

# TRANSMISSIONS



SERVING THE COMMUNITY SINCE 1919

FALL 2017

## Helping Children Navigate Difficult Transitions

Each year, Medical Motor Service provides close to 40,000 trips for children served by the Monroe County Foster Care program. The agency has partnered with the County to provide this service for over 30 years. Despite often complex scheduling logistics, the staff at Medical Motor Service work closely with the County to help make what can be a difficult and lonely time less stressful.

Monroe County has approximately 470 children in foster care, from birth to 21. Many return home after the crisis that resulted in their placement in the program is resolved. Others, unable to return home for a variety of reasons, are adopted or move into the home of a family member. The experience can be incredibly demanding on all involved, but is especially so for children. Visits often amplify a child's emotions; schedules can change unexpectedly.

Yet research shows that regular parent-child visits can make a positive difference in children's lives. The children who are visited often by their birth parents are more likely to be reunited and spend less time in foster care. For decades, Medical Motor Service has helped make these important visits a reality.

Charlene Roby has worked at Medical Motor Service for 16 years. She served as a driver for years before becoming an Account Representative/Scheduler for Medical Motor's foster care partnership.

"Sometimes we provide transportation so a child may visit with a parent. Sometimes siblings visit each other," she explains. "They may be in the program for just a week or two, sometimes longer. We have a group of drivers who specialize in this program; they receive special training on the equipment and guidelines for visitations. Some have been with the program for over ten years," she notes proudly. "I think that personal connection is important. It can be a difficult time for the kids so we try to keep the same schedule and the same driver to help build a routine while the family is working through a transition."

One of the biggest logistical challenges over the years, says Charlene, was when there was an unexpected move or overnight change. In response, Medical Motor Service put in place a more responsive scheduling system, greatly improving efficiency. "The caseworkers and the staff at the County are great." Charlene says, "They work hand in hand with us and with the schools. The process is very smooth."

Damon Mustaca, Executive Director of Medical Motor Service, agrees. "We always strive to do better, but this partnership is really as good as it gets in terms of positive interactions, collaboration, and how much everyone involved cares about these kids." 



**I would like to thank my driver for being a safe, courteous driver. I have had him quite a few times and want you to be aware of his outstanding work with the customers he transports.**

# FINANCIAL HIGHLIGHTS

Statement of Unrestricted Functional  
Public Support, Revenue and Expenses

For year ending March 31, 2017

Auditors: DeJoy, Knauf & Blood LLP



## INCOME

Third Party Contracts	\$4,995,017
Medicaid	\$2,354,875
Fees	\$206,768
Public Support	\$1,100,334
Foster Care	\$920,139
Office of the Aging	\$632,052
Miscellaneous	\$75,956
<b>Total Income</b>	<b>\$10,285,141</b>



## SERVICE SUMMARY

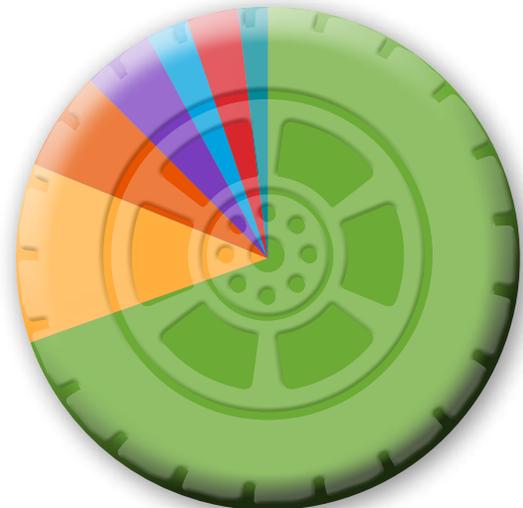
Unit of service is one-way trips

Destination/trip purpose	Trips
<b>Children's Services</b>	
Foster Care, Counseling	51,260
<b>Adult Services</b>	
Doctors, Clinics, Rehab, Physical & Behavioral Health Services	208,011
<b>Senior Services</b>	
Senior Centers, Nursing Homes, Social & Medical Day Care, Wegmans Shopping	278,363
<b>Brokerage Services</b>	3,923
<b>Total Agency Trips Provided</b>	<b>541,557</b>

April 2016–March 2017

## EXPENSE

Salaries and Benefits	\$6,733,960
Vehicle operating costs	\$1,117,199
Depreciation	\$619,817
Insurance	\$440,495
Rent, phone, office expense	\$263,319
Professional Fees	\$319,149
Miscellaneous	\$184,556
<b>Total Expense</b>	<b>\$9,678,495</b>



## Helping Seniors Weather the Storm

In March, our region experienced what the Democrat and Chronicle dubbed the “windstorm of the decade.” The storm, which featured wind gusts of over 80 mph, left nearly 100,000 people in Rochester without power, and tens of thousands more in surrounding areas. As communities across the region recovered, clearing fallen trees and power lines from roads, a harsh winter storm blanketed Rochester in more than two feet of snow and ice making transportation nearly impossible once again.

Over 9,000 Irondequoit residents were still without power as the winter weather moved in, some for over a week. The situation was becoming desperate; warming stations were set up throughout the area to help people affected by the outages. To help seniors and people with mobility issues stay safe as temperatures dropped, Medical Motor Service provided free transportation for those in need.

Irondequoit Town Supervisor Dave Seeley said, “During the March windstorm, the residents of Irondequoit demonstrated why we are a strong community, as we looked out for one another during what was a very dangerous several days. We were grateful for organizations like Medical Motor Service, who provided an invaluable service to our residents, helping them get to and from our warming station at our library. On behalf of our residents, I thank Medical Motors for their ongoing friendship to Irondequoit.” 🚌



# With Heartfelt Appreciation

Everyone at Medical Motor Service would like to say **thank you** to the following friends. Your generosity helps us provide reliable, on-time transportation to people of all ages who rely on MMS.

**Donations received January 1, 2017 thru November 15, 2017**

**Platinum Stars \$1,000+**  
James E. Morris  
Brian Ward

**Gold Stars \$500-\$999**  
Joan Feinbloom

**Silver Stars \$250-\$499**  
John & Martha McKenna

**Bronze Stars \$50-\$249**

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Ezell Horne  
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Barbara Rhinebeck  
Paul Taillie  
Janis Tomei  
Nancy Zaenglein  
Judy & Marc Zicari

**Car Stars \$1-\$49**

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**ROC the Day**

Barbara Fedele-DeMay  
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Brian McDonald—In memory of Patricia McDonald  
William McDonald  
Pamela Rosen

**WalkAbout Donation**

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Hillary Sullivan  
Christopher Trageser  
Tom & Barbara Tuke  
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**Grants & Foundation Support**

Al Sigl Foundation  
Marietta H. Dryer Fund  
Emma Wurster Estate

**United Way Designated Donations**

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Grant Zwerger

**Gifts In Kind**

Ann Budd—Thank you for the donation of a wheelchair lift

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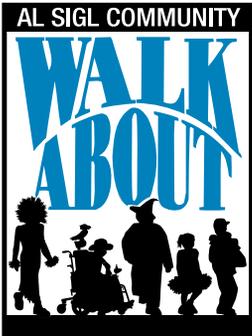
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## WalkAbout

On Sunday, October 29th we gathered at Eastview Mall for this year's Al Sigl Community WalkAbout. A great time was had by all! Thank you to everyone that joined us to celebrate together and to everyone that sent in a donation to help Medical Motor Service provide more than 541,000 trips per year.

A special thank you to our generous sponsors DeJoy, Knauf & Blood and Pittsford Insurance Agency for helping to provide safe, accessible door-to-door transportation for over 9,500 residents of Rochester and Monroe County who are unable to use traditional transit services. Thank you to Legendary Auto Interiors for designing this year's MMS Bus enjoyed by hundreds who stopped to take a photo or to say hello. We look forward to seeing everyone again next year! 🚗

Thank you to our sponsors

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PERSONAL • COMMERCIAL • EMPLOYEE BENEFITS

My driver was pleasant and caring.

I felt comfortable with him.

Job well done!!!



[medicalmotors.org](http://medicalmotors.org)

### MEDICAL MOTOR SERVICE

of Rochester and Monroe County, Inc.  
608 Clinton Avenue South  
Rochester, NY 14620

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## TRANSMISSIONS

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585.654.7030 or 585.654.6030  
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Comments or suggestions may be submitted to the Executive Director. Christopher Trageser, *President* Damon Mustaca, *Executive Director* Peggy Fortune, *Writer* Ivy Harris, *Editor*

If we need to update our records please contact Ivy Harris at [IHarris@medicalmotors.org](mailto:IHarris@medicalmotors.org) or 585.654.6030 x229.

### Members of



## Deborah Yost

“The best part? My office scenery changes every day,” says Deborah Yost, with a smile.

Deb, who has been with Medical Motor Service for almost 13 years, starts her day around 7 a.m. It ends “when people are home and the need has been met.” She explains, “After my scheduled trips for the day, dispatch may still be calling out runs that need to be covered. So we pitch in. We’re there to help. Even in the worst of weather.”

Deb says it is that sense of camaraderie among her fellow drivers and staff that makes working at Medical Motor Service so rewarding, despite any challenges. “Storm alerts bring out the best in us!” she says, chuckling. “During times of severe weather, the group of drivers becomes a finely tuned machine. It’s great to be a part of that.”

She also loves “meeting people where they are.” Deb says, “We help real people with real needs. Sometimes that need is to have somebody listen for ten minutes.” She spoke of a time when she helped an older woman with transportation to a doctor’s appointment. When they arrived, the woman had been given the wrong location. Deb told her, “Don’t worry, we’ll find it.” The receptionist at the first office called a second location and they confirmed the visit was there. When they arrived, they found that wasn’t the case.



“Finally when we found the office, the woman was in tears,” Deb shared. The woman thanked Deb for being so patient and said she wouldn’t have known how she would have made it to the appointment on her own. “That is a good day,” she says.

Deb shares how it can be very humbling sometimes for someone who never needed help before to reach out. “It’s good to remind people we all need help at one time or another. That’s what we’re here for.” She smiles again, “I’m glad to be able to help.” She is also glad that there are services like Medical Motors to help people get where they need to go.

Deb covers many different routes throughout the week, including helping seniors stay connected in the community and helping people of all abilities to and from medical appointments. A great many of her trips, however, involve helping children.



Each week, she helps children taking part in Foster Care visits with parents or siblings. Deb also makes daily trips to Daystar, a program for medically fragile children. “Even children I don’t transport know me. They see me and yell ‘Deb’s here!’” she says, smiling. This summer, she had 15 children graduate from the program at Daystar. “Now I get to do field trips to AI Sigl to see them!” She smiles, “It’s really awesome to see a child light up because they recognize a driver.” She continues, “I see family members, they stop me to say ‘We miss you!’ It’s nice to know you’ve formed a bond with the entire family.” 🚗