Shuttle Standard Operating Procedure

The shuttle ministry uses the one of the church vans to shuttle people to and from the parking lots surrounding the church and the Appalachian Christian Village during the Sunday morning worships services. Another church van is used to shuttle students to and from Milligan College during the fall and spring semesters.

This ministry is mainly staffed by Deacons, but is open to anyone that has a desire to help in this area. No special driver’s license is required to drive the vans. The schedule is divided into two shifts for the church parking lots and another shift for taking students to and from Milligan College.

Leadership
Alan Taylor is the Deacon heading up the shuttle ministry.

- Alan Taylor’s contact information: 929-8633, 791-3901 (cell), wataylorcpa@embarqmail.com
- The leadership role will include:
  - Coordinating the shuttle drivers and schedule.
  - Feedback: “How well are we doing?” – Provide feedback to the Deacons on a regular basis to report the quality of our role of serving the church in the shuttle ministry.
  - Deacon liaison: Be the conduit and work with FCC staff and assigned Elder liaisons to report needs or field issues that may arise.

Schedule
Each week a primary and secondary driver is scheduled. The primary driver is to drive the van on the scheduled day. The secondary driver is to fill in if the primary driver does not show up. The primary driver is to contact the secondary driver if he/she cannot drive. Remember that the website link (at bottom) is the most accurate schedule information. You will always be informed of schedule changes impacting you personally, no surprises.

1st Shift Instructions
The 14-passenger Ford Turtle-Top van is used for this shift. Pick up keys, umbrella (if needed), and shuttle “pickup tent sign” from the church office. Place "Tent sign" outside by Atrium main entrance (this is the pick-up / drop-off location). Place orange cone in parking space so the space is available when returning the van. When making first shuttle route run, get folks from App Village, take to Atrium drop-off, then take the shuttle on a route rotating between Mountcastle Center and the Atrium drop-off. When complete on your run, return keys (and umbrella) to office, and then please fill out feedback card indicating condition of the van, number of passengers, fuel level, and anything of concern.

<table>
<thead>
<tr>
<th>Before 1st</th>
<th>8:10-8:45am</th>
<th>Pickup in front of App Christian Village @ 8:10 and in front of Tower @ 8:15. Drop off in front of church. Then drive the shuttle route between Mountcastle Center and the front of the church rotating between pickup points every few minutes. The last pickup around 8:40.</th>
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<tbody>
<tr>
<td>Between 2nd and 3rd</td>
<td>10:30-11:15am</td>
<td>Pickup in front of church and return residents to App Christian Village and Towers. Then drive the shuttle route between Mountcastle Center and the front of the church rotating between pickup points every few minutes. The last pickup around 11:10.</td>
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</tbody>
</table>
**2nd Shift Instructions**

The 14-passenger Ford Turtle-Top van is used for this shift. Pick up keys and umbrella (if need) from the church office. Place orange cone in parking space so the space is available when returning the van. Be on watch if a 1st-service App Village rider wants to return to the App Village, but generally they will stay through the 9:45 Sunday School. The normal shuttle route will be on a rotation every few minutes between Mountcastle Center (UBS) and the front of the church.

When making the last shuttle route run of the day, remember to retrieve the shuttle pickup "Tent sign" in front of Atrium. Return keys, umbrella, and shuttle pickup "Tent sign" to office when finished and fill out feedback card indicating condition of the van, number of passengers, fuel level, and anything of concern.

<table>
<thead>
<tr>
<th>Between 1st and 2nd Service</th>
<th>9:15-10:00am</th>
<th>Pickup in front of App Christian Village and Tower and drop off in front of the church. Then drive the shuttle route between Mountcastle Center and the front of the church rotating between pickup points every few minutes. The last pickup around 9:55.</th>
</tr>
</thead>
<tbody>
<tr>
<td>After 3rd Service</td>
<td>12:00-12:20pm</td>
<td>Return attendees to App Christian Village, Towers, and Mountcastle Center. End the shuttle service around 12:20.</td>
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</tbody>
</table>

**Milligan Shift Instructions**

**Key:** This team of drivers needs to be communicating that the Milligan runs are happening each and every week that the school is in session and the service is offered by First Christian. Provide each other with cell phone numbers in the event one of the drivers has an unexpected event and cannot drive the pick-up or return shift.

The 14-passenger Dodge van is used for this shift. Pick up keys and umbrella from the church office. Place orange cone in parking space so the space is available when returning the van. Return keys to office when finished and fill out feedback card indicating condition of the van, number of passengers, fuel level, and anything of concern.

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<tr>
<td>Return Students</td>
<td>12:10pm</td>
<td>Depart church around 12:10 to return students to Milligan college campus.</td>
</tr>
</tbody>
</table>

**Information and Other Contacts**

- Website schedule: [http://www.fcc-jc.org](http://www.fcc-jc.org) under ‘Member Information/Service Ministries’
- Church office: Larae Thompson – Lthompson@fcc-jc.org or 232-5700
- Ministry Lead: Don Duff - faitheagle7@charter.net or 794-0597
- Elder Point: David Hearn – dhearnfcc@embarqmail.com or 753-7352
- Elder Back-up: Craig Niermann – Niermann@eastman.com or 282-3613

Note: ‘tent sign’ mentioned in the instructions is currently on back order.