

Garfield County Transportation
Volunteer Driver Policy
6/15/2009

All volunteer drivers should follow the same policies and procedures as paid drivers operating dial-a-ride vehicles.

Specific Qualifications

1. To protect the safety of passengers
2. Driver should be at least 21 years of age.
3. Be able to operate the assigned equipment
4. Not have a history of crimes against a person
5. Be able to physically carry out the job functions as listed in the job description.
6. Not abuse alcohol, drugs and or/ medication
7. Driving record with no more then one offense. DUI's and negligent driving will not be allowed.
8. Valid Driver's License

Driver Conduct

1. All volunteer drivers will act in a professional manner at all times.
2. Reports of staff or volunteer driver misconduct will be the cause for disciplinary action up to removal of the staff or volunteer driver involved. The Coordinator may be required to report incidents to the state or federal funding agencies.
3. If Garfield County Transportation receives complaints regarding any volunteer driver, and it is determined that the volunteer driver is not performing the service safely, reliably, or responsibly and the corrective action has not resulted in improved performance, the Coordinator will remove the volunteer driver.
4. Volunteers shall perform the minimum levels of service:

A volunteer driver **shall not:**

- a. Make sexually explicit comments, or solicit sexual favors, or engage in sexual activity;
- b. Solicit or accept controlled substances, alcohol, or medications from riders;
- c. Solicit or accept money from riders;
- d. Use alcohol, narcotics or controlled substances, or be under the influence, while on duty. Prescribed medication can be used by a driver as long as his/her duties can still be performed in a safe manner.
- e. Smoke in the vehicle or near the vehicle. This rule applies to clients and client's escorts.
- f. Wear any type of headphones while on duty. Excluding hands free wireless cell phone.
- g. Be responsible for passenger's personal items.

A Volunteer Driver **Shall:**

- a. As appropriate to the needs of the rider, exit the vehicle to open and close doors when passenger enter or exit vehicle and provide door to door service.
- b. Properly identify self to riders.
- c. Assist passengers to there seats, including seat belts, when necessary if the client can't help themselves.
- d. Confirm that all clients have there seatbelts, car seats, and wheelchairs are all properly secured before leaving an area.
- e. Provide appropriate level of assistance to passengers, when requested, or when necessary by a passengers condition;
- f. Provide support and direction to passengers. Such assistance shall also apply to the movement of wheelchairs and mobility-limited persons as they enter or exit the vehicle using the wheelchair-lift/ramp. Such assistance shall include stowage by the driver of mobility aides and folding wheelchairs.
- g. Be clean and maintain a neat appearance.
- h. Be polite and courteous to riders; riders shall be treated with respect
- i. Respect passenger's rights to confidentiality.

Vehicle Accident and Passenger Accidents

1. Garfield County Transportation defines an accident as any incident in which a transit vehicle comes in contact with any vehicle, object, or person regardless of whether or not damage and injury resulted from the contact. Further, any incident inside the transit vehicle involving injury or possible injury to a passenger or pedestrian.
2. All accidents must be reported immediately to the GCT Coordinator. Immediately following any traffic or passenger/pedestrian accident, or life threatening situation, resulting in property damage or injury or possible injury, the driver will immediately notify the GCT Coordinator.
3. All incidents meeting the definition of an Accident must be documented on the Trip Sheet and the Unusual Occurrence/Incident form
4. In the event of physical damage to the vehicle the driver will also request a maintenance review of vehicle to determine the safety and readiness of vehicle to return to service.
5. Volunteer driver's should refrain from discussions with insurance providers of other parties to any accident and instead refer any inquiries to the GCT Coordinator.
6. Immediately following a serious accident or in the event of a fire or potential fire;
 - A. Turn off engine and turn in 4-way flashers.
 - B. Do not move the vehicle from the accident scene unless directed to by investigating law enforcement officials or GCT Coordinator. (exceptions include non-disabling accidents on the highway or other potentially dangerous situations).

- C. If there is a potential for fire, direct and escort passengers off the van and to a safe location.
 - D. Set up reflective triangles.
 - E. Contact the GCT Coordinator and inform them of the situation and request any assistance.
 - F. Begin securing names, address, and phone numbers of all parties involved, including your passengers.
 - G. **REMEMBER THE DRIVER'S NUMBER ONE PRIORITY IS THE SAFETY OF THE PASSENGERS.**
7. Failure to report any accident or any attempt to conceal or misrepresent the facts of an accident, will result in disciplinary action up to and including termination of services.
 8. Any volunteer driver who receives a transit related court summons to appear to The police department, district attorney, or court, relative to an accident while on duty, shall inform the GCT Coordinator.
 9. Drivers are prohibited from making any public statements regarding an accident. Drivers are to cooperate fully with the proper authorities at the scene of an accident, but refer all other inquiries to the GCT Coordinator.