected data that showed how much we did and how well we did it, but what was lacking was knowing if the people we served were better off. We needed to gather more qualitative data from those impacted by CVTC to learn this answer.

In 2014, we completed the first satisfaction survey of our riders and volunteer drivers. We followed up with another survey in 2018, and again in 2021. The results of the 2021 survey are the first to be presented in a report format to share with others and compares 2021 results to the previous two surveys (report pages 14-16). Thank you to Renee Sangermano, CVTC's Advancement Assistant, for overseeing the entire project.

We hope you enjoy reading the report and seeing CVTC through the experience of both our riders and volunteer drivers. If you have any questions or comments, please contact CVTC at 1-877-428-2882 or email: [info@cvtc-nh.org](mailto:info@cvtc-nh.org).

Sincerely,

Ellen Avery  
Executive Director

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# Introduction

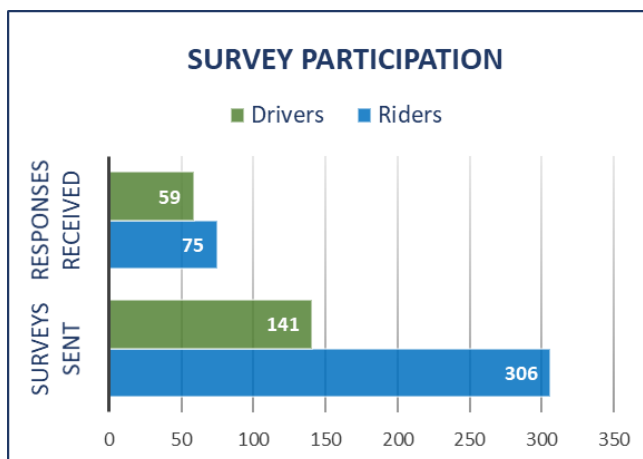
**Community Volunteer Transportation Company (CVTC) conducted a survey to evaluate the effectiveness of its Volunteer Driver program in meeting CVTC's mission:**



*To optimize health, well-being, and independence, we coordinate transportation options for people throughout the Monadnock Region.*

In late October 2021, the riders and volunteer drivers of CVTC's Volunteer Driver program were asked to voluntarily complete questionnaires related to their participation in the program. The survey sample consisted of all CVTC's volunteer drivers and riders from July 2019 through July 2021 for a total of 306 riders and 141 volunteer drivers. The survey sample was provided using data from TripList, CVTC's online management software. Responses were collected through self-reporting for approximately ten days through an online platform, SurveyMonkey.com, as well as paper questionnaires mailed to the survey sample.

A total of 306 riders were solicited to participate in the Rider Survey. The Rider Survey contained a total of 34 questions of which seven were open-ended questions and 27 were closed-ended questions. An estimated completion time of 11 minutes was provided by SurveyMonkey.com for participants to self-report responses. The estimated completion time was shared with participants. A total of 75 responses were received for the Rider Survey from 306 solicited participants for a 25% response rate.

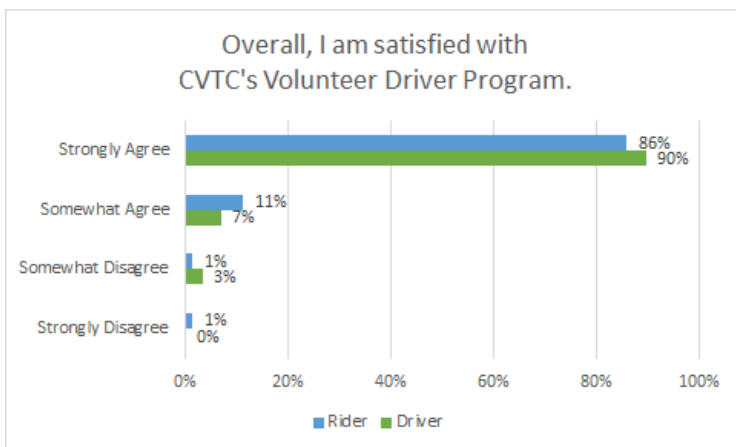


A total of 141 volunteer drivers were solicited to participate in the Driver Survey. The Driver Survey contained a total of 25 questions of which nine were open-ended questions and 16 were closed-ended questions. An estimated completion time of 9 minutes was provided by SurveyMonkey.com and shared with survey participants. A total of 59 responses were received for the Driver Survey for a 42% response rate.

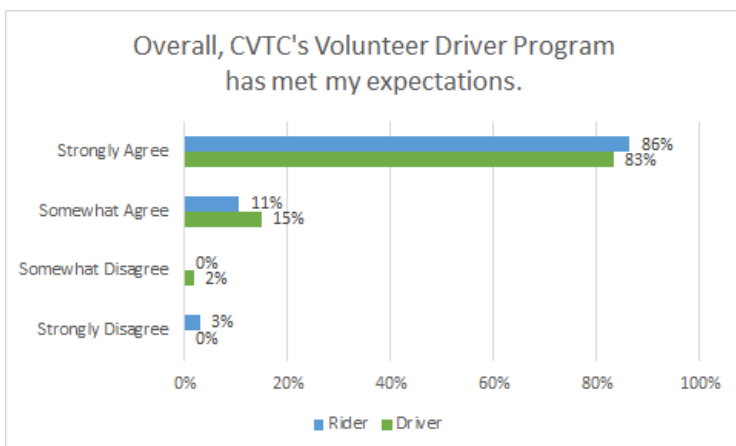
This survey project, including the compiling of responses and creation of this report, was overseen by Renee Sangermano, Advancement Assistant for CVTC.



# The Survey Says...



86% of riders and 90% of volunteer drivers "strongly agree" they are overall satisfied with CVTC's Volunteer Driver program.



86% of riders and 83% of volunteer drivers "strongly agree" that overall, CVTC's Volunteer Driver program has met their expectations.

# Driver's View of Program

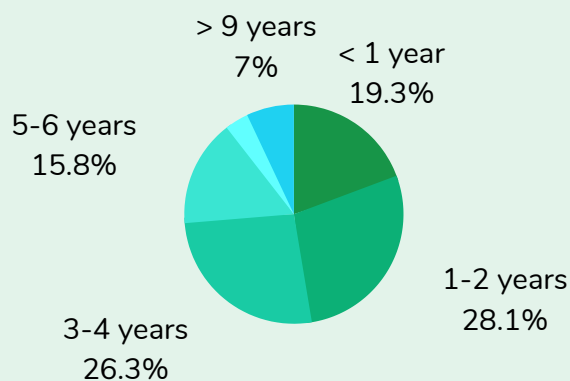
Volunteer drivers want to help others and give back to the community in their retirement years.

69% of survey respondents are currently active drivers. 31% of respondents no longer drive with CVTC and reported they no longer drive with CVTC due to health and personal schedule changes, reasons related to the COVID-19 pandemic, or dislike of the responsibility associated with driving one's personal vehicle. 87% of respondents are between the ages of 65-84, 13% have a disability, and 25% live alone. The majority of drivers have completed a bachelor's degree or higher level of education.

The top three ways volunteer drivers reported they first learned about CVTC's Volunteer Driver Program was through: friends 22%, newspaper/radio 19%, and non-profit organizations 12%. The major influences prompting people to become Volunteer Drivers were identified as: desire to help others/give back to community, stay active in retirement, and recognized need for services within the community.

**"I am retired and with no public transportation in the area I know how difficult it must be for those in need, and wanted to help." – CVTC Volunteer Driver**

## Years of Volunteer Driving with CVTC



The majority of volunteer drivers have been driving with CVTC for more than two years. 19% of respondents have been driving for less than one year. 28% have been driving for 1-2 years, 26% have been driving for 3-4 years, 16% have been driving for 5-6 years, 4% have been driving for 7-8 years, 2% have been driving for 11-12 years, and 5% have been driving for 13-14 years.

Volunteer Drivers continue to volunteer with CVTC for three main reasons: they recognize the need for the service, want to help others, and the experience is emotionally rewarding.

**"It's really rewarding to be able to help people that lack transportation or cannot drive. I've met some very nice and very interesting people. Riders are very appreciative of the service. It gives me an opportunity to do something good for people and the community on an ongoing basis. The management team is very supportive. The system is very flexible and easy to use when looking to sign up for a trip, or enter trip data etc."**

**– CVTC Volunteer Driver**

## Overall, Volunteer Drivers report high levels of satisfaction with all aspects of CVTC's Volunteer Driver program.

**90%**

Overall, Volunteer Drivers report high levels of satisfaction with all aspects of CVTC's Volunteer Driver program. 90% of Volunteer Drivers strongly agree they are overall satisfied with CVTC's Volunteer Driver Program. 83% strongly agree that the program has met their overall expectations.

94% agree the application process for becoming a Volunteer Driver is easy and convenient. 98% agree the online driver training and Driver Orientation Packet, provided by CVTC Program Coordinators, is useful when choosing and providing trips. 100% agree they have the information needed when providing a trip. 98% agree that they like the freedom to choose when they drive.

98% agree CVTC staff is responsive to any issues or concerns they may have. 98% of Volunteer Drivers agree they are supported and appreciated by CVTC staff and 83% of Volunteer Drivers agree they would be happy to help recruit new drivers.



**"I really enjoyed taking an older gentleman, G.A. on a few trips. He was so interesting to chat with, and such a nice man. He had some really funny stories. I learned a lot about local places, and history from him. He was very appreciative of getting a ride. I looked forward to taking him on his next trip."**  
**– CVTC Volunteer Driver**

The majority of the most favorite experiences shared by Volunteer Drivers expressed three themes: talking to and building relationships with riders, the appreciation shown by riders, and knowing you are making a difference in someone's life.

The least favorite experiences shared by Volunteer Drivers focused on a span of topics that were narrowed to major themes: negative rider behavior or mood, rider requests that were beyond scope of service, unplanned waiting, and winter road conditions.

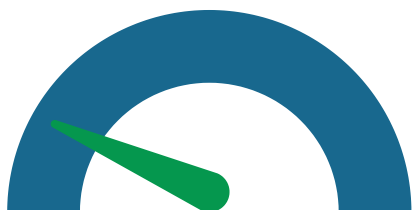
**"[Least favorite experience] when someone added a trip at the last minute to CVS, stayed a long time inside, then came out eating an ice cream after she had told me she was a diabetic."**  
**– CVTC Volunteer Driver**

20% of Volunteer Drivers would drive on the weekends and 26% of Volunteer Drivers would drive at night. 43% of Volunteer Drivers would be willing to take a last-minute trip. 22% of drivers would attend trainings, 24% would attend recognition events, and 11% would attend monthly social gatherings.

# CVTC's Impact on Drivers

"Excellently run organization. Leadership makes it known how much they appreciate the drivers." – CVTC Volunteer Driver

**On a scale of zero (never) to 10 (always):**



Overall, driver's rate how often they feel lonely as 1.6



**Drivers Agree They Feel Better**

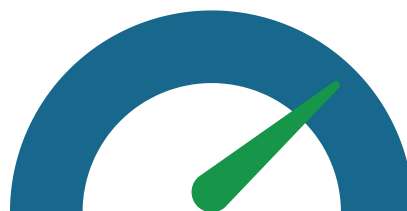
92% of drivers are happier.  
98% of riders are **more satisfied with their life.**



**Drivers Are More Connected**

92% of drivers agree they are more connected to people.

**On a scale of zero (never) to 10 (always):**



Overall, driver's describe their sense of belonging into their local community as 7.5.



**100% of Drivers Agree**  
They make a difference in someone's life.  
They contribute to their community.

# Suggestions from Drivers

## Recommended Changes to Program

A majority of comments from Volunteer Drivers indicated that no changes were needed for CVTC's Volunteer Driver program. The suggestions provided focused on three main themes: expanding service to riders, program policies, and trip software improvements. Recommended changes included less lead time for trips, more guidance for when to assist riders, enhancements to services offered, and review policies about tips received from riders. Suggested software improvements focused on increasing software abilities to find and sort trips, submit paperwork, report concerns about rider's health, and the creation of a mobile-friendly app with map links.

**"Allow drivers to help carry in groceries. Allow the drivers that need the extra money, to keep the tip. Allow drivers to make the unscheduled extra stop when they feel comfortable, just add it to the trip ticket."**

**-CVTC Volunteer Driver**

## List of Ideas for Recruiting New Volunteer Drivers



- Word of mouth - Encourage drivers to talk to friends.
- Have information booths at local community events and grocery stores.
- Advertisements on radio, newsprint, social media, local cinemas/theaters.
- Hang posters at libraries, senior care facilities, laundromats, grocery stores.
- Work with other nonprofits and community organizations (churches, rotaries, legions, veterans, representatives at town meetings and transfer stations).



- Host social events for potential drivers and/or friends of drivers.
- Make short presentations about CVTC at local meetings of community and nonprofit groups.



- Offer driver incentives: bonuses or gift certificates, driver of the month or year, who recruited the most drivers, or a driver banquet/dinner.
- Look for retirees through social media and work with human resources departments to get the names of soon to be retired employees.



- Promote flexibility of driver schedule and mileage reimbursement.
- Encourage some younger drivers – even responsible teenagers who are looking for community service.
- Seek out a TV spot such as NHPR Interview.

**"Show them [potential volunteer drivers] the generic trip schedule and promote the flexibility and pay it forward benefits of this wonderful program. Bring them to the monthly social. Nice people attract nice people."**

**-CVTC Volunteer Driver**



# Additional Driver Comments

- 
- Appreciate all the support from CVTC.
- 
- I think CVTC is doing the best job possible given the current environment.
- 
- Greatest is the ability to select dates. And, a high grade of riders who were always thankful for their rides.
- 
- Will there be an effort to drive younger folks to their destinations?
- 
- I think CVTC is providing a wonderful service. I'm very happy to be part of this.
- 
- Thanks CVTC. It's rewarding to work for this great organization. I get back much more than I give.
- 
- Only drove one or twice several years ago. Think the fact that your location is in Peterborough did not sit well with me. There may have been another reason, but not that I can recall.
- 
- Think CVTC is great!
- 
- Your service is an absolute "ten". So needed and so very well administered.
- 
- I retired 34 years ago from my primary job and was happily engaged with as much activity as I needed. Ten years ago when I gave up home ownership, time without routine activity became harder to fill and there are more hours that at times are boring. Since some pre-Covid activity has returned, and I do have other outside interests, I am able to cope daily. But the body is slowing down and see faculties waning. I find a bit of comfort by reminding myself that I am not alone in this aging process.
-

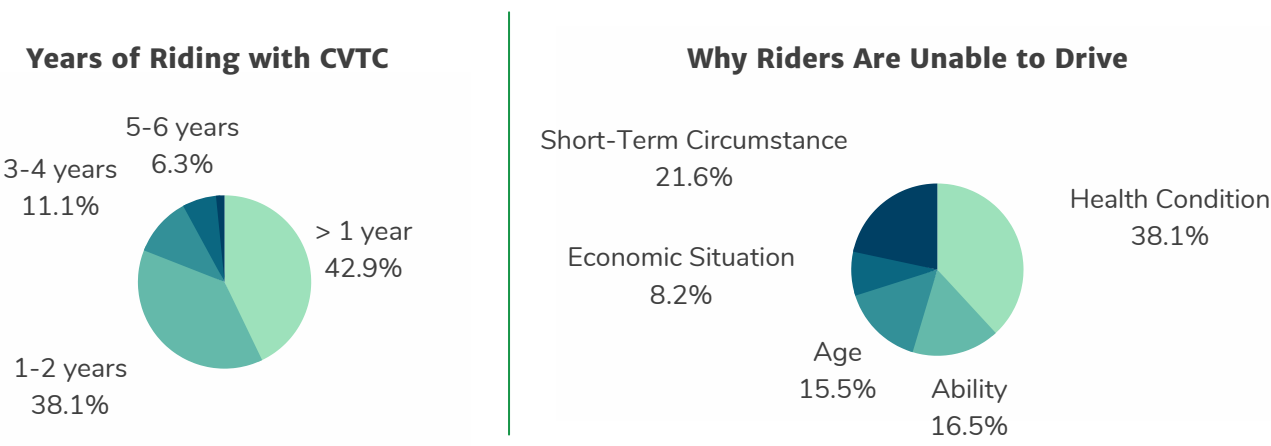


# Rider's View of Program

The majority of riders use CVTC due to a health condition or short-term limiting circumstance.

Riders from July 2019 through July 2021, a total of 302 riders were asked to participate in the Rider Survey. 75 responses were received. 57% of survey responses received were from active riders. 43% were from nonactive riders. The top two reasons riders no longer use CVTC's Volunteer Driver Program were: they are able to drive now or have found other means for getting around (friends, family, other service). Only 4% of responses indicated dissatisfaction with CVTC services as their reason for no longer using CVTC's Volunteer Driver Program.

More than half of the participants first learned about CVTC through three specific means: 28% learned from a friend, 15% learned from a poster/flyer; and 15% learned from a non-profit organization. 90% of respondents agree that they are able to maintain, regain, or attain their independence because of CVTC Volunteer Driver Program.



The majority of riders use CVTC due to short-term and long-term health related reasons. 54% of riders are unable to drive due to health condition, 31% due to short-term limiting circumstance, 24% due to ability, 22% due to age, and 12% due to economic situation.

43% of riders used CVTC services for less than one year, 38% for 1-2 years, 11% for 3-4 years, 6% for 5-6 years, and one rider reported having used CVTC services for 11-12 years. For 86% of respondents CVTC is the only transportation program they use. Before getting rides with CVTC, riders would get to their medical and other basic needs services by driving themselves, riding with family and friends, using other non-profit and government transportation, walked, hitchhiked, paid a taxi, or did not go.

For 86% of respondents, CVTC is the only transportation program they use. Three respondents reported that their mobility is dependent on a wheelchair. Only one response indicated they have used CVTC wheelchair accessible van service. For 25% of riders, CVTC's Volunteer Driver Program is the only form of transportation they use.

CVTC riders are likely over the age of 55, live alone, have a disability, and have used CVTC for less than 2 years.

**"I don't like to ask family members to take the day off from work to take me to an appointment. I am very thankful for CVTC. I feel I have got back some of my independence." - CVTC Rider**

77% of respondents are between the ages of 65 and 94 years old, 14% are between the ages of 55 and 64 years old, and 9% are between the ages of 25 and 54 years old. 43% of riders have completed an associates degree or higher level of education. 63% check their email everyday. 93% do not work. 53% live alone. 67% have a disability. 78% do not receive Medicaid. Only 2% use the Medicaid transportation option. One respondent took the time to describe four specific experiences they had with Medicaid transportation service that resulted in multiple last minute ride cancelations, unreliable pick-up service, and a choice by the rider to hitchhike home instead of waiting hours for the Medicaid driver to drop-off other clients in various other towns before providing him the 8 mile ride home from his destination.

Overall, CVTC riders report high levels of satisfaction with all aspects of CVTC's Volunteer Driver program.

**"CVTC is such a blessing to all of us. We are so very fortunate to have this organization available in the Monadnock region. Kudos to all of you at CVTC."  
- CVTC Rider**

The majority of CVTC riders, 97%, agree that overall they are satisfied with CVTC's Volunteer Driver Program and 97% agree that overall the program has met their expectations.

**97%**

99% of respondents agree the registration process is easy and convenient. 99% agree CVTC staff is responsive to any issues or concerns they may have. 97% agree that they are supported and respected by CVTC staff.

Because of CVTC Volunteer Driver Program, 100% of riders agree they are able to get to medical and health appointments as well as to the bank, grocery store, or pharmacy. 95% of riders agree they do not hesitate to call for an appointment with the doctor/dentist/therapist because they know they can get a ride.

**"...because of this program [CVTC] I get to go to my medical appointments with very friendly staff and drivers. I appreciate it more than you know. Thank You"  
- CVTC Rider**

## Friendly volunteer drivers and conversation are a rider's favorite experiences with CVTC.

Two major themes were identified in response from riders to their most favorite experiences with CVTC. Responses focused on positive driver behavior and conversation. The term "friendly" was repeatedly used in responses to describe volunteer drivers. Riders also commented on how much they enjoyed meeting new people, listening to stories, and engaging in conversations with volunteer drivers.

The majority of respondents commented that they did not have a least favorite experience with CVTC. The second least favorite experience for riders is lack of drivers. Riders dislike not getting their ride requests fulfilled and having to reschedule their ride requests multiple times. One commenter stated they have had to reschedule 3+ times due to lack of driver availability. Vehicles themselves have been the source of negative experiences for some riders who have physical difficulty getting into vehicles or who are uncomfortable riding inside a vehicle because they are tall or the car is messy.

### FAVORITE RIDER EXPERIENCES

"Meeting new people. I am pretty much a stuck at home 24/7, so it is nice to meet new people and chat on the ride"

"Bob McWha taking me to chemo for about a year - we had a lot of fun talking and laughing. Made an unpleasant situation much easier on me."

"Communication - Feel secure - I have severe balance problem and I am very deaf. If I had car trouble-I would be up a creek w/o a paddle."

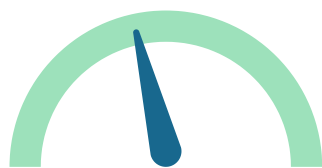
"Listening to their stories and jokes - especially at difficult times."

"I met a wonderful driver and we had things in common. Became friendly with him and his wife. He still checks on me."

**"[Least favorite experience] When there is no ride available for the reason that there is no volunteer driver who has signed up when I need a ride." - CVTC Rider**

Using a zero (never) to 10 (always) scale, riders rated how often they feel lonely with the overall average weighted score being 4.3. Riders were asked to use the same scale to describe their sense of belonging in their local community and the average overall weighted score was a 5.6.

**On a scale of zero (never) to 10 (always):**



Overall, rider's rate how often they feel lonely as 4.3

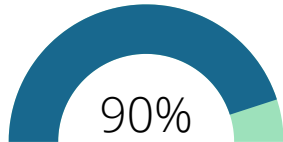


Overall, rider's describe their sense of belonging into their local community as 5.6.

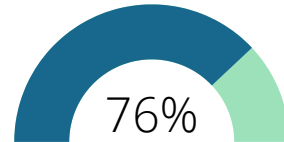
# CVTC's Impact on Riders



## Riders Agree Their Health Has Improved



90% of riders are able to maintain, regain, or attain their independence.



76% of riders report their health has gotten better.



## Riders Eat Healthier

75% of riders agree they eat healthier meals.



## Riders Are More Connected

88% of riders agree they are more connected to people.

## Riders Agree They Feel Better



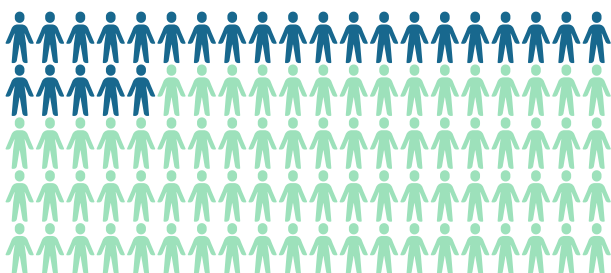
86% of riders feel less anxious.

88% of riders are happier.

91% of rider feel more in control of their life.

98% of riders feel less of a burden on family and friends.

86% of riders are more satisfied with their life.



CVTC is the **ONLY** form of transportation for 25% of riders.

# Suggestions from Riders

## Recommended Changes to Volunteer Driver Program



The majority of comments received indicated that no changes were needed to CVTC's Volunteer Driver Program. The remaining recommendations focused on three main themes: policies changes, service expansion, and the need for more drivers. Riders suggested there should be shorter lead time (2-3 days) for scheduling rides, on-call drivers for last minute appointments, and they would like transportation additional services such as the mechanic or laundromat.

**"Two priorities: a) recruit more volunteer drivers to increase the likelihood that drivers might be available when we need them b) permit riders on Medicaid to seek CVTC drivers for rides to doctors, surgeons, optometrists, physical therapists, and other medical professionals, thus enabling riders who participate in Medicaid to no longer have to depend upon the unreliable Medicaid transportation option."**  
-CVTC Rider

**"The only change I would make is to find more volunteers so I could count on a ride each week"** -CVTC Rider

**"Assure return trips. Available on weekend. More drivers."**  
-CVTC Rider

## Recommended Changes to Trip Purposes



Riders would like to see the trip purposes for CVTC's Volunteer Driver program expanded to include personal care services, recreational opportunities, and household needs. Riders would like to be able to get rides for haircuts, laundry services, and exercise facilities, as well as to local concerts and social events. Riders would also like to get rides to fulfill household needs with trips to veterinarian appointments, the mechanic, or household shopping destinations. A notable number of responses listed current CVTC trip purposes as desired locations including grocery shopping, pharmacy, bank, and specific medical facilities.

**"To be picked up at the car garage when car breaks down. I have no way to pick it up or to get home."**  
-CVTC Rider

**"Laundry has been a major problem."**  
-CVTC Rider

**"The only change would be help to get laundry done at laundry serve for drop-off and pick-up of laundered clothes at local laundromat."**  
-CVTC Rider

# Additional Rider Comments

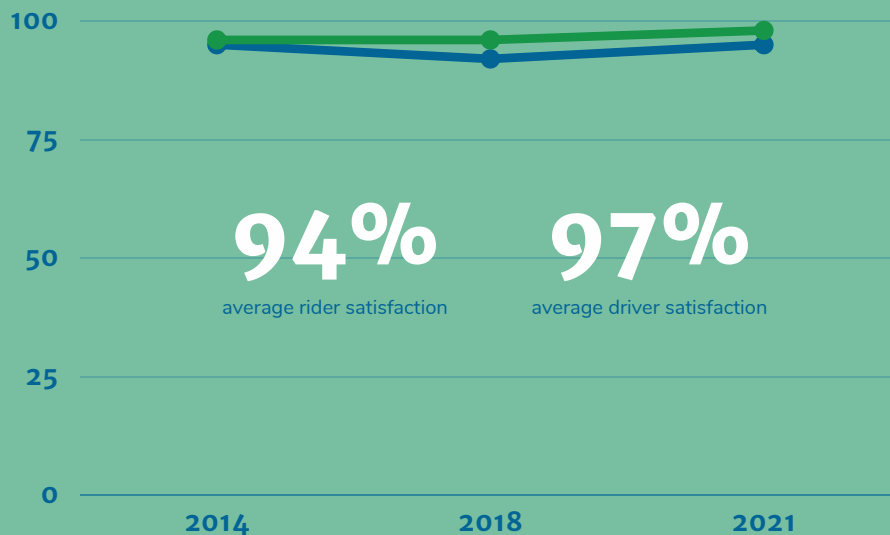
- Sometimes I need a ride with very little warning and that can be a problem especially with Covid.
- I don't know what I would do without the help of CVTC.
- I only used your rides 3 times, and I was very satisfied and appreciative for it. Thank you!!
- I was nervous about getting my Covid vaccination. The driver was so supportive and assured me he would be right there with me and he was. It made all the difference.
- I am very happy with CVTC. Everyone is kind, caring, helpful, accommodating. I couldn't praise them enough. I don't know how I would get along without CVTC. Thank you all.
- I have only good thoughts and comments. You are the very best. I cannot say more.
- I don't need your service on an ongoing basis as I do drive with no problem. I needed your service for day surgery because I was not allowed to drive home and have no other reliable source for transportation.
- Wonderful service. Got me through pre and post hip surgery in Keene. Always received a ride when I needed.
- It's great to know that CVTC is there if I am unable to drive to a medical appointment and if friends are not available to drive me. CVTC is a vital service to the Monadnock region.
- Very well satisfied with office personnel and drivers.
- I am very satisfied with CVTC. All the drivers are pleasant and friendly. Never had any bad experiences with any driver.
- The drivers are friendly, helpful and always on time. I am very grateful for CVTC. Sometimes it is difficult if no driver is available if it is an important visit. I understand. Also, if an appointment is scheduled at the last minute, we might not have 5 days. CVTC has always tried to help. I am very happy with CVTC.
- My last trip was to Dartmouth-Lebanon. Driver name Bryan was very considerate and excellent driver. Appointment went well and on time. Thank you, Michael G
- I like CVTC service because it helps people like me.
- I do not have any dissatisfaction to express here because I know that CVTC has a very good reputation in providing transportation to its riders who needs transportation to places like shopping, to get my weekly supply of food from the community kitchen and my doctor and dental and medical needs. I am fully satisfied with your services. I have nothing to complain about. You are all doing the most wonderful job to those you serve.
- I am happy with CVTC. I am grateful for rides during the uncertain times due to Covid. The main secretary is the best!



# Comparison of Previous Surveys

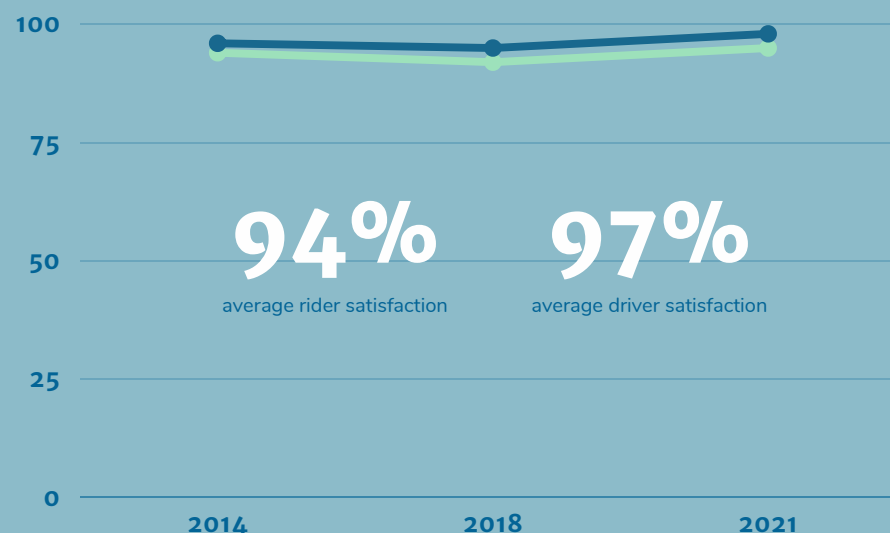
CVTC consistently meets the expectations of riders and volunteer drivers while fulfilling its mission.

Overall Program Satisfaction for Riders and Drivers 2014 to 2021



Overall rider and driver satisfaction with the CVTC's Volunteer Driver Program has maintained an average of 94% for riders and 97% for volunteer drivers from 2014 to 2021.

Overall Met Expectations for Riders and Drivers 2014 to 2021



Overall rider and driver expectations were met by the Volunteer Driver Program from 2014 to 2021 with an average rating of 94% for riders and 97% for volunteer drivers.

# Driver Impact Over the Years

Although driver satisfaction is relatively consistent over the years, drivers are less interested in helping recruit new drivers.

Survey Question	2014	2018	2021
I make a difference in someone's life.	96%	95%	93%
I contribute to the betterment of my community.	95%	94%	94%
I am more connected to people.	91%	91%	83%
I am happier.*	95%	99%	83%
I am more satisfied with my life.*	97%	99%	85%
The registration process of becoming a Volunteer Driver is easy and convenient.*	95%	91%	88%
I like the freedom to drive as often or as little as I wish	100%	97%	99%
I have the information needed when providing a trip.	97%	98%	98%
CVTC staff is responsive to any issues or concerns I may have.	100%	99%	98%
The online training and Driver Orientation Packet provided by CVTC is useful when choosing and providing trips.	95%	94%	93%
I am happy to recruit new drivers.	93%	86%	78%
I am supported and appreciated by CVTC staff.	100%	99%	98%
I would drive on the weekend.	---	56%	68%
I would drive at night.	---	43%	62%
I would be willing to take a last minute trip.	---	82%	80%

Data used in the comparison chart is based upon weighted averages.

\*Questions were edited for clarity in 2021.

# Rider Impact Over the Years

Surveys show riders are able to maintain, regain, or attain their independence, have better health, and are more connected to people.

Survey Question	2014	2018	2021
I feel in control of my life.	85%	82%	85%
I feel less of a burden on my family and friends.	90%	85%	92%
I am more satisfied with my life.*	81%	78%	83%
I am able to maintain, regain, or attain my independence.	88%	80%	87%
I am less anxious.	80%	80%	83%
The registration process is easy and convenient.	---	---	93%
I do not hesitate to call for an appointment with the doctor/dentist/therapist because I know I can get a ride.	100%	97%	89%
I am able to get to medical/dental/physical therapy appointments and to the bank, grocery store, & pharmacy..	90%	87%	94%
CVTC staff is responsive to any issues or concerns I may have.	---	---	95%
I am supported and respected by CVTC staff.	---	---	95%
My health has gotten better.	79%	67%	78%
My health has stayed the same.*	84%	77%	79%
I eat healthier meals.*	86%	86%	72%
I am happier.*	84%	78%	85%
I am more connected to people.*	84%	74%	85%

Data used in the comparison chart is based upon weighted averages.

\*Questions were edited for clarity in 2021.

# How Communities May Better Serve Older Adults

Suggestions from CVTC Volunteer Drivers and Riders

"Have transportation, like a bus pick-up more places. They have one that goes to apartments which is a mile or more away. I can't walk to get on there."  
-CVTC Rider



## Improve Public Transportation

- Create bus routes/transportation programs (same day service)
- Expand current bus routes



## Provide More Programs & Activities

- Create/increase the number of programs and activities for older adults (trips, exercise, social)
- Have a senior center



## Use Public Vehicles in New Ways

- Use recreation department van/bus to offer regular trips to grocery stores, post office, bank

"Our recreation department, which has a van, could offer weekly grocery runs for residents, leaving CVTC drivers more available for medical transportation."  
-CVTC Volunteer Driver

# How Can You Get Involved

CVTC is only able to achieve its mission of addressing the unmet transportation needs of the Monadnock Region through the generous support of donors and volunteers.



You can support CVTC's mission:



**With your time**, as a volunteer driver, board member, or committee member.



**With your talent**, to tell impact stories as a local advocate, writer, or photographer



**With your treasure**, by making a tax-deductible contribution to assist CVTC in achieving its mission.

**Tell us how you can help.** Contact Ellen Avery, Executive Director of CVTC by email: [ellen@cvtc-nh.org](mailto:ellen@cvtc-nh.org) or phone: 603-821-4081.





Thank you to CVTC's board of directors, program staff, volunteers, funders, and supporters for your continued dedication in assisting CVTC to meet its vision: *Transportation For All.*


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## Contact

### Community Volunteer Transportation Company

375 Jaffrey Road, Suite 3  
Peterborough, NH 03458  
877-428-2882

[www.cvtc-nh.org](http://www.cvtc-nh.org) 

[info@cvtc-nh.org](mailto:info@cvtc-nh.org) 

[@CVTCGiveARide](#) 