

STARS Sisters Transportation and Ride Share

Volunteer Driver Job Description

- A **STARS** driver is volunteering to use their personal vehicle to provide transportation for a Sisters resident to medical appointments in Sisters, Bend or Redmond.* Rides are not scheduled to include shopping or errands.
- To be notified of possible rides **STARS** volunteers agree to be available by phone and/or visit a personal dashboard using **STARS** online scheduling program called **Spedsta**.
- This is a goodwill/volunteer position; **STARS** cannot provide compensation for volunteer hours.
- As a **STARS** driver volunteers are unable to accept monetary tips (cookies or smiles are always appreciated and can be accepted). Drivers are supplied with SASE envelopes to hand riders if they wish to donate to the program.

Driver Requirements:

When a person volunteers we ask that they agree to the following:

- If a posted ride is accepted driver will commit to that day/time
- Provide 24 hour notice if circumstances prevent you from providing the scheduled ride
- Arrive at the client's home at the scheduled time (as many of these are scheduled appointments promptness is very important)
- Arrive with a safe and clean vehicle
- Maintain a minimum of \$100,000/300,000 bodily injury liability insurance coverage on the car used for transport
- Submit information for personal background check and Oregon Driver's License background check
- Sign STARS non-liability waiver forms as required and return them as directed

Ride Procedure:

- The **STARS** dispatcher receives a phone request for transportation to a medical appointment.* He/she will take down the rider's name, phone, date, time and location of appointment and other necessary information.
- The dispatcher posts the ride request online with **Spedsta**. Each volunteer driver can log into their personal dashboard in **Spedsta** where all posted ride requests can be seen. They will see only rides they have accepted or available on their personal dashboards
- Once a ride is accepted all rider and appointment information is provided via **Spedsta** email to the driver. We ask **STARS** passengers to make appointments at least 48 hours in advance. Passengers may request rides several weeks ahead but no more than 30 days in advance.
- Within 2 hours of accepting the ride assignment the driver agrees to phone the rider, clarifying the time/date/location of appointment, pick up time and address. This step is essential in establishing driver/rider rapport and assuring successful STARS customer service.
- In event of a scheduling conflict the driver agrees to notify the **STARS** dispatch 24 hours prior to the appointment (if possible). There are emergency numbers provided for driver use.

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*Medical includes Dental, Physicians, Physical Therapy, Vision, Hearing, Lab work, Tests