

#### PILOT REQUIREMENTS

- Must have valid Wisconsin driver's licenses
- Must have car insurance (if they are towing the trishaw)
- Must have active status at Volunteer Fox Cities volunteer program. If they are 55 years of age or older, they qualify for RSVP and will receive a RSVP Handbook to explain the program and benefits.
- Must Have Valid Pilot certification and attend and complete Volunteer Training Certification with yearly renewal and online recertification.
- Must wear Cycling Without Age name tag/lanyard with pilot certification card showing.
- Commitment of volunteer time 2 times a month or 4 hours per month for one season (April – October).

#### PILOT DISMISSAL FROM PROGRAM

- Pilot not following rules of the road.
- Pilot using inappropriate language.
- Pilot not using all safety measures.
- Pilot does not complete annual recertification.
- Pilot is smoking/vaping during ride or under the influence of illegal drugs or alcohol.

#### REASONS TO REFUSE PROVIDING A RIDE TO PASSENGER

- Riders refuse to sign the liability forms.
- Riders are depending on the pilot for assistance in getting on and off trishaw. Note: Passengers must provide their own assistance when boarding or exiting the trishaw. Pilots are restricted from assisting passengers.
- Both passengers exceed weight capacity (weight check).
- Pilot feels weather is not appropriate to safely provide ride (MTRH must be notified when decision is made).

#### CANCELLATIONS OF RIDES

- Cancellations and delays will be made at the discretion of MRH staff.
- Back up transportation will be provided based on MRH volunteer availability and will be scheduled based upon MRH policy.
- Pilots may cancel rides at their discretion based upon unsafe passenger concerns.

#### EMERGENCIES DURING RIDE Emergencies (group)

- Refer to emergency procedures. Call 9-1-1 for any head bump, any bleeding, lack of consciousness even momentarily.
- Must have fully charged and working cell phone to make calls to 9-1-1 and MTRH.

#### HANDLING REQUESTS (group)

- For insurance and risk management purposes, the trip manifest must be followed. Any exception to this must be discussed and agreed upon by program management.

#### TIPPING AND DONATION

- Pilots will be provided envelopes to hand to the passenger for donation purposes.
- Pilots are not allowed to accept monetary tips. An appropriate response in refusing a tip is “Thank you. I am so glad that you enjoyed today’s ride. Donations made through use of this envelope, which will in part pay for the pilot appreciation program.”

#### PASSENGER GUIDELINES

- One Rider needs to be 60 years old or better.
- Rider needs to be able to safely transfer into trishaw without assistance from pilot.
- Rider must wear secured seatbelt/ harness at all times during the ride.
- Totes and bags must fit appropriate on rider’s lap on seat if space is available.
- Rides are limited to what is on the manifest.
- Rider need to give timely notice of any cancellations of service.
- Pilots must wear helmets. Riders must sign liability waiver and are encouraged to wear helmets.

#### PASSENGER GRIEVANCES/CONCERNS

- Riders should contact MRH staff to report a rider’s concern or grievance.
- MRH staff will screen the complaint or concern and gather information regarding the incident.
- MRH will evaluate concerns and will take action with parties involved, as they deem appropriate.

#### **Make the Ride Happen - 920-225-1740**

Staff

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#### **Volunteer Fox Cities - 920-832-9360**

Staff

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