Driver Training Agenda – updated 05/3/2022	
Sisters Transportation and Ride Share or STARS launched March 1, 2020 to provide all Sisters Country residents with free transportation in Sisters, Bend and Redmond for non-emergency medical appointments: physicians, dental, vision, physical therapy, hearing, lab work and testing.	
Time	**Subject**
10 min	Introduction • AFSC/STARS Website (Informational) • SPEDSTA Role (Ride Booking and Acceptance Functionality) • Dispatcher Role • Driver Role – the ride becomes Driver/Passenger transaction after the ride is accepted. Drivers call passengers within 24 hours to confirm ride details. • Permissions Manager Role/Expiry Process
5 min	Logging into STARS Driver Account Verify everyone was able to create Profile and Upload License/Insurance Documents (SPEDSTA Profile Quick Start Guide) Has everyone completed the process? Problems?
15 min	**Driver Profile** - Updating Driver Profile as needed and keeping it current • Name, Address, Cell Phone, Email, Password • Car Year, Make, Model, # Seats, License Plate # • License/Insurance Numbers, Expiration, Amounts etc. (These numbers make Expiry Process Work) • Expiry Process – Permissions Manager (Separate Handout) • Driver's License (Upload Photo) • Insurance Proof (Upload) • Settings/Password/Notifications
5 min	Spedsta Home Button/Navigation/Icons
30 min	Confirming a Ride/Driver's Dashboard – Checking the Dashboard • Ride Available/Blue Button/Orange Button click to view passenger details and select confirm to accept the ride. • Button Turns Green and shows as Accepted Ride once you confirm. When other drivers accept rides, those rides will disappear from **your** Dashboard as available. Remember to **RERESH** Dashboards. • Selecting Date Range • Search • Find Your Rides • Export to Spreadsheet/Calendar View (Not Interactive) • Pickup Time/Appointment Time/Wait Time – Time/Miles from Passenger house to appointment • Name • Ride Status (Requested/Confirmed) – Print by right clicking or write down passenger information when confirmed • Pickup/Dropoff • Action Drop Down – Visible after ride is confirmed (Email/Cancel) • Canceling a Ride • Ending a Ride
10 min	Communications • Driver Confirmation Email (Driver calls Passenger within 24 hours to confirm date/appointment time and duration/time of pickup/ location of pickup and any special needs of passenger • Short Lead Email from Dispatchers • Passenger Confirmation Email/View Confirmation • Broadcast Email – Link to Spedsta (will not work if ride taken) • 24-hour email notifications • Ride Cancellation Email
15 min	Policies and Procedures -Toni
15 min	Review Drivers Materials and Policies (Downloaded from the Website) – Details are Important • Driver Job Description • Driver Training and Reference Guide • STARS Transport Authorization, Liability Release and Indemnity Waiver Form (ONE-TIME) • STARS Health Protocol • Driver Contact Sheet
15 min	Questions and Discussion (This time is allotted but may be used throughout training session)