



VANPOOL RIDER HANDBOOK

8-16-2018



VANPOOL RIDER HANDBOOK TABLE OF CONTENTS

Section 1: Getting Started.....	2
Section 2: Vanpool Basics & Ridership.....	3
Section 3: Primary/Backup Vanpool Driver.....	8
Section 4: Expenses, Fares & NSF Checks.....	10
Section 5: Reports, Deadlines & Late Fees.....	13
Section 6: MTA Rights & Responsibilities.....	14
Section 7: Disciplinary Actions & Vanpool Participant Removal.....	15
Section 8: Safe Driving Tips.....	17
Section 9: Mileage & Personal Use	18
Section 10: Vehicle Maintenance.....	20
Section 11: Emergency Situations.....	21
Section 12: Non-Emergency Situations.....	26
Section 13: Fueling.....	28
Section 14: Tires.....	28
Section 15: Towing.....	29
Section 16: Insurance, Vandalism & Damage.....	29
Section 17: Prohibited Substance Policy.....	30
Appendix.....	31
Receipt Page.....	37

SECTION 1: GETTING STARTED

Welcome to Mason Transit Authority's Vanpool Program

As with any program, there are policies and procedures to follow. This manual is designed to be used as a reference tool. We will also provide your van a binder that is required to be left in the van, and made available, to all Vanpool group members. Every van has a binder that contains all the Mason Transit Authority (MTA) Vanpool Policies and Procedures, tasks, and forms needed for vanpool drivers and riders. It is recommended that you keep this manual inside the van binder for reference and quick access. The Outreach/Transit Planner is your first point of contact for the Vanpool Program.

Take time to carefully read through the provided material before the driver orientation course, so that all aspects of our Vanpool program are known and understood. If you have questions about policies and procedures, contact the Outreach/Transit Planner.

Contact Information

Mason Transit Authority
790 E. Johns Prairie Road
Shelton, Washington 98584
Phone: 360-427-5033

Administration: Option 4 – Mon-Fri 8:00 am to 5:00 pm

Maintenance: Ext. 250

Outreach/Transit Planner: 360-432-5754 (direct) or 360-463-1076 (cell)

Dispatch: 360-426-5017 (direct/private)
Mon-Fri 3:30a.m. – 9:15 p.m. Saturday 6:00 a.m. – 9:15 pm

Staff Member	Position	Ext	Emergency Numbers	E-mail Address
Kathy Geist	Outreach/ Transit Planner	154	(360) 432-5754 360-463-1076	kgeist@masontransit.org
Marshall Krier	Maintenance Manager	132	(360) 545-7652	mkrier@masontransit.org
Mike Ringgenberg	Operations Manager	133	(360) 545-7671	mringgenberg@masontransit.org

MTA is closed on New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day. If your van is operating on a day we are closed and you need immediate assistance call the Outreach/Transit Planner.

SECTION 2: VANPOOL BASICS & RIDERSHIP

The Vanpool as a Group

A vanpool is a cooperative venture and therefore everyone can take part in establishing important day-to-day operational rules. New issues may arise occasionally and you may find that it is time to change existing rules within the vanpool group. The vanpool group's primary driver should initiate the establishment of operating rules with the majority consensus of the group. Whenever possible, we recommend that operating rules be established by majority vote. This is not to imply that there are not areas that will continue to be directed by MTA or by the primary driver.

Vanpool Rider Roster

It is a good idea to develop a roster that lists the names and telephone numbers (both home and work) of all riders. A rider roster will be maintained and updated by the primary Vanpool driver. Update the roster as changes occur and make copies for all riders. Send an updated copy to the Outreach/Transit Planner as well. With this information on hand, you can easily activate the Alternate Transportation Plan described later in this manual.

Establishing the Route

Each vanpool must have an established travel route. This route sets the amount of commuter miles allowed for each van. This route must be documented and placed on file with the Outreach/Transit Planner. Once a route is established, it can only be changed with the Outreach/Transit Planner's permission. The change of the route or schedule cannot result in the elimination of a rider.

MTA Vanpool Group Rules that are Non-Negotiable

1. Firearms or weapons of any kind are to be kept with the owner at all times and are not allowed to be left in the van unattended by the owner.
2. Use of any type of tobacco product including but not limited to cigars, cigarettes, or e-cigarettes (vape cigarettes), pipes and chewing tobacco while in the vanpool van is not authorized nor will it be tolerated at any time.
3. Consumption or transportation of alcoholic beverages or illegal drugs, including but not limited to marijuana, are not permitted in the van.
4. A written notice must be given to the primary vanpool driver and MTA by the 9th of the month prior to withdrawal.
5. All participants are to practice good personal hygiene. Poor hygiene may result in termination of ridership privileges if the problem is not corrected after two notices.
6. Condoning or encouragement of unlawful conduct of other vanpool participants or MTA staff.
7. Distracting the driver is not allowed.
8. Driver will not operate the vehicle under the influence of alcohol or drugs.

9. Encouraging speeding, reckless, negligent, unsafe or illegal practices of the driver will not be tolerated.
10. Footwear is to be worn at all times.
11. Monthly vanpool fares must be paid on or before the 9th of the month riding (i.e. riding for the month of July means payment is due by the 9th of July).
12. Riders are to be responsible for personal items.
13. Rude, abusive, discriminative or intimidating behavior towards or among vanpool participants will not be tolerated.
14. Seatbelts must be worn at all times.

Suggested vanpool group rules:

1. Usage of perfume, lotion, hair spray, nail polish or any other chemical based substances while riding in the van. Other vanpool riders may have allergies to these scents.
2. Seating order should be established from the beginning, if it is important to vanpool members.
3. Use of the radio in the van.
4. Consumption of food or beverages while in the van.

Rules of the van may be changed by majority vote as long as they meet the operational and safety requirements of MTA. The rules listed as non-negotiable are, indeed non-negotiable with MTA.

Individual Responsibilities

MTA vanpool participants share the responsibility in the successful operation of the vanpool group. All vanpool participants are asked to pay their fares on time, be punctual, and be courteous and considerate in their dealings with fellow riders, the general public and Mason Transit staff. Riders will be accountable for their actions and behavior. Each rider has the right to voice their opinion, as long as it is not offensive to others. Actions while in the van of an uncivil, immoral or indecent nature, and use of profanity or vulgar language that can be demeaning to fellow riders, are prohibited.

All riders sign a Vanpool Participant Agreement outlining common responsibilities designed to promote vanpool equity and etiquette before being allowed to ride in the van. This is for the passenger's own protection. If a rider who left the vanpool program wants to rejoin, a new rider agreement must be signed before riding. The agreement forms can be found in the vanpool binder, online or may be requested from the Outreach/Transit Planner. Completed rider agreements must be submitted to the Outreach/Transit Planner within 3 business days of signing the agreement. Forms may be submitted electronically via email, mailed or dropped off at MTA's Administration Office.

MTA has worked very hard to earn our reputation as an efficient, effective and courteous public transportation service provider. Please remember that each vanpool rider represents

MTA. It is very important for the continued successful operation of MTA as a whole that we maintain a favorable public image. The vanpool rider agreement explains the basic responsibilities of the rider and MTA.

Rider responsibilities include:

1. Abiding by all day-to-day operational rules established by the vanpool group and MTA.
2. Abiding by all policies as outlined in the Rider Agreement and the vanpool handbook.
3. Keeping the van neat and clean.
4. Helping to maintain ridership at Full Occupancy.
5. Notifying the driver in writing and submitting a Vanpool Participant Withdrawal Form to MTA by the 9th of the month prior to withdrawal (i.e. withdrawal for the month of August must be submitted in writing by 9th of July).
6. Notifying the primary vanpool driver in advance of anticipated non-use of the van.
7. Paying individual monthly vanpool fare to MTA by the 9th of the month for which riding.
8. Using pre-arranged alternate transportation when the van is not available.

Full Occupancy

It is expected vanpools would run at Full Occupancy as appropriate for a particular vanpool. All vanpool participants, as well as employers who may subsidize fares, appreciate keeping fares as low as possible. Each member added to the vanpool group reduces everyone’s individual fare and keeps ridership at Full Occupancy as expected. All questions regarding occupancy should be directed to the Outreach/Transit Planner.

“Full Occupancy” is defined by the amount of seats available, not by comfort or preference. MTA is a public agency and cannot deny ridership to a new vanpool participant based on any discriminatory factor or simply because the vanpool group would prefer to keep ridership low for more comfort.

No person should be put on a “waiting list” if there is a seat available in a van.

If a van is near Full Occupancy and another rider would impact the ability to transport passengers safely, contact the Outreach/Transit Planner to help determine whether an additional rider can be accommodated. The Outreach/Transit Planner will assist placing the new rider in another vanpool if necessary. Please do not make this determination on your own.

A vanpool group may not deny riding privileges to any individual who wants to join and has been authorized to ride. If a situation presents itself where a new or current rider accommodation creates an unreasonable burden on the vanpool group or agency, contact the Outreach/Transit Planner to assist with resolving the issue.

Minimum Ridership Requirement

The vanpool group is expected to keep the ridership level at a minimum of five (5) passengers (including the driver) on **every trip**. If the ridership falls below the minimum five riders including

the driver for 60 days, we reserve the right to close the route. The Outreach/Transit Planner will work with the group to fill as many seats necessary to meet the five-rider minimum requirement or to assist riders with finding another vanpool to join prior to closing the route.

Alternate Transportation Plan

All drivers must work with the Outreach/Transit Planner to develop a plan in the event a van is not available on a given day. There may be occasions when the primary van is not available for the commute trip. This might be caused by breakdown, vandalism, or an incident, such as lights left on overnight causing a dead battery, adverse weather conditions, unforeseen vehicle problems and things of that sort. These occasions, although rare, can and should be anticipated and a back-up plan should be identified. In the meantime, carpools may be arranged or members can be dispersed to other local vanpools.

Changes within the Vanpool

MTA recognizes that vanpool groups will naturally change over time as they continue to participate in the vanpool program. It is important to communicate any changes to the Outreach/Transit Planner as they occur. Constant communication helps both the vanpool groups and MTA manage and run the vanpool with the greatest efficiency and lowest cost.

The **primary vanpool driver** is to report the following changes to the Outreach/Transit Planner as soon as possible:

1. Need for a new driver. Vanpool groups **must** have at least two pre-approved drivers.
2. Address or telephone number changes of any vanpool participant.
3. Changes in number of riders, van type/size or vanpool route changes including origin, destination and pick-up as well as drop off locations and times.
4. Changes in overnight parking location must be approved by the Outreach/Transit Planner, unless the location is at the home of one of the approved drivers.

Guaranteed Ride Home

MTA guarantees all vanpool participants a ride home. We want people to share rides to work, but that may mean riders may feel stranded should an emergency arise. MTA's Guaranteed Ride Home Program will transport a vanpool rider to a destination for any of the following reasons:

1. Your immediate family is sick or injured;
2. A family crisis;
3. Another type of emergency and the ride is approved by the Outreach/Transit Planner;
4. **Unscheduled** overtime is not covered by the employer's guaranteed ride home program.

The Guaranteed Ride Home Program does not cover personal errands, pre-planned appointments, or instances where you may be working late without supervisor's authorization; verification from your employer may be required.

The guaranteed ride home program is available to any current participant of the vanpool program with, a signed rider agreement on file and whose monthly fares have been paid, during your groups' regular operating hours. Transportation must be arranged with the Outreach/Transit Planner between the hours of 8:00 A.M. - 5:00 P.M, Monday through Friday. Your employer may have a guaranteed ride home program; if so speak with your employers Employee Transportation Coordinator. There is a very limited budget for the Guaranteed Ride Home Program. Abuse of the program will be evaluated on a case by-case-basis.

Leaving the Vanpool

A rider may choose to withdraw from the vanpool with proper notice which must be received by the primary vanpool driver and MTA. Proper notice consists of a formal or informal notice to the primary driver, and the submittal of a Vanpool Participant Withdrawal form by the 9th of the month prior to leaving the vanpool group (i.e. if you would like to leave the vanpool group in August, submit the withdrawal form by July 9th). If proper notice is not received, you will be invoiced as usual. If a rider who has already paid the monthly fare leaves the vanpool at any time after the first of the month, the individual is not entitled to any refund or fare adjustment.

If a current rider leaves the vanpool, excluding vacations, and does not wish to sublet their seat, preference **will not** be given to rejoin the vanpool. This rider's information should be placed at the bottom of the van rider waiting list as you would for any new, potential rider.

Non-Discrimination

State and Federal laws require MTA to maintain a vanpool program without discrimination. MTA requires that each participating party in a MTA vanpool cooperates to ensure that no person be denied the opportunity to participate in the vanpool, nor be subject to discrimination. This includes, but is not limited to, race, creed, sex, or sexual orientation, age, language, national origin, political or union affiliation, nor the presence of any sensory, mental or physical disability. The conduct of the vanpool may not be in any way contrary to applicable local ordinances, State and Federal laws and regulations, specifically including, but not limited to:

1. Title VI of the Civil Rights Act of 1964: Title 49 Code of Federal Regulation § 21.
2. Washington State Law RCW 49.60.030 Freedom from Discrimination; Declaration of Civil Rights
3. Americans with Disabilities Act (ADA) of 1990; (Public Law 101-336; 42 U.S.C. Sec. 12101 et seq.

“Whistle Blower Policy”

Safety is MTA’s primary concern. A rider may report any concerns with misconduct or unsafe acts by the driver, back-up driver(s), or other passengers to the Outreach/Transit Planner without fear of retaliation.

SECTION 3: PRIMARY/BACKUP VANPOOL DRIVER

Reasonable Communication

All riders are expected to communicate with MTA and the primary driver any changes that may impact their participation within the vanpool group, whether it is absences throughout the month, withdrawal from the group or any other accommodation. The vanpool primary driver is the primary contact between MTA and the vanpool group.

To be a good driver you need to be aware of the different personalities of vanpool participants. A cohesive vanpool group is one in which participants try to get along with each other. The primary vanpool driver is responsible for providing back-up drivers and riders with appropriate forms and all information needed as well as collecting the forms and submitting them to MTA prior to pre-established submission deadlines.

Back-up Drivers

MTA strives to maintain the highest quality of primary drivers possible. A safe driver is the single most important ingredient in any successful Vanpool Program. Each vanpool group must have a primary driver and **at least one** back-up driver. Any vacant back-up driver position must be filled within 30 days to ensure a driver is always available to sustain the group. The main responsibility of a vanpool driver includes driving defensively and getting a group of people to and from work safely and on time. Your safety, the safety of the vanpool participants and the programs risk management are of our primary concern.

A back-up driver will be responsible for filling the duties of the primary driver when unable to drive. The ultimate responsibility of the vanpool rests with the primary driver. Many of the vanpools rotate the driving responsibilities between two or more people to alleviate fatigue and burnout as it plays a role when it comes to tiring out a driver. If a vanpool driver has been the primary driver for several months, and has been doing all of the driving, please discuss the idea of having the backup driver take the primary driver’s role for some time. MTA will provide training for all eligible back-up driver applicants. We **strongly recommend** that primary drivers, who do the majority of the work, rotate out as the primary driver for at least one month out of the year.

Driver Orientation

All drivers must successfully complete the initial orientation course as provided by MTA at no cost. MTA hosts one primary driver class per month on a Saturday from 9am to 1pm. To sign up for the class, please contact the Outreach/Transit Planner.

Off-Street Parking

The van is to be parked off street at the residence of a vanpool group member during non-commute hours and as often as possible during other times. Vans can also be secured at other agency approved locations. The Outreach/Transit Planner must be advised of the exact location of the van parking spot.

Refresher Course

In order to remain approved as a primary or backup driver for MTA's Vanpool Program, a refresher course is required for all drivers every five years. The Outreach/Transit Planner will notify the driver when they are due for refresher and will arrange for them to attend either a regularly scheduled class on site or an on-line class. There is no cost for the refresher course.

On The Road Observations

An on-the-road observation by MTA of any primary vanpool driver may occur at any time and for any reason.

Vanpool Driver Retention

Any accident or moving violation in which a primary or backup vanpool driver has been involved will be reviewed and may result in revocation of vanpool driving privileges. Refer to Appendix 1, Eligibility and Retention of Vanpool Drivers.

At Risk for Removal of Driving Privileges

MTA will notify a participant by phone, e-mail or postal mail when riding or driving privileges are at risk of being removed, allowing us to discuss the reasons and terms with a driver. Documentation will be provided to those involved. Keep in mind that a written notice will also be mailed to all riders in the van should MTA remove someone's driving privileges. This step is necessary to minimize MTA's risk and to ensure that the removed driver is not asked to drive. Below are listed behaviors or actions that may result in the removal of a vanpool driver.

Actions which may result in the removal of a driver include but are not limited to:

1. Citation(s) for traffic violation(s).
2. Driving the van outside the designated boundaries.
3. Failure to adhere, comply and abide to Washington State Traffic Regulations
4. Failure to abide by MTA's Policy and Procedure guidelines.
5. Failure to abide by state law on the usage of Cellphone, PDA and GPS usage.
6. Failure to accurately submit revenues (fares) in accordance with reporting requirements and complying with accounting deadlines.
7. Involvement in an "at fault" accident.
8. Operating the van in a manner inconsistent with the agreement.
9. Personal use of the van.
10. Removal of equipment or altering the vanpool vehicle.
11. Unreported accident or incident in a vanpool vehicle.
12. Unsafe driving (reckless, negligent, or illegal).

13. Using the van for hauling, towing, jump starting another vehicle or any other unapproved purposes.

Complaints Regarding a Driver

Safety of our vanpool participants is our number one priority. Therefore, all complaints about the operation of the vehicle are taken seriously. Each incident will be investigated and appropriate action will be taken. Depending on the nature of the complaint, MTA may talk to the riders in the van and conduct an investigation to determine what action to take, if any. It is not automatically assumed that a driver is guilty of the accusations. In most cases, the vanpool driver operating the van at the time of the incident will be reminded to use defensive driving techniques at all times, to give other drivers plenty of negotiating room and to err on the side of safety. In more serious cases or in cases where an individual driver has received more than one complaint, removal of driving privileges, either temporarily or permanently, may occur.

SECTION 4: EXPENSES, FARES & NSF CHECKS

Approved Expenses

From time to time the van may need a quart of oil, a tire pressure gauge, windshield wiper fluid, etc. For those vanpool operators not returning to Shelton on a daily basis or in the case of emergency, arrangements may be made to purchase fluids or other small items as the need may arise. All repairs to vans based in the Shelton area will be made at the MTA Maintenance base located at 790 E Johns Prairie Rd in Shelton. **Please ensure the vehicle number, *not* the vanpool number is noted on the sales receipt.** Approved purchases must be noted on the appropriate space in the Monthly Vanpool Report **with an original receipt attached.**

Non-Approved Expenses

The following purchases are not reimbursable:

1. Daily ferry fees.
2. Fines or penalties for speeding or other moving violations.
3. Locksmith services.
4. Parking permits or daily parking fees.
5. Parking tickets.
6. Postage.
7. Unauthorized mileage, subsidies or carpools.

MTA will not cover expenses resulting from speeding or other moving violations, nor the cost of legal defense against such fines or penalties unless such defense is required to protect Mason Transit's interest in connection with actual or anticipated legal action to recover damages for alleged liability.

Fares

MTA attempts to recover operating and capital costs for each vehicle. Monthly fare rates are based off of actual costs associated with insurance, maintenance, tires, fuel, vehicle cost and administration of the vanpool group(s).

Fares are reviewed every year and are subject to change. Your Outreach/Transit Planner will have the most current fare rate sheet for your rider to use. Fares are based on the average daily commute miles. MTA has rates for large vans and minivans. For each vehicle type there is a 5-day rate (based on an average of 21 working days in a month) and a 4 day rate (based on an average of 17 working days in a month).

The fare is not adjusted if you commute to work fewer or more days in a month. Paying a monthly fare reserves the rider's seat for the entire month. If a rider leaves without proper notification of withdrawal, he/she will still be responsible for their monthly fare. Vanpool fares are paid-in-full for the month and are non-refundable; however, overpayment will create a credit on the **individual's** account that may be used to offset a fare charge in the future months. Furthermore, when a rider withdraws from the program, and there is a credit balance on their account, they forfeit that amount since MTA does not issue refunds.

MTA's established individual rate is the only rate by which riders are charged. The vanpool driver is not permitted to charge a fare different than the established rate. Monthly riders are responsible to pay their monthly fare online or directly to MTA at the Main Office by the 9th of the month for which riding. If fares are not received in-full by the 9th, late fees will be assessed. Please check the rate sheet to determine the correct fare. The Outreach/Transit Planner can provide the most current fare rate sheet and answer questions.

If the van is occasionally used a sixth or seventh day during the week for commute purposes that are outside regularly scheduled commute days for the group, the extra mileage is charged to personal use and is paid for by the riders who used the van on those days. All Vanpool rules apply: i.e., a minimum of five (5) riders plus the approved driver, the usual route, including destination, and extra miles to fuel. All such personal use must be approved by the Outreach/Transit Planner in advance.

Billing Cycle

Vanpool groups are always changing, and to help accommodate those changes, MTA invoices in monthly cycles. The billing cycle is the 10th to the 9th of each month, with individual fares invoiced out by the 15th of the month for the following month's riding. All the due dates mentioned throughout this handbook revolve around this billing cycle.

Reporting various changes during the billing cycle will impact the **next** month's billing invoice. If any vanpool changes occur within the billing cycle, those changes will not retroactively adjust already issued invoices, as all invoices are final on issuance. These changes may include, but

are not limited to: new riders, rider withdrawals, change in size of van, change in routes, etc. Refer to Section 8: Reports, Deadlines & Late Fees for more information on reporting changes.

While these reported changes may be effective immediately, they will not immediately impact your monthly fare. Because of this, new riders can join the groups and may ride free until the next billing cycle. Then, once the new billing cycle is effective, invoices will be issued to all riders, split evenly based on the rate schedule. If a rider has reported they will leave within the current billing cycle, their total fare for the cycle is still due; then, at the beginning of the following billing cycle, they will be dropped and each remaining rider's invoices will then increase, based upon the rate schedule. If any other type of change occurs, it will be handled in a similar fashion: the following month's invoice will reflect the change based upon the established rate schedule.

Unpaid Fares

If a rider does not pay their monthly fare, MTA will notify the primary vanpool driver and person responsible that a fare payment is outstanding. If the fare goes uncollected, the rider will be removed from the vanpool group and payment will be due immediately. If no payment is remitted to MTA for outstanding fare(s), MTA may involve a collection agency to collect debt owed to MTA that is 45 or more days past due.

Receipt of NSF Checks

When a check is received back from the bank for a payment of vanpool fares a notice will be given to the Outreach/Transit Planner to contact the driver. For non-sufficient funds, a fee of \$40.00 will be charged or as determined by the MTA banking institution. If the Outreach/Transit Planner has not been able to resolve the non-sufficient fund check within fifteen (15) days of receiving notification, Administrative Services will assume responsibility for collecting the funds and may involve a collection agency.

If an individual issues two (2) non-insufficient fund checks during a one (1) year period, the individual will be required to pay with a credit or debit card, cashier check, money order or cash prior to participating in the Vanpool Program for the following month.

Subsidy or Fare Reimbursement

Some groups are fortunate enough to have their employer pay the full fare, or a partial subsidy for their shared ride. MTA is prepared to give receipts to groups or individuals if payment documentation is required. If your employer benefit does not cover the complete cost of your fare you must pay the difference.

SECTION 5: REPORTS, DEADLINES & LATE FEES

Report Deadlines

The vanpool driver or designee is required to complete and turn in the required reports to the Outreach/Transit Planner every month on a regular basis. The **Monthly Vanpool Ridership Reports** are due on the 5th of each month.

Notify the primary vanpool driver and Outreach/Transit Planner of any changes that will impact ridership with the group. All relevant documents for the *following* month's ridership must be submitted by the 9th of the month *prior to the change* to the Outreach/Transit Planner. Report types include New Rider Agreements for new riders joining the group, Vanpool Participant Withdrawal Form for riders leaving the group, requests for a different sized van or any other situation that may impact the vanpool group, its rates, and its riders.

All vanpool **fares** must be paid by the end of business on the 9th day of the month in which riding.

Receiving reports or payments later than the aforementioned due date, may result in a late fee of \$10.00 in addition to normal fares. Repeated late submittal may result in the closure of the vanpool.

The monthly reports can be dropped off at our Administration Office located at 790 E. Johns Prairie Road, Shelton, WA 98584 during normal business hours, emailed to MTA at finance@masontransit.org, or mailed to 790 E Johns Prairie Rd Shelton, WA 98584. If reports or payments are being mailed, make sure to mail at least three (3) business days prior to the 9th to ensure timely receipt.

Monthly Vanpool Ridership Report

MTA provides Monthly Vanpool Report Forms for use in completing the monthly reports. The computerized version is a Microsoft Excel spreadsheet and is available via e-mail attachment on-line at www.masontransit.org/vanpool. If internet access is not available, forms are available in the vanpool binder located in the vehicle or can be mailed upon request.

As a vanpool driver, one of the most important responsibilities is completing (or delegating and the follow up of) the monthly reports. The vanpool monthly ridership and mileage log forms are used throughout the month to record the commute activity of everyone in the vanpool. The rider activity and commute miles are valuable in tracking vanpool use and ridership to support the vanpool program. On the first day of each month, record the primary driver's name followed by each of the rider's full name in the Riders/Drivers section.

SECTION 6: MTA RIGHTS & RESPONSIBILITIES

MTA is the legal owner of the vanpool vehicle and, therefore, has specific rights and responsibilities to the Vanpool Program which are discussed below. Please remember, the use of a MTA vanpool vehicle is a privilege and one that should be treated with respect.

1. **Any vanpool participant** may be removed from the van for failure to comply with the Vanpool Program requirements at any time.
2. MTA reserves the right to revoke the use of the van at any time.
3. MTA may adjust rates or impose charges for damages at any time.

Disbanding a Vanpool

If the decision is made to disband a vanpool group, even temporarily, the vanpool vehicle must be returned to MTA by the last working day or the last business of the month, whichever comes first. Although an attempt will be made to reassign the same van to the group if/when vanpool group starts up again, MTA cannot guarantee the availability of the same vehicle.

Drivers should contact the Outreach/Transit Planner for instructions on how to disband the group and the vehicle return process. If you wish to disband your group, you must notify all riders in the group and the Outreach/Transit Planner by the 9th of the month prior to disbanding. Without proper notification or failure to return the vehicle by the last business day of the month prior to disbanding, each individual of your group may be invoiced for the next month's fare.

Driving Record Review

MTA reviews all primary vanpool drivers driving records every month. If there are new violations on the record that exceed the limits allowed to remain a vanpool driver, the Outreach/Transit Planner will provide notice to you that your driving privileges are being terminated. Anyone who is terminated as a driver may provide verifiable documentation to the Outreach/Transit Planner to explain the circumstances of any violation that is in dispute. After review of the circumstances MTA may allow you to remain in service as a driver. MTA reserves the right to review any driving record at any time.

Pets

For the comfort of all concerned, MTA does not allow pets of any kind in its vans, even when there are no riders present. Please remember that these vans are used by different individuals, some of whom may have medical conditions which make it difficult, if not impossible, to be in proximity to animals, their hair or dander.

Service animals are accepted by law. If a service animal is traveling with its owner and another rider has a medical condition affected by the presence of animals, MTA will work with all parties to resolve the problem.

Signs and Bumper Stickers

MTA prohibits the placement of signs or stickers on or in an MTA vanpool van.

SECTION 7: DISCIPLINARY PROCEDURES & VANPOOL PARTICIPANT REMOVAL

Rider Conflicts

MTA expects vanpool participants to try to resolve any problems that arise among the riders and drivers in a respectful way. MTA also expects that the vanpool group will follow the operating requirements for the program and the guidelines for good management of each vanpool.

There are times when differences in personality may cause conflicts. If an incident occurs where a participant does not adhere to the rules of the van, the Outreach/Transit Planner should be contacted immediately to discuss the situation.

On occasion, there may be conflicts that cannot be resolved within a vanpool group. These conflicts will be resolved by the Outreach/Transit Planner. If a person directly involved with the conflict or action in question wishes to protest the decision of the Outreach/Transit Planner, such protest must be submitted in writing to the Operations Manager.

Dispute or Altercation between Participants

In the event a conflict arises, the primary vanpool driver should attempt to resolve it as soon as possible. Assistance from the Outreach/Transit Planner may be requested if the primary vanpool driver is unable to resolve the conflict.

Disciplinary Actions

When there are violations of policies and procedures, or breakdowns in the success of the vanpool group, MTA is prepared to step in and resolve the issue with the following steps:

1. Verbal Warning

The first step is to investigate any problems, and, if justified, issue a verbal warning to the primary driver, a back-up driver, or rider. This is noted in the vanpool operating file and forms the basis of future discipline, should that be the case.

2. Counseling Session & Written Warning

In the event of a more serious infraction that has been investigated and verified, or repeated offenses for which someone has been previously warned, MTA will schedule a counseling session with the Outreach/Transit Planner, the individual, and issue a written warning. This is filed in the vanpool operating file.

3. Suspension

When a problem escalates, a serious safety violation is confirmed or inappropriate behaviors are documented repeatedly, MTA reserves the right to suspend any

participant from riding for a period of time, including the vanpool driver. The removal period is for a specified period of time determined by the Outreach/Transit Planner. The decision may be appealed to the Operations Manager, who will review the decision and issue a written response to uphold or repeal the Outreach/Transit Planner's decision.

4. Termination of Privileges

MTA may terminate an individual from driving or riding, following the verification of the facts and completion of an investigation.

MTA reserves the right to skip steps 1-3 and go directly to termination of privileges depending on the severity of the actions.

Removal of an Individual Rider

Actions that may result in the removal of an individual rider include:

1. Failure to abide by majority consensus, as established by the Vanpool Agreement.
2. Failure to abide by MTA's policy on the use of drugs or alcohol, and the no smoking policy.
3. Failure to pay monthly fares.
4. Failure to report accidents or incidents within twenty-four (24) hours.
5. Failure to use seatbelts as required by law.
6. Rude, abusive, or intimidating behavior as determined by the majority.
7. Driving the van without being an approved driver.

Termination of Entire Vanpool Group

MTA may also terminate the entire vanpool group if a problem has arisen that involves more than one participant and a solution has not been found while working in cooperation with the Outreach/Transit Planner. While this is an extreme measure, such action may be necessary to preserve the safety and efficiency of the vanpool program.

Actions which may result in the termination of a vanpool group include but are not limited to:

1. Condoning or encouraging a driver to speed.
2. Hiding unlawful conduct by the driver or riders from MTA staff.
3. Consumption of alcoholic beverages, drug use or smoking cigarettes while operating the van.
4. Unauthorized drivers operating the van.
5. Unreported damage or abuse of the van.
6. Failure to pay monthly fares in full.

Right to Appeal

You have the right to appeal the decision made, express thoughts, concerns and appeal in writing to the Operations Manager.

SECTION 8: SAFE DRIVING TIPS

Following Distance

When driving at thirty (30) mph, a following time of two (2) to three (3) seconds may be enough to stop safely. At higher speeds use the four (4) second rule, increase your following distance by one (1) second for each ten (10) MPH increment over forty (40). Reduce your speed when driving in adverse weather or road conditions. When any of the following six (6) conditions exist in the driving environment, drivers must increase their following distance. Drivers should add one (1) second to the following distance for each applicable and present condition.

1. At dusk, dawn, night, fog, direct sunlight, oncoming headlights and adverse weather conditions.
2. Unfamiliar areas, residential streets, slick road conditions, curves, hills and obscured intersections.
3. Rain, snow, ice and high wind.
4. Heavy traffic, slow moving vehicles, pedestrians, bicycles and motorcycles.
5. Fatigue, emotional distress and distractions; if you are experiencing fatigue or emotional distress you should not be driving and your back up driver should take on the driving duties.
6. Size, weight and passenger load of the vehicle.

Care must be taken not to impede normal traffic flow, which can lead to a collision, anger or frustrate other motorists. Be mindful of vehicles behind you. If someone is following too closely, pull over when and where it is safe allowing plenty of room and let them get by.

Following Drivers Who Cannot See You

The drivers of trucks, buses, vans or vehicles pulling campers or trailers may not be able to see you when you are directly behind them. They could stop suddenly without knowing you are there. Large vehicles also block your view of the road ahead. Falling back allows you more room to see ahead.

Rain & Flooding Conditions

Streets can be slick after a rain, especially after a dry period when rain mixes with accumulated oil on the street.

1. Avoid fast starts and quick stops to prevent traction loss.
2. Be cautious of low visibility in heavy rain and allow a longer distance for stopping.
3. When approaching standing water, follow these steps:
 - a) Assess the depth visually; use reference points on higher ground.
 - b) Activate four (4) way flashers.
 - c) Proceed slowly.
 - d) Gently tap the brakes occasionally to assess holding capacity.
 - e) Whenever possible, take an alternate route.

Flooding-related driving tips:

- a) Do not drive through flooded areas.
- b) If a road covered by water seems shallow enough to cross, do not attempt to do so.
- c) If your car stalls, do not attempt to push it out; seek higher ground

Yield for Buses

Washington State Law RCW 46.61.220 states: The driver of a vehicle shall yield the right-of-way to a transit vehicle traveling in the same direction that has signaled and is reentering the traffic flow. Please remember to abide to this Washington State Law.

Funeral Processions

Passing through or impeding a funeral procession is prohibited.

Emergency Vehicles

Cede the right-of-way to all emergency vehicles in accordance with traffic laws. Be sure to check all mirrors carefully before pulling to the right. After the emergency vehicle has passed, check mirrors carefully to determine if a second emergency vehicle is following. Be sure to signal your intention before pulling back into traffic. Also watch for other traffic pulling out who may attempt to cut in front of your vehicle. When following emergency vehicles such as police vehicles, ambulances, and fire trucks keep in mind that they need more room to operate. Do not follow closer than five hundred (500) feet to a fire truck.

SECTION 9 MILEAGE & PERSONAL USE

Mileage

Monthly vanpool miles traveled include commute miles, bonus miles, extra allowable miles. The group/individual's monthly billing amount is based on commuting mileage for the group. It is important that you track all miles not directly associated with your daily commute. Please **use your odometer** to accurately record all mileage.

Commuting Miles

MTA defines commuting miles as those miles traveled from the primary driver's home or approved overnight parking location to the work destination and back again.

Bonus Miles

Certain miles are necessary for the operation of a vanpool vehicle and are referred to as "Bonus Miles." MTA allows up to fifty (50) bonus miles per month for these reasons.

Miles accumulated for the following purposes are considered reasonable bonus miles:

- Van maintenance
- Van familiarizations
- Washing
- Fueling

Bonus miles are separate from commuting miles and are not factored into determining your monthly rate. Therefore you cannot count regular commuting miles as bonus miles. Log your bonus miles under the non-commute miles on the Mileage Log (Appendix 3) with the explanation of bonus miles in the purpose of non-commute miles section.

Note: It will be rare that fifty (50) bonus miles will be used every month.

Extra Allowable Miles

MTA recognizes there may be occasional instances when a van may need to exceed the monthly bonus miles allotment. If such an occurrence appears to be necessary, contact the Outreach/Transit Planner to verify whether these miles can be logged as “extra allowable miles”.

Extra allowable miles are most typically accumulated because of:

1. Detours due to road construction, traffic back-ups, inclement weather, etc.
2. Long distances traveled for van servicing.

Note the reason for the extra allowable miles on the mileage log (Appendix 3) in the purpose of non-commute miles section. Outside of the examples of allowed extra miles, the Outreach/Transit Planner will determine if the miles are allowable or not. If the extra miles are disallowed, all vanpool participants share the cost of these miles. Be sure all vanpool members are in agreement before making a route deviation.

Prohibited Personal Use

There is **no** personal use of MTA vanpool vehicles. Vanpool vehicles are to be used for commute purposes only and not for any personal use by any member of the vanpool group. Some examples of personal use, but not limited to, are:

1. Transporting people to personal activities;
2. Going to lunch;
3. Transportation of personal items;
4. Transportation of beer, wine, alcoholic beverages, marijuana or illegal drugs; and
5. Stopping for purchases at a dispensary, tavern, liquor store or other such places even if the location of the establishment is along the normal route (See Allowable Personal Use Exceptions below for allowable stops along the normal route.)

Allowable Personal Use Exceptions

MTA does allow stops for personal use such as grocery stores or fast food places if the stop is on the way to the normal destination of the route and do not add miles.

Restrictions

The primary use of the vanpool vehicle is for commuting. In addition to all other rules and policies allowable personal use is restricted from the following:

- 1) Must not interfere in the normal pick up or drop off times;

- 2) The van must not be used for hire or to transport groups of individuals not related to the authorized primary driver (e.g. church groups, etc.).
- 3) The van must not be used to transport any children.
- 4) The van must not be parked near a tavern, dispensaries, adult entertainment establishment, or any other locations that might be construed as inappropriate by the public.
- 5) The van must not be operated in off-road conditions at any time, in fields or in any other potentially unsafe environment.
- 6) The van must not be operated outside of the state of Washington.
- 7) The van must not be used to pull a trailer, boat, or any other vehicle; to haul garbage, debris, or excessive loads; or for any purpose requiring the removal of seats.
- 8) The seats in the van may not be removed for any reason.

SECTION 10: VEHICLE MAINTENANCE

Preventative Maintenance

There are some simple techniques that will ensure safe, reliable performance of the van. They are habits that, if performed daily, will keep the driver on top of possible maintenance problems that could arise.

1. Pre-trip the van. Walk around the vehicle and check for body damage, low or flat tires, mirror adjustment, the proper operation of all lights, and other obstacles that may be in driving path on a daily basis.
2. Check the van's oil each time the vehicle is fueled.
3. When approaching the van be aware of any fluid leaks. Check the ground under the engine for any fresh drips. Try to identify the color and placement. If any fluid leaks appear call the maintenance staff for advice.
4. Watch the gauges. The dash has indicators to alert the driver of potential problems.
5. Drivers will become familiar with normal operating sounds and can detect changes by listening to the van while idling or driving.
6. Report any problems to the Outreach/Transit Planner as soon as possible!
7. Do not run the van out of fuel. A good practice is to refill before the gauge reaches the one quarter mark.

Required Maintenance

A properly operating van is the first step to assuring a safe vanpool commute. The vehicles themselves represent a significant investment that is cared for jointly by vanpool participants and MTA. By working together, we ensure that the van is operating properly and will not experience costly and inconvenient breakdowns. MTA maintains the vehicles on a scheduled preventive maintenance program. The primary driver is responsible for seeing that the van is properly maintained, performing the daily, weekly

and monthly checks on the Primary Vanpool Driver Inspection Check List (Appendix 5) is also considered part of required maintenance and is a routine task to be completed by the primary vanpool driver or back-up driver at the time. It is the responsibility of everyone in the van to treat the vehicle as if it were a personally owned vehicle. The vehicle is to be maintained, cleaned and treated with respect.

Low Oil Disclaimer

The primary vanpool driver is responsible for any damage occurring to the van, in respects to the oil level dropping below the add mark. This requirement is **extremely important** since severe costly engine damage can occur rapidly when oil levels drop. Remember to check the van's oil level each time it is fueled. If MTA's Maintenance department determines that a driver is negligent in maintaining appropriate oil levels, it may be grounds for terminating the individual as a vanpool driver.

Scheduled Maintenance

Vanpool vehicle preventative maintenance (PM) schedule is due in five thousand (5,000) mile intervals. The Outreach/Transit Planner will notify the primary vanpool driver via e-mail that the van is due for a PM and arrange a time for the vehicle to be serviced.

Cleaning

The appearance of the van and its cleanliness is important to us. A clean, well-kept van reflects a positive image to the general public. It helps improve the resale value of the van, which can hold down the cost of fares, and is attractive to your potential riders. Although MTA expects normal wear and tear on the vehicles, the van needs to be regularly cleaned both inside and out.

Vans are to be washed and the interiors cleaned at least every two weeks. Keep in mind that some automatic car washes cannot accommodate a van. Vanpool vehicles require a height clearance of at least 7'5". Drivers may do the cleaning at home if preferred, this is not reimbursable nor is there a credit to your monthly fare for doing so. Vans can be cleaned at any car wash that accepts the Voyager card. If you need assistance in finding a car wash that accepts the Voyager card please contact the Outreach/Transit Planner. MTA has an account at Belltowne Car Wash in Belfair, WA. You may charge up to three (3) car washes and vacuums per month.

SECTION 11: EMERGENCY SITUATIONS

Accidents

An accident is defined as any contact or collision with another vehicle, a fixed object or a person, regardless of damage; or any occurrence where a rider is injured while in the van or while entering or exiting the van.

The vanpool driver must report **ANY** accident, no matter how minor, to MTA **IMMEDIATELY**. This includes, but is not limited to, occurrences such as a rider falling and being hurt while entering, exiting, or during a sudden stop of the van, or any contact with another vehicle(s), pedestrian(s), property or stationary object(s), whether the van is parked or in operation. It is the driver's responsibility to obtain, complete and file accident and incident reports with MTA and the jurisdiction in which an accident occurs.

Each vans binder contains one or more Event Packet(s) with instructions to follow in the event of an accident. Event Packet contents include five Courtesy Cards, a Washington State Transit Insurance Pool (WSTIP) Event Report form and one State of Washington Vehicle Collision Report form. If this packet is in need of any supplies, please contact the Outreach/Transit Planner. There is a disposable camera in the vans tote in the back.

If there are serious injuries, call 9-1-1, then, report the injury to your Outreach/Transit Planner immediately. If the Outreach/Transit Planner is not available, contact MTA Dispatch at 360-427-5017. If the person does not need to be transported for medical treatment, try to make arrangements for the injured person to be seen by medical personnel. If the injured person does not require immediate medical attention, report the injury to the Outreach/Transit Planner as soon as possible, and within twenty-four hours. Complete a WSTIP Event Report which is included in the accident packet. Report forms should be completed and immediately forwarded to MTA.

MTA Vanpool Courtesy Cards are small forms on which those who observe an accident write their name, address, telephone number and answer some brief questions. The cards are helpful to us in our investigation of the accident. One of the responsibilities as the driver is obtaining complete information on courtesy cards at the scene of an accident. These cards should be given to all observers of the accident including vanpool riders, assuming they are able to complete the form. **Note: DO NOT Call Them "Witnesses"**. Simply ask them to complete the information because it will help to complete the reporting process.

1. Secure the vehicle in a safe manner. Do not move the vehicle until you are instructed to do so by the police or a MTA representative. An exception to this rule is a situation in which failure to move the van creates a strong likelihood of a secondary collision.
2. Take all precautions to protect the scene from further accidents.
3. Use reflective safety triangles contained in the kit in the van.
4. Secure medical assistance for any injured passenger.
5. Call 9-1-1 for emergency assistance.
6. Contact the Outreach/Transit Planner. If no answer, call the MTA dispatch office at 360-427-5017. After hours you may contact the Outreach/Transit Planner at (360) 463-1076. **The following information needs to be provided:**

A telephone number should be provided so someone can be reached in case there are questions. (See the "In Case of Accident" card in the van's Accident Packet for telephone numbers.)

- Drivers Name
 - Vanpool Number
 - All injuries
 - Number of vehicles involved.
 - Determined exact location of the accident.
7. Use the Accident Packet located in the van for a form to obtain the following information: the other drivers name, address, phone number and driver's license number, vehicle year, make, model and license number and phone numbers of all witnesses; name, address and phone number of all passengers in each vehicle, including vanpool passengers; total number of people involved in the accident, including driver and passengers.
 8. Ask all observers, including all of the van passengers, to complete courtesy cards. Collect as many as possible at the scene and deliver to MTA with the Accident Report. If someone prefers to mail the report, be sure to provide MTA's address.
 9. Do not discuss, admit liability or make any statement to anyone except an officer of the law and/or a MTA representative. If in doubt about providing information to a person requesting it, refer the inquiry to the Outreach/Transit Planner.
 10. Cooperate with the police. Do not leave the accident scene until the police or the MTA accident investigating officials release you.
 11. A WSTIP Event Report must be filled out within **one hour** of the accident and forwarded immediately to:

**Mason Transit Authority
Attn: Outreach/Transit Planner
790 E Johns Prairie Rd
Shelton, WA 98584**

Be sure to gather all necessary information to complete this report at the accident scene.

If the accident involves injury or death, or if the apparent damage is \$500.00 or more, the driver must also notify one of the following agencies, in addition to notifying MTA and filing a WSTIP Event Report.

- Local City Police- If accident occurred within the city
 - Washington State Patrol- If accident occurred on State Highway, Freeway or outside any city limits.
12. If only property damage is involved and a police officer is not available and both vehicles can be driven, exchange information with the other driver including the driver's name, address, telephone number, driver's license number and vehicle

license number. Give the other driver MTA's name and address along with your information.

13. If towing is required, MTA's Maintenance personnel will advise you. Call the Maintenance Department first, and then call the emergency number located in your visor of the van.
14. If the MTA van is involved in contact with another vehicle and the other driver either refuses to remain at the scene or does not stop, obtain as much information as possible, including license plate number of the other vehicle, vehicle year, make, model and color. Call 9-1-1, and then contact MTA immediately with this information.
15. If a vanpool driver collides with an unattended vehicle or object, make an attempt to locate the owner to exchange information. If the owner cannot be located, leave a note on the windshield or other prominent location with your name and contact number. Use the vanpool courtesy card to leave MTA contact information. Be sure to report **all** accident and incidents to MTA immediately upon securing the scene.

Accident Information Exchange

The MTA Vanpool Courtesy Card should be completed by the van driver and given to the driver(s) of any other vehicle (s) involved. Once the other driver has completed their portion, have them return it to you. Their portion of this card must be included in the packet of accident information sent in to MTA. Be sure to get a telephone number for all parties involved.

After An Accident

Following an accident, MTA will make every effort to assist the members of the vanpool group in reaching their destination.

Normally, the person who was driving the van will not be authorized to drive the van until an investigation can determine whether the accident was preventable or non-preventable.

If the accident was deemed non-preventable, the driver is normally returned to duty. During the investigation, another approved driver must transport the group. If the group's assigned vehicle is in need of repair, a loaner van will be issued to the group, if available. If a loaner vehicle is not available, the group should initiate an alternative transportation plan.

Following an accident, MTA investigators will normally interview all riders of the vanpool, as appropriate, to help determine the cause of the accident.

A driver who is returned to duty following a preventable accident will be required to take a Defensive Driving Course. Depending on the nature and severity of the preventable

accident, the driver may be suspended for a stated period of time. MTA may remove the driver from their responsibilities permanently if the driver's actions significantly contributed to the accident.

Emergency Authorization

In an emergency, a passenger may obtain temporary (one trip) telephone authorization from the Outreach/Transit Planner to act as the vanpool driver **from the work site**. A short interview at the time of the request would include information on the following:

1. Full name of the individual
2. Verification of Valid Washington state driver's license
3. Date of birth
4. Years of driving experience

If temporary authorization is received they must attend one of the next two scheduled, mandatory vanpool orientation courses.

Incidents

Any incident involving the van or a person around the van, regardless of how minor the incident is, must be reported immediately to the Outreach/Transit Planner and requires an Event Report to be filled out. An incident is when there may be damage to the vanpool vehicle, but the van was not involved in an accident or where there may be injury to a rider as they are boarding or disembarking the van, or where there may be disputes within the van between riders. Examples of incidents include such occurrences as a passenger injury upon entering or exiting the van, acts of vandalism, hitting an animal, or any other minor incidents taking place within a twenty (20) foot radius of the van as it pertains to the van or passengers.

Breakdown or Mechanical Issue

An inoperable van or a mechanical issue that leaves the driver uncomfortable driving the van is considered an emergency. If the van develops a mechanical problem, call the Outreach/Transit Planner or MTA Maintenance Department. Please do not call a tow truck unless we instruct you to do so, see Section 15 Towing.

Unfortunately, breakdowns may occasionally happen, having a plan of action for when they do occur is very important. MTA's Maintenance Department's hours of operation are: **Monday through Friday 5:00 a.m. to 9:00 p.m. and Saturday 6:00 a.m. to 9:00 p.m.**

If you experience a breakdown please follow these steps:

- Turn on hazard flashers.
- Move the van out of traffic, if possible.

- Make sure riders are in a safe location; use your judgment as to whether riders should remain in the van or to a safer location away from the scene.
- Set up the reflective triangle kit, located in the back of the van.
- Contact the Maintenance Department immediately. During Maintenance's hours of operation, contact the Maintenance Department directly at 360-427-5033 Ext. 250. Outside Maintenance's normal operating hours, please contact the maintenance emergency contact number found in the vanpool binder. If unable to reach the Maintenance Department or the Maintenance emergency contact, please contact the Outreach/Transit Planner.
- Before leaving the van, lock the vehicle, leave it in a secure area and determine how to get riders to their destination safely.

Brake Failure

If the brakes fail, pump the pedal several times to build pressure. If that fails, coast in gear and use the parking brake. Shift to a lower forward gear for an emergency slow down. Get the vehicle off the road and park it immediately in the nearest safe location. Call MTA for assistance.

Accelerator Sticks

If the accelerator sticks, shift to neutral, pull over to the shoulder of the road, and stop. Try to lift the pedal with the toe of your shoe. Remember, if the engine is turned off, it will affect the power braking and most likely lock the steering wheel. **Do not turn the engine off until the vehicle is safely off the road.** Call MTA for assistance.

SECTION 12: NON-EMERGENCY SITUATIONS

Flat Tires

It is the driver's responsibility to ensure that the spare tire is inflated and in good working condition. It is a good idea to check the air in the spare tire monthly. It is also the driver's responsibility to change a tire on the van when necessary, using the spare tire and tire jack provided in the rear of the vehicle. Spare tires can only be used temporarily.

In case of a flat tire, pull over in a safe place as soon as possible. Avoid driving on a flat tire any longer than necessary. Driving on a flat tire usually results in irreparable damage to the tire and unnecessary expense.

If you have a flat tire while driving:

- Do not brake heavily.
- Gradually decrease the vehicle's speed.
- Hold the steering wheel firmly.
- Slowly move to a safe flat place on the side of the road.

- Move vehicle, if necessary, to protect you while changing the tire.

The vanpool group is responsible for changing the tire. If you wish, you may call a roadside service such as AAA, if one of the vanpool participants is a member of such a service with coverage extended to a van. After changing the tire, contact MTA. We will arrange for you to bring the vehicle in for the flat tire to be fixed or replaced. Do not purchase a new tire.

Repairing the flat tire:

- Bring it to MTA. We will repair or replace it. Or take the tire to a Les Schwab store. They will repair it, if able.
- **Do NOT purchase a new tire! If the tire is beyond repair, return it to MTA for a replacement.**

If you are experiencing difficulty changing the tire please follow these steps:

- In the immediate Shelton area during maintenance's hours of operation contact the maintenance department directly at 360-427-5033 Ext. 250.
- Outside the immediate Shelton area during normal hours of operation please contact the Outreach/Transit Planner or maintenance department who will give you authorization to contact the nearest Les Schwab Center.
- Outside maintenance's normal operating hours please contact the Les Schwab Roadside Assistance Center at 1-888-579-2011. State your name and that you are with Mason Transit Authority and need assistance. Their call center will dispatch a technician from the closest Les Schwab Tire Center to your location. Our account is with store #832 Shelton Les Schwab Tire Center. You must also contact the Outreach/Transit Planner immediately after contacting the Roadside Assistance Center.

Lost Keys (Locked Out)

Each vanpool group will be assigned two (2) keys to the van. Please take care of the keys issued to the van; if they are lost or locked in the vehicle, MTA will not be responsible for traveling to the van to unlock it. It will be the responsibility of the primary or back-up driver to come to MTA facility to get another key, which must be returned on the next business day. Any locksmith charges will be at the driver's expense. If the keys were lost, MTA will get another set as soon as possible and the driver may be invoiced \$75.00 for the replacement of the remote entry key.

Out of Gas

MTA will not travel to the van to bring fuel to the van. It is the driver's responsibility to check the fuel gauge every day and ensure that the van has enough fuel to provide a complete, safe trip for the vanpool participants. A good practice is to refill before the gauge reaches the one quarter mark.

SECTION 13: FUELING

Fueling the Vehicle

MTA provides each vanpool group with a Voyager fuel credit card for the sole purpose of fueling the assigned MTA van. The fuel card is issued to the primary driver, but may be used by any MTA approved driver of the vanpool vehicle for commute purposes only.

All Vanpool drivers must comply with the following fuel card procedures:

- Vanpool fuel may be purchased at pre-approved service stations that honor the “Voyager” fuel card (See fueling instructions)
- The total amount gallons purchased must be entered on the Monthly Vanpool Report.
- If the vanpool fuel card is lost or stolen, the loss should be reported to the Outreach/Transit Planner or maintenance **immediately**. Each fuel card can be used only for regular unleaded fuel purchases.
- There shall be no personal use of the MTA Vanpool Voyager card.

Keep in mind that misuse of the MTA Voyager card is a **FELONY**; MTA carefully monitors the use of each card and will take immediate action if inappropriate usage is suspected.

Fueling Instructions

The Voyager card is located in a sleeve along with a vendor list in the zipper pouch in the vans binder. The card can be used at most major oil company outlets, such as Texaco, Shell, Exxon, etc. When using the card the user will be prompted to enter the vehicle number and mileage at the time of fueling. Remain next to the pump at all times. The Voyager card is vehicle specific and must remain in the vehicle’s binder at all times. MTA has established a maximum number of times per month which this card can be used to fuel. MTA receives regular reports of fueling activity by vehicle.

SECTION 14: TIRES

Regular Tires

It is important to monitor tire pressure of the van’s tires to extend the life of the tires and ensure safety and maximum fuel mileage. Maintain PSI per manufacturer’s recommendation on the sidewall of the tire. During daily inspections, look for any abnormalities or foreign debris which could cause damage. Observe tread depth.

SECTION 15: TOWING

Towing

If towing assistance is needed, MTA's Maintenance Department will coordinate towing.

- Give Maintenance the van's license plate number van number.
- Describe the problem and give Maintenance the location of the van. The Maintenance Department will contact the towing company and inform you of the estimated time they will be there.
- If Maintenance has the availability, they will arrange for a member of the Maintenance Department to bring you a spare van. Or we may ask that you arrange transportation to pick it up at our facility, or you may ride with the tow truck driver if the van is being brought to our facility.

APPROVAL FROM MTA MUST BE OBTAINED PRIOR TO THE TOWING TO ENSURE THAT THE DRIVER WILL NOT BE LIABLE FOR CHARGES.

SECTION 16: INSURANCE, VANDALISM & DAMAGE

MTA provides appropriate insurance coverage for vanpools through the Washington State Transit Insurance Pool (WSTIP). The insurance rates charged for vanpools are a reflection of market trends and the accident history of the transit program. MTA's annual insurance premiums are based upon a number of factors, some of which include: the number of claims (frequency) and the severity (cost of each reported claim) to WSTIP. Premiums will fluctuate from year to year which may in turn, affect the vanpool fee structure. It is our goal at MTA to maintain a cost effective vanpool program. Please remember, only primary drivers and back-up drivers authorized by MTA may drive vanpool vehicles. MTA's insurance does not extend to personal use or to personal vehicles. If anyone chooses to drive themselves and others when a primary vanpool ride has failed, it is done at the driver's own financial risk.

See the Outreach/Transit Planner for details regarding insurance coverage or to review a copy of MTA's policy.

Personal Property

MTA's insurance coverage does not extend to the loss of a vanpool member's property while it is in the van. All personal property in a MTA van is left at your own risk. We suggest that all personal items be removed any time the van is not occupied by the vanpool members, and that the van remains locked when not in use.

Vandalism and Other Damage

When vandalism and other damages with unknown origins are discovered, call the local city or county police and file a significant report with them. They will assign you a case number for MTA reference. Report the incident to the Outreach/Transit Planner or one of the additional contacts on the list in this handbook within one hour. Be prepared to give the case number, the county or city of jurisdiction where the report was filed and details of the incident. Complete a WSTIP Event Report and an Incident Report Card which is included in the accident packet. Report forms should be completed immediately and forwarded to MTA. It is preferable to drop the forms off at MTA, but they may be faxed or mailed if necessary. MTA will arrange for repair of the vehicle, as soon as possible.

SECTION 17: PROHIBITED SUBSTANCES POLICY

Prohibited Substances Policy

MTA does not allow the driving of a vanpool vehicle under the influence of any illegal drugs. An illegal drug is any drug or substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812) and is further defined by 21 CFR 1300.11 through 1300.15. This includes, but is not limited to: marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes the use of any illegal drug, the misuse of legally prescribed drugs, or the use of illegally obtained prescription drugs at any time. Marijuana is considered a banned substance per the federal government.

This policy does not prohibit the appropriate use of legally prescribed drugs and non-prescription medications. However, it is the responsibility of the primary vanpool driver to inform his/her physician when being prescribed medication(s) that they are driving a vanpool vehicle and ask about driver impairment and possible side effects.

The primary vanpool driver should only use medically authorized drugs or over the counter medications in a manner which will not impair their driving or elect not to drive when using prescribed drugs or over the counter impairing drugs. It is also the responsibility of the primary vanpool driver to remove themselves from service if they are not able to drive because of any adverse effect due to medications. You may not drive the vanpool vehicle after consuming beverages or substances containing alcohol or marijuana, including any medication, food, candy, or any other substance that contains alcohol or marijuana.

Appendix 1

Primary Vanpool Driver Eligibility & Retention Criteria

Vanpool drivers must have a valid, unrestricted (prescription lenses acceptable), non-probationary driver's license and five years of verifiable licensed driving experience, be at least 25 years of age and provide off street parking at residence or other pre-approved location.

Below is the eligibility and retention criterion utilizing a point system (see attached chart). The total points are compared with an acceptable risk of **three** or below. Each citation/accident appearing within a three year period is counted except as noted below.

Never Eligible Offenses: Any conviction surrounding a fatal accident (vehicular homicide, manslaughter, etc.), using a vehicle in commission of a felony, and/or vehicular assault appears on your driving record.

10 Year Ineligible Offenses: Any conviction for negligent driving, reckless driving, hit and run, leaving an accident scene or driving under the influence of drugs or alcohol.

5 Year Ineligible Offenses: Any conviction for suspension/revocation related to a 4 point offense.

3 Year Ineligible Offenses: Any conviction or combination of convictions earning 4 or more points.

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 primary driver due to his/her personal driving record may also result in application rejection.

Ability to Perform Essential Driving Functions: A primary vanpool driver must be able to perform essential driving functions as listed on the Primary Driver Essential Functions form.

Ability to Perform Inspection Checklist: A primary vanpool driver must be able to perform the required daily, weekly and monthly checklist.

Appendix 1 cont'd

MTA Vanpool Driver Point System

Points	Offense
+ 1 point	<i>Additional point added to any offense that occurred in a vanpool vehicle</i>
2	Operating without lights on
2	Carpool lane violation
2	Driving on the shoulder
2	Driving without insurance
2	Failure to appear
2	Failure to signal
2	Following too close
2	Impeding traffic (travelling too slowly)
2	Improper lane travel
2	Speeding (0-8 mph over the speed limit)
2	Distracted Driving
3	Improper child restraint
3	Failure to yield to emergency vehicle
3	Speeding (9-12 mph over the speed limit)
3	Driving without a valid license
3	Seatbelt use violation
3	Speeding in a school zone (1 – 5 mph over the speed limit)
4	Speeding in a school zone (6 mph and over the speed limit)
4	Cell phone use or texting violation
4	Deferred prosecution for negligent driving, reckless driving, hit and run, leaving an accident scene, driving under the influence of drugs or alcohol
4	Driving too fast for conditions
4	Failure to yield or stop disobeying a road sign
4	Illegal passing, turning or lane change
4	Red light camera violation
4	Speeding (13 mph over the speed limit)
4	Speeding (13 mph over the speed limit)
4	Violation of bus stop paddle

Appendix 3 MTA Monthly Mileage Log Sample

Vanpool Monthly Mileage Report

SAMPLE



Month of: December Year: 2014

Bookkeeper/Driver: Minnie Mouse

Van # 9900

Beginning Odometer Reading: 6017

Vanpool Group # 99

Date	End of Day Odometer Reading	Total Miles	Commute Miles	Non- Commute	Purpose of non-commute miles
12/1/14	6047	30	30		
12/2/14	6085	38	30	8	car wash & fueling
12/3/14	6115	30	30		
12/4/14	6165	30	30	20	brought van in for maintenance
Totals		128	120	28	

Appendix 5

Primary Vanpool Driver Inspection Check list

- Perform the daily inspections and immediately report any problems to the Mason Transit Outreach/Transit Planner.
 - ✓ Check for fluid leaks.
 - ✓ Check for body damage.
 - ✓ Ensure that no obstacles are in the path of the vehicle.
 - ✓ Check gauges after thirty-second vehicle warm-up.
 - ✓ Ensure mirrors are clean and properly adjusted.
 - ✓ Ensure windows are clean and clear of fog, ice, or snow before operating vehicle.
 - ✓ Report any chips or cracks at service time or immediately if they are serious.
 - ✓ Ensure that seatbelts are all operational and ensure that all passengers wear a seat belt at all times while in the van.
 - ✓ Ensure that the interior of the van is clean and free of debris and that the area under the driver's seat is free of any items (flashlight, camera, etc.).
 - ✓ Check that the brakes are working properly.
 - ✓ Ensure that the steering operates properly.
 - ✓ Check exhaust system to ensure proper operation and ventilation.

- Perform weekly inspections.
 - ✓ Check oil level. Add oil, using container in van, if needed.
 - ✓ Check to ensure the coolant/antifreeze level is adequate. Add fluid if needed.
 - ✓ Check the windshield fluid level. Add fluid if needed.
 - ✓ Check the power steering fluid level. Add fluid if needed.
 - ✓ Check the transmission fluid level. Add fluid if needed.
 - ✓ Check the brake fluid level. Add fluid if needed.
 - ✓ Check the tire pressure and tire tread. Fill air to appropriate level. Report unusual tire wear.
 - ✓ Check the wipers; as necessary replace or request to have them replaced at next scheduled service date.

- Perform monthly inspections.
 - ✓ Check belts and hoses. Report any unusual wear.
 - ✓ Check that headlights, taillights, directional signals, and emergency flashers work properly.
 - ✓ Check that the battery cable is tightly attached and free of corrosion.
 - ✓ Ensure that the heater, defroster, and air conditioner work properly.
 - ✓ Swap primary van for spare van within 48 hours of a phone call from the Mason Transit Outreach/Transit Planner or Maintenance department. This turnaround ensures timely maintenance of the vehicles.

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RECEIPT FOR VANPOOL RIDER HANDBOOK

I acknowledge that I have received a copy of Mason Transit's Primary Driver Manual. I agree to read it thoroughly, including the statements in the foreword describing the purpose and effect of the manual. I agree that if there is any policy or provision in the manual that I do not understand, I will seek clarification from the Outreach/Transit Planner.

I understand that this manual states Mason Transit's policies and practices, are in effect on the date of publication.

I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with Mason Transit for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

Please sign and date this receipt and return it to the Outreach/Transit Planner.

Vanpool Rider Name (print)

Vanpool Rider Signature

Date