



It is the policy of STARS to allow drivers and passengers to jointly make the decision about completing rides during inclement weather; however, where extraordinary circumstances warrant, due to weather or other unforeseen reasons, STARS reserves the right to cancel all rides.

STARS priority is to ensure all volunteers and passengers remain safe. All STARS Drivers are required to hold a current Oregon Driver's License and should refer to Oregon Driver Manual - Section 7: Safe and Responsible Driving with any questions about safe driving practices.

If inclement weather conditions may exist on the day of a ride, drivers must assess their ability and their vehicle's ability to handle the current conditions. If the driver feels it is unsafe to drive, they will notify their passenger about the circumstances and give them the opportunity to reschedule their appointment. The driver will cancel the ride if the passenger agrees. If the passenger wants to try to make the appointment, the driver will notify dispatch to see if another driver can be found. If no other driver is available, the dispatcher will cancel the ride and call the passenger to notify them.

If inclement weather conditions may exist on the day of a ride and the driver feels it is safe to drive, they should still call their passenger and discuss how comfortable the passenger is riding in the current conditions and whether the pickup time should be modified to consider slower driving or possible traffic delays. If the passenger would like to cancel the ride, the driver will cancel the ride on their dashboard and select the cancelled because of weather option. The dispatcher will see the cancellation on their dashboard.

If inclement weather is anticipated, the STARS Driver Manager will Direct Message drivers reminding them of this policy and procedures 48 hours ahead of time. Drivers should not cancel rides for inclement weather **any sooner than 24 hours in advance** as conditions may change.

Dispatchers will assist drivers and passengers as needed, but since they are only active on Tuesday and Thursday, seeing messages may not be timely. If inclement weather is anticipated, the Dispatch Manager will contact the Dispatcher on call to make sure they are available to assist drivers and passengers as required on the day of the weather event. Dispatchers shall be informed of the policies and procedures for inclement weather.

When in doubt, safety is always the right call!