

Sisters Transportation and RideShare - STARS

STARS Dispatcher Training Agenda

Sisters Transportation and Rideshare 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. Passengers are required to call 48 hours in advance to book rides.

Driver Policy and Software Training is required for all STARS Drivers and Dispatchers. This agenda includes all subjects being covered during training. Dispatcher trainees must print the documents listed below before training by logging into <https://www.agefriendlysisters.com/stars-drivers-documents> and using the password: **STARSdrivers**

- Dispatcher Training and Reference Guide
- Ride Information Sheets
- Dispatcher FAQs
- Driver and Dispatcher Cancellation Process
- Dispatchers will also need to be familiar with Driver Documents to explain them to passengers. So also download the following:
- STARS Health Protocol
- STARS Transport Authorization, Liability Release and Indemnity Form (Waiver)

Dispatcher Training

Time	Subject
10 min	Introduction <ul style="list-style-type: none"> ● AFSC/STARS Website (Informational) ● SPEDSTA Role – Profiles and Login for Admin, Driver/Dispatcher, Passengers ● Admin Role ● Dispatcher Role ● Driver Role ● Background Checks (Vetting Manager - AFSC) ● Policies and FAQs ● Scheduling, Hours and Monitoring
15 min	Review Materials and Policies downloaded from the website.
5 min	Logging into STARS Dispatcher Account Dispatchers will have Passenger Accounts Created and Dispatching Capabilities enabled (Not all Profile information is needed)
10 min	Setting Phone Dispatch Settings and Voicemail
5 min	Navigating Spedsta <ul style="list-style-type: none"> ● Menu and Icons ● Home Button ● Date Ranges/Find Your Rides ● Ride Status (Dispatcher Dashboard shows all Rides) ● Driver Dashboard vs Dispatcher Dashboard ● Help Videos

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30 min	<p>Dispatcher Training and Reference Guide: Booking Rides when Passenger already has a Profile – Use Ride Information Sheet to collect information.</p> <p>To book:</p> <ul style="list-style-type: none"> ● Select Passenger/Driver ● Details of Your Ride – Put Booked by “Your Name” in Ride Notes 1. May also be used for any extra information you think driver needs to know when confirming the ride ● Pick Up Address – Click X to get down arrow to search ● Drop Off Address - Click X to get down arrow to search ● Set Pick up Details (All rides are considered RT) ● NEXT (Failure to click NEXT will result in lost data and no ride will be booked) ● Verify correct Ride Information on Your Dashboard
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10 Min	<p>Changing Ride Information</p> <ul style="list-style-type: none"> ● Action Drop Down Box ● Modifying ● Canceling Rides (Separate Handout) 	
10 Min	<p>Adding a New Passenger to the Database – Passenger must be in Database to have a ride booked)</p> <ul style="list-style-type: none"> ● Passenger Add/Edit ● Profile (no email address or account password required) 	
5 Min	<p>Creating a Favorite Location</p> <ul style="list-style-type: none"> ● Favorites make it easier to book rides ● May be modified and deleted 	
10 min	<p>Communications – Types of Communications Sent from Spedsta (Examples in Driver Training and Reference Guide)</p> <ul style="list-style-type: none"> ● Driver Confirmation Email ● Passenger Confirmation Email/View Confirmation (If Passenger has email address and has notification turned on) ● Driver calls Passenger within 24 hours of accepting ride to confirm date/appointment time and duration/time of pickup/ location of pickup and any special needs of passenger ● Broadcast Email ● 24-hour email notifications ● Ride Cancellation Email ● Expiry Email 	
10 min	Dealing with Short-Lead Time Rides	
15 min	Final Words on Policies and Procedures	
30 min	Questions and Discussion (This time is allotted but may be used throughout training session)	