

Driver Training and Reference Guide – updated 1-3-2021

INTRODUCTION

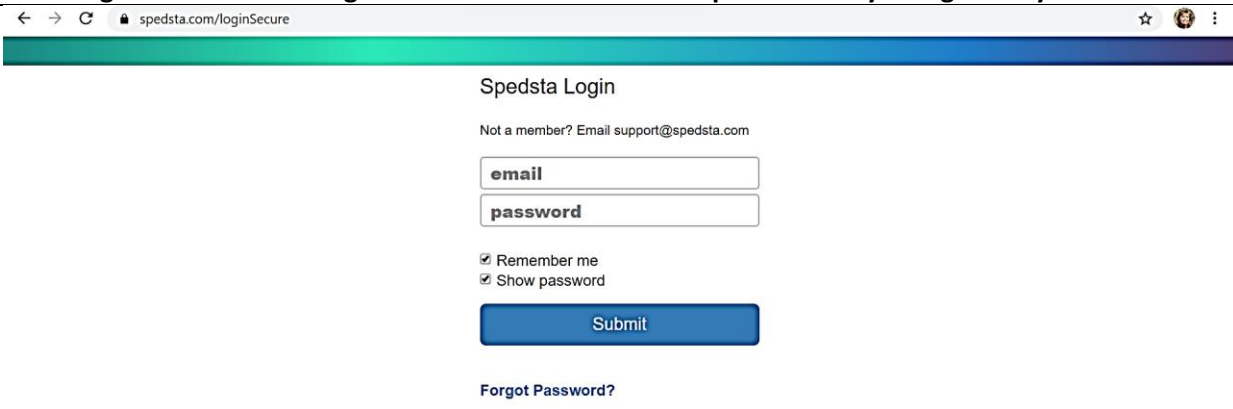
Upon Agreeing to become a driver for STARS, the Drive Manager created an account for you and scheduled you for training. By now you have used the SPEDSTA Profile Quick Start Guide to complete your profile and upload your driver's license and insurance card. If you have not completed your profile, more instruction will be provided during training. Once your training is completed, a background check will be initiated and once completed you will become a "Validated" Driver.

Logging into Stars Account

This is Spedsta's HOMEPAGE where you will Login with your Email and Password provided by the Drive Manager



You will get this screen to Login and this will be the screen presented if you logout of your Dashboard



Driver Training and Reference Guide – updated 1-3-2021

Introduction to Drivers Dashboard – Basic Navigation

1

2

Rennie Morrell
★★★★★ (0)
Reliability: **TBD%** (0/0)
Response Time: **TBD**

Set driving schedule

Select Date Range

Export to spreadsheet CALENDAR VIEW

Pickup Time	Name	Ride Status	Origin	Destination
Tue Feb 11 2020 12:35pm +32 min 56 sec 23.16 mi	Joe Holder (walker)	Ride Available <i>Joe is a bit unsteady</i>	The Lodge 411 E. Carpenter Lane, Sisters, OR 97759	BMC - Bend Urology Clinic: 2090 NE Wyatt Court, Suite 101, Bend, OR

1. To open Navigation Tools, click on the lines in the left-hand corner.
2. To go to your Driver Dashboard at any time, you can click on your name in the right-hand corner.

Ride Dashboard

← → spedsta.com/

- My SPEDSTA
- Set Driver Schedule
- Rides Upcoming
- Tools >
- Bank Info
- Profile
- Inbox
- Ride History >
- Settings
- Log Out

Type here to search

- What functions drivers will use:
 - Rides Upcoming (Driver Dashboard)
 - Profile
 - Settings
 - Log Out (No need to log out each time)
- What functions drivers will not use:
 - Set Driving Schedule
 - Tools
 - Bank Info
 - Inbox
 - Ride History

Driver Training and Reference Guide – updated 1-3-2021

Settings

Notify me:

- 1 hour before my ride begins
- When my ride is confirmed

Notify me of available rides:

- Never
- Immediately when booked
- Daily
- Weekly

[Save Settings](#)

[Change Password](#)

[Cancel Account](#)

Settings: Your Notify me settings should be selected as you see above to enable you to get appropriate notifications. All NEW and NON-CONFIRMED Rides will be Broadcast to all drivers at each evening.

NOTE: You must be a “Validated” Driver to receive the Broadcast and Confirm Rides

Driver Training and Reference Guide – updated 1-3-2021

Updating Your Driver Profile

My SPEDSTA Driver Profile Verena

Rennie Morrell
★★★★ (0)
Reliability: **TBD%** (0/0)
Response Time: **TBD**

Rennie

Morrell

PO Box 3500-143 Sisters, OR 97759

Tell people a little bit about yourself.

rmorrell@bendbroadband.com

(541) 610-2098

Car Year*

Car Make and Model*

Seats*

License Plate Number*

Cancel Update

Drivers License

Drivers Insurance

When you initially login, you may be directed to a page where you will need to finish your profile. Otherwise, you will need to click on “Profile” in the Navigation Pane to complete your profile.

You do not have to do it all at once, but you should at least put in your address and mobile phone number, and then click update.

ALWAYS be sure to click on “Update” before you leave this screen!

The information requested is straightforward.

You will also need to upload a copy (photo) of your driver’s license and insurance card

Driver Training and Reference Guide – updated 1-3-2021

Uploading Driver's License and Insurance Document

Drivers License

 [VIEW Status](#)

Drivers Insurance

 [VIEW Status](#)

The arrows open up a screen which allows your uploads. Clicking on “Upload” will display the files and folders on your device. Find the photo of your license and insurance card, and click upload the file.

NOTE: You will need to scan or take a photo of your documents and save them to your device.

SPEDSTA has an automatic “Expiry” Function and 7 days before either your license or insurance expires, our Driver Permissions Manager will be notified and will contact you so you may update your Profile. Should it not be updated, you will no longer receive Broadcast Notifications for Requested Rides.

Driver Training and Reference Guide – updated 1-3-2021

Confirming a Ride/Driver's Dashboard

My SPEDSTA

Rennie
★★★★★
Reliability
Responsiveness

Select Date Range

Export to spreadsheet CALENDAR VIEW

Pickup Time	Name	Ride Status	Origin
Tue Feb 11 2020 12:35pm +32 min 56 sec 23.16 mi	Joe Holder (walker)	Ride Available <i>Joe is a bit unstead</i>	The Lodge

Here is where you will confirm your rides. If Ride Status shows as “Ride Available” you may click the blue box to accept/confirm the ride. The button will turn green and say, “View Confirmation”.

“Confirming” a ride, means that you agree to be the driver for the listed passenger.

Once you do this the passenger will receive a confirmation email.

Pickup Time	Name	Ride Status
Fri Mar 6 2020 10:25am +36 min 23.82 mi	Bill Power	Ride Available <i>Short Lead Time! Bil</i>
Tue Mar 17 2020 11:45am +35 min 23.22 mi	Suzanne Sherry	View Confirmation <i>Suzanne was referred</i>

You can click on “View Confirmation” to view and print ride details. You will need to call the passenger to confirm you are their driver, verify directions to where they are being picked up, and clarify mobility, timing, or any other issue. Once you confirm, no one else can confirm and it will show up as your ride on all dashboards.

To print the Passenger Information, if you are using a computer, simply ‘right-click’ with your mouse, and select Print.

PASSENGER

Verena Morrell

Special Notes: *Jim Morrell emergency contact 541-280-1847*

Mobile: +1 (541) 610-2018

Home: +1 (541) 549-6469

(Booked by: Sisters Transportation and Ride Share (STARS), Mobile: +1 (541) 904-5545)

🕒 Pickup at Mon Mar 23 2020 10:40am

↑ Pickup: HOME: 200 Sun Ranch Drive, Sisters, OR, USA

↓ Dropoff: ST. CHARLES FAMILY CARE CLINIC: 211 Northwest Larch Avenue Redmond, OR, (541) 548-2164

Map of Route

DRIVER

Karen Waddell

Mobile: +1 (971) 219-5261

Driver Training and Reference Guide – updated 1-3-2021

Begin and End Rides:

One hour before ride begins, the green button will turn into two buttons (one green, one blue). One button will be “Start Ride” and the other will be “End Ride”. You can click “Start Ride” to see a map of your trip, but it is not mandatory to do this step.



An hour after the time your ride is scheduled to begin, the ride and these buttons will be hidden from your view. To see them again and “End Ride” you can select a date/time range earlier than your original “Start Ride” time and click “Find your rides” and it will display the ride so you can end it. Drivers should take action to end the ride within 24 hours so the Dispatcher will know it is successfully completed and so it will appear in Completed Rides Reports.

Note: You can Select a Date Range of Rides to View; Export to a Spreadsheet; See rides in a Calendar View; and Search by using links and boxes in this area.

Driver Training and Reference Guide – updated 1-3-2021

Canceling a Ride: WHEN A PASSENGER CANCELS A RIDE: CAN BE DONE BY EITHER THE DRIVER OR DISPATCHER

SPEDSTA has recently upgraded our online software to give us an options box so we can characterize cancellations. These characterizations will allow reporting to be more accurate and allow either the driver or the dispatcher to cancel rides. The options which appear when either driver or dispatcher select “Cancel” in the “Action” dropdown box on their dashboard are:

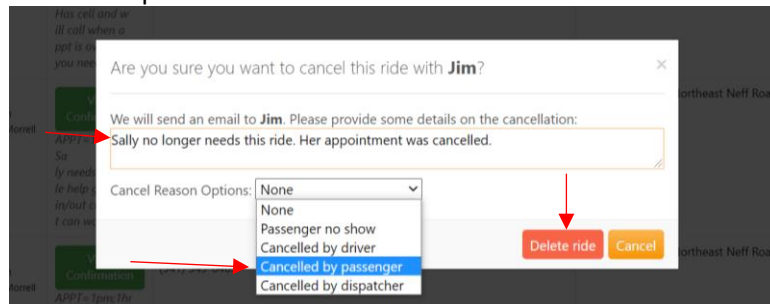
1. None
2. Passenger No Show (for when a driver shows up and the passenger does not take the ride)
3. Cancelled by driver (for when driver has Confirmed ride but cannot longer do it)
4. Cancelled by Passenger (for when Passenger calls either dispatcher or driver and no longer needs a ride)
5. Cancelled by dispatcher (When STARS is no longer able to provide the ride for other reasons. For example, the recent case when The Lodge shut down because of a COVID case and STARS could no longer provide the ride safely)

DRIVERS AND DISPATCHERS: STEPS/GUIDANCE WHEN CANCELLING RIDES:

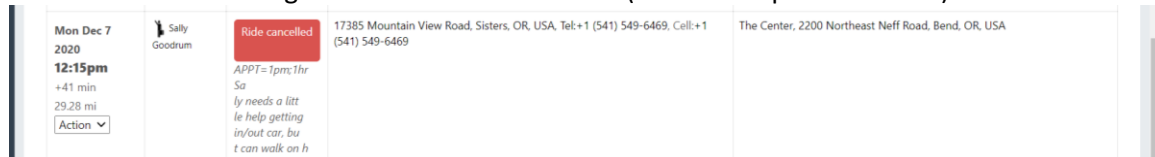
1. Go to Dashboard: Select “Cancel” from Action dropdown box



2. In comments, write a note about why the ride is being cancelled and select “Cancelled by Passenger” in the Cancel Reasons Options. Select “Delete ride”. Passengers MUST call a Dispatcher to rebook.



3. If Dispatcher cancels the ride for the Passenger, the Driver will see Red Box with “Ride Cancelled” on their Driver Dashboard and they will also get an email from Spedsta alerting them the ride is cancelled. (Email example not shown)
4. If Driver cancels the ride for the Passenger, the Dispatcher will see the Red Box with “Ride Cancelled” on their Dispatcher Dashboard and Spedsta will send an email to the Stars Gmail account alerting them the ride is cancelled. (Email example not shown)



By clicking on the red “Ride Cancelled” box Driver or Dispatcher will see all ride information and at bottom will see Comments entered when ride was cancelled. If being cancelled by the Passenger and says ride will need to be rebooked, the Passenger will be responsible for calling the Dispatcher.

Driver Training and Reference Guide – updated 1-3-2021

PASSENGER
Sally Goodrum
Mobile: +1 (541) 549-6469
Home: +1 (541) 549-6469
Main dispatcher: STARS TRAINING, Mobile: +1 (541) 549-6469
🕒 Pickup at Mon Dec 7 2020 12:15pm
📍 Pickup: HOME: 17385 Mountain View Road, Sisters, OR, USA
📍 Dropoff: The Center, 2200 Northeast Neff Road, Bend, OR, USA

[Map of Route](#)

DRIVER
Jim Morrell
Mobile: +1 (541) 280-1847

Sender	Receiver	Time	Comments
STARS TRAINING	Jim Morrell	Thu Nov 19 5:45am	APPT=1pm;1hr Sally needs a little help getting in/out car, but can walk on her own
STARS TRAINING	Jim Morrell	Tue Dec 1 10:10am	Sally no longer needs this ride. Her appointment was cancelled.

NOTES:

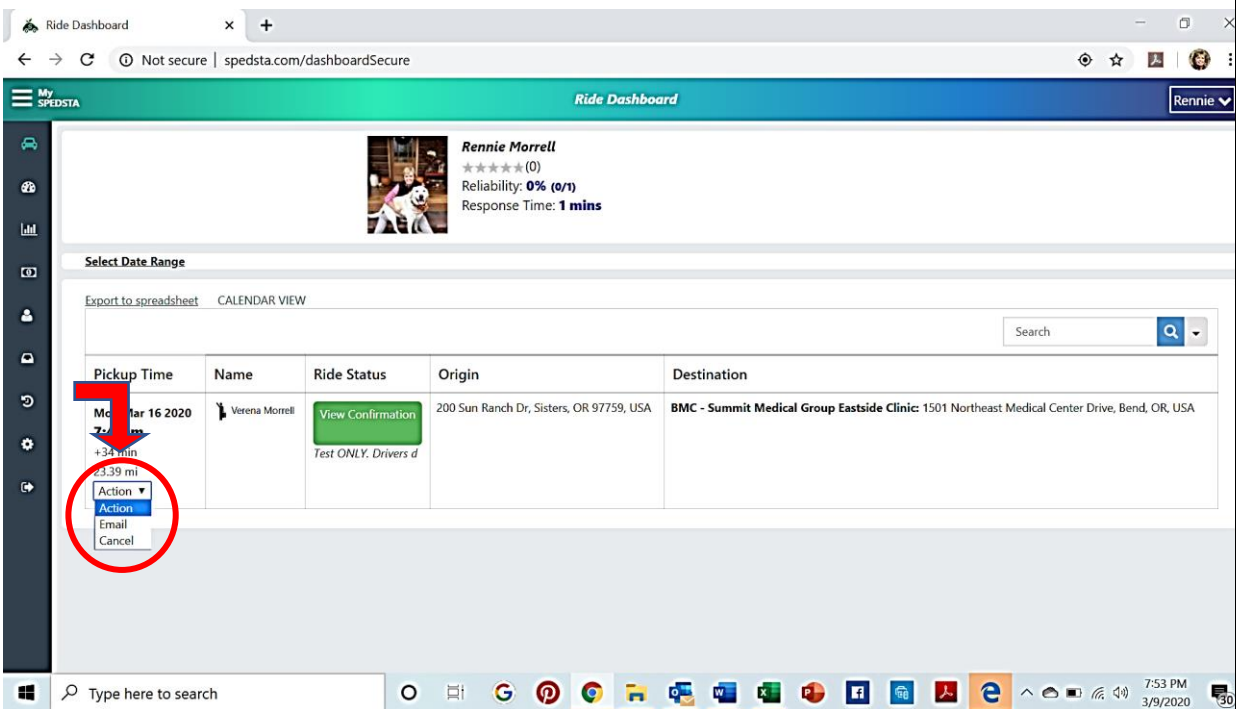
- After the date of the ride, ride will disappear from Dashboard, or Driver can select Cancel in the Action Dropdown and it will be removed.
- **IF a passenger cancels by calling the driver** and wishes to rebook, the Driver can cancel the ride on their dashboard, but WILL MAKE IT CLEAR TO PASSENGER that he/she **MUST** call and reschedule with dispatcher normal during dispatching hours. The Driver will note in the comments that the Passenger will call to be rebooked.
- **IF a passenger cancels** with the Dispatcher, the Dispatcher will cancel the ride on the Dispatcher Dashboard so the Driver will be notified and then will rebook another ride if needed.
- **IF a passenger calls the Dispatcher to Modify their ride**, Dispatchers can modify the ride to the new information **so long as it has not been Confirmed by a Driver**. IF the ride has been Confirmed by a Driver, the Dispatcher will cancel it and book a whole new ride. To modify an unconfirmed ride, Dispatchers will select “Modify” in the Action dropdown box and change the ride information and select “Next”. Care should be taken to check to make sure all information reflects the new ride requirement. This includes opening the “Select Driver/Passenger” box, then “Details of Your Ride” Box and entering new appointment time and other information.

WHEN A DRIVER NEEDS TO CANCEL A RIDE PREVIOUSLY CONFIRMED WITH A PASSENGER

1. Rides will **ONLY** be rebroadcast when cancelled by drivers.
2. **IF A Driver** must cancel a ride, they need to provide **as much advance notice as possible** so the Dispatcher can rebroadcast the ride to find a new diver. This should happen very infrequently but following notification procedures is necessary to make sure we do not fail to take care of our passengers.
3. **Drivers will notify Passengers** immediately when they realize they can no longer perform the ride and will tell them an attempt will be made to find another driver, but if it is a short lead time it may not be possible.
4. The Driver will **cancel the ride on their Dashboard**:

Driver Training and Reference Guide – updated 1-3-2021

- a. Select the “Cancelled by Driver” option.
- b. Enter comments saying:
 - i. Why they need to cancel
 - ii. If Dispatchers need to rebroadcast the ride
 - iii. If Passenger has been notified about the cancellation
5. The **Driver will also call the Dispatcher** at (541) 904-5545 to make sure the ride is rebroadcast. If a dispatcher is working (Tuesday and Thursday 10 AM – 3 PM) they will rebroadcast the ride immediately. If **NOT** Dispatch hours, the will Driver will call either the Dispatch Manager, Tom Gonsiewski at (503) 810-2747, Rennie Morrell at (541) 610-2098, or Toni Landis at (541) 480-4803. One of them will rebroadcast the ride. Also note, when Drivers cancel rides, an email goes to the STARS Gmail account and will be seen by Tom, Rennie and Toni.
6. Dispatchers will check their Dashboard **during their shift** for cancelled rides and if needed, will rebroadcast the ride cancelled by the driver so it may be confirmed by another driver. The driver should have both left comments in the ride email thread and called the Dispatcher.
7. To **rebroadcast** a ride, Dispatchers will go to the cancelled ride’s “Action” drop down box and select “Copy”. This Action will open the ride and after making sure no driver is assigned in the “Select Passenger/Driver” Box, the dispatcher will select “Next” to rebook the ride leaving all other information intact. It will reappear on all Dashboards as a “Requested” ride and be rebroadcast to drivers.





This is how the email screen will look when you select email as an action.

Driver Training and Reference Guide – updated 1-3-2021

Map of Route

DRIVER
Rennie Morrell
Mobile: +1 (541) 610-2098

Search

Sender	Time	Comments
 Sisters Transportation and Ride Share (STARS)	Mon Mar 9 7:50pm	Test ONLY. Drivers do not Accept
 Rennie Morrell	Mon Mar 9 7:50pm	Deleting Test

If you type a message here and and click Send Email, it will go to the STARS email address and will become a part of the email thread that stays with this record.

SEND EMAIL

Type here to search

7:57 PM
3/9/2020

Driver Training and Reference Guide – updated 1-3-2021

Communications

EMAIL: Driver Confirmation when a Driver is assigned by Dispatcher directly in the Admin/Dispatcher Software

Subject: SPEDSTA: Good News! SISTERS TRANSPORTATION AND RIDE SHARE (STARS) has booked a ride with you

Ride booked

Hi DRIVER NAME,

SISTERS TRANSPORTATION AND RIDE SHARE (STARS) has confirmed this ride with you, as the driver:
PICKUP: HOME: 200 Sun Ranch Drive, Sisters, OR, USA
DROPOFF: HIGH LAKES HEALTH CARE: 354 W Adams Ave, Sisters, OR
PICKUP TIME: Thu Mar 12 2020 11:20am

Contact Information for the passenger:
PASSENGER NAME
Home Phone number: +1 (541) 549-1234
Mobile Phone number: +1 (541) 610-1234

Cheers,
The Spedsta Team

[Click HERE to go to SPEDSTA](#)

EMAIL: Passenger Confirmation

Subject: SPEDSTA: Pickup at 200 Sun Ranch Drive, Sisters, OR, USA... has been confirmed

Message from Sisters Country

Hi PASSENGER NAME,

DRIVER NAME has confirmed this ride with you:
PICKUP: HOME: 200 Sun Ranch Drive, Sisters, OR, USA
DROPOFF: ST. CHARLES FAMILY CARE CLINIC: 211 Northwest Larch Avenue Redmond, OR
PICKUP TIME: Mon Mar 23 2020 10:40am

Contact Information for the driver:
DRIVER NAME
Phone number: +1 (971) 219-1234
Email: EMAIL_ADDRESS@gmail.com

Cheers,
The Spedsta Team

Driver Training and Reference Guide – updated 1-3-2021

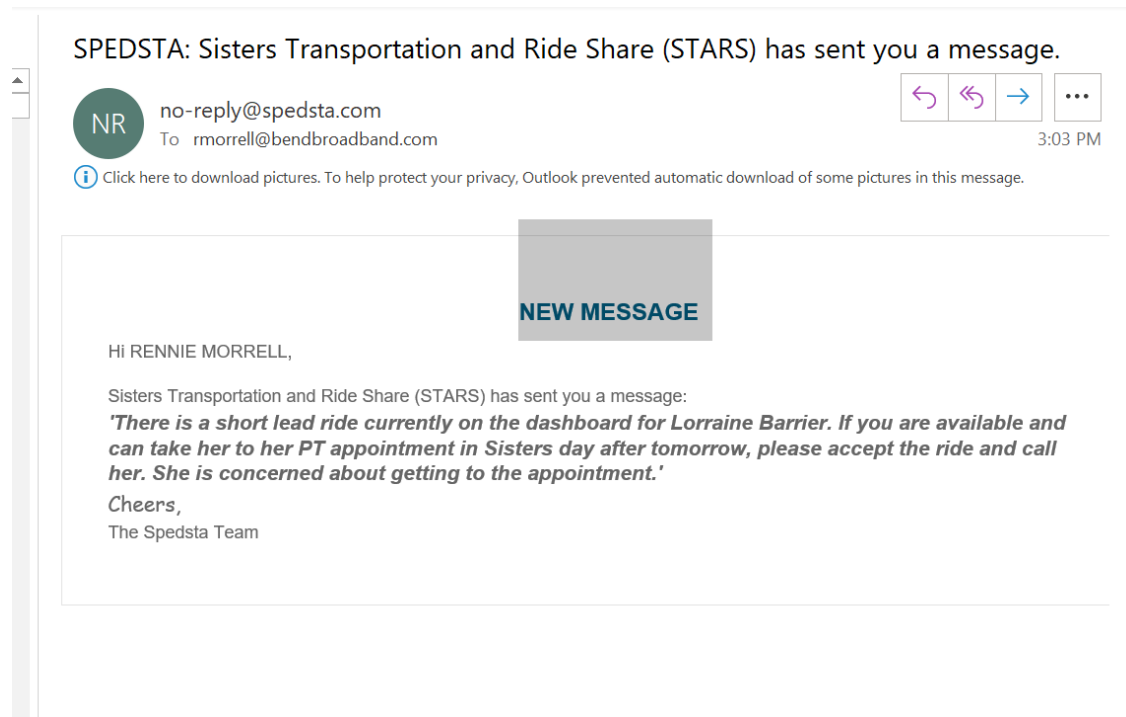
Phone Call: Driver calls Passenger within 24 hours to confirm date/time/location of pickup and any special needs of passenger

SHORT LEAD EMAIL FROM DISPATCHERS


Sometimes we receive ride requests that are 48 hours out and by the time they are broadcast, Drivers have less time to respond. In these instances, Dispatchers will create a special Email to all Drivers notifying them of the short lead so if available, they may go to their Dashboard, accept the ride, and call the passenger. These will be generated to active Drivers from within SPEDSTA.

INFORMATIONAL EMAIL FROM ADMIN

Direct Email be generated to active Drivers from within SPEDSTA and sent from the Administrator to all drivers.



SPEDSTA: Sisters Transportation and Ride Share (STARS) has sent you a message.

 no-reply@spedsta.com
To: rmorrell@bendbroadband.com 3:03 PM

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

NEW MESSAGE

HI RENNIE MORRELL,

Sisters Transportation and Ride Share (STARS) has sent you a message:
'There is a short lead ride currently on the dashboard for Lorraine Barrier. If you are available and can take her to her PT appointment in Sisters day after tomorrow, please accept the ride and call her. She is concerned about getting to the appointment.'

Cheers,
The Spedsta Team

Driver Training and Reference Guide – updated 1-3-2021

EMAIL: Broadcast Email

- All Validated Drivers will get an email every night when rides have been requested, but not confirmed by another driver.
- This is based on Admin notification settings (we have opted for this email).
- A Driver is Validated when they have uploaded their ODL and Insurance information and have successfully passed a background check.
- NEW Rides posted that day and UNCONFIRMED Rides from previous days are broadcast.
- Drivers can click on View and Confirm on this email to go to their Dashboards to accept rides.
- The last column includes ride comments and if the ride is a DELIVERY rides it will appear in that column.

From: no-reply@spedsta.com

Subject: SPEDSTA: Some passenger rides are still available!

View and confirm available rides

Hi RENNIE,

Passenger rides are available! These rides will disappear off your dashboard when confirmed by another driver. For further details on all ride options please visit your driver dashboard.

Pickup time: Wed Nov 11 2020 1:00pm	Passenger: Diane Grant Booked by: Sisters Transportation and Ride Share (STARS)	View Ride Details	Pickup address: HOME: 601 Brooks Camp Road, Sisters, OR, Apt. #306 [Ponderosa Heights Apartments] Dropoff address: DENTAL - SISTERS DENTAL - DR. FRIDERES: 491 E. Main Avenue, Sisters, OR	<i>1:30 appt, 1 hour or</i>
Pickup time: Thu Nov 12 2020 2:20pm	Passenger: Lorraine Barrier Booked by: Sisters Transportation and Ride Share (STARS)	View Ride Details	Pickup address: HOME: 18589 McSwain Drive, Sisters, OR 97759, USA Dropoff address: PHYSICAL THERAPY - GREEN RIDGE: 325 N Locust St, Sisters, OR	<i>Appt 2:45pm; allow 2</i>
Pickup time: Thu Nov 19 2020 11:50am	Passenger: Lorraine Barrier Booked by: Sisters Transportation and Ride Share (STARS)	View Ride Details	Pickup address: HOME: 18589 McSwain Drive, Sisters, OR 97759, USA Dropoff address: PHYSICAL THERAPY - GREEN RIDGE: 325 N Locust St, Sisters, OR	<i>Appt 12:15pm; allow</i>

[Go to Spedsta](#)

Driver Training and Reference Guide – updated 1-3-2021

The screenshot shows a web browser window with the URL `spedsta.com/dashboardSecure`. The page displays a table of ride requests with the following columns: Time, Name, Status, Pickup, and Dropoff. The 'Ride Dashboard' tab is circled in red. In the table, the status 'Requested' for the entry on Tuesday, June 9, 2020, at 11:00am is also circled in red.

Time	Name	Status	Pickup	Dropoff
Mon Jun 8 2020 9:15am +31 min 24.13 mi Action	Ken Walters Dorie Eckford	View Confirmation 10 AM Appt.	HOME: 601 N Brooks Camp Road Apt 422	BEND SPINE & PAIN SPECIALISTS: 929 SW Simpson Ave Ste 250, Bend, OR 97702, +1 (541) 647-1645
Tue Jun 9 2020 10:15am +34 min 23.52 mi Action	Diane Grant Jeremy Davis	View Confirmation Appt. time is 11:00.	HOME: 601 Brooks Camp Road, Sisters, OR, Apt. 306	ST. CHARLES HEART AND LUNG CENTER: 2500 NE Neff Rd, Bend, OR, +1 (541) 388-4333
Tue Jun 9 2020 11:00am +13 min 7.86 mi Action	Verena Marrell	Requested	MOW - SISTERS COMMUNITY CHURCH: 1300 McKenzie Hwy, Sisters, OR	HOME: 17385 Mountain View Rd, Sisters, OR, USA, +1 (541) 549-6469
Tue Jun 9 2020 11:45am +34 min 23.23 mi Action	Margaret Miller Ann Marland	View Confirmation Margaret is a bit co	HOME: 656 West Jefferson Avenue, Sisters, OR	BMC - SUMMIT MEDICAL GROUP EASTSIDE CLINIC: 1501 Northeast Medical Center Drive, Bend, OR, USA, (541) 382-2811
Wed Jun 10	Maggie	View	Sisters Community Church, Old McKenzie Highway,	HOME: 858 South Oak Street, Sisters, OR, +1 (541) 549-2062

Driver Training and Reference Guide – updated 1-3-2021

EMAIL: 24-hour email notifications



[Login into Spedsta](#)

Hi DRIVER NAME,

Your ride is about to begin with SISTERS TRANSPORTATION AND RIDE SHARE

FROM: PASSENGER ADDRESS

PICKUP TIME: DATE AND TIME

[Click HERE for email conversation.](#)

Cheers,

The Spedsta Team

[Click HERE to start ride](#)

EMAIL TO DISPATCHER AFTER DRIVER CANCELS RIDE BECAUSE DRIVER CAN NO LONGER PROVIDE THE RIDE

NOTE: IF the Passenger still needs a ride, the Driver must also contact the Dispatcher by phone so the ride can be rebroadcast. If the ride is cancelled and there is a short lead to find a new driver and there is no Dispatcher on Duty, the Driver must call one of the Emergency Numbers provided.

Subject: SPEDSTA: DRIVER NAME can no longer provide this ride.

[Login into Spedsta](#)

Hi SISTERS TRANSPORTATION AND RIDE SHARE (STARS),

DRIVER NAME can no longer provide this ride.

PICKUP: PASSENGER ADDRESS

DROPOFF: PASSENGER DESTINATION

PICKUP TIME: PICKUP DATE

COMMENTS: Cancelling this ride because Driver called and no longer needs a ride.

Cheers,

The Spedsta Team

[Click HERE for email conversation](#)

Driver Training and Reference Guide – updated 1-3-2021

EMAIL FROM SPEDSTA AFTER DISPATCHER CANCELS A RIDE WHEN THE PASSENGER NO LONGER NEEDS THE RIDE

Subject: SPEDSTA: SISTERS TRANSPORTATION AND RIDE SHARE (STARS) has cancelled this ride.

[Login into Spedsta](#)

Hi DRIVER,

SISTERS TRANSPORTATION AND RIDE SHARE (STARS) has cancelled this ride.

PICKUP: 200 Sun Ranch Drive, Sisters, OR, USA

DROPOFF: 211 Northwest Larch Avenue Redmond, OR

PICKUP TIME: Mon Mar 23 2020 10:40am

COMMENTS: Any relevant comments to cancellation will be entered in the comment section.

Cheers,

The Spedsta Team

PLEASE NOTE THAT ONCE A RIDE IS CANCELLED, DRIVERS WILL NOT BE ABLE TO USE THE EMAIL FUNCTION ON THAT RIDE FROM WITHIN SPEDSTA AND WILL NEED TO EMAIL OR CALL THE STARS DISPATCHER DIRECTLY.