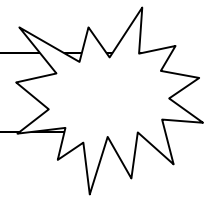


THANK YOU FOR VOLUNTEERING!!



Welcome to the **West Marin TRIPtrans, the volunteer driver program administered by West Marin Senior Services**. Thank you for agreeing to drive the person that gave you this handbook. They are enrolled in a program at West Marin Senior Services that reimburses volunteer drivers for using a private vehicle to provide assisted transportation to qualified riders. Please read this handbook carefully in order to understand how the program operates. If you ever have any questions about the program, you are welcome to call West Marin Senior Services Coordinator for the Volunteer Driver Program at **(415) 663-8148**.

Your first step is to fill out and sign the Volunteer Driver Information Form and return it to West Marin Senior Services at the following address:

West Marin TRIPtrans

P.O. Box 791

Point Reyes Station, CA 94956

OVERVIEW OF HOW THE PROGRAM OPERATES

The rider must be 60 or older or an exception has been made by the TRIPtrans Coordinator. The rider is responsible for finding their own volunteer driver and they may have more than one driver at a time. The reasons for the trips are limited to health related trips (medical, dental, adult day health care, pharmacy, Senior Lunch, exercise classes) and shopping - although this may change in the future. The rider must be in the car with the volunteer for the trip to be eligible for reimbursement. Each month the rider is to submit a mileage reimbursement form which tracks each trip- the mileage, destination, purpose and your volunteer hours for that trip. The TRIPtrans program reimburses the rider .35 a mile for up to 300 miles per month. Exceptions can be made by the TRIPtrans Coordinator if more miles are needed.

All of the volunteer driver's hours are recorded and tracked each month. These hours are very important to the success of the TRIPtrans program because funding depends on the volunteer hours!



HOW TO BE A GOOD VOLUNTEER DRIVER

- * Always be prompt and on time when picking up riders.
- * Let your riders know first thing that you're glad to be their volunteer driver.
- * Treat your rider as friends. Always be respectful and polite toward your rider(s). Any kindness works wonders.
- * Arrangements for travel are completely up to you and your rider(s). Plan to travel when it is convenient for you both. They will try to make their appointments to fit your schedule! If you are unable to provide all the rides your rider needs help them find another driver.
- * Plan ahead. 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.
- * If you are not familiar with your destination, make sure to plan your travel in advance.
- * When traveling, wear your seatbelt (it's the law and you do not want to get a ticket).
- * Do not expect too much of your riders. Consider their capabilities and limitations, but emphasize their abilities.
- * Stay positive and remember that riding with you may be the high point of their day!



WHAT YOU NEED TO KNOW

1. A rider can have more than one driver; and the driver can have more than one rider if they wish.
2. You are required to have a valid California driver's license and liability insurance. Know and always follow traffic rules and regulations. Drive safely and do not speed.
3. Your rider should always wear their seat belt (it's the law and you do not want to get a ticket!) Gently assert your authority as the driver - people who ride with you must obey motor vehicle laws.
4. It is not legal to operate a hand held cell phone while driving. You can be stopped and given a very expensive ticket if you do not abide by the law.
5. If your rider suffers a medical emergency, the first thing to do is call 9-1-1 and get professional assistance. If close to a hospital, get your rider to the Emergency Room immediately.
6. If you have an accident while driving your rider, complete the "Accident Notification Report" in this handbook and send it to West Marin TRIPtrans, P.O. Box 791, Point Reyes Station CA 94956.
7. You and your rider are required to fill out a "Request for Mileage Reimbursement" form during the month after each trip covered in this program.
8. Your Volunteer Hours (see #10 below) are recorded on this form as a **total** for each round trip you were the driver; and a total of your hours for that month. You need to sign the completed form before the rider sends it to the TRIPtrans office after the end of each month.
9. Your Volunteer Hours include all the time you spent with your rider for that trip, not just the time you are actually driving them.

10. If your rider asks for assistance in filling out the “Request for Mileage Reimbursement” form, it is good for you to understand the form and how to fill it out. The instructions for completing the form and a sample of the form itself follow this section of the handbook.
11. It is the rider’s responsibility to complete the “Request for Mileage Reimbursement” form at the end of each month.
12. The check for the mileage reimbursement is sent by West Marin Senior Services to the rider. The rider is required to give you, the Volunteer Driver, the mileage reimbursement to help pay for your vehicle expenses to participate in the Program.
13. The mileage reimbursement is not considered income by the IRS for you or the rider. West Marin Senior Services is not required to report these payments to anyone. They do not affect your eligibility for other entitlement payments.
14. However, if you ‘charge’ the rider in addition to the mileage reimbursement, you then technically can not be reimbursed by the TRIPtrans program your mileage to and from your home to where your rider lives is a deductible expense on your income taxes. Please consult your tax preparer for details.
15. It is California law that persons who operate a motor vehicle must have liability insurance. It is your individual responsibility to abide by all laws and regulations.



FOR QUESTIONS—CALL THE TRIPtrans PROGRAM OFFICE AT

(415)663-8148.



Directions for the Rider to Complete the Request for Mileage Reimbursement Form:

1. Please refer to the next page for a **Sample** form.
2. Fill in your name and the volunteer driver's name.
3. Take the form with you on each trip.
4. Remember trips are for medical or shopping purposes only.
5. Start by filling in the date of the trip, and for each leg of the trip, the reason (health related or shopping), the destination, and the miles driven. Start with the origin which will most likely be the rider's home.
6. Each leg of the trip must be recorded if you went to more than one location before returning home.
7. At the end of each trip fill in the **total volunteer hours** your driver spent with you that trip. This includes time when you are at your health related appointment or are shopping.
8. At the end of the month, you and your volunteer must sign the form, and you must mail it to:

West Marin TRIPtrans

P.O. Box 791

Point Reyes Station, CA 94956

(415)663-8148