



Steuben Coordinated Transportation Volunteer Bus Buddy Program

Bus Buddies is a volunteer program run through SCT Mobility Management in collaboration with Steuben County RSVP. The program will serve to assist and advise people in using public transit systems in order to promote mobility options for seniors to remain mobile and active in their communities. Trained volunteers accompany riders, offer information and encouragement, while participants build their confidence and bus riding skills.

Who can request a Bus Buddy? Anyone interested in becoming more familiar and comfortable with using the bus.

When are Bus Buddies available? This new program is seeking volunteers. We will try and give volunteers a one week advance notice of the new requests.

Is there a fee? There is no charge for the Bus Buddy Program. All Bus Buddies are volunteers who are familiar with Steuben County public transit and will be graduates of the SCT Travel Training program.

What can I learn from a Bus Buddy?

A Bus Buddy is knowledgeable about the route, times, stops, fares and policies. They will teach you how to;

- Read the bus schedule
- Recognize bus stops.
- Boarding /disembarking safely.
- Payment of fares and purchasing passes.
- The Do's and Don'ts of riding a bus.
- Ride with confidence.
- Travel independently

Bus Buddies are allowed to assist passengers with light packages on and off the bus and are not permitted to carry packages further than the curb and may not go inside your home. Riders should use a collapsible, rolling cart to move packages from the bus stop to their residence.

**For more information,
call 2-1-1 HELPLINE by dialing 2-1-1 or 1-800-346-2211
and ask for Mobility Management.**



*Steuben Coordinated Transportation
is an initiative of the Institute for Human Services*





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Bus Buddy Volunteer Description

Title: Volunteer Bus Buddy

Department: Transportation

Coordinates With: Steuben County SCT Mobility Management office

Immediate Supervisor: Mobility Manager

Position Summary: Bus Buddies assist transit riders to become acclimated with using fixed route transit, Dial-A-Ride and both when necessary. Will provide a steady hand when needed and must have good communication skills. Knowledge of transit systems and Steuben County public transit systems a plus.

Hours: Flexible shifts during transit hours generally between 8:00am – 5:30pm

Requirements: Must attend the basic SCT Travel Training workshop – to be assigned

Essential Responsibilities:

- Responsible for assisting riders with lightweight packages on and off the bus (if needed).
- Being a steady hand for a rider who may have mobility issues.
- Helping riders learn to read and understand the bus schedule with the goal of being an independent rider.
- Teaching any necessary safe pedestrian skills.
- Assisting riders with understanding where the bus stops are located and the bus stop relationship with their ultimate destination.
- Bus Buddies are *not* to enter a rider's home or go to appointments with the rider.

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