

Driver Mentor Program 2023

After new drivers have completed their formal training program, The STARS Driver Mentor Program assigns them a mentor. The mentors will use their previous driving experience to further help the new drivers be successful.

Our mission as a STARS driver mentor:

1. Help new drivers feel comfortable in their decision to volunteer as a STARS driver.
2. Encourage new drivers to complete at least 2 passenger rides their first month.
3. Help with volunteer retention; ensure the drivers have the tools they need and feel comfortable as drivers.
4. Advise drivers that there are other opportunities to volunteer with STARS if they feel driving is not a good fit for them...e.g. dispatch, admin, team member, PR, marketing.

Driver Mentor Responsibilities:

1. Be familiar enough with the Spedsta application to answer any driver's questions about how it works.
2. Set up a preferred method of communication with the driver (phone, text messaging, email, etc.) when they are assigned to you.
3. Be as responsive as possible in returning any communication from your drivers.
4. Follow up with your assigned drivers at the end of the one-month mentorship and ask questions that might help us improve the new driver experience. For example:
 - a. Were your expectations met driving for STARS? If not, why?
 - b. Are there ways we might improve the communication channels?
 - c. Are there ways we might improve the training?

Driver's responsibilities:

1. Select at least two rides your first month at a convenient date and time.
2. "Confirm" the ride using Spedsta.
3. Call the passenger as soon as reasonably possible after the ride has been confirmed and verify the date, time, pickup and drop-off locations. A voice mail is sufficient if the passenger does not answer the phone. If the ride has been confirmed for longer than a week, we ask that you call again the day before the ride and reconfirm.
4. If a waiver is required (see note on ride post) it must be signed before starting the ride.
5. "End" the ride on Spedsta as soon as reasonably possible after the ride is completed.

Driver Communication: Two ways to communicate with dispatchers re: specific rides:

1. If you have a confirmed ride: You may send the dispatcher a message about that particular ride by selecting the ride in Spedsta, scrolling to the bottom of the action box, typing your message in the box and pressing the "Send to Dispatcher" button. Note: The email function is the only one that works at this time.
2. If you have yet to accept the ride and want more information before accepting. Login to Spedsta, Select Tools | Direct Messaging from the left column, type your message in the box and press the "Send Message" button. Note: The email function is the only one that works at this time and will only be sent to current dispatcher.

STARS documents online. You can print all the STARS documents from starsride.org. Scroll to the bottom of this page: <https://starsride.org/volunteer/drive-for-us>