



SOFTWARE TOOLS & CAPABILITIES

Software:

- Integral to reducing costs
- Keeping good records and reporting
- Organizing clients, staff, volunteers and rides

STARrides software packs in features that make it remarkably powerful:

- **Pre-approve Clients & Drivers**
 - Check with duplicates when new clients or volunteers are being entered to avoid duplication when more than one person is doing intake
 - Record all client data in one place
 - Name, address, Date of Birth, contact info, emergency contacts
 - Set up groups and assign clients (eg those with a parking pass, veterans, homemaker service user, etc)
 - Can create public notes viewable by drivers and private notes viewable by staff only.
 - Can track client accounts for billing and/or prepayment
 - Length of time they have been a member.
 - Can upload client pictures for more “human” connection; generate membership/id cards etc.
 - System reminds you when it is a client’s birthday.
 - Display Needs for Wheelchair, To-The-Door or Thru-The-Door Assistance & "Preferred Drivers"
- **Create Groups Meaningful to your Organization**
 - Custom-create meaningful groups to help manage clients—e.g clients with parking passes; clients that belong to a particular group such as veterans, or a congregation;

Member Information		
Member Type:	Client	Status: Approved
Client #:		
First Name:	Pippi 2	Last: Longstocking 2
DOB:	1/1/1922	
Address:	175 East Broadway	2nd:
Age:	90	
City:	VANCOUVER	Prov: BC
Postal:	V5T 1W2	Pledge \$: 0.00
General Area:		
Marital Stat:	N/A	Member Since:
Low Income:	<input type="checkbox"/>	
Gender:	m <input type="radio"/> f <input type="radio"/>	Type: Age
Donor:	<input type="checkbox"/>	Email:
		Groups
Vehicle Type:	Any Vehicle	Curb Level: <input type="checkbox"/>
Client Review:	<input type="checkbox"/>	Expires:
Wheelchair?	<input type="checkbox"/>	Curb-Curb? <input type="checkbox"/>
To-Door?	<input type="checkbox"/>	In-Door? <input checked="" type="checkbox"/>
Escort?	<input type="checkbox"/>	
Client Contact Information		
Home:	604 - 669 - 2860	Work: - -
Cell:	- -	Living Situation: N/A
Alternate Contact Information		
Name:		Relationship: Other
Phone:	- -	Email: Add More
Public Note (viewed by drivers)		
uses a walker, stay with her during appointments		
Internal Note (for office use only)		
can be tempermental		
Map Member	Submit	Notify Method
Favorite Drivers	Close	Favorite Escorts



clients with particular medical conditions; clients who participate in particular programs of your agency—whichever is meaningful to you

- Create funding groups to track available funds—e.g. groups for each Better at Home subsidy group.
- **Create Ride Types to track Use of the Service**
 - Custom create ride types that help you manage clients, volunteers, and potentially donors. E.g tracking Medical Trips can help build a case for sponsorships or funding from Health Authorities or medical facilities.

Volunteer Information			
Driver License:	Exp. Date: 2/19/2012	State Issued:	
Auto Ins. #:	By:	Exp. Date: 2/19/2012	
2nd Ins. #:	By:	Exp. Date:	
1st Vehicle			
Make:	Model:	Year:	
License Plate:	State:	Seats: 0	passengers
2nd Vehicle			
Make:	Model:	Year:	
License Plate:	State:	Seats: 0	passengers
Reimburse: <input type="checkbox"/>	Availability: Select Availability		
Check Days & Times Volunteer Available			
Sunday:	Volunteer? <input type="checkbox"/>	From: Anytime	To: Anytime
Monday:	Volunteer? <input type="checkbox"/>	From: Anytime	To: Anytime
Tuesday:	Volunteer? <input type="checkbox"/>	From: Anytime	To: Anytime
Wednesday:	Volunteer? <input type="checkbox"/>	From: Anytime	To: Anytime
Thursday:	Volunteer? <input type="checkbox"/>	From: Anytime	To: Anytime
Friday:	Volunteer? <input type="checkbox"/>	From: Anytime	To: Anytime
Saturday:	Volunteer? <input type="checkbox"/>	From: Anytime	To: Anytime
Short Notice: <input type="checkbox"/>	Self Assign: <input type="checkbox"/>	Self Volunteer: <input type="checkbox"/>	
Additional Information (anything else you think we should know)			
Submit			
Return to Member Info.		Close	

- **Additional Information:**
 - For drivers and other volunteers you can also record
 - Driver’s license and insurance information, including expiry dates
 - Availability, days of the week, how often they want to volunteer, years of service etc.
 - Background checks if your organization does them.
 - Can upload driver pictures for more “human” connection; generate id cards etc.
 - Display Drivers Willingness to Provide Requested Assistance
 - Set status to: approved, pending, inactive, deceased, etc.
- **Hierarchies of permissions** are available to drivers see only the data relevant to them and can perform onle certain tasks.

- **Set Up Ride Requests In Moments**
 - Drop down lists of clients, favourite destinations, available drivers
 - Clients and favourite drivers can be linked
 - Driver lists show when the the driver last volunteered so you are not always calling on the same group of drivers
 - Can schedule shuttle buses, multiple stops
 - Split trips—where one driver drops off and another will be picking up
 - See at-a-glance rides assigned for the coming week, status—whether or not a driver has been assigned and confirmed, etc.
 - Enter ride costs at the time the ride is booked.
 - Easy to change if needed



- You can track different kinds of rides you provide (medical appointments, grocery shopping, etc.), select the date from a pop-up calendar, add notes and send notifications via email to both client and driver.
- **Track Miles Driven and Hours Volunteered**
 - Mapping feature calculates miles driven, either from driver's point of origin, or client's home
 - Tracks volunteer hours; assigning a dollar value to volunteer time allows you to report on in-kind donations
 - Can generate maps for drivers.
- **Drivers Can "Self-Assign" Rides**
 - Drivers can be emailed a list of pending rides on a daily basis
 - Each driver can be given a login id so they can monitor the rides that have been assigned to them from home. At a glance they can see if there are any conflicts with their schedule.
 - Trusted drivers can self-assign to rides offered
 - Other drivers can volunteer for one of the rides, to be approved later by the dispatcher
 - Drivers can be given the ability to set up new rides. In many cases, clients develop a close relationship with their preferred drivers and will call them directly when they need a ride. You can give drivers the ability to set up new rides, thereby eliminating your staff from having to be involved.
 - Drivers can display a list of their assigned rides with all of the details needed to complete the rides. A driver can specify a date and see the details of all the rides which they can then print off. The list has all the contact information of the client, address, destination, if a return trip is needed and any additional comments that were added when the ride was set up.
 - Drivers can display and print a map showing the pickup spot and destination of each ride they are providing making it easy for new drivers to find where they need to go! It's fast, easy to use and can be printed off along with the list of their assigned rides.
- **Detail Reporting - by Client or Driver**
 - report on rides taken

Select Week	Day	8/18/2012	8/19/2012	8/20/2012	8/21/2012	8/22/2012	8/23/2012	8/24/2012	8/25/2012	8/26/2012	8/27/2012	Pending	Assigned	Completed	Canceled	Abandoned	
Week's Total: 32 Rides/Services	Days For Payment	Other Assistance	License Fees														
10:00am - Trip \$18.00	9:15am - Trip \$12.00	10:00am - Trip \$12.00	11:00am - Trip \$12.00	12:00pm - Trip \$12.00	1:00pm - Trip \$12.00	2:00pm - Trip \$12.00	3:00pm - Trip \$12.00	4:00pm - Trip \$12.00	5:00pm - Trip \$12.00	6:00pm - Trip \$12.00	7:00pm - Trip \$12.00	8:00pm - Trip \$12.00	9:00pm - Trip \$12.00	10:00am - Trip \$12.00	11:00am - Trip \$12.00	12:00pm - Trip \$12.00	1:00pm - Trip \$12.00
10:30am - Trip \$18.00	11:30am - Trip \$12.00	12:30pm - Trip \$12.00	1:30pm - Trip \$12.00	2:30pm - Trip \$12.00	3:30pm - Trip \$12.00	4:30pm - Trip \$12.00	5:30pm - Trip \$12.00	6:30pm - Trip \$12.00	7:30pm - Trip \$12.00	8:30pm - Trip \$12.00	9:30pm - Trip \$12.00	10:30pm - Trip \$12.00	11:30pm - Trip \$12.00	12:30am - Trip \$12.00	1:30am - Trip \$12.00	2:30am - Trip \$12.00	3:30am - Trip \$12.00
11:00am - Trip \$12.00	12:00pm - Trip \$12.00	1:00pm - Trip \$12.00	2:00pm - Trip \$12.00	3:00pm - Trip \$12.00	4:00pm - Trip \$12.00	5:00pm - Trip \$12.00	6:00pm - Trip \$12.00	7:00pm - Trip \$12.00	8:00pm - Trip \$12.00	9:00pm - Trip \$12.00	10:00pm - Trip \$12.00	11:00pm - Trip \$12.00	12:00am - Trip \$12.00	1:00am - Trip \$12.00	2:00am - Trip \$12.00	3:00am - Trip \$12.00	4:00am - Trip \$12.00
12:00pm - Trip \$12.00	1:00pm - Trip \$12.00	2:00pm - Trip \$12.00	3:00pm - Trip \$12.00	4:00pm - Trip \$12.00	5:00pm - Trip \$12.00	6:00pm - Trip \$12.00	7:00pm - Trip \$12.00	8:00pm - Trip \$12.00	9:00pm - Trip \$12.00	10:00pm - Trip \$12.00	11:00pm - Trip \$12.00	12:00am - Trip \$12.00	1:00am - Trip \$12.00	2:00am - Trip \$12.00	3:00am - Trip \$12.00	4:00am - Trip \$12.00	5:00am - Trip \$12.00
12:00pm - Trip \$45.00	1:00pm - Trip \$12.00	2:00pm - Trip \$12.00	3:00pm - Trip \$12.00	4:00pm - Trip \$12.00	5:00pm - Trip \$12.00	6:00pm - Trip \$12.00	7:00pm - Trip \$12.00	8:00pm - Trip \$12.00	9:00pm - Trip \$12.00	10:00pm - Trip \$12.00	11:00pm - Trip \$12.00	12:00am - Trip \$12.00	1:00am - Trip \$12.00	2:00am - Trip \$12.00	3:00am - Trip \$12.00	4:00am - Trip \$12.00	5:00am - Trip \$12.00
Day's Total: 7	Day's Total: 8	Day's Total: 6	Day's Total: 9	Day's Total: 7	Day's Total: 1	Day's Total: 8											

- Monitor All Pending Rides On One Page
- Detail Reporting - by Client or Driver
- Generate Statements for Client Payments & Driver Reimbursements
- and much more!
- **Easily Set Up Rides**
 - Star Rides makes it easy to set up new ride requests. Drop-down listing of clients, drivers and destinations lets you set up a new request in seconds. You can track different kinds of rides you provide (medical appointments, grocery shopping, etc.), select the date from a pop-up calendar, add notes and send notifications via email to both client and driver.



- **Split Trips**
 - For those situations when the client will be several hours at an appointment, you can split the trip and assign two different drivers.
- **Drivers Can View Their Assigned Rides**
 - Each driver can be given a login id so they can monitor the rides that have been assigned to them from home. At a glance they can see if there are any conflicts with their schedule.
 - Authorize Drivers to Set Up Rides
 - Drivers can be given the ability to set up new rides. In many cases, clients develop a close relationship with their preferred drivers and will call them directly when they need a ride. You can give drivers the ability to set up new rides, thereby eliminating your staff from having to be involved.
- **Display List of Assigned Rides**
 - Drivers can display a list of their assigned rides with all of the details needed to complete the rides. A driver can specify a date and see the details of all the rides, which they can then print off. The list has all the contact information of the client, address, destination, if a return trip is needed and any additional comments that were added when the ride was set up.
- **Display Map of Assigned Rides**
 - Drivers can display and print a map showing the pickup spot and destination of each ride they are providing making it easy for new drivers to find where they need to go! Using Yahoo! mapping technology, the driver can zoom in, switch to hybrid or satellite images, click and drag the map and more. It's fast, easy to use and can be printed off along with the list of their assigned rides.
- **Tracking**
 - Star Rides tracks how many rides given to each client, volunteered hours, miles and calculate your "in-kind dollars" so critical for grants requiring matching funds. Also tracks "no shows" by client and driver and abandoned rides.
 - Star Rides will also report rides by destination. Allows you to really show different organizations how much of an impact your efforts are having in bringing individuals to their facilities.
- **Reporting**
 - Get reports on rides given and received by client, driver, destination
 - Track revenue, donations, and client accounts
 - Report on total trips, clients, volunteer hours.
 - Track client billing
 - Track donations
 - Track client to pre-payments for rides
 - Monthly and yearly agency reports show rides given and services rendered, increase or decrease in active clients, average age, gender breakdowns or clients
 - Report on client groups that you set up
 - Report by destination---for example to show a destination or facility how much traffic you are generating for them
 - Generate statements for client billing and driver reimbursement
 - Generate mailing labels
 - Print reports
- **Donor tracking and pre-payments**
 - Donor accounts can be set-up to apply subsidies to individual rides or a group of rides.
 - E.g. your Better at Home program funds a certain amount in subsidies. You can set up a donor fund for that and then apply the subsidy to each eligible client (those in the group)



you created). The applied amount is deducted from the ride cost to the client and from the fund balance so you always know how much is available.

- Clients or their families can pre-pay for rides with the cost of each ride deducted from the available balance.
- **Export data**
 - Simple process allows you to export data to a text file for conversion to spreadsheets or other format.
- Other services such as housekeeping, yard work and so on can also be scheduled through the software.

