



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

June 2018 No. 2

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I am sure you have heard that “there is no ‘i’ in team.” Well, that is not quite true! I know, I can’t fool you or your “lying eyes,” so let me explain. While it is true that there is no “i” in TEAM, the glue that holds most TEAMS together does have an “i,” in fact *information* has two of them. Without the “i” (information) we may still have a TEAM, but it is unlikely that our TEAM will be as effective as it could be.

With that in mind and with this volume of the newsletter we will begin posting *information* monthly in the driver section of the website. The information we will be posting is designed to give you some idea of what the TASC goals are and how well we are doing in achieving them.

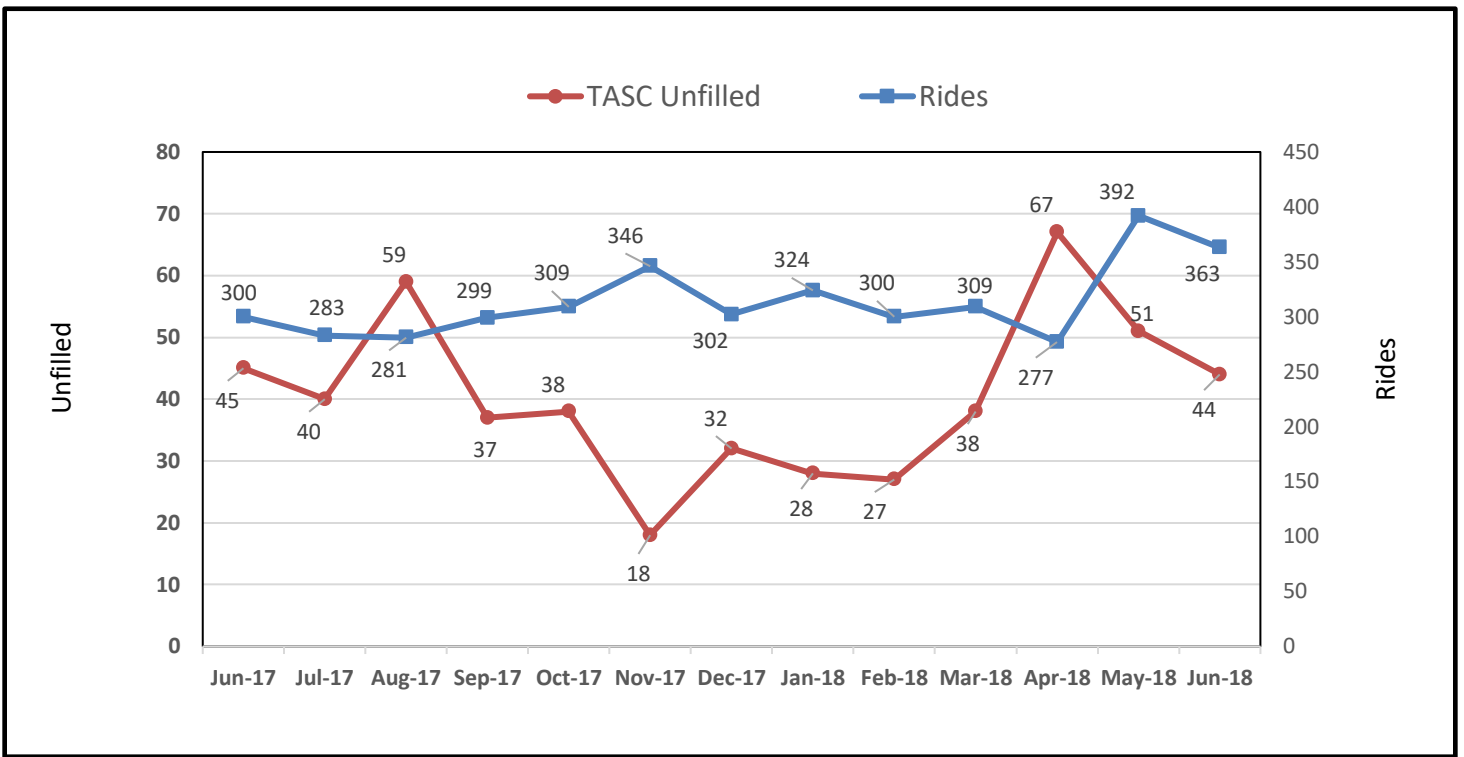
To begin with, as you might imagine, our desire is to provide a ride to every person who needs one and is qualified to receive it, leaving zero unfilled ride requests. The reality is that desire is seldom achieved, so we set goals to improve year after year chasing that seemingly elusive zero! We are not asking anyone to do more, you are an exceptional group already! We are merely keeping you informed about how well we are doing in meeting our goals.

If you would like to see some *information* that has not been presented or would like to see information presented a different way, please let us know and we will see what can be done.

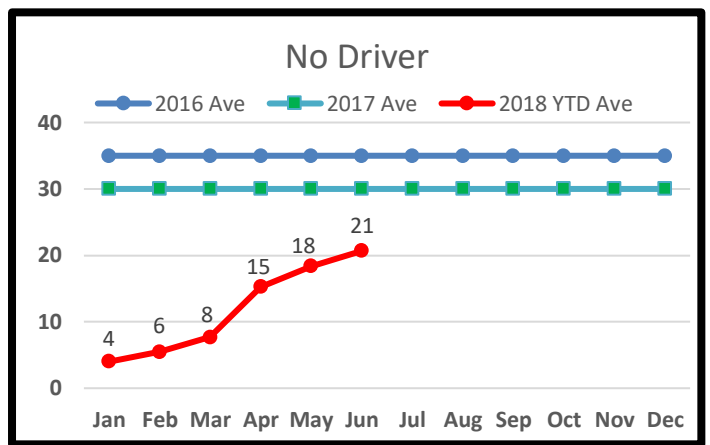
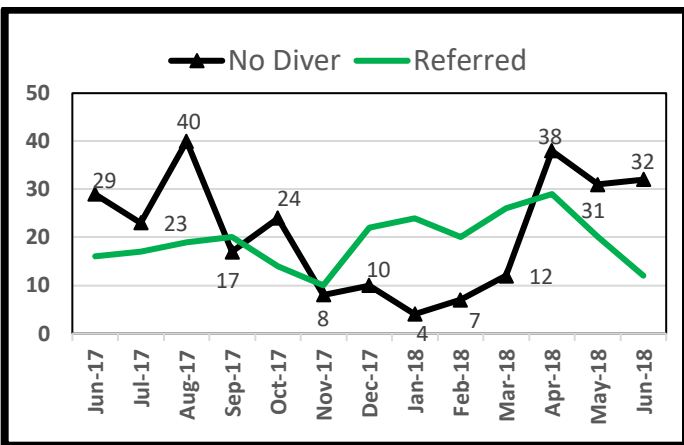
B. M. (Butch) York
 Acting President

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.