

## STARS Program Quick Tips

### Policies:

- a. All STARS drivers will have passed a background check, signed the STARS Driver Application and Volunteer Agreement, hold a current Drivers license and drive a currently insured vehicle for program rides
- b. Emergency contact information will be required from a passenger on or before the first ride
- c. For now all drivers will have same Spedsta login format:
  - i. Login: personal email
  - ii. Password: "stars4firstname"

### Processes:

#### Driver

- a. Complete profile information in Spedsta
- b. Receive list of available rides on Spedsta ride posting each morning OR view as posted on your dashboard
- c. Hit confirm button to accept ride responsibility
- d. Receive email from Spedsta about ride (time/address) and review information on ride post in your dashboard – print hard copy if helps confirm dates/times/directions to pickup rider
- e. Call passenger with in 2 hours of accepting the ride - this is **KEY**
- f. IF driver unable to provide ride-
  - a. 24 hours or more ahead of appt. date go to dashboard and CANCEL RIDE.
  - b. IF less than 24 hours to appt. CALL DISPATCH. (Do NOT call passenger)
  - c. If PASSENGER appt is changed or canceled – 1) passenger calls driver and is directed to re-book by calling Dispatch during scheduling days/hours 2) DRIVER goes to dashboard and cancels ride with note to effect APPOINTMENT is changed or canceled by passenger. (ensures Dispatch will remove from system and NOT re-post)

#### Passenger

- a. Call Dispatch at STARS number (541-904-5545) Tuesday or Thursday 10-3pm to request ride
- b. Receives email confirmation – More of a courtesy notice  
NOTE: It is not necessary for passenger to have/use email to participate in the STARS program
- c. Receives call from Driver – **KEY** to customer service, successful completion of ride. Once a call is made all communication for a specific ride is between driver and passenger.