

## VOLUNTEER QUALIFICATIONS AND REQUIREMENTS

If you are interested in becoming a volunteer driver for the ZOOM program then you must first complete an enrollment application, ensure you read the policy and procedure handbook, and complete orientation prior to performing/assigning your first ride.

### VOLUNTEER DRIVER ELIGIBILITY STANDARDS

A good driver is the most important ingredient of any driver volunteer program. ZOOM has established specific driver guidelines to qualify those persons who have volunteered to drive, to assure safe, reliable transportation to the public. Because the responsibilities of a volunteer driver include defensive driving and getting people to and from appointments on time, a number of important items must be reviewed.

1. A record (abstract) of the applicant's personal and employment driving history will be obtained.
2. A Pennsylvania State Criminal History Background Check and a Child Abuse Clearance will be obtained by the Volunteer. There is no charge for these clearances for volunteers.
3. An FBI Fingerprint Criminal History Background Check will be obtained by the Volunteer, at a cost of \$27 for volunteers that have not lived in PA for 10 years.

Acceptance of volunteer drivers is primarily dependent upon the following:

**LICENSE AND EXPERIENCE:** A potential volunteer driver must possess a valid Pennsylvania State Driver's License and have driven for at least 5 years.

**AGE:** A potential volunteer driver must be at least 25 years of age. If a driver is over the age of 75 a physician's statement is required on an annual basis. Maximum age for any volunteer is 80.

**INSURANCE HISTORY:** Cancellation or non-renewal of insurance coverage within the past 5 years will be reviewed. If the action is related to the applicant's driving behavior, the application may be rejected. Filing of a Certificate of Financial Responsibility by a potential volunteer driver due to his/her personal driving record may also result in application rejection.

**INSURANCE:** A Volunteer driver must have valid/active auto insurance in the minimum amount of \$100,000 bodily injury each person; \$300,000 bodily injury each accident; \$50,000 property damage.

**STATEMENT OF UNDERSTANDING:** A volunteer driver must read, agree and understand that the ZOOM program provides general liability insurance for the overall program, secondary to the volunteer's own auto insurance.

**SUSPENSION OR REVOCATION OF LICENSE:** Report of a suspension/revocation within the past 5 years may cause a potential volunteer driver's application to be rejected. Report of a suspension/revocation within the last 10 years for reckless driving, hit-and-run, leaving the scene of an accident, driving while under the influence of alcohol or drugs, driving while impaired, or a felony will result in application rejection.

**VIOLATIONS:** Any moving violations received by a potential volunteer driver will be reviewed and may result in application rejection. A "Failure to Appear" on a driving record may result in application rejection.

**ACCIDENTS:** Any accident in which a potential volunteer driver has been involved will be reviewed and may result in application rejection. If a driver can provide documentation re. no fault of accident this will be taken into consideration in approval process.

**ABILITY TO PERFORM DRIVING FUNCTIONS:** A potential volunteer driver must be able to perform essential driving functions as listed in the guidelines.

**DRIVER ORIENTATION:** All potential volunteer drivers must complete a Volunteer Orientation Course with the program director before receiving final approval and before driving for the ZOOM program.

**FINAL APPROVAL:** Final approval for a volunteer to transport passengers is dependent upon successful completion of the application process, successful completion of the orientation, and a personal interview with the Program Director. On-the-road observation of any applicant or currently approved volunteer driver may occur at any time and for any reason. Failure to meet any criteria may result in application rejection or suspension of driving privileges.

**HIGHLY ENCOURAGED:** Volunteers are highly encouraged to attend a defensive driving course. These can typically be taken either online or in a classroom. The acceptable format(s) varies by state.

You can find defensive driving courses in two ways:

- Do an online search for approved courses in your state.
- Call your traffic court or driver licensing agency for requirements and approved courses.

Courses can vary in price. If you're planning on using your course completion to improve your driving record or reduce your insurance rates, be sure you research how your course operator delivers your certificate of completion. Some states also require a copy of your driving record, so make sure you know all the steps and how to execute them. Go to <https://www.dmv.org/pa-pennsylvania/defensive-driving.php> for more information about defensive driving courses.

**NOTE:** Pennsylvania State Legislature law allows licensed drivers age 55 and over to receive reductions in automobile insurance premiums if they complete an approved eight hour vehicle accident prevention course. Each course includes information about the effects of aging on driving; driver problem areas such as yielding the right of way, driver awareness, speeding, passing, road signs and signals; and driving while under the influence of alcohol or drugs.