

DRIVER INFORMATION

WELCOME!





Thank YOU for volunteering your time for Free Wheelin', Mad River Valley's free transportation service!

I am so grateful for everything you all do!
- A regular passenger





WHO WE ARE

Free Wheelin' is a homegrown, free transportation service, helping folks in the five towns of the Mad River Valley in Central Vermont get to and from medical appointments, social gatherings, grocery stores, the post office, beauty salons, and more. We started rolling in June 2019 with our first vehicle – a brand new Subaru Forester nicknamed Daisy.

We currently have a client list of 200 Valley residents and have given over 3,000 rides totaling more than 90,000 miles.

None of this would be possible without community volunteer drivers like **YOU**!





Passenger requests ride

Folks looking for a ride simply dial the Free Wheelin' number and give our awesome dispatcher the information about when and where they need to go.

Dispatcher schedules ride

Our dispatcher adds all the information you will need to the Free Wheelin' calendar.

Driver (YOU!) claims ride

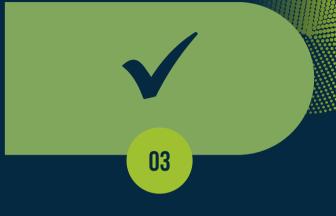
At your convenience, you browse the calendar and choose those rides that work best for you and your schedule. Easy peasy!



HOW TO CLAIM A RIDE







Step 01

Every day, at 5:00pm, you will automatically receive an email from the Free Wheelin' program with a list of all the requested rides for which a driver is needed.

Step 02

You can review all the details of each ride including the date and time of the ride, origin and destination, rider's name and duration of the ride.

To claim a ride, simply click the button next to the ride that says 'Claim Ride'. When prompted, enter your email and click 'Sign In'.

Return to your email inbox to find the new email from the program. Click the button to open the full ride schedule.

To finalize claiming the ride you chose, click on the 3 horizontal dots in the left hand column, then click on "Claim".

Step 03

You will receive a confirmation email with all the details of the ride and are ready to go!

If your schedule changes, you can easily free a claimed ride for another driver.

EACH RIDE



Call your passenger the day before the ride



Pick up your passenger at the specified pickup location



Drive them to their destination



Bring them back home after their appointment or errand

CALLING YOUR PASSENGER BEFORE A RIDE

Because schedules can change for a variety of reasons, it's a good idea to check in with your passenger the afternoon or evening before a ride.



This call is a good way to introduce yourself:

"Hi - my name is Donna and I'm your Free Wheelin' driver for tomorrow..".

The call is also a great way to confirm the pickup time and location with the rider.

We've all experienced the hiccups of GPS navigation errors and unexpected weather!

And - maybe most importantly of all - a quick conversation with them the day before an important appointment, can help eliminate any transportation anxieties they might have.

PICKING UP YOUR PASSENGER

You'll receive a reminder email the evening before each of your rides. Take a quick peek at it to see which vehicle you will be using for the ride.

If using your own vehicle, note the mileage on your odometer and you are good to go!

If you are using one of the Free Wheelin' vehicles, give yourself some extra time to pick up the vehicle before picking up your passenger.

The keys for each FW vehicle are in **Mailbox #7**, just inside the side door at Evergreen Place*. You'll receive a key for this mailbox when you sign on as a volunteer drive 08 Main St. Waitsfield)

Once you've got your vehicle, note the reading on the odometer in the log book on the dashboard, and you can head out to pick up your passenger!



Some passengers may require a bit of assistance getting to the car, or in and out of the car, while others may not. If you are unsure what to do, just ask! They will tell you what they need.

DRIVING YOUR PASSENGER

Once you've got your passenger comfortably settled in the front or back seat and buckled in, you are ready to hit the road!

There is an accessible parking permit on the dash of the car should you need it at your destination.



What do I do while my passenger is at their appointment or running their errand?

Great question! Do what works best for you; you can wait in the car, read a book, take a walk or run your own, local errand.

If I leave them at an appointment, how will I know when they are finished?

If your passenger does not have a cell phone, they can ask their doctor to simply give your cell phone a call when they are done.

BRINGING YOUR PASSENGER HOME

After your rider's appointment or errand, it's time to head home!

Occasionally, a passenger will ask you to make an additional stop for them on the way home. If time and your schedule permit, it's perfectly fine to accommodate the request - you decide what works best for you!

Did you use one of the Free Wheelin' cars?

Before leaving the car fill out the mileage log on the dashboard with the final odometer reading from the ride. Mark the total miles traveled and a brief note about where you went.

Return the car key to **Mailbox #7** at Evergreen Place

Did you use your own car?

Note the total miles traveled in your car for this trip. At the end of the month, add up all the miles and submit the information to the Free Wheelin' admin at mrvfreewheelin@gmail.com. You will receive a check for mileage reimbursement including gas and wear and tear on your car.

FREQUENTLY ASKED QUESTIONS

How do I contact the dispatcher?

You can reach our dispatcher by calling 802.249.3427 Monday thru Friday, 9AM - 1PM . In case of an emergency, call 802.496.4125.

How can I view the online schedule instead of just seeing the 5pm digest?

- 1. In the 5pm digest, click on any button that says "View Schedule" **OR** open an internet browser and go to https://www.ridesnridesnrides.com.
- 2. Your default internet browser (for instance Chrome or Edge) will open on your device.
- 3. There will be a prompt for your email address. Enter the address that receives the digest.
- 4. Open your email app where you should find an email from the Rides system (from 'no-reply@ridesnridesnrides.com') with a big button that says "Click here to login".
- 5. Click the button and your browser will open again to the Rides schedule.
- 6. From here you can select **My Rides** to see which rides you have claimed, **Available Rides** to see which ones need drivers or **All Rides** to see the whole schedule.

What do I do to receive mileage reimbursement?

Simply email the dispatcher at the end/beginning of the month with the total miles driven for which you are seeking reimbursement.

What do I do if the passenger asks me to make stops that weren't on the ride schedule?

You decide! If you have the time and are not otherwise inconvenienced by the request, feel free to make the extra stop(s). Otherwise, politely explain that it is not possible and remind them that they need to inform the dispatcher of all required stops when they initially schedule the ride.

What is Free Wheelin's snow policy?

For everyone's safety, if school is cancelled in Waitsfield, Free Wheelin' drivers do not go out on the roads. You can find the latest cancellation information on your local news channel or at www.wcax.com.

The morning of closure, the dispatcher will call all passengers scheduled that day and let them know their ride is cancelled. If for whatever reason you still want to drive your passenger that day, you can, but you are responsible for coordinating with the passenger.

As a rule, if you are uncomfortable driving in any weather, let the dispatcher know and she will find another driver or cancel the ride.

Stay safe on the roads everyone! Your safety and our passenger's safety are priority number 1.

What days/holidays are we not driving for 2023?

Jan 2 (Monday) - New Year's Day observed
Feb 20 (Monday) - Presidents Day - medical only
July 3 (Monday) - medical only
Sept 4 (Monday) - Labor Day
Nov 23 (Thursday) - Thanksgiving
Dec 25 (Monday) - Christmas

Jan 16 (Monday) - MLK Jr. Day - medical only
May 29 (Monday) - Memorial Day
July 4 (Tuesday) - Independence Day
Oct 9 (Monday) - Columbus Day
Nov 24 (Friday) - Day after Thanksgiving - emergency
medical only

What do I do if passengers call me directly to schedule a ride?

Thank them for being conscientious about calling and remind them that in order to schedule any ride they MUST call the Free Wheelin' dispatcher directly at 802.249.3427

What do I do if my passenger doesn't answer the door when I arrive?

Some of our passengers have hearing challenges, so be sure to knock loudly and ring any buzzers or doorbells that are available. If relevant, check to see if there is another door at which your passenger might be expecting to meet you (side door, garage door, etc.) If there is still no answer and you have a cell phone, give your passenger a buzz. If all of those strategies fail, follow up immediately with the Free Wheelin' dispatcher to ensure the safety of that person.

What do I do if I have claimed a ride but something has come up and I can no longer take the ride?

No worries! Things happen and we have plenty of drivers to help.

In all cases below, do not cancel the ride with the passenger. Allow the dispatcher time to find another driver. If another driver cannot be found, the dispatcher will call the passenger to cancel the ride.

- If it's the <u>morning of the ride (no matter what time)</u>: Immediately call the dispatcher, the backup emergency line or the emergency dispatcher line. If you can't reach one or the other, call the passenger and let them know the ride may be canceled subject to finding another driver.
- If the <u>ride is tomorrow</u>: Contact the dispatcher or emergency backup asap so that another driver can be lined up.
- If the <u>ride is the day after tomorrow or later</u>: Simply login in to the Free Wheelin' calendar schedule via www.ridesnridesnrides.com, click on My Rides in the upper right, scroll to the ride in question and click 'Unclaim' to mark the ride as available for another driver.

How do I help earn Shaw's Rewards points for the Free Wheelin' program?

It's easy! When you check out at any Shaw's market, simply give your cashier the Free Wheelin' phone number (802.249.3427) as the Rewards number. We use those rewards to reduce the price of gas at the Irasville Country Store. Every reward reduces gas by 10 cents a gallon and we can use up to 10 rewards when we tank up, for a whopping \$1 off per gallon!

You can also help us by spreading the word to anyone else you know that might be willing to donate their points by using our Rewards number (802.249.3427)!

What should I do if a passenger gives me a donation for Free Wheelin'?

First, let them know how awesome they are for making a donation! Then, to make sure the donation gets to the right place, you can choose the option below that works best for you:

- 1. If you drive the FW vehicle, you can leave it in mailbox #7 at the senior center when you return the key.
- 2. If it is a check, you can mail it to PO Box 132, Waitsfield, VT 05673.
- 3. If the donation is cash, you can make arrangements to hand it to the dispatcher, Michael Bransfield, or Bill Zekas.

CONTACT US



Questions?

Don't hesitate to give us a shout.



Free Wheelin'
PO Box 132
Waitsfield, VT 05673



mrvfreewheelin@gmail.com



mrvfreewheelin.org



Emergency Dispatcher: 802.496.4125



THANKS FOR MAKING A DIFFERENCE!

