

A Day in the Life of a Driver

1. Print route schedule which details: Start Time, Start Location, Vehicle (and can be used as backup in the event of tablet failure)
2. Arrive at the staging location 15 minutes prior to route start time. (Up to 30 minutes are allowed, as needed, in inclement weather.)
3. Access the keys from the lock box on the vehicle.
4. Unlock the vehicle and log into the tablet.
 - a. Enter exact Odometer reading (do NOT round or add decimals)
5. Perform Daily Pre-Trip Inspection.
6. DO NOT perform the Start Time ticket (dispatch will do this once they see you've logged in)
7. Perform client trips in the order they appear on the tablet.
 - a. Pickups
 - i. ARRIVE – As soon as you reach the location, before assisting passenger
 1. Enter odometer reading
 2. Assist passenger, as necessary
 3. Collect any necessary fares
 4. Obtain any necessary signatures
 - ii. ONBOARD – Once client is fully onboard and ready to go
 1. Confirm odometer reading
 - iii. DEPART – Just prior to leaving the address
 - b. Drop Offs
 - i. ARRIVE – As soon as you reach the location
 1. Enter odometer reading
 2. Assist passenger, as necessary
 3. Ensure any equipment used for the trip is properly stowed
 - ii. DELIVER – As soon as passenger has exited the vehicle
 1. Confirm odometer reading
 - iii. DEPART – Just prior to leaving the address
8. Call Driver Line IMMEDIATELY (do NOT leave the location) to report any accidents, change requests, no shows, tablet issues, etc.
9. During any downtime throughout the day, clean the interior of the vehicles (L-tracks, dash, overhead compartment, walls, seatbelts, seats, windows, etc.).
10. ARRIVE Lunch ticket at the start of lunch.
 - a. Drivers are permitted to use the CAR vehicle to run personal errands or return to their homes or staging locations, provided the location they are travelling to/from adds no more than 20 miles to the most efficient route between the last drop off address before their break to the next pickup address.
11. ONBOARD Lunch ticket at the end of lunch.
12. Continue to perform trips in order as they appear on the tablet.

13. After the last trip of the day, if it is before your scheduled route End Time, call the Driver Line to determine if there are any additional trips or if you should end your day early.
14. After last passenger has been DELIVERED, on your tablet immediately select CHANGE STATUS to go into Dead Head.
15. Fuel the vehicle (at Speedway when possible).
 - a. While doing so, perform a final sweep of the vehicle, look for items that may have been left behind, dispose of any garbage, etc.
 - b. On the receipt, include: Signature, Employee ID, and Vehicle Number
16. Once route has ended, collect fares from the fare box, count, cross-reference with Fare Total on tablet, ensure you have AT LEAST the amount expected (donations are allowable, tips are NOT allowable), and store money in a secure location until last day worked for the week or \$100+ has been collected.
 - a. If it is the last workday for the week or \$100+ collected, deposit at a US Bank or First Financial Bank using the correct account number.
 - i. Sign your name, staff number, and work week on deposit slip
 - b. Deposits are expected to be made during work hours and before logging out for the day, when possible.
 - i. If route ends at 6:00p.m. and you are not able to get to the bank before it closes, you are expected to make your deposit by the end of the following Monday.
 - ii. Deposits should NEVER be made on Catch-A-Ride holidays.
17. Return to the staging location
18. Do a final walk-around and note any changes/issues that may need to be noted on the Daily Pre-Trip Inspection and then sign.
19. Scan and submit any necessary documentation (Daily Pre-Trip Inspection, Bank Deposits, Gas Receipts, Vouchers, Schedule Exchange Requests, Incident Concerns, etc.) via Tiny Scanner and email to car@lifetime-resources.org or via text to 812-432-6223.
20. Mail to the office in business reply envelopes any paperwork with protected health information or original signatures (managed care paperwork, trip logs, etc.).
21. Enter hours in EWS.
 - a. For CAR routes, if working more than 9 hours, include a note explaining why
 - b. MMH route is a guaranteed 9.5 hours, with potential for After Hours trips
22. Change Status on tablet to END REVENUE SERVICE
 - a. Enter ending mileage
 - b. Select SET
23. Log out of the tablet and store in protective case, under the driver seat.
24. Lock the vehicle and secure keys for the next driver.