Volunteer Driver

S.T.A.R. and TRIP Volunteer Driver Reimbursement Programs DRIVER HANDBOOK

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The STAR and TRIP Programs

The STAR and TRIP programs empower older adults and people with disabilities to remain independent by providing a mileage reimbursement for their friends, neighbors and other community members who provide them with rides. Participants identify members of their community who are willing to be a driver for them and are provided with a financial mileage reimbursement so that participants have resources to give in return for the help they receive.

Both programs operate similarly. The difference between the two is that the STAR Program serves Eastern Marin and the TRIP program focuses on Western Marin.

This handbook describes the rules of the program and provides helpful tips for a successful volunteer driver / rider relationship. 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 either contact us and we will send you one or find it on our website at http://marinaccess.org/documents/

The Basics

- Rides are arranged directly between you and your passenger as is mutually convenient.
- A rider can have more than one driver; and the driver can have more than one rider.
Safety Requirements

- 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.
- It is illegal to operate a cell phone or another mobile communication device while driving.
- If an accident does occur, please contact your insurance company immediately, then contact us within 24 hours to report the accident.
- If your rider suffers a medical emergency, call 9-1-1 immediately and get professional assistance and contact STAR/TRIP as soon as is practical.
- Don’t drive if your reflexes or senses are impaired by medications, fatigue or illness.
- You are expected to stay with your rider (unless the two of you come to another agreement) 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
**Ride Reimbursement**

- At the time of this publication mileage is being reimbursed at $0.35 per mile for the STAR program (Central/ East Marin) and $0.40 for the TRIP program (West Marin).
- Each rider is eligible for up to 100 miles per month of reimbursement for the STAR Program (Central/ East Marin) and 400 miles per month on the TRIP program (West Marin).
- 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 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.
Tips for Becoming an Excellent 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 you 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.
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 record 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. Full address is 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:

STARand TRIP Programs, 930 Tamalpais, San Rafael, CA 94901
S.T.A.R. (Safe Transport And Reimbursement) Program

请求示例

请求里程费

客户姓名: Sam Rider  司机: Mindy Driver

请为每一段行程完成此表,包括每段行程的里程和志愿者提供的小时数。在行程结束时填写。

请使用以下键输入行程原因:

H - 医疗
F - 家访/友人
C - 课程/学校
B - 银行
R - 宗教
E - 娱乐/娱乐
P - 个人事务
V - 志愿工作
D - 餐厅
O - 其他
S - 购物
X - 回家

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<th>原因</th>
<th>起点</th>
<th>终点</th>
<th>里程</th>
<th>提供小时数</th>
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<td>S,D</td>
<td>123 Main St</td>
<td>300 Vintage Way</td>
<td>10</td>
<td>1hr</td>
</tr>
<tr>
<td></td>
<td></td>
<td>San Rafael, CA</td>
<td>Novato</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/1/2014</td>
<td>X</td>
<td>300 Vintage Way</td>
<td>123 Main St</td>
<td>10</td>
<td>1hr</td>
</tr>
<tr>
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<td></td>
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<tr>
<td>1/4/2014</td>
<td>H</td>
<td>123 Main St</td>
<td>99 Montecillo Rd</td>
<td>6</td>
<td>2hrs</td>
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请求必须在出行后的第10天之前收到。实际单程里程必须报告。

我确认所提供的信息真实准确，并且所有出行都被如实报告。我也确认我的志愿司机不是 Marin Transit 或 Whistlestop 的雇员，并且我理解并同意志愿司机项目及其资金来源不承担因我选择的司机或任何保险责任。我同意遵守所有志愿司机项目政策，并理解遵守这些政策失败可能导致我不能继续参加该项目。这是我们的政策，让客户收到的赔偿支付给他们的志愿司机。

客户签名: Sam Rider  司机签名: Mindy Driver

日期: 1/31/2014
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