

**PENQUIS CAP
Transportation Service Center
Eligibility Requirements for the Lynx Volunteer Drivers**

Volunteer Driver Eligibility Standards

Purpose for setting statewide minimum volunteer driver eligibility standards:

1. To enhance the safe transportation of consumers that use volunteer transportation statewide.
2. To identify issues of safety, recruitment, performance and retention of volunteer drivers.
3. To assure quality transportation to those who purchase services.

Recommended Minimum Standards

Age and Experience

Volunteer drivers must be at least twenty-one years of age and must have a minimum of one year's experience as a licensed driver in Maine or any other state.

Criminal Record

An applicant will not be accepted or retained as a volunteer driver if they:

1. Have been convicted of a Class A or greater crime.
2. Have been convicted of a Class B, C, D or E crime within the previous 10 years involving physical or domestic violence or abuse; or a conviction for any crime in the last ten years that jeopardized the health and safety of a minor.
3. Have a record of multiple criminal violations within the past six years.

Motor Vehicle Violations

An applicant will not be accepted or retained as a volunteer driver if they:

1. Have been convicted of OUI within the past 3 years.
2. Have been convicted of more than one OUI within the past 3 years.
3. Have been identified as a habitual offender as defined by the State of Maine Department of Motor Vehicles.
4. Have a recorded history of ongoing and repeated violations or infractions.
5. Have more than +4 points accumulated on his/her Maine drivers license record. An active driver whose point value exceeds +4 points will be allowed to retain their status as a volunteer if they participate in a recognized Maine Driving Dynamics training program within three months that brings the point total at or below +4.
6. A volunteer will not be accepted or retained if they are in violation of any of the following offenses until the driver provides documented proof the offense has been corrected:
 - Driving an unregistered motor vehicle
 - Driving an uninspected motor vehicle
 - Driving an uninsured motor vehicle
 - Does not possess a valid Maine drivers license

Ongoing and repeated violations of any of these offenses may result in ineligibility at the discretion of the Agency.

Department of Health & Human Services Record

A volunteer will not be accepted or retained if they have any history of physical or emotional abuse, neglect or criminal conduct on record with the Department of Health & Human Services in Maine or any other state.

Accidents

1. If an applicant has had more than 1 at-fault accident, as determined by the insurance carrier, within the previous year, they will only be accepted as a volunteer if s/he has a current certificate in Defensive Driving.
2. If a driver has had more than 2 at-fault accidents on a DMV background check, or a repeated and ongoing pattern of accidents, the Agency may require supporting documentation from the individual's vehicle insurance company to determine the driver's suitability as a volunteer.

Vehicle Standards

1. All vehicles used by volunteer drivers must have current Maine State Motor Vehicle Inspection and registration and must be insured at the minimum vehicle insurance rates established by the State of Maine.
2. Potential drivers who have lived in the state of Maine for less than one year may be required to provide Motor Vehicle, Criminal and DHHS background checks from the state of their prior residence.

Volunteer Driver Services will no longer be needed if:

- A volunteer driver does not show appropriate behavior as outlined by the agency volunteer handbook.
- A driver no longer meets minimum standards of Service Agreement.
- Citizen, client, and provider complaints will be considered and, depending on the frequency and/or severity of the complaints, may be reason to review, suspend, and/or terminate a volunteer driver service agreement.

* Department Director reserves the right to use her/his discretion in selecting or retaining any potential candidates as a volunteer driver with The Lynx.

This position involves the transportation of clients to various types of appointments. This is a voluntary position with drivers being reimbursed 36/40/44 cents per mile for the use of their vehicle. It is expected that drivers will transport clients in a safe manner, obeying all motor vehicle laws, and provide that transportation in a timely manner. This is an on-call voluntary position generally providing 24 hours notice, however you will at times, be asked to provide transportation with shorter notice. As a volunteer, you do have the option of refusing any request. You will work primarily with the Transportation Dispatcher who is responsible for coordinating rides. Your supervisor will be the Volunteer Coordinator. The Program Director and the Systems Operations Manager may become involved with supervision if situation warrants.

Additional Eligibility Criteria:

The Lynx volunteer drivers must agree to submit to background checks through the Maine Department of Motor Vehicles, State Bureau of Identification, and the Department of Health & Human Services. The results of these background checks must be within the guidelines and are updated annually or biannually. Drivers who have held a drivers' license from any state other than Maine within the preceding year (12 months), prior to submitting an application to become a volunteer driver will be required to provide DMV, FBI and Human Services background checks from the state of prior residence.

Drivers shall:

- complete certified DHHS sponsored training, to transport children, and Defensive Driving courses at agency expense as requested.
- have the ability to complete routine paperwork and follow directions.
- exhibit a willingness and ability to assist clients when necessary. May be required to lift or carry small children and/or climb stairs to provide assistance. Drivers with physical limitations should inform dispatchers and supervisors prior to transporting clients.
- be willing to adapt to scheduling changes on short notice.