



Driving toward hope!

"TASC's mission is to help people maintain their health, independence and dignity by mobilizing volunteer drivers to provide rides to eligible residents of the NH seacoast communities we serve."

TASC Volunteer Driver Newsletter

July 2018 No. 3

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Dear Fellow Drivers,

I would like to take some credit for the improvement seen this month in unfilled rides but it already happened one before my involvement (see graph below). Never the less I will continue to let you know how things are going each month, so we can all celebrate the improvements.

I was told a long time ago by one of my mentors; "In God we trust, all others must bring data!" So, I will continue to vacuum up data for all of us to either celebrate or anoint with pejorative adjectives.

If you have any questions about sources or methods, please do not hesitate to contact me and I will do my best to explain.

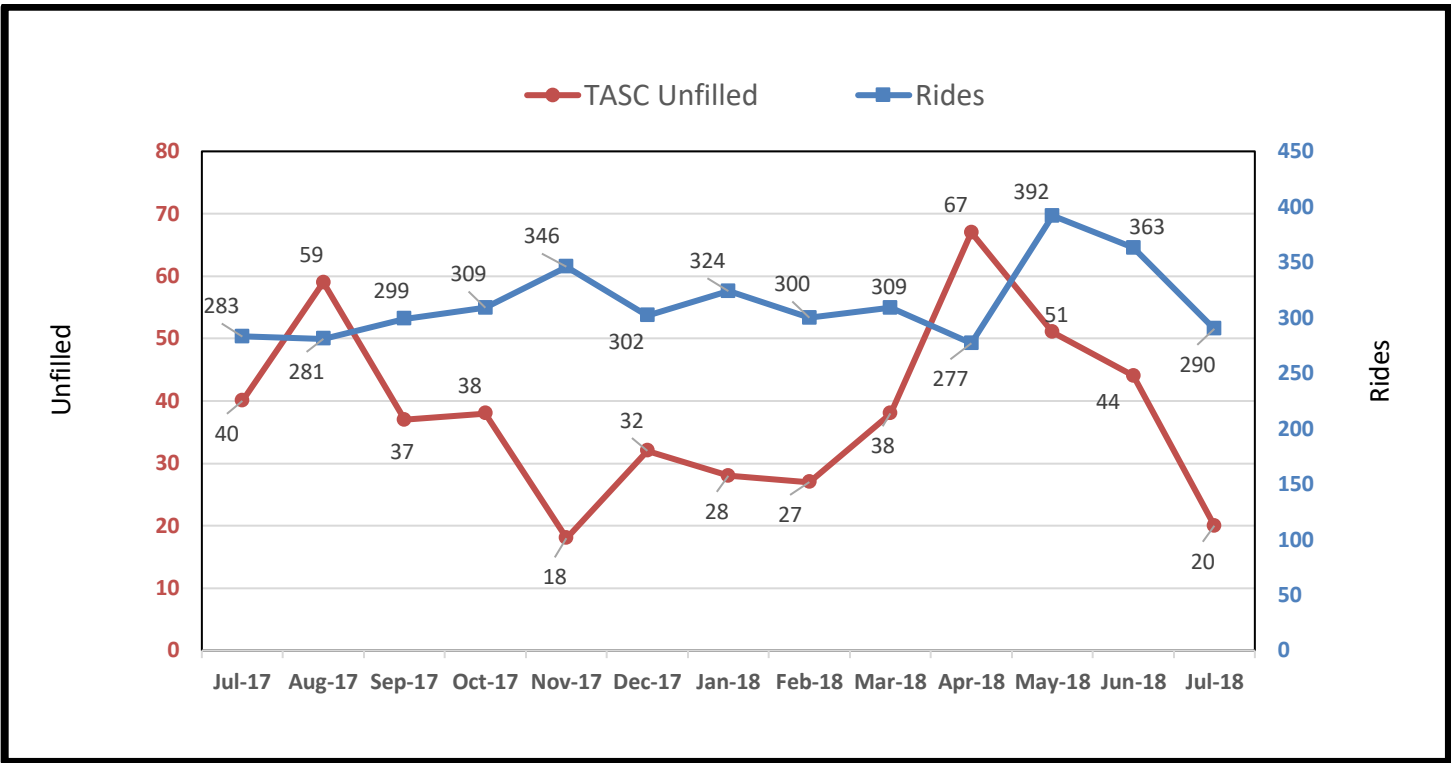
Please keep driving the unfilled ride requests down and rider delight will continue to rise.

Thank you for all you do.

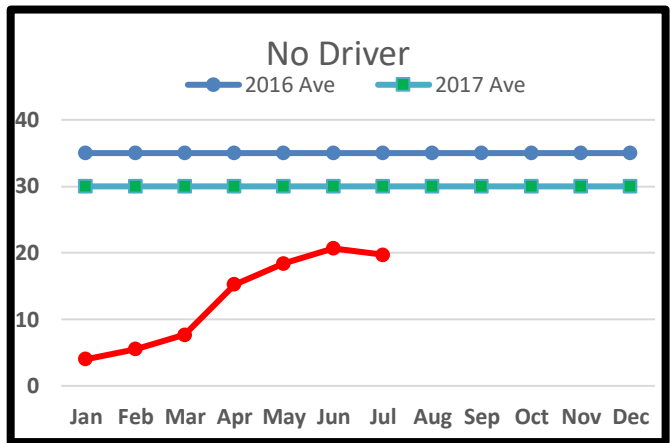
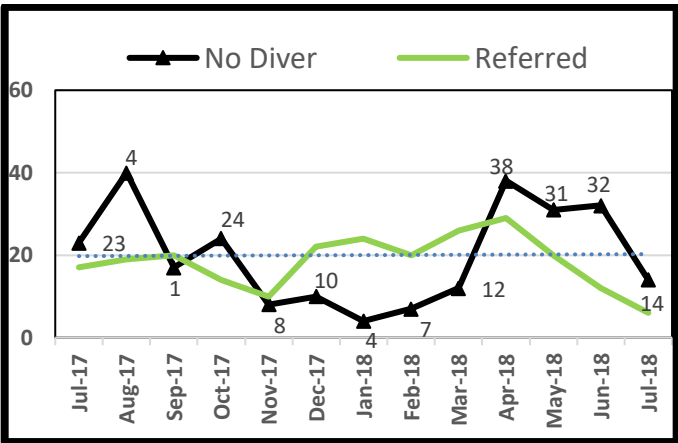
B. M. (Butch) York
 Acting President

To make this newsletter the most it can be we invite you to share your comments, suggestions and stories with us, so they can be shared with other drivers.

Let's call it TASC GPS (Group Performance Suggestions)



- TASC Unfilled is rides requested but not filled by TASC (TASC Unfilled = No Driver + Referred)
 - Rides is the number of rides requested of and completed by TASC
- Note:** A ride is defined as a one-way trip. A ride to an appointment and back would be two rides.



- No Driver means that no TASC driver was available to cover the requested ride.
- Referred is number of rides that were filled by another provider (e.g. Meals on Wheels, Lamprey, etc.).

Note: Referred rides are made possible because of the efforts of TASC management to cover all requested rides. If this effort was not undertaken the **Total Unfilled** rides would be higher by the sum of **No Driver** and **Referred** (see top graph)!

- 2016 Ave is the average number of rides not covered because of no driver in 2016.
- 2017 Ave is the average number of rides not covered because of no driver in 2017.
- 2018 YTD Ave is the 2018 year to date moving average for no driver in 2018.
- The objective for 2018 is to reduce the average below 2017 showing continuous improvement.