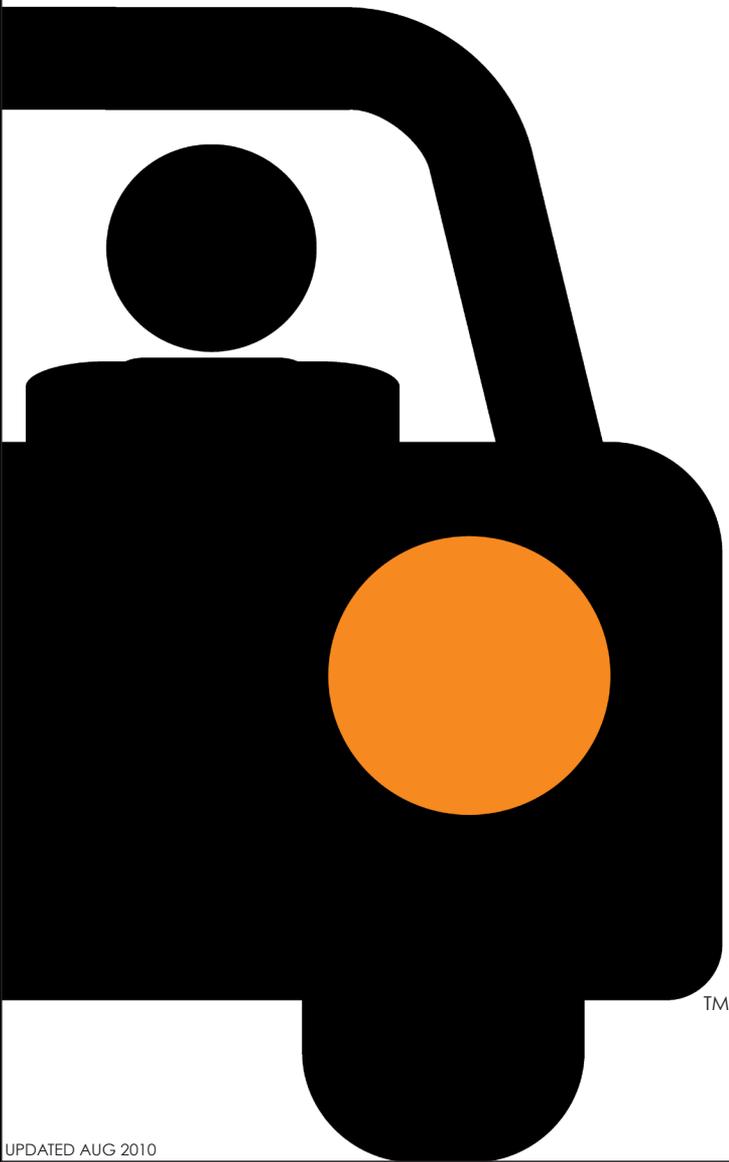


membership manual



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STRIPES is a student-run volunteer organization that provides free, safe, and confidential rides home for MU students, while creating a unique opportunity that allows student volunteers to serve their peers, make a lasting impact, and keep our campus and community safe.

AT FIRST, THERE WAS CARPOOL

On October 23, 1997, a student at Texas A&M University in College Station, TX, was cited with a DWI and given 18 months of probation. After losing his license and completing 60 hours of community service, Jeff Schiefelbein was required to appear at a MADD Victim's Impact panel, where he heard the story of Pat Mata and her daughter's death in high school.

This inspired Schiefelbein to found a program that his friends and the Aggie community could count on when out for a night. He was quoted as saying "I'm going to start the best designated driver program in the country – watch me." Starting that moment, Schiefelbein enlisted the help of many of his peers to create a program actually worked.

By evaluating every aspect of the program for the next eight months, he and his dedicated team created a program that the students at Texas A&M considered the 'cool' thing to do. Their program was called Carring Aggies R Protecting Over Our Lives, or CARPOOL. They vowed to never preach to students about drinking, and instead accept everyone and let them know that CARPOOL was there to help if needed. They believed the education process should be primarily done outside of the program and in a more effective manner. In fact, CARPOOL encouraged the use of its service by its own members if they were ever in need.

After almost a year of research, meetings and promotional events, CARPOOL gave its inaugural ride on September 16, 1999. The rest of the night went well and was busy. When the first night was over, the ride count was 36, a great success for a new program.

AND THEN THERE WAS STRIPES

Two years later, MSA Director of Student Services Johnny Wang and a group of friends traveled to College Station, TX, to learn about CARPOOL and figure out if it would be possible to bring a similar program to the University of Missouri-Columbia. By the time they got to Texas on April 16, 2001, CARPOOL had already expanded to other universities. Wang and the other students, dubbed the 'Fab Five', had the opportunity to work directly with the program, and see first-hand how successful it was and how operations worked. They also noted how grateful the students were for the service. The Fab Five came back to Columbia with plans for what later would be come Supportive Tigers Riding In Pursuit of Ensuring Safety, or STRIPES. On October 4, 2001, STRIPES began operations.

Although the location of the STRIPES House has changed and many other changes have taken place within the program, the primary mission remains the same: to provide free, safe and confidential rides home to MU students.

Since that monumental first ride, STRIPES has provided more than 87,000 safe rides home as of May 2, 2010. That number will continue to rise as years pass and the program becomes more efficient and expands.

Effective August 1, 2008, all members are required to complete a liability release and a driving background check. Members must submit both forms and pass the driving background check prior to coming in to volunteer.

Effective August 1, 2009, students wishing to be part of STRIPES must be members. This process includes an application and interview.

EXECUTIVE BOARD

There will be a minimum of two executives working in the STRIPES House during operations. They are there to assist members as needed with answering phones, driving and being passengers. However, they have specific duties that may be prioritized over member duties. Nightly jobs are described as follows.

DIRECTOR IN CHARGE (DIC):

This executive is in charge of operations at the House for the night. He or she is responsible for taking and monitoring attendance, assigning all jobs and completing various reports for the night. If any issues arise during the night, the DIC is where the buck stops. All members and executives ultimately report to the DIC that night. The DIC ultimately reports to the Director, Assistant Director and the Advisor.

DISPATCHERS:

This executive is responsible for monitoring and assigning rides throughout the night. Additionally, this person is in charge of maintaining regular communications with each car.

PHONERS:

A minimum of two members will be assigned to answer phones. It is their responsibility to be friendly and clear on the phone while entering ride requests. They enter the patron's information into the ride program, thereby ensuring only first names are recorded to ensure confidentiality. Phoners also may receive calls to cancel rides or check the status of rides. Nightly training is provided to ensure each member knows how to be a superior Phoner and handle cancels and special requests.

DRIVERS:

These members have an important role, especially when it comes to safety. As indicated by the title, these members are responsible for driving a car that night. Drivers must obey all traffic laws, drive safely and are tracked in real time via GPS. A driver should never use his or her cell phone or attempt to use the Garmin GPS while operating a STRIPES vehicle. A driver must be the opposite sex than the passenger of that car, and receives training on a nightly basis.

PASSENGERS:

These members are in charge of operating the Garmin GPS, operating the car stereo, chatting with patrons, and most importantly, communicating on a regular basis with the Dispatcher(s) to get rides, report any issues, and acknowledge the completion of rides. The passenger must also give each ride a receipt. The passenger will undergo nightly training.

Members are required to arrive at the STIRPES house at 9:00p for operations. It is vital each member shows up on time to guarantee an on-time start to the night. If a member needs a ride to the house, he or she should call the operations number at 8:30p so a ride can be arranged in time to be back at the House on time.

After all members have signed in, introductions will take place for all members and executives. Promptly following introductions, nightly training will begin, job assignments will be announced and food will be provided for the night. Drinks will be in the refrigerators and available all night.

When the official STRIPES clock strikes 10p, Phoners will be required to be at the computers to answer phones and enter rides, and Drivers and Passengers 'put together' their cars – each car is assigned a kit, phone, Garmin GPS and car hat. The Dispatcher will assign rides to cars as they show up in the system.

As the night slows down and ends, the cars will return to the House. If a car needs gasoline, the DIC will arrange to have the vehicle filled up. At 3a, the phone lines are promptly shut down, and no new rides are accepted.

Members 'break down' or clean up the cars, and remove all items. Lost items are placed in the safe as lost and found, and are transported to the Student Center by an executive to be claimed as early as the next school day (Fridays or Mondays). The House must also be cleaned and organized.

OUTLINE OF NIGHTLY OPERATIONS

8-8:20p: Executives arrive at the House and begin preparation for the night.

8:30-9p: Cars are sent out to pick up members and food for the night.

9-9:15p: Members sign in and introductions are conducted.

9:15-9:45p: Training for all jobs is performed, and food is provided.

9:45-10p: Phoners set up for operations, and Drivers/Passengers set up and organize cars.

10p-3a: Rides are accepted and assigned.

Phoners may be required to stay past 3a to assist the DIC and Dispatcher(s). Drivers and Passengers may be completing rides well past 3a as well. The DIC may be at the House a half hour or more past the last car returning to the House to complete reports and paperwork.

On Saturday nights, all drivers are required to remain at the House to return cars to the rental car company. Several other drivers will be needed to drive their personal vehicles and meet at the rental car company to take members back to the House.

Listed in this section are some general STRIPES Laws, that must be followed and will be strictly enforced. Bear in mind, however, that Laws are not necessarily limited to those explicitly mentioned herein. Members should follow common sense and orders from the executive staff present on any given night.

STRIPES HOUSE

Yelling obnoxiously, wrestling, and sports are prohibited inside the House. While we are all about having a good time, it is a workplace, and especially during operations, must remain relatively quiet so the Phoners can do their job.

If you open a drink, finish it. If you can't or don't finish it, dump it out and throw it away. Do not leave empty or partially filled containers around.

If you spill something, you're responsible for promptly cleaning it up.

Throw away all trash. Even if it's not yours, do not leave it laying around. This will delay being released for the night as the House must be cleaned each night.

Do not use any STRIPES phone for personal calls. This includes the incoming lines, dispatch lines, priority emergency line and all STRIPES cell phones.

Do not crowd the phone room. If you don't have a job there, you shouldn't be there as it is a distraction.

If you break it, you buy it. At least for the big-ticket items, including but not limited to computers, TVs, fridges, gaming systems and car equipment. (Obviously we're not too concerned about markers and posters.)

CARS

Before leaving, make sure you have all necessary equipment including the cell phone, Garmin GPS, car hat, car kit, bottled water, clipboard and ride slips. Be sure to take a tip jar and at least one tip sign, which should be hung on the backside of the driver or passenger headrest.

While getting ready to leave, be sure to complete a vehicle safety check. Make sure your head lights, tail lights, brake lights, turn signals and hazard lights are functioning properly. Check to make sure the insurance card is valid.

All persons inside a STRIPES car must wear seatbelts, and each rider must have his or her own seatbelt. Non-compliance is grounds for termination of membership as it is a major liability risk.

Follow all traffic laws. Citations and tickets for speeding, running stop signs or stop lights, and similar offenses are not the responsibility of STRIPES.

STRIPES rights must be given to each ride, no exceptions.

Do not judge patrons. You don't know their story. If you happen to recognize a patron outside of that ride, you should not mention anything about the ride. It is acceptable to talk

about it if they bring it up first.

Tips are greatly appreciated and collected. They are not kept by any member, and are relied on to help fund the program. Stealing from STRIPES is grounds for termination of membership, and may be prosecuted by law enforcement.

Each ride must be given a ride receipt, even if it is not requested by the patron(s).

Offer bottled water to all patrons when it is available.

Do not put yourself in a situation where you cannot hear the STRIPES cell phone ring. If you do miss a call from Dispatch, return it immediately.

Do not prank call patrons or Dispatch.

Avoid having conversations with non-patrons while waiting to pick up a ride.

Keep the car locked until you have confirmed you are picking up the correct patron or group of patrons.

If you need a restroom stop, return to the House after alerting Dispatch. If it becomes an urgent need and returning to the House is not a good option, stop at a gas station after alerting Dispatch. Put the car hat inside the car, and take the keys and phone inside. Lock the car. Both members must exit the car and remain in the store until the car begins rides again.

If your car needs gas during the night, return to the House after notifying Dispatch. If you fill up the tank, you will not be reimbursed for the expense, even if it was an accident. STRIPES has special pumps and forms of payment to fill up cars.

Never try to race another vehicle. This is grounds for termination of membership.

GENERAL

Never consume alcohol while representing STRIPES. This includes wearing STRIPES-issued apparel in any social capacity where alcohol is being served.

Never drive while under the influence of alcohol or any narcotic. Even if you are of age or it was 'just a sip' or 'only one beer,' you should not operate a motor vehicle. This is grounds for termination of membership, and you may be referred to Judicial Services.

Never obnoxiously identify yourself as a STRIPES member, especially while intoxicated or under the influence of a narcotic. This is grounds for termination of membership.

No alcohol or narcotic should be consumed in any way after 8a on the day you are volunteering. No exceptions. Showing up to volunteer under the influence is grounds for termination of membership.

Always be on time. You should be at the House no later than 9p.

Never falsify information on STRIPES paperwork.

Do not give a speech or any type of presentation on STRIPES before consulting and obtaining written permission from the Public Relations Manager. We must maintain a consistent and factual image, and must closely monitor all dissemination of information to be successful. Additionally, the PR Manager will be able to provide brochures or promotional items that can be of use.

What happens in STRIPES stays in STRIPES. Patrons expect a high level of confidentiality, and STRIPES as a program must exceed their expectations.

STRIPES reserves the right to terminate this ride at any time. Using tobacco or possessing drugs or alcohol in this vehicle is strictly prohibited. We reserve the right to notify the police or hospital if necessary. Seatbelts must be worn at all times, and STRIPES agrees to drive you HOME.