



VTS Program Driver Specifics

- I understand the Volunteer Transportation Services (VTS) is not meant to replace public transportation or replace the trips that passengers are able to obtain on their own.
- I understand the VTS program, based on need and the willingness of the volunteer, can provide curb-to-curb, door-to-door service, and it is the passenger's responsibility to request the type of service needed for a trip when the request is made. Door-to-door service includes passenger assistance between the vehicle and the door of his or her home or other destination but does not require the driver to go inside the destination.
- I recognize that as a volunteer, I represent the Volunteer Transportation Services program. I have an obligation to uphold these codes of conduct; otherwise, I could be dismissed from service.
- I understand it is required that the passenger provide at least a 72 hour (3 day) notice for a trip but the earlier the request, the higher the likely of the trip being accepted by a driver.
- I understand that I am not expected to provide assistance beyond my comfort.
- I understand passengers are allowed one escort, over the age of 18 and registered with VTS, to accompany them.
- I understand that if an escort is unable to accompany a passenger and I do not feel comfortable providing the trip, I will call VTS immediately.
- I understand I am not obligated to take a passenger to any destination other than what is listed on the trip manifest.
- I understand that VTS insurance only covers trips to destinations arranged through VTS.
- I understand that the passenger is responsible for paying any parking or toll fees incurred during the trip.
- I understand that VTS is not responsible for any citations or tickets incurred during a VTS trip.
- I understand that I have an obligation to uphold these codes of conduct. Otherwise, I could face temporary or permanent removal from Volunteer Transportation Services program.

VTS Driver Conduct Requirements

- I will not accept personal tips, or meals paid by the passenger and/or escort.
- I will drive safely, adhere to all traffic laws and always wear my seatbelt.
- I will not make derogatory or discriminatory remarks.
- I will not sexually harass or have any inappropriate contact with any VTS passenger or escort.

- I will not use alcoholic beverages or mood altering drugs while serving as a volunteer driver.
- I will refrain from smoking while transporting passengers/escorts.
- I will also refrain from wearing perfumes/colognes to ensure an allergen free trip for the passengers.
- I will refrain from using a cell phone or hands free devices while driving.
- I will be punctual in the performance of my duties.
- I will keep passenger/escort information confidential.
- I agree to keep my vehicle clean, inspected and in good working condition.
- I agree to inform VTS of any changes to my vehicle, insurance, or driving ability.
- I will conduct myself in a professional courteous manner, be friendly, and understanding.
- I will notify VTS of any potential conflict of interest.
- I will refrain from any endorsements or selling of any products of any kind.

VTS Driver Conduct Policy

- If you are a “no-show” for a trip, you will receive a written warning. After the 2nd “no-show”, your participation in VTS will be suspended for 30 days. Upon the 3rd “no-show”, your participation as a driver with VTS will be permanently terminated.
- VTS has a Zero Tolerance Policy for drug and alcohol use prior to or during a VTS trip. If you are found to be under the influence of any substance, or using any substance during a trip, your participation as a VTS driver will be permanently terminated immediately.
- If there is any misconduct during a trip with regards to inappropriate behavior towards the passenger or escort, your participation as a VTS driver will be suspended pending an investigation of the incident. If inappropriate behavior is found to have occurred, your participation as a VTS driver will be permanently terminated.

VTS Driver Rights

- Drivers have a right to privacy. Your personal information is not given or sold to anyone who is not directly affiliated with VTS.
- Drivers have a right to refuse a trip due to passenger or escort misconduct.
- Drivers have a right to file a complaint by contacting VTS.
- Drivers have the right to refuse a trip if the driver feels uncomfortable providing the scheduled trip by immediately calling VTS.
- Drivers have the right to deny a trip assigned to them by removing themselves as the driver in Assisted Rides.

1. Please sign and return this page (page 3) to VTS.
2. Please keep pages 1 & 2 for your records.

I have received, read, and understand the VTS Driver Policy Manual.
I agree to abide by the VTS Driver Program and Conduct Requirements.

Printed Name of Driver

Signature of Driver

Date

For VTS Office Use Only:

Received By:
Date Received: