

Keeping Sisters healthy, one ride at a time.

STARS DRIVER HANDBOOK

JUNE 21, 2026

STARS
PO Box 3500 PMB 422 | Sisters. OR 97759

STARS Drivers Handbook

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1. Purpose and Scope

STARS provides volunteer transportation support for people in Sisters Country who are unable to drive themselves. This handbook describes the expectations, procedures, and practical tools for STARS volunteer drivers and for the staff and volunteers who support them.

This handbook explains the volunteer driver role, required records, ride procedures, safety expectations, and the main policies drivers need to follow. **Forms, Policies, and Training Documents** will be kept current on the website and will supersede directions in this manual which will be reviewed and updated annually**.** **https://www.starsride.org/drive-for-us**

2. Volunteer Driver Role and Expectations

STARS drivers are volunteers who use their own vehicles to provide scheduled rides. Drivers represent STARS during each ride and must protect the safety, dignity, and privacy of passengers.

Drivers agree to:

- Drive for STARS voluntarily.
- Attend required training.
- Use Spedsta to manage rides and keep driver profile information current.
- Maintain a current Oregon driver license and current personal auto insurance with the 100K/300K personal auto liability insurance coverage required by STARS.
- Upload license and proof of insurance to Spedsta and keep it current.
- Comply with STARS policies, directions, and all traffic laws.
- Promptly notify the Driver Manager of any condition, vehicle issue, citation, or accident that may affect safe driving.
- Ensure required passenger waivers are signed before the ride begins.

3. Volunteer Driver Requirements

3.1 New Driver Application

Before training, new drivers should review current website documents https://www.starsride.org/drive-for-us to prepare for a 2-hour course in using Spedsta software and STARS policies and procedures. The online application will ask applicants to acknowledge and agree to comply with STARS policies. Applicants must:

- Agree to participate in the STARS mandatory 2-hour training session.

- Agree not to use any substance that may affect my reaction time and the ability to drive safely before or during my assigned ride.
- Agree to authorize STARS to initiate a background check and agree to respond to emails from Sterling Volunteers requesting further information to complete the process.
- Agree to comply with the STARS Health Protocol while a volunteer.
- Agree to maintain 100K/300K personal auto liability insurance on the vehicle used for transport.
- Answer the following questions:
    - Have you been convicted of a traffic crime** in the last 5 years? ** If you have been convicted of a traffic crime such as DUI, DWI, reckless driving, negligent driving, vehicular homicide, or hit and run in the last 5 years you are not eligible to drive for STARS.
    - Have you been ticketed for two or more traffic violations in the last 3 years? (Violations include speeding, failure to obey a traffic control device, and driving uninsured)
- Agree to the statement: "I understand that driving for STARS is a privilege allowing me to help people in Sisters Country who are unable to drive themselves, and therefore, I have read and agree to the provisions of the STARS Driver Pledge and the STARS Code of Ethics and Privacy Understanding."
- Accept or Decline Mileage Reimbursement and affirm they have read the STARS Driver Mileage Reimbursement policy.

New drivers will be asked to sign a W9 Form during training if reimbursement is accepted.

No reimbursements will be made without a W9 on file. Drivers can change their election at any time and reimbursement will start on the date they sign the W9 Form.

3.2 Insurance

STARS does not own, lease, or provide vehicles but drivers are responsible for maintaining safe, legally registered, insured personal vehicles. Drivers should confirm with their personal auto insurer that volunteer transportation, including mileage reimbursement if accepted, does not affect coverage.

ORS 30.480 is an Oregon statute that may limit liability for qualifying volunteer transportation sponsors, vehicle owners, and drivers when statutory conditions are met. The statute applies to certain volunteer transportation services for older adults and individuals with disabilities, but it is not insurance and does not eliminate the need for drivers to maintain personal auto liability coverage. To qualify under STARS policy, drivers must maintain at least $100,000 per person and $300,000 per occurrence in bodily injury liability coverage, or a combined single limit of $300,000, on the vehicle used for STARS transportation.

Drivers must notify STARS immediately if their insurer cancels, non-renews, excludes, or materially changes their auto coverage, even if the uploaded card has not expired. They must

also report any claim or notice from an insurer, attorney, passenger, family member, or third party related to a STARS ride.

3.3 Mileage Reimbursement Policy

There are no statutory requirements for Sisters Transportation and Ride Share (STARS) to reimburse volunteer drivers for mileage, but when funding is available, STARS may do so in compliance with STARS Board and IRS guidance. Miles driven will be calculated using the Spedsta database and equally applied to all drivers accepting reimbursement. The following specifics may be useful to drivers when selecting to accept or decline reimbursement:

- Reimbursement may exceed the Federal Mileage Rate for charitable activities and may be considered income for tax purposes.
- STARS will track taxable and non-taxable amounts and only taxable amounts will be included in 1099s.
- STARS will only issue 1099s when IRS Threshold is exceeded. Beginning in 2026, that threshold will be $2000. Moving forward, that amount will be tied to inflation.
- For tax purposes, drivers should track their own reimbursements under the 1099 threshold and report based on IRS volunteer allowable mileage rates.
- Drivers should make sure reimbursement beyond the federal mileage rate for charitable activities does not affect insurance coverage.
- Disbursement can be made only if funding is available.
- The driver's reimbursement selection to decline mileage remains in effect unless changed by the driver by signing a W9 Form and presenting it to STARS management
- The driver may change to a "decline" by contacting the Driver Manager.
- It is the driver's responsibility to check with tax advisors and insurance carriers before selecting or changing an option.

At or shortly after training, STARS collects the signed W-9 if mileage reimbursement is accepted on the application. Reimbursement begins on the date the W9 form is signed.

3.4 Training Session

An account in Spedsta will be created for new drivers so they can complete their Spedsta profile before training. They should upload photos or PDF copies of their driver license and insurance card by using the instructions in section 4 of this Handbook. If unable to complete the task, the trainer will assist during the training session.

During training, the STARS trainer will cover the driver pledge, mileage reimbursement election, W-9 requirements, driver license and insurance uploads, background checks, Spedsta usage, ride procedures, waivers, safety policies, no-shows, complaints, and communications.

A Training dropdown on the website https://www.starsride.org/drive-for-us drivers will find:

- Training Agenda
- Driver Job Description
- STARS Emergency Contact Information

3.5 Mentor Program

After new drivers have completed their formal training program, a mentor may be assigned to a new driver upon request. The mentor will use their previous driving experience to help the new drivers be successful. Being a mentor is voluntary and will be coordinated by the Driver Manager.

STARS driver mentors will generally:

- Help new drivers feel comfortable in their decision to volunteer as a STARS driver.
- Encourage new drivers to complete at least 2 passenger rides in their first month.
- Ensure the drivers have the tools they need and feel comfortable as drivers.
- Advise drivers that there are other opportunities to volunteer with STARS if they feel driving is not a good fit for them…e.g. dispatch, admin, team member, PR, marketing.

Driver mentor responsibilities include:

- Being familiar enough with the Spedsta application to answer any driver's questions about how it works.
- Setting up a preferred method of communication with the driver (phone, text messaging, email, etc.) when they are assigned to you.
- Being responsive in returning any communication from new drivers.
- Follow up with assigned drivers at the end of the one-month mentorship and ask questions that might help improve the new driver's experience. For example:
    1. Were your expectations met when driving for STARS? If not, why?
    2. Are there ways we might improve the communication channels?
    3. Are there ways we might improve the training?

3.6 Background Checks

STARS initiates the background check through Sterling Volunteers after profile completion and training. The driver completes the Sterling Volunteers form directly when they receive an email from Sterling requesting information. If the email does not arrive within a few days, the driver should check junk/spam and notify the Background Check Coordinator (BCC) or Driver Manager. STARS does not collect or keep this personal background check information on file.

Once the background check is complete:

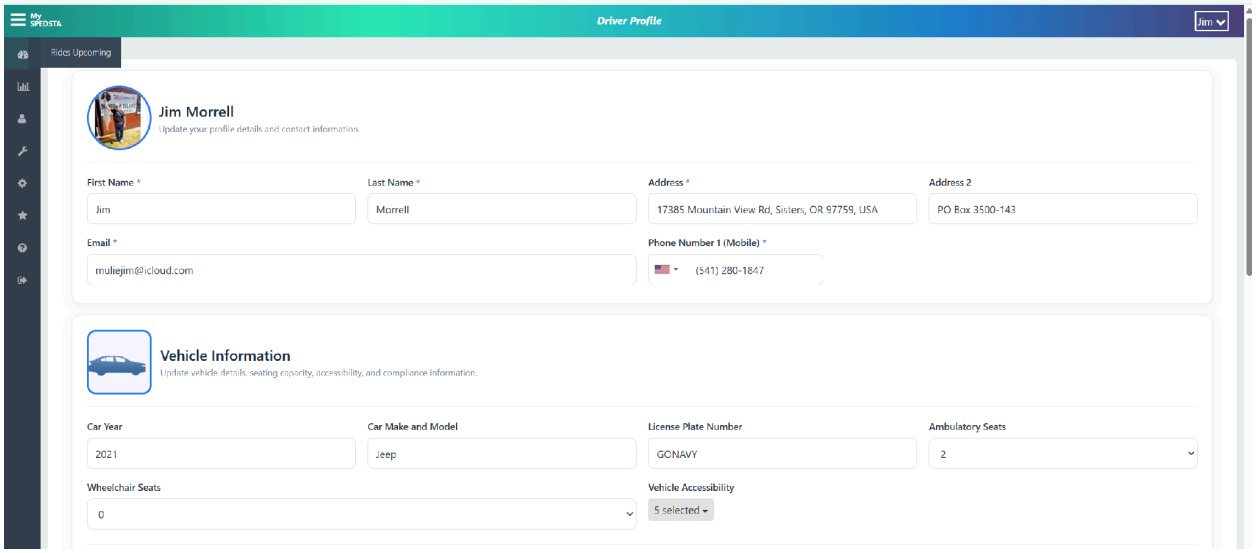
- The BCC is notified.
- The driver and Driver Manager are notified.
- The Driver Manager validates the driver in Spedsta.
- The driver begins receiving daily ride broadcasts and may accept rides.

4. Driver’s License/Insurance and Expiry Procedures

Drivers must keep license and insurance documents current in Spedsta to remain in an “OK Valid” driver permission status to confirm rides in Spedsta.

4.1 Uploading driver’s license and insurance documents

1. Scan driver's license and/or insurance card into a computer file or use a mobile device to take a picture of them.
2. Be sure to note where they are on the computer or mobile device for when it is time to upload them.
3. Login to Spedsta
4. Click on the profile icon in the navigation tool bar.



5. Scroll down to the Driver’s License or Insurance Document Upload section. These are separate upload sections so documents will need to be uploaded separately if both are being updated.



6. Click on the Tap to Upload image or PDF button to display the files and folders.
7. Find the driver's license or insurance pdf file or photo and upload the file.
8. **ALWAYS** click on "Update" before you leave this screen!

4.2 Expiry

When driver's license or insurance expires, drivers will be notified and current information and documents must be uploaded into Spedsta. The Expiry process works as follows:

1. Spedsta sends an email to the driver the weekend (1-7 days) before expiration.
2. The driver logs into their Spedsta dashboard.
3. The driver opens their profile page (the icon shaped like a person).
4. The driver updates license or insurance information on the profile page. This information must be updated before the permissions are updated.
5. The driver uploads the new license or insurance image or PDF.
6. The driver clicks **Update** to save changes.
7. The driver will be placed in **Pending Review** status until the documents are verified.
8. Once verified, the driver is returned to **OK valid** status and can accept rides.

If a driver does not update documents by the expiration date, Spedsta will change the driver to **Not Valid**. Drivers in a "Not Valid" status cannot accept rides until the documents are current and reviewed.

5. Communications with Dispatch

Spedsta is the application used by STARS to maintain driver profiles, document uploads, ride postings, ride acceptance and cancellation, direct messaging, driver status, and daily ride broadcasts. Drivers have three communication options to reach dispatch:

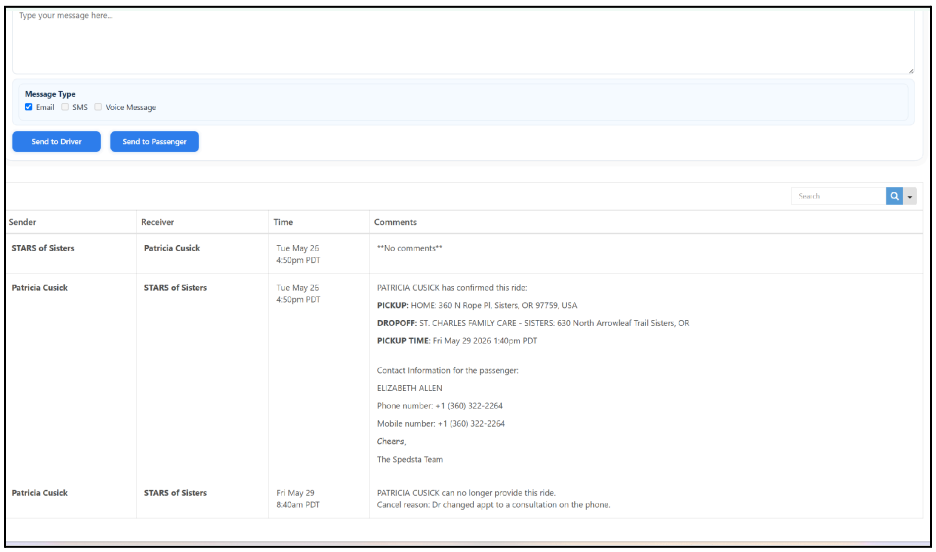
Calling

Drivers can call the Dispatcher at (541) 904-5545 anytime if they have questions or concerns and want to speak with someone. The call will either be answered by the dispatcher on duty, or Spedsta's answering function will record and send a voice mail to the Dispatcher via email. If there is no answer, drivers should leave a message and ask for a return call.

Email about a confirmed ride

Drivers can send the dispatcher a message about a specific ride by opening the ride they have confirmed in Spedsta, scrolling to the bottom of the screen, typing a message in the box and pressing the "Send to Dispatcher'' button. **Use Email only**. SMS and Voice messages are not currently activated. This can also be opened by expanding the **Action** dropdown box and selecting **Email**.

This message will be logged into the specific ride communication log so it can be seen by the driver and future dispatchers if needed.

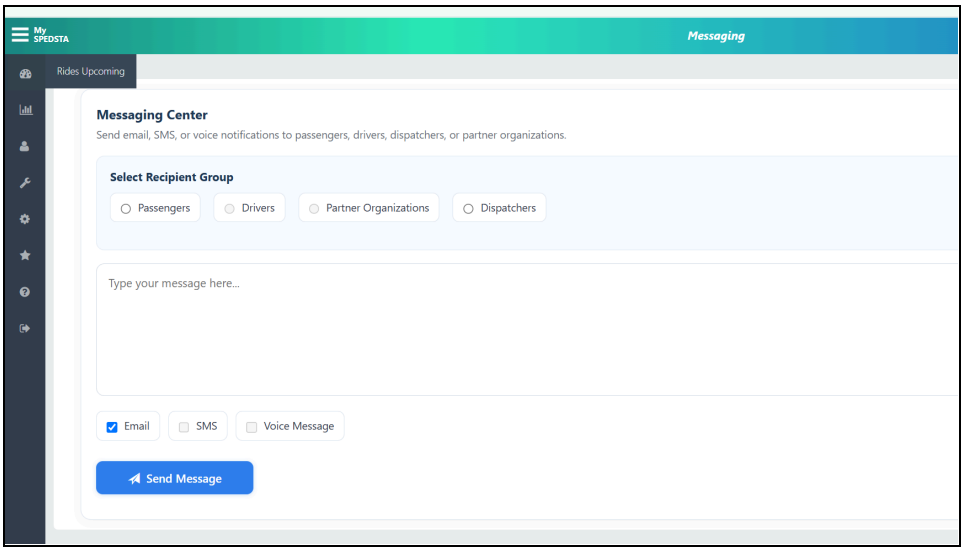


Direct Messaging

Log into Spedsta > Select Tools > Direct Messaging on the Navigation bar on the left.

The Messaging Form will open, and Drivers can send a general content message asking for ride details for a ride they have not yet confirmed. When using the Direct Messaging tool, drivers should select **Dispatchers** and, in the dropdown, keep the default dispatcher-on-duty/admin recipients unless a specific dispatcher is needed. Once this message is sent, it will only be seen in the email sent to dispatchers.

Type the message in the box and press the "Send Message" button. **Email only**. SMS and Voice messages are not currently activated.



6. Ride Procedures and Cancellations

6.1 Before the ride

Confirm: Log into Spedsta and confirm the ride.

Contact: Within 2 hours of accepting the ride assignment (or at a more convenient time for the passenger) phone the passenger, confirming the time/date/location of appointment, pick up time and address. If the ride has been confirmed for longer than a week, call again the day before the ride and reconfirm. These steps are essential in establishing driver/rider rapport and assuring successful STARS customer service.

Calendar: Put an entry in your calendar to remind you of the scheduled ride.

Print: Print the ride confirmation so that you have the necessary information in case there are issues with your electronic devices or Internet connections.

Waiver: Check the ride post to see if a waiver is required. If a waiver is required, fill out all the waivers except for the passenger signature prior to the ride to save time. The driver needs to sign the waiver as the STARS representative. It is useful to have a clipboard and pen available for the passenger and make sure waiver is signed before you start the ride. Blank waivers are on the website.

6.2 During the ride

Name tag: Wear your name tag while driving as a STARS Driver - This identifies you to passengers and to neighbors or family. Remove when not acting as a STARS driver.

Hang Tag: Put your hang tag on the mirror as an additional method of identification.

Contact List: Make sure you have a copy of the Driver Emergency and Contact List to refer to if needed.

Health Protocol: Be familiar with health protocol procedures and STARS will keep drivers updated if CDC guidelines change. It is a good idea to have masks so you can wear one if the passenger prefers that you do so. Passenger masking requirements will be in the ride notes on Spedsta.

Waiver: When a passenger waiver is required, it is very important to get these waivers signed to protect the STARS program and the drivers. Make sure the waiver is signed by both the passenger and the driver (as the STARS representative) before the ride starts.

Donations: STARS does not allow drivers to accept tips, but they should have the stamped donation envelopes available for passengers who wish to donate.

6.3 At the drop-off location

Front Door: Drop the passengers off at the front door. The driver may help a passenger who needs limited assistance to get out of the car and to the medical facility door.

Parking: Try to find a parking spot that allows you to view the front door. You may need to change spots if a more convenient one becomes available. Make sure that the passenger has your phone number in case you must park farther away or are not waiting outside so they may call when they are ready to be picked up.

Identification: Make a note of some identifying characteristics of the passenger (clothing, hair, etc.) so you will be sure to recognize them when they exit the location.

Hang Tag: Put your hang tag on the mirror so the passengers will be able to find you in the parking lot.

6.4 After the ride

End the ride: Log into Spedsta and click on the blue "End Ride" button.

Waiver: If a new passenger waiver was signed, send an email to waivers@starsride.org with the passenger's name and phone number so that the passenger's profile can get updated. Then deliver the signed waiver to whoever is designated on the contact sheet on the website or mail to STARS PO Box 3500 PMB 422 Sisters, OR 97759.

Date Ranges: After the date of the ride, the ride will disappear from the Dashboard but by changing the date range and selecting "Find Rides" previous rides will be visible.

6.5 Canceling or modifying rides

Ride cancellations should be handled promptly in Spedsta so the driver, dispatcher, and passenger have the same information.

When a Driver selects **cancel** in the **Action** dropdown the ride is permanently removed from their dashboard even when the ride is cancelled by a Dispatcher and appears in a red box on the driver's dashboard.

Ride Modifications: Rides can only be modified by a passenger calling the Dispatcher as follows:

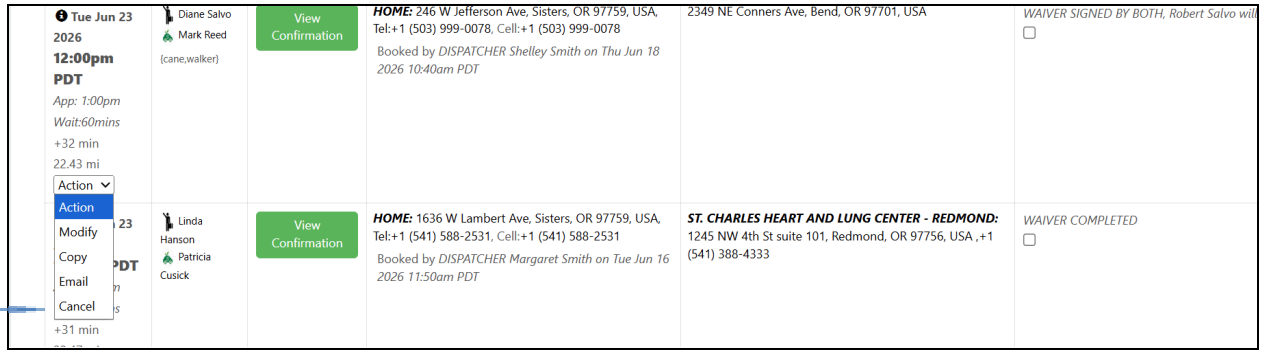
- If the ride **has not** been confirmed by a driver, the Dispatcher can modify the ride without notifying anyone.
- If the ride **has been** confirmed by a driver, the dispatcher can only modify the ride if the driver approves of the new ride information.
- If the driver cannot drive when the ride information is modified, the dispatcher will modify the ride and remove the driver's name and re-broadcast the ride to all drivers.

Passenger Cancellations

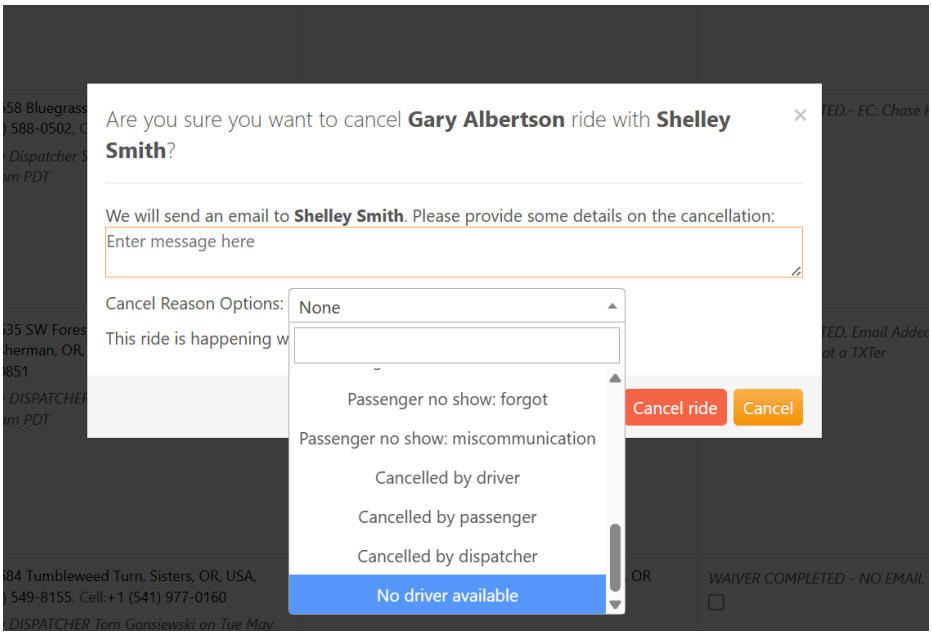
Either the Driver or the Dispatcher can cancel a ride for a passenger and will be asked for a reason for cancellation. Use the following guide for **cancellation reasons** from the Spedsta dropdown:

- **None**
- **Passenger No Show** (for when a driver shows up and the passenger does not take the ride)
- **Cancelled by driver** (for when driver has confirmed ride but can no longer do it)
- **Cancelled by passenger** (for when Passenger calls either dispatcher or driver and no longer needs a ride)
- **Cancelled by dispatcher** (When STARS is no longer able to provide the ride for other reasons)

<u>Steps/guidance when passenger cancels a ride</u>



1. Go to Dashboard: Select "Cancel" from the Action dropdown box.
2. In comments, write a note about why the ride is being canceled and select "Canceled by Passenger" in the Cancel Reasons Options. Select "Delete ride". Passengers **MUST always** call a Dispatcher to rebook.



- If **Dispatcher** cancels the ride for the Passenger, the Driver will see Red Box with "Ride Canceled" on their Driver Dashboard and they will also get an email from Spedsta alerting them that the ride is canceled.
- If **Driver** cancels the ride for the Passenger, the Dispatcher will see the Red Box with "Ride Canceled" on their Dispatcher Dashboard and Spedsta will send an email to the Stars account alerting them the ride is canceled.



By clicking on the red "Ride Canceled" box Driver or Dispatcher will see all ride information and at bottom will see comments entered from when the ride was canceled.

If the ride is canceled by a Passenger who needs to rebook, it is their responsibility to call the Dispatcher.

Drivers Canceling Confirmed Rides

- Rides will ONLY be re-broadcast by dispatchers when canceled because drivers can no longer take the ride.
- If a driver must cancel a ride, they should provide **as much advance notice as possible** so the dispatcher can re-broadcast the ride to find a new driver. This should happen very infrequently but following notification procedures is necessary to make sure we do not fail to take care of our passengers.

- Drivers will notify passengers immediately when they realize they can no longer perform the ride and will tell them an attempt will be made to find another driver, but if it is a short lead time it may not be possible and they may have to find alternate transportation or reschedule their appointment and request a later ride.

- The driver will cancel the ride on their dashboard and will select the "Canceled by Driver" option and will enter comments saying:
    - The reason they are canceling the ride.
    - If Dispatchers need to re-broadcast the ride.
    - If Passenger has been notified about the cancellation.
- The **driver will call the dispatcher** at (541) 904-5545 to confirm the ride is re-broadcast. If a dispatcher is working (Tuesday and Thursday 10 AM – 3 PM) they will rebroadcast the ride immediately. If NOT dispatch hours, the driver will leave a message on STARS voicemail, and the Dispatcher Monitor will receive an email and initiate action to rebroadcast the ride.

7. Safety, Health, and Passenger Assistance

7.1 Driver and Vehicle Readiness

Drivers should not drive if they are sick or impaired. Drivers should keep the vehicle reasonably clean and safe. Drivers should carry:

- STARS name tag.
- STARS hang tag.
- Driver emergency contact list.
- Passenger waivers with clipboard and pen.
- Surgical masks if a passenger prefers masking.
- Tissues, hand sanitizer and trash bag.
- Donation envelopes.

7.2 Passenger Assistance Limits

Drivers may provide ordinary courtesy assistance only when safe and appropriate. Examples include helping the passenger identify the vehicle or walking with the passenger to or from the door. Drivers must not:

- Enter a passenger's home.
- Provide medical care.
- Help with dressing, toileting, eating, medication, or personal care.
- Lift or transfer passengers (between bed, wheelchair, vehicle, or facility).

- Accept money, tips, gifts, or personal errands.
- Make stops other than medical stops unless they do it at their own discretion.

If a passenger needs more help than STARS drivers can provide, the driver should contact dispatch before transporting so the ride can be canceled and rescheduled if allowable.

8. Inclement Weather Policy

On the day of a ride, the driver must assess whether they and their vehicle can safely handle current conditions. A full inclement weather policy statement is under **Policies** on the website **https://www.starsride.org/drive-for-us.** Driver procedures are:

If the driver believes it is unsafe to drive, they must:

- Call the passenger.
- Explain that the ride cannot be safely completed and the passenger should reschedule.
- Cancel the ride in Spedsta.
- Select the weather cancellation option.

If the driver believes it is safe to drive, they should:

- Call the passenger anyway.
- Discuss whether the passenger is comfortable riding in current conditions.
- Discuss whether pickup time should be adjusted for delays.
- If the passenger cancels, cancel the ride in Spedsta using the weather cancellation option.

9. Special Ride Situations and Prohibited Practices

Situation	STARS Procedure
Wheelchairs	STARS volunteer drivers do not transport passengers requiring wheelchair transport. Contact dispatch.
Child safety seats	STARS does not allow child safety seats in the volunteer-driver service. Contact dispatch if passengers do not understand policy.
Side trips	Side trips and errands are outside the STARS mission and at the discretion of drivers. Expectations should be made clear with passengers when confirming the ride.
Houseless passengers	Serve respectfully and consistently. Contact dispatch if pickup, location, or safety details are unclear.
Anesthesia or sedation	Rides only for minimal, non-impairing sedation. Follow the ride posting and STARS directions. Do not make an independent judgment call. Contact emergency contact and dispatcher if the passenger unexpectedly cannot be left safely at the destination.

10. No-show and Welfare Concern Procedure

STARS No-Show Policy and Reporting Neglect and Abuse Policy

If a passenger does not come out at pickup:

- Wait 10 minutes.
- Call the passenger to check whether there has been a mix-up.
- If the passenger cannot be reached, call the emergency contact.
- If the emergency contact information is not available, call STARS dispatch at **541-904-5545** and request a return call if no dispatcher is on duty.
- If there is no cell service, drive to a location with service and make the required calls.
- The driver may knock on the passenger's door at their own discretion but must never enter the home.
- Cancel the ride as a no-show if the passenger is not located.
- Leave a message for dispatch stating that the passenger was a no-show and whether the emergency contact was reached.
- If the emergency contact cannot be reached, dispatch continues follow-up.
- If needed, the Dispatch Manager or Operations Coordinator requests a welfare check from Deschutes County by calling **541-693-6991**.
- Whoever calls the county will report the welfare check request to the Executive Director.

STARS' passenger welfare obligation ends once the welfare check call is made unless there are repeat instances requiring additional follow-up.

11. Mileage Reimbursement, Donations, and Tax Documents

STARS may reimburse volunteer drivers for mileage when funding is available. Reimbursement is not guaranteed.

Drivers may choose to accept or decline reimbursement using the STARS Driver Mileage Reimbursement Agreement. Key points:

- Mileage is calculated using Spedsta and applied consistently to drivers.
- Reimbursement may exceed the federal charitable mileage rate, may be considered income, and may affect insurance coverage. Drivers should check with tax advisors and insurance carriers before choosing reimbursement.
- Disbursement can be made only if funding is available.
- The driver's reimbursement selection remains in effect unless changed through a new agreement.
- A W-9 is collected when reimbursement is accepted so STARS can issue required tax forms when applicable.
- Drivers cannot accept tips because STARS rides are no-fee rides.

12. Accidents, Incidents, Complaints, and Driver Review

12.1 Accidents and Incidents

In an emergency or crash with injury, **call 911 first**. Drivers must notify STARS dispatch and the Driver Manager as soon as it is safe to do so.

The report should include:

- Date and time.
- Location.
- Passenger name.
- Driver name.
- Vehicle status.
- Description of what happened.
- Whether police, fire, EMS, or medical care was involved.
- Whether anyone went to the hospital.
- Any citation, police report, or follow-up needed.

Drivers must notify the Driver Manager of all traffic citations or accidents even if they occur during personal driving time.

12.2 Complaint Process

Complaints may come from passengers, family members, staff, volunteers, healthcare locations, or community members.

STARS procedure:

- Driver complaints are sent immediately to the Driver Manager.
- The Driver Manager reviews the information and may consult with the passenger, the driver and other managers.
- Not all negative information requires a formal complaint but is recorded.
- If a formal complaint is presented to a driver, they must respond in 10 days explaining the circumstances.
- The Driver Manager may ask for verbal feedback, written feedback, or may request that the driver stop driving until the complaint is resolved.
- A determination about the disposition of the complaint will be made within two weeks after the information is presented.
- If revocation of STARS driver status is recommended, the Driver Manager forwards the complaint and supporting information to the Operations Coordinator and suspends driver dashboard access pending resolution.

13. Confidentiality, Nondiscrimination, and Respectful Service

Drivers will receive only passenger information needed to complete a ride and must treat it as private as described and acknowledged in STARS Code of Ethics. Specifically, Drivers must not:

- Discuss passenger ride details outside STARS need-to-know channels.
- Share passenger addresses, health information, or personal circumstances.
- Photograph or record passengers without their permission.
- Post about rides or passengers on social media without permission.
- Use passenger information for personal contact outside STARS operations.

Drivers should serve passengers with courtesy, patience, and respect regardless of age, disability, race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, housing status, or other protected status.

14. Required Documents and Recordkeeping

STARS will maintain current records in Spedsta or on the Operations Workspace Drive:

Document	Purpose	Where gathered/filed
Driver Pledge/ website click through	Confirms volunteer driver commitments, safety expectations, insurance, training, and waiver responsibilities.	Application/Drive
Driver Pledge/ website click through	Agreement not to talk about private health information shared by passengers.	Application/Drive
Driver License	Confirms current driver license status	Driver Profile/Spedsta
Auto Insurance Card	Confirms current insurance status	Driver Profile/Spedsta
W-9/ blank on website	Collected in training if mileage reimbursement is accepted.	Finance Drive with limited access/Spreadsheet
Background Check	Confirms completion of successful background check/notification to driver, Driver Manager/Background Check Coordinator	Sterling
Passenger Waiver/website	Required for new passengers or companions. Drivers can find it in English and Spanish on the website and will get it signed if the ride indicates a waiver is needed. After it is signed drivers make sure it is delivered as directed by the Driver Manager	Passenger Profile/Spedsta
Complaint or Incident Records	Documents issues, follow-up, and corrective action for Drivers who receive complaints not addressed by counseling	Restricted Drive

15. Documents available on STARS website

Forms

- W9 (Blank Form)
- Passenger Waiver (English)
- Passenger Waiver (Spanish)

Policies

- Code of Ethics
- Drivers Pledge
- Health and Safety
- Inclement Weather
- No-shows and Welfare Checks
- Driving Complaints

Procedures

- Driver's Handbook

Training

- Driver Training Agenda
- Driver Job Description
- Contact and Emergency Information