



Due to an ever increasing demand for services coupled with a finite amount of funding from our transportation grant, One-2-One will be implementing some specific strategies in order to continue to provide services to our clients. Strategies around trip refusals and sharing of the burden of transportation provision have always been listed in our Policies and Guidelines (which each volunteer driver and all clients have) as potential actions that may be necessary in order to continue service provision. Well, the time has come. This past year the demand exceeded our capacity and we are forced to make adjustments to ensure that does not happen again.

Here are the new specific changes:

- Each One-2-One client will be limited to 1 out of Rutland County trip per month (30 day period). That means folks who need to go to Dartmouth or Burlington for example can receive one trip (back and forth) from One-2-One for each month (30 day period). Scheduling appointments for services from out of our region should be made with that in mind if a client would like to use One-2-One.
- For clients who receive dialysis or other ongoing treatments here in Rutland, One-2-One will provide 2 trips per week only. That means if you must go 3 times per week for an ongoing treatment you will need to look to other options such as family or friends to assist you.
- One-2-One will no longer be providing trips to hair appointments for our clients.

As always we ask that clients allow a minimum of 3-5 days' notice for trips. Exceptions to this will be done on a case by case basis based on driver availability and staffing capacity.

We ask that clients DO NOT call other providers if you have called us to schedule a trip and we are working on it. It is a significant burden to our staff to schedule a trip only to find that someone has gone ahead and scheduled through another provider. When you call us we assume you will give us ample time to schedule a trip. If you elect to call others that means that 2 groups are working on it that is a duplication of work and is not an acceptable practice.

It is our hope that these measures will ensure that One-2-One can continue to serve the ever increasing demand for transportation in our region. We remain committed to our mission of providing cost free transportation utilizing volunteer drivers who provide the dedicated service that is the core of One-2-One. One-2-One is not a taxi or on call service but rather strives to provide pre-scheduled trips for essential (primarily medical) services.

Funds for mileage costs for this program come from a grant administered by Marble Valley Regional Transit District (MVRTD) and provided by the Vermont State Transportation Department (VTrans).

These new guidelines will remain in effect until further notice.

If you have any questions, please feel free to call me at 802-775-8220 extension 101.

Nan M. Hart

Nan Hart
One-2-One