STARS Driver Training Agenda – updated 10/01/2025	
Time	**Subject**
10 min	Introduction ● AFSC/STARS Website (Informational) ● SPEDSTA Role (Ride Booking and Acceptance Functionality) ● Dispatcher Role ● Driver Role – the ride becomes a Driver/Passenger transaction after the ride is accepted. Drivers call passengers within 24 hours to confirm ride details. ● Permissions Manager Role/Expiry Process
15 min	Review Drivers Materials and Policies (Downloaded from the Website) – Details are Important https://www.starsride.org/drive-for-us You can always download them from the website ● Forms ● Policies ● Procedures ● Training
5 min	Logging into STARS Driver Account Verify everyone was able to update their Profile and Upload License/Insurance Documents (🗒 How to Upload DL and Insurance docs to Spedsta)
15 min	**Driver Profile** - Updating Driver Profile as needed and keeping it current ● Name, Address1 (street), Address 2 (mailing), Cell Phone, Email, Password, Emergency Contact ● Car Year, Make, Model, # Seats, License Plate # (Not required) ● License/Insurance Numbers, Expiration, Amounts etc. (These numbers make Expiry Process Work) ● Expiry Process – Permissions Manager ● Driver's License (upload photo) ● Insurance Proof (upload photo)) ● Settings/Password/Notifications
5 min	Spedsta Home Button/Navigation/Icons
30 min	Confirming a Ride/Driver's Dashboard – Checking the Dashboard ● Ride Available/Blue Button/Orange Button click to view passenger details and select confirm to accept the ride. ● Button Turns Green and shows as Accepted Ride once you confirm. When other drivers accept rides, those rides will disappear from **your** Dashboard as available. Remember to **RERESH** Dashboards. ● Selecting Date Range ● Search ● Find Your Rides ● Export to Spreadsheet/Calendar View (Not Interactive) ● Pickup Time/Appointment Time/Wait Time – Time/Miles from Passenger house to appointment ● Waiver Forms/Procedures ● Ride Status (Requested/Confirmed) – Print by right clicking or write down passenger information when confirmed ● Pickup/Dropoff ● Action Drop Down – Visible after ride is confirmed (Email/Cancel) ● Canceling a Ride ● Ending a Ride
10 min	Communications ● Driver Confirmation Email (Driver calls Passenger within 24 hours to confirm date/appointment time and duration/time of pickup/ location of pickup and any special needs of passenger ● Short Lead Email from Dispatchers ● Passenger Confirmation Email/View Confirmation ● Broadcast Email – Link to Spedsta (will not work if ride taken) ● 24-hour email notifications ● Ride Cancellation Email ● 🗒 How to communicate with dispatchers
15 min	Policies and Procedures Ⓦ STARS Policy Training for Drivers Key Points 11-8-2024.docx 🗒 Driver Tips
15 min	Questions and Discussion (This time is allotted but may be used throughout training session)