



S.T.A.R. PROGRAM

(Safe Transport and Reimbursement)

DRIVER HANDBOOK



S.T.A.R. DRIVERS HANDBOOK



2015 Edition Version #2 12/03/15



The STAR PROGRAM OVERVIEW

- Please read this handbook carefully in order to understand how the program operates.
- Now that you have been asked to be a volunteer driver, if you have not already done so, please complete a **Volunteer Driver Information Form** which you should have received from the STAR Program applicant who gave you this handbook. If you have not received one, please contact us and we will send you one.
- Rides are arranged directly **between you and your passenger** as is mutually convenient.
- Reimbursements are paid for mileage **when your rider is in your vehicle and you are transporting your rider; up to the per-trip and per-month limit established for each rider.**
- Mileage for the distance you drive to pick up your rider **will not be reimbursed.**
- You and your rider keep track of your trips each month using a mileage **reimbursement form**. At the end of the month, submit the reimbursement form, **due no later than the 10th of the month following the month in which trips were made. For example, if your reimbursement form shows trips for February, the form is due no later than March the 10th.**
- **The check for the mileage reimbursement** is sent by Whistlestop **to the rider**. The rider is required to give you, the Volunteer Driver, the mileage reimbursement to help pay for your vehicle expenses. If your rider does not reimburse you, they may be removed from program eligibility.
- Just as each rider can have more than one driver, each driver can drive for different people on **separate** occasions. Check with your passenger; they might have another driver that they will also need to reimburse!
- **The mileage reimbursement is not considered income.** They do not affect your eligibility for other entitlement payments. However, if you 'charge' the rider in addition to the mileage reimbursement, you then technically become an 'employee' of the rider and the money you charge is taxable as income and can affect your eligibility for entitlement programs.



HOW TO BE A GOOD VOLUNTEER DRIVER

- Your rider will **arrange rides directly with you**. Try to be **flexible**; your rider will try to make their appointments work with your schedule. Try to work with theirs!
- After you have arranged to give them a ride, **arrive promptly** at the time agreed upon.
- Your rider may feel badly about needing to ask you for help; **reassure** them that you're **glad to be their volunteer driver**.
- Your rider may need assistance getting into and out of your vehicle. **Be kind** and help out!
- Treat your rider as you would a friend. They have a lifetime of experience that they'd be happy to share with you. We could all probably learn a thing or two; Always be respectful and polite with your rider. **Be patient**; they may be challenged by difficult circumstances so don't sweat the small stuff!
- **Assist your rider to plan trips ahead of time**. Ask your rider to group things that can be done in the same area on the same day to limit the number of times you need to drive your rider.
- Keep in mind: your rider may not be able to get out much. If that is the case, they may often feel isolated. **The ride you give them could be the high point of their day**. It could make your day as well.
- Occasionally your rider will need more transportation than you are able to provide. Help your rider find other drivers who can help out when you are not available.
- **Assist your rider** in keeping track of trip mileage and remind them to submit the form.

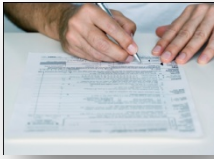


WHAT YOU NEED TO KNOW

- You are **required** to have a valid California **driver's license** and carry the minimum motor vehicle **insurance** required by the State of California
- Know and always follow traffic rules and regulations. Drive safely and do not speed. Make sure both you and your driver **wear your seatbelts**; if your driver resists wearing a seatbelt assert your authority as the driver and remind them that it is the law.
- It is **illegal to operate a cell phone** or other mobile communication device while driving. A ticket is very expensive- but not as expensive as an accident could be.
- Don't tailgate the car in front of you; if someone tailgates you, let them pass you when it is safe.
- Accidents tend to occur at intersections so remain alert: observe cross traffic, signals lane changes and pedestrians. If an accident does occur, please contact your insurance company. Also, please contact us within 5 working days to report the accident.
- A rider can have more than one driver; and the driver can have more than one rider if they wish.
- Don't drive if your reflexes or senses are impaired by medications, fatigue or illness.
- If your rider suffers a medical emergency, call 9-1-1 **immediately** and get professional assistance.
- You are expected to stay with your rider and assist them into medical appointments and into any stores for shopping. There are exceptions, for instance, such as a chemotherapy treatment that takes 3+ hours.

HAVE A QUESTION? PLEASE CALL THE PROGRAM OFFICE:

(415) 454-0902



Directions for Completing the Request for Mileage Reimbursement Form:

- Please refer to the next page for a **Sample** form.
- Fill in your name and your volunteer's name.
- Take the form with you on each trip. **Record each trip separately, even if you have multiple trips on a single day.** The reason for this is that we must validate the distances that you claim; if you don't record each trip but instead summarize your trips for each day, the mileage reimbursement will be smaller than if you accurately recorder each trip.
- For each trip, clearly record the date the trip was taken. Please use the letter key at the top of the form to indicate the reason for the trip. **For example, if you had an appointment with the cardiologist, record "H" for Healthcare.**
- Record the origin and the destination. **Only the city and zip code** are needed; however, if you do not know the zip code, you may enter the address so that the location can be identified.
- Record the miles that you and your driver drive for each trip.
- At the end of each trip fill in the **total volunteer hours** your driver spent with you on that trip. The volunteer hours should include the non-driving you're your driver has spent with you including waiting for an appointment, assisting with shopping or participating with you in any activity. **For example, the trip to the doctor may have been a 10 minute drive but your driver stayed with you for the hour that you waited in the waiting room as well. You should include that hour.**
- Please be aware that you can continue to record trips on the **reverse side**. If you use the reverse side for a different driver make sure that both your name and your second driver's name are clearly noted at the top of the form.
- If you need more space even after using the reverse side you may use additional reimbursement forms to continue recording the remaining trips.
- Please make sure that **both you and your passenger sign each reimbursement** form before you submit them. If they are not signed by both the driver and the passenger, we cannot reimburse the miles on the incomplete form. Please mail the completed forms to:

STAR Program, 930 Tamalpais, San Rafael, CA 94901

S.T.A.R. (Safe Transport And Reimbursement) Program

*****SAMPLE*** REQUEST FOR MILEAGE REIMBURSEMENT**

NAME OF CLIENT: Sam Rider **Driver:** Mindy Driver

Please complete this form for **each leg of the trip**, the miles of each trip leg, and the volunteer hours at the **END OF THE TRIP**. Please use the following Key to enter the reason for trip:

H- Health Care
B- Banking
P- Personal Errands
S- Shopping

F- Visit Family/Friends
R- Religious
V- Volunteer Work
D- Dining

C- Class/school
E- Entertainment/Recreation
O- Other
X- Return Home

DATE OF TRIP	REASON FOR TRIP (use letter key above for each leg of trip)	ORIGIN *Street number and name* *City and Zip*	DESTINATION *Street number and name* *City and Zip*	MILES DRIVEN (for each leg)	VOLUNTER HOURS PROVIDED (includes non-driving time)
1/1/2014	S,D	123 Main Street San Rafael 94903	300 Vintage Way Novato 94947	10	1hr
1/1/2014	X	300 Vinatge Way Novato 94947	123 Main Street San Rafael 94903	10	1hr
1/4/2014	H	123 Main Street San Rafael, CA 94903	99 Montecillo Rd San Rafael 94903	6	2hrs
1/4/2014	X	99 Montecillo Rd San Rafael 94903	123 Main Street San Rafael, CA 94903	6	½hr

Request must be received by our office BEFORE the 10th day after any month of travel to be paid. Actual mileage for each one-way trip must be reported.

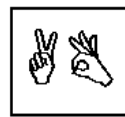
I certify that all information provided above is true and accurate and that all travel was taken as reported. I further certify that my volunteer driver is not an employee of Marin Transit or Whistlestop and I understand and agree that the Volunteer Driver Program and its funding sources do not assume any liability for my personal choice of driver, nor any insurance liability. I agree to abide by all Volunteer Driver program policies and understand that failure to do so may result in my becoming ineligible for continued participation in the program. It is our policy for clients to pay reimbursements, when received, to their volunteer drivers.

CLIENT SIGNATURE: Sam Rider **DRIVER SIGNATURE:** Mindy Driver

DATE: 1/31/2014



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Copies of documents are available in accessible Formats upon request. You may request them by calling (415) 226-0855.

All County public meetings are conducted in accessible locations. If you require American Sign Language Interpreters, Assistive Listening Devices or other accommodations to participate in a meeting, you may request them by calling (415) 226-0855 (voice) or contact the California Relay Service by dialing 711 to connect to the telephone listed above. Requests must be received no less than four working days prior to the meeting to help ensure availability. For additional information, visit our website at

<http://www.marintransit.org>