



VANPOOL DRIVER'S MANUAL

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VANPOOL DRIVER'S MANUAL

SECTION 1: GETTING STARTED

Welcome to Mason Transit'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's required to be left in the van and made available to all Vanpool group members. Your van binder contains all the Mason Transit Authority (MTA) Vanpool Policies and Procedures, tasks, and forms needed for volunteer Vanpool drivers, bookkeepers and riders. It is recommended that you keep this manual inside the van binder for reference and quick access. The Operations Coordinator 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 Operations Coordinator.

Contact Information

Mason Transportation Authority
790 E. Johns Prairie Road
Shelton, Washington 98584

Mon-Fri 8:00 a.m. - 5:00 p.m.
Administration: (360) 426-9434
Operations Coordinator (360) 432-5725

Mon-Fri 4:30a.m. – 9:15 p.m. Saturday 6:00 a.m. – 9:15 pm
Maintenance via dispatch: (360) 427-5017

Staff Member	Position	Ext	Emergency Numbers	E-mail Address
Kristi Evans	Operations Coordinator	125	(360) 490-5688	kevans@masontransit.org
Marshall Krier	Maintenance Manager	132	(360) 490-4489	mkrier@masontransit.org
Jane Seymore	Operations Manager	133	(253) 606-7987	jseymore@masontransit.org

SECTION 2: VANPOOL BASICS & RIDERSHIP

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. Update the roster as changes occur and make copies for all riders. Send an updated copy to the Operations Coordinator as well. With this information on hand, you can easily activate the Alternate Transportation Plan described later in this manual. A rider roster will be maintained by the primary Vanpool driver.

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 Operations Coordinator. Once a route is established, it can only be changed with Mason Transit's permission. The change of the route or schedule cannot result in the elimination of a rider.

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 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 Mason Transit or by the primary driver.

MTA Vanpool Group Rules that are non-negotiable:

- A five day written notice must be submitted to terminate ridership in the van before the beginning of the next month.
- 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.
- Condoning or encouragement of unlawful conduct of other vanpool participants or of the Mason Transit Staff.
- Consumption or transportation of alcoholic beverages, illegal drug use including but not limited to marijuana, no exemptions.
- Distracting the driver is not allowed.
- Driver will not operate the vehicle under the influence of alcohol or drugs.
- Encouraging speeding, reckless, negligent, unsafe or illegal practices of the driver will not be tolerated.
- Footwear is to be worn at all times.
- No alcohol, drugs, firearms or weapons are permitted in the van.
- Paying monthly vanpool fares on or before their due date to the vanpool bookkeeper or driver.
- Responsibility for your personal items.
- Rude, abusive, discriminative or intimidating behavior towards or among vanpool participants will not be tolerated.

- Seatbelts must be worn at all times.
- Use of any type of tobacco product including but not limited to; cigars, cigarettes, or e-cigarettes (vape cigarettes) and chewing tobacco while in the vanpool van is not authorized, nor will it be tolerated any time.

Other rules that vanpool group may want to negotiate are:

- 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.
- Seating order should be established from the beginning, if it is important to vanpool members.
- Use of the radio in the van.
- 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 Mason Transit. The rules listed as non-negotiable are, indeed, non-negotiable with Mason Transit.

Group Responsibilities

Mason Transit vanpool participants share the responsibility of operating the van; each passenger in our vans, including the primary driver, is asked to read the vanpool agreement before they are allowed to ride in the van. This is for the passenger’s own protection. **Completed vanpool agreements are required to be signed prior to riding in the van and should be mailed or given to the Operations Coordinator as soon as possible.** Do not wait to submit the monthly report to submit vanpool agreements; they are to be provided to the Operations Coordinator upon receipt of a new one.

All vanpool participants are asked to be courteous and considerate in their dealings with fellow riders, the general public and with Mason Transit staff. 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. Mason Transit has worked very hard to earn our reputation as an efficient, effective and courteous public transportation service provider. Please remember that each vanpool represents Mason Transit. It is very important for the continued successful operation of Mason Transit as a whole that we maintain a favorable public image. The vanpool agreement explains the basic responsibilities of the rider and Mason Transit.

Alternate Transportation Plan

All drivers must work with the Operations Coordinator 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, a back-up plan should be identified, and handy if needed.

There may be several options depending on when the breakdown is discovered:

- A spare van will be dispatched and switched with the disabled van.

- Carpools may be arranged.
- Members may be dispersed into other local Vanpools.

Maintaining Ridership

- All vanpool participants, as well as employers who may subsidize fares, appreciate keeping fares as low as possible. Each member adds to the vanpool group reduces every individual's fare.
- As a reminder, Mason Transit 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.
- We do realize that it can be uncomfortable to completely fill vans, especially during lengthy commutes. For that reason, our recommended maximum ridership level is eight riders plus a driver, a total of nine in a 12-passenger van.
- As a group, the vanpool may not deny riding privileges to any individual who wants to join the vanpool, pays fares on time, and does not require a route change until the vanpool reaches the maximum ridership level listed above for its size vehicle. If comfort levels allow, the Vanpool group may, of course, increase ridership to the maximum level.
- "Full occupancy" is defined by the amount of seats available, not by comfort or preference. For instance, it is discriminatory to deny an individual the opportunity to vanpool if there are only eight (8) riders in a 12-passenger van just because the space is more comfortable. In addition, no person should be put on a "waiting list" if there is a seat available on the van or another van. If a van is full or another rider would impact your ability to transport passengers safely, contact the Operations Coordinator. We will help to determine whether or not your van is full and help the new passenger find a ride. Please do not make this determination on your own, consult the Operations Coordinator.

Changes Within The Vanpool

Mason Transit recognizes that the 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 Operations Coordinator as they occur.

The vanpool driver is to report the following changes to the Operations Coordinator as soon as possible:

- Need for new primary driver. Vanpool groups should not operate without at least two pre-approved drivers at one time.
- Address or telephone number changes of any vanpool participant.
- Change in daily Round Trip Miles or change in shift served. Vanpool route changes including origin, destination and pick-up as well as drop off locations and times.
- Change in overnight parking location. Prior permission and approval must be obtained, unless the location is at the home of one of the approved drivers.

Guaranteed Ride Home

Mason Transit guarantees all vanpool participants a ride home. We want people to share rides to work, but that may mean riders are helpless should an emergency arise.

Mason Transit's Guaranteed Ride Home Program will transport a vanpool rider to a destination for any of the following reasons:

- A child or other immediate family is sick or injured.
- A family crisis.
- Another type of emergency and the ride is approved by the Employee Transportation Coordinator, and Mason Transit.
- Missing a regular ride due to an unexpected change in the schedule of others.
- Unscheduled overtime that is not covered by the employer's guaranteed ride home program.

Mason Transit's Guaranteed Ride Home Program does not cover personal errands, pre-planned appointments, or instances where you may be working late without supervisor's authorization; your employer should cover your guaranteed ride home if it is scheduled overtime.

The guaranteed ride home program is available to you during your groups' regular operating hours, but transportation must be arranged between the hours of 8:00 A.M. - 5:00 P.M, Monday through Friday with the Operations Coordinator. Your employer may have a guaranteed ride home program; if so speak with your employers Employee Transportation Coordinator.

Any passenger or driver who is currently participating in the vanpool program, and, whose monthly fares have been paid, is eligible. 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.

SECTION 3: VOLUNTEER VANPOOL DRIVER'S INFORMATION

Reasonable Communication

The vanpool primary driver is the primary contact between Mason Transit and the vanpool group. All correspondence concerning the vanpool group is directed to the vanpool primary driver. The vanpool primary driver will share appropriate information with the group.

To be a good driver you're 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 vanpool primary driver is responsible for providing back-up drivers, bookkeepers and riders with appropriate forms and all information needed, as well as collecting the forms, and submitting them to Mason Transit prior to pre-established submission deadlines.

Back-up Drivers

Mason Transit strives to maintain the highest quality of volunteer drivers possible. A safe driver is the single most important ingredient in any Vanpool Program. Each successful Mason Transit vanpool group must have a volunteer primary driver and **at least one** volunteer back-up driver. 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 the primary driver is unable to drive. The ultimate responsibility of the vanpool rests with the primary driver. Many of the vanpools divide the driving responsibilities between two or more people. From the

driver's stand point fatigue and burnout play its role when it comes to tiring out a driver, Mason Transit recommends rotating drivers. If a Vanpool driver has been the driver for several months and has been doing all of the driving, please discuss the idea of obtaining the backup driver to drive for some time. Mason Transit will provide screening and training for any number of back-up drivers. 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 as well as recommending that at least one (1) additional driver be trained and readily available to fill in for a variety of reasons, such as: vacations; classes; business appointments; personal appointments; sick leave and temporary work re-assignments.

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 Operations Coordinator must be advised of the exact location of the van parking spot.

Driver Orientation

All drivers must successfully pass the initial orientation course, as provided by Mason Transit Authority.

Refresher Course

In order to remain either a primary or back-up driver for the Mason Transit Vanpool Program a refresher course is required for all drivers every five years. The Operations Coordinator will notify you when you are due for a refresher and will arrange for you to attend a class on-line. The refresher is paid for by Mason Transit Authority.

On The Road Observations

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

Vanpool Driver Retention

Any accident or moving violation in which a volunteer driver has been involved will be reviewed and may result in revocation of vanpool driving privileges. Refer to Appendix I, Reinstatement of Vanpool Drivers.

At Risk For Removal of Driving Privileges

Mason Transit will typically notify a participant by phone or mail when riding or driving privileges are at risk of being removed, allowing us to discuss the reasons and terms with you. Documentation will be provided to those involved. Keep in mind that a written notice will also be mailed to any other approved drivers on the van should Mason Transit remove someone's driving privileges. This step is necessary to minimize Mason Transit's risk and to ensure that other drivers no longer ask you to drive.

Below are listed behaviors or actions that may result in the removal of a Vanpool driver, an individual passenger, or termination of an entire Vanpool.

Removal of Vanpool Driver

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

- Citation(s) for traffic violation(s).
- Driving the van outside the designated boundaries.
- Failure to adhere, comply and abide to Washington State Traffic Regulations Failure to abide by Mason Transit's Policy and Procedure guidelines.
- Failure to abide by Mason Transit's no smoking policy.
- Failure to abide by Mason Transit's policy on Drug & Alcohol.
- Failure to abide by state law on the usage of Cellphone, PDA and GPS usage.
- Failure to accurately submit revenues (fares) in accordance with reporting requirements and complying with accounting deadlines.
- Involvement in an "at fault" accident.
- Operating the van in a manner inconsistent with the agreement.
- Operation of the vehicle under the influence of drugs or alcohol.
- Personal use of the van.
- Removal of seats.
- Unreported accident or incident in a Vanpool vehicle.
- Unsafe driving (reckless, negligent, or illegal).
- Use of a personal electronic device while driving (cited or not).
- 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, we may talk to the riders in the van and conduct an investigation to determine what action to take, if any. We do not automatically assume that the driver is "guilty as charged." In most cases, the volunteer 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.

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

SECTION 4: BOOKKEEPING, EXPENSES, FARES, PAYMENT & NSF CHECKS

Bookkeeping Instructions

Mason Transit recommends that each vanpool group have at least two (2) individuals designated as bookkeepers. The Vanpool bookkeeper primarily collects monthly fares from the passengers, completes the monthly reports and writes the checks to Mason Transit Authority for the group's monthly fee. The vanpool bookkeeper may also be a primary or backup driver.

We request that rider fees be paid to the vanpool bookkeeper or driver, who will then mail them to Mason Transit. The vanpool bookkeeper will submit one check for the entire Vanpool group, made payable to Mason Transit, by the 10th of each month. The Vanpool bookkeeper or driver will be held responsible for all monies due, including failure to collect correct fares from riders.

In the event that commute vouchers are used for payment, the bookkeeper will confirm that the full fare has been paid before submitting the vouchers, in lieu of a check at the end of business day on the tenth of the month.

Mason Transit provides self-addressed, stamped envelopes for your use. Contact the Operations Coordinator if your supply is running low.

Approved Expenses

From time to time a Vanpool 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 Mason Transit Maintenance base located at 790 E Johns Prairie Rd in Shelton. **Please ensure the vehicle number, not the vanpool number is noted on the sale's 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.

Mason Transit 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

Mason Transit attempts to recover operating, and capital costs for each vehicle. Fares include expenses associated with insurance, maintenance, tires, fuel, vehicle cost, and administration. Fares are reviewed every year and are subject to change. Your Operations Coordinator 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 sheet and a 4 day rate sheet. Fares are based on an average of 21 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 withdrawal he/she may still be responsible for their monthly fare. Vanpool fares are pre-paid for the month and are non-refundable.

Mason Transit's established fare is the only fare by which you are to go by, the Vanpool driver nor bookkeeper is permitted to charge a fare different than the Mason Transit established fare. Please note: **all riders are to pay an equal monthly fare unless prior written notice is received at least five days prior to the beginning of the next month.** Please check our rate sheet to determine the correct fare. The Operations Coordinator can provide the most current fare rate sheet and answer questions.

If the van is occasionally used a 6th or seventh 7th day during the week, for commute purposes, outside regularly scheduled commute days for the group, then the extra mileage is charged to personal use and is paid for by the riders who used the van on that sixth or seventh day. 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 Operations Coordinator in advance.

Monthly riders are allowed to sublet their seats. A rider that is subletting a seat must complete and sign the volunteer vanpool rider agreement prior to riding. Monthly riders are responsible to pay the bookkeeper or driver the monthly fare and to collect the daily rate for the sublet seat if they choose to be reimbursed and to let the vanpool driver or bookkeeper know about the sublet. The Operations Coordinator can provide the most current fare rate sheet, to help calculate any daily charges, and answer questions.

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. Mason Transit is prepared to give receipts to groups or individuals if payment documentation is required. Mason Transit staff will not be able to write receipts if the total monthly fare has not been submitted. If your employer benefit does not cover the complete cost of your fare you must pay the difference.

Receipt of NSF Checks

When a check is received back from the bank for a vanpool group a notice will be given to the Operations Coordinator to contact the Driver. For non-sufficient funds a fee of \$40.00 will be

charged or as determined by the Mason Transit banking institution. If the Operations Coordinator has not been able to resolve the non-insufficient fund check within fifteen (15) days of receiving notification, the Operations Manager will assume responsibility for collecting the funds and may involve a collection agency.

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

Receipt Book

Mason Transit supplies a receipt book for drivers or bookkeepers, these individuals may obtain additional receipt books upon request.

SECTION 5: RIGHTS & RESPONSIBILITIES

Mason Transit's Rights & Responsibilities

Mason Transit 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 Mason Transit vanpool vehicle is a privilege, one that should be treated with respect.

- **Any vanpool participant** may be removed from the van for failure to comply with the Vanpool Program requirements at any time.
- Mason Transit reserves the right to revoke the use of the van at any time.
- Mason Transit 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 Mason Transit. Although an attempt will be made to reassign the same van to the group when normal vanpool resume, Mason Transit cannot guarantee the availability of the same vehicle. Drivers should contact the Operations Coordinator 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 Operations Coordinator 15 days prior to the next month. Without proper notification you are subject to being billed for the next month's fare. Failure to return the vehicle by the last business day of the month may result in being charged for the next month's fare.

Driving Record Review

Mason Transit reviews the driver's driving record every month. If there are new violations on the record that exceed the limits allowed to remain a vanpool driver, the Operations Coordinator 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 Operations Coordinator 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. Mason Transit reserves the right to review any driving record at any time.

Pets

For the comfort of all concerned, Mason Transit 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, Mason Transit will work with all parties to resolve the problem.

Signs and Bumper Stickers

Mason Transit prohibits the placement of signs or stickers on or in a Mason Transit vanpool van.

SECTION 6: DISCIPLINARY PROCEDURES & VANPOOL PARTICIPANT REMOVAL:

Rider Conflicts

Mason Transit assumes that vanpool participants can resolve any problems that arise among the riders and drivers. We also assume that the vanpool 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, a **WSTIP Event Report should be completed by the Vanpool driver and submitted to Mason Transit.** The Vanpool driver should then call the Mason Transit Operations Coordinator to discuss the situation.

Disciplinary Actions

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

- 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.

- 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, Mason Transit will schedule a counseling session with the Operations Coordinator, the individual, and issue a written warning. This is filed in the vanpool operating file.

- Possible Suspension

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

riding for a period of time, this includes all vanpool participants, and no one is exempt. The removal period is for a specified period of time and may be appealed to the Operations coordinator. A counseling session will be scheduled and written documentation provided for this action

- Termination of Privileges

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

Dispute or Altercation Between Participants

In the event a conflict arises, either the driver or bookkeeper should attempt to resolve it as soon as possible. Assistance from a Mason Transit Operations Coordinator may be requested if the primary driver or bookkeeper is unable to resolve the conflict. The following suggestions may help settling the dispute:

1. Do not argue while the van is in operation.
2. Sit down together, separate from the Vanpool commute time.
3. Take turns listening without interruption.
4. Summarize, clarify and acknowledge what the other person said.
5. Say what you think the other person's position is. Ask if this is correct.
6. Don't make accusations. Say: "I feel ____ when you _____ because _____."
7. Separate personalities from problems.
8. Separate positions from interests by asking "Why?"
9. Look for creative solutions. Brainstorm.
10. Break the problem down into smaller parts.
11. Look for criteria to make the agreement enforceable.
12. Write down any agreements.
13. If an agreement is not reached, take a break and come back later.
14. Write down what you want the other person to do and what you will do to end the dispute.
15. Go on to other issues.
16. Split the difference.
17. Look for trade-offs.
18. List and prioritize all possible solutions.
19. Ask someone you both trust to mediate the dispute, such as the Mason Transit Operations Coordinator to mediate the dispute.
20. Report the dispute or altercation to the Operations Coordinator within twenty-four hours.

Removal Of An Individual Rider

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

- Failure to abide by majority consensus, as established by the Vanpool Agreement.
- Failure to abide by Mason Transit's policy on the use of drugs or alcohol, and the no smoking policy.
- Failure to pay monthly fares.
- Failure to report accidents or incidents within twenty-four (24) hours.
- Failure to use seatbelts as required by law.
- Rude, abusive, or intimidating behavior as determined by the majority.

Termination Of Entire Vanpool Group

Mason Transit may also terminate your vanpool if a problem has arisen that involves more than one participant, if a solution has not been found, while working in cooperation with the Operations Coordinator. 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 or vanpool vehicle include:

- Condoning or encouraging a driver to speed.
- Hiding unlawful conduct by the driver, bookkeepers, or riders from Mason Transit staff.
- Consumption of alcoholic beverages, drug use, or smoking cigarettes while operating the van.
- Unauthorized drivers operating the van.
- Unreported damage or abuse of the van.

Right to Appeal

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

SECTION 7: 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.

- At dusk, dawn, night, fog, direct sunlight and oncoming headlights, and adverse weather conditions.
- Unfamiliar areas, residential streets, slick road conditions, curves, hills, and obscured intersections.
- Rain, snow, ice and high wind.
- Heavy traffic, slow moving vehicles, pedestrians, bicycles, and motorcycles.
- Fatigue, emotional distress and distractions.
- 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 close, 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.

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

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 8: REPORTS, DEADLINES & LATE FEES

Report Deadlines

The vanpool driver, backup driver or bookkeeper is required to complete and turn in the following reports to the Operations Coordinator every month on a regular basis as follows:

- Monthly Vanpool Ridership Report **end of business day on the 8th of each month.**
- Vanpool Monthly Mileage Report **end of business day on the 8th of each month.**
- All Vanpool Fares with the monthly receipt log **end of business day on the 10th of each month.**

Receiving reports or payments later than the 10th of the month may result in a late fee of \$10.00. 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; or they can be mailed to us at 790 E John's Prairie Rd Shelton, WA 98584.

Monthly Vanpool Ridership Report

Mason Transit 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 for those drivers with computers, e-mail service, or on a computer disk. If you do not have a computer, forms are available in the vanpool binder located in the vehicle.

As a vanpool driver one of the most important responsibilities is completing (or delegating and follow up of) the Mason Transit Monthly Vanpool Report. The vanpool monthly ridership and mileage calculation form is 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.

In this form we need basic vanpool information, such as:

- The name of the driver or bookkeeper completing this report.
- The month for which you are recording mileage and daily trips.
- The van number.
- The vanpool number.
- Total days van was in service.

On the first day of each month, record the primary driver's name followed by each of the rider's full name, starting with the last name first.

VANPOOL MONTHLY RIDERSHIP REPORT SAMPLE

Prepared by: MINNIE MOUSE

For month of: DECEMBER

Van #: 9900

Vanpool group #: 99

Of days van in service: 20

Totals

Instructions for use: List each rider including the driver. Fill out the grid corresponding to the day of the month for each rider/driver activity according to the Trip Key below. For rider trips: Draw a diagonal slash for riding **one way**. Mark an "X" for riding **round trip**. For driver trips: **Shade half the box (at a diagonal)** when driving one way. **Shade the complete box** when driving roundtrip. If you are filling out electronically enter the number "2" if rider rode roundtrip; enter the number "1" if the rider rode one way.

Riders/Drivers	Signature	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total # of Trips	Trips Driven	Net Fare Collected			
1 MINNIE MOUSE		2	2	2	2	2			2	2	2	2	2		1	2	2	2	2																29			
2 DONALD DUCK		2	2	2	2	2			2	2	2	2	2		2	2	2	2	2																30			
3 GOOFY		2	2	2	2	2			2	2	2	2	2		1	2	2	2	2																29			
4 DAISY DUCK		2	2	2	2	2			2	2	2	2	2		1	2	2	2	2																29			
5 MICKEY MOUSE		2	2	2	2	2			2	2	2	2	2		1	2	2	2	2																29			
6 DALE CHIPMUNK		L	L	L	L	L	L	L	L	L	L	L	2		2	2	2	2	2																12			
7																																						
8																																						
9																																						
10																																						
11																																						
12																																						
13																																						
14																																						
15																																						
		Total																												158								



Mail To:
790 E John's Prairie Rd
Shelton WA 98584

Trip Key

Drive One-Way
 Drive Round Trip
 Ride One-Way
 Ride Round Trip
 Leave

Drive Friendly!

Revised 2/4/2014

SECTION 9 MILEAGE & PERSONAL USE

Mileage

Monthly Vanpool miles traveled include, commute miles, bonus miles & extra allowable miles. To help monitor mileage and determine whether you owe Mason Transit additional money, it's important that you track all miles not directly associated with your daily commute. Please **use your odometer** to accurately record all mileage.

Commuting Miles

Mason Transit defines commuting miles as those miles traveled from the volunteer 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." Mason Transit allows up to fifty (50) bonus miles per month for these reasons.

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

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

- Van maintenance
- Van familiarizations
- Washing
- Fueling

Bonus miles **may not** be used to

- Reduce fares by counting them as normal commute miles
- Deviate Routes (*Note: See Extra Allowable miles*)

How to Log Bonus Miles

Log with description on Vanpool Monthly Report (Odometer Form)

Extra Allowable Miles

Mason Transit 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, call the Operations Coordinator to verify whether these miles can be logged as "extra allowable miles". **Pre-approval is required.** (*"How to Log Extra Allowable Miles", page sixteen (16)*)

Extra allowable miles are most typically accumulated because of:

- Detours
- Inclement weather, causing the route to deviate.
- Long distances traveled for van servicing.
- On occasion, circumstances may cause a van to deviate from its normal route, thereby increasing the number of miles traveled.
- Traffic jam – van is deviated to avoid congestion

How to Log Extra Allowable Miles

Route deviation miles, regardless of the reason accumulated, are logged as personal miles and should be noted on the monthly report as such, with a reason.

Non-Approved Extra Miles

The Operations Coordinator will determine if they are allowable, due to construction or other reasons beyond the driver's controls. If disallowed, all vanpool participants share the cost of these miles. Be sure all vanpool members are in agreement before making a route deviation.

Personal Use

There is **no personal use** of the vanpool vans in Mason Transit's Vanpool Program. Mason Transit's vanpool vans 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 include:

- Transporting a child's Scout group
- Taking a group of friends bowling, skiing etc.
- Loading lumber or other building supplies in the vans

Allowable Personal Use Exceptions

Mason Transit **does** allow stopping at grocery stores (****See strict rules for purchases****), video stores, fast food places if they **are on the way** to the normal destination point of the van, i.e. and do not add any additional mileage.

Note: Personal Use Exemptions are **NOT allowed** if it means going off the regular route or regular fueling route and would increase the normal mileage.

**** Vanpool usage is never allowed for the purchase of alcohol; at no time is the van to stop at a dispensary, tavern or liquor store or other such place, or use the van to transport beer, wine, or any other type of alcoholic beverage from the grocery store, even if it is part of the driver's regular purchases on the route.****

⇒Always be mindful of public perception while using the MTA van ⇐
Restrictions

The primary use of the vehicle is for commuting, the following restrictions apply:

- 1) The van must be available at all times for its normal commute.
- 2) The van must not be used for hire or to transport groups of individuals not related to the authorized volunteer 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, adult entertainment establishment, or any other locations that might be construed as inappropriate by the public.
- 5) No alcohol, drugs, firearms, or other weapons are permitted in the van, the driver will also not operate the vehicle under the influence of drugs or alcohol.

- 6) The van must not be operated in off-road conditions at any time, or in fields outside the State of Washington, or in any other potentially unsafe environment.
- 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.
- 9) Accessories, including appearance items or additional equipment, will not be added or removed without prior approval from Mason Transit.

In the event of an accident, follow all instructions provided in the Vanpool Accidents or Emergencies section of this manual or reference the van's emergency card located in the visor of the vehicle.

Section 10: Ridership

Riders are the heart of the vanpool program. Without riders, a vanpool would not be possible. Responsible riders pay their fares on time; they're courteous, cooperative, and punctual. All riders sign the vanpool participant agreement outlining common responsibilities designed to promote vanpool equity and etiquette.

A signed Vanpool Participant Agreement must be on file with Mason Transit for each vanpool driver, bookkeeper, and rider **before** the van can be released to a potential vanpool group. A rider agreement must also be submitted each time a new rider joins the group. If a rider leaves the vanpool, a new rider agreement must be signed when they rejoin. The agreement forms can be found in the vanpool log book located in the driver's side of the van. When new passengers are added, the driver must send a completed rider agreement to the v Operations Coordinator.

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

Rider responsibilities include:

- ✓ Abiding by all day-to-day operational rules established by the vanpool group and Mason Transit.
- ✓ Abiding by the no drugs or Alcohol and no smoking policies established by Mason Transit.
- ✓ Helping keep the van neat and clean.
- ✓ Helping to maintain ridership at maximum levels.
- ✓ Notifying the bookkeeper or driver, in writing, at least five days prior to the beginning of the next month when planning to leave the program.
- ✓ Notifying the primary driver in advance of anticipated non-use of the van.
- ✓ Paying his or her monthly vanpool fare to the primary vanpool driver or vanpool bookkeeper on or before the first day of the month.
- ✓ Properly wearing seatbelts at all times- no exceptions.
- ✓ Using pre-arranged alternate transportation when the van is not available.

Minimum Ridership Requirement

If the ridership falls below the minimum for an extended amount of time, we reserve the right to close the route after a thirty day notice. If we have larger groups waiting for vans and your group is traveling on a regular basis with less than five passengers, we will ask you to intensify your efforts to recruit additional riders. **All vanpool members are expected to assist with recruitment.** We recommend that you keep a **waiting list** of names and phone numbers of people who have called about joining the vanpool during the times that the van is full.

Leaving The Vanpool

A rider may choose to withdraw from the vanpool at any time; written notice to the volunteer driver or bookkeeper is required at least five days prior to the beginning of the next month. 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.

To sublet means the Vanpool will hold the riders seat on the van. The Rider may continue to pay the monthly fee for their seat on the van, but allow another person to ride in their place on the van and reimburse the regular rider for the fee.

Non-Discrimination

State and Federal laws require Mason Transit to maintain a vanpool program without discrimination. Mason Transit requires that each participating party in a Mason Transit vanpool cooperate 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:

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

“Whistle Blower Policy”

Safety is Mason Transit'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 Mason Transit Operations Coordinator without fear of retaliation.

SECTION 11: 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.

- 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.
- Check the van's oil each time the vehicle is fueled.
- 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.
- Watch the gauges. The dash has indicators to alert the driver of potential problems.
- Drivers will become familiar with normal operating sounds and can detect changes by listening to the van while idling or driving.
- Report any problems to the maintenance department as soon as possible!
- 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 Mason Transit. By working together we ensure that the van is operating properly and will not experience costly and inconvenient breakdowns. Mason Transit 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 Volunteer Vanpool Driver Essential Functions Checklist is also considered part of required maintenance and is a routine task to be completed by the primarily driver or 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 at all times and to be treated with respect.

Scheduled Maintenance

Vanpool vans are to be serviced at five thousand (5000) mile intervals regularly. Mason Transit' maintenance department will monitor all reported mileage, and will notify the Operations Coordinator just before scheduled maintenance is due. The Operations Coordinator will notify you via a phone call or an e-mail to notify you that the van is due for maintenance. You will be required to have the van to the maintenance department within 2 business days from notification. If you know the van is past its next service mileage, please call the Operations Coordinator to arrange a time to bring the van in to be serviced.

You will be assigned a spare van to use while your vehicle is out for maintenance. This turnaround ensures timely maintenance of the vehicles.

The procedure for scheduling a van for an emergency is as follows:

- Call the Operations Coordinator or the maintenance department between the hours of **6:00 AM- 9:00 PM Monday – Saturday** when experiencing vehicle problems, to schedule an appointment. The Maintenance Department should be called immediately with respect to any problem that that may potentially affect the safe operation of the van.
- Bring the van to Mason Transit’s facility at 790 E. Johns Prairie Road in Shelton, to meet the scheduled appointment. It is important to keep the scheduled appointment. **If delayed or need to reschedule, contact the Operations Coordinator or Maintenance as soon as possible.**
- If the driver believes that the problem is one that affects the safe operation of your vehicle, call the Operations Coordinator or maintenance staff **immediately.**
- Please drive the van to Building #4 at the Mason Transit facility when scheduled, using the gate to the east of the main entrance off Johns Prairie Road. Record the ending mileage on the monthly mileage log report and transfer personal belongings to the spare van. The fuel card is to remain in the vehicle.

Unanticipated Maintenance

The severity of the situation will determine whether you can handle it on your own or whether you will need immediate assistance.

Use the following procedures for any break down:

- Turn on hazard flashers. **⇒NOTIFY MAINTENANCE**
- Move the van out of traffic, if possible. **IMMEDIATELY⇐**
- 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.

Before leaving the van, lock the vehicle, leave it in a secure area and determine how to get riders to their destination safely. Mason Transit guarantees all vanpool participants a ride home.

Contact Mason Transit’s Maintenance Department or the Operations Coordinator to arrange issuance of a different vehicle. If none are available, the group should form into pre-arranged carpools for the next working day and a van will be provided as soon as possible.

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 Mason Transit 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 Operations Coordinator

Low Oil Disclaimer

The volunteer 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 Mason Transit Maintenance determines that a driver is negligent in maintaining appropriate oil levels, it may be grounds for terminating you as a vanpool driver.

Lost Keys

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, Mason Transit 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 Mason Transit to get another key, which must be returned on the next business day. Any locksmith charges will be at the driver's expense. Mason Transit will get another set as soon as possible. The driver will be billed \$75.00 for the replacement of the remote entry key.

Out Of Gas

Mason Transit 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.

Fueling The Vehicle

Mason Transit 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 Mason Transit-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 Operations Coordinator or maintenance **immediately**.

All Vanpool drivers must be aware of the following fuel card usage limits:

1. Each fuel card can be used only for regular **UNLEADED** fuel purchases.
2. There shall be no personal use of a Mason Transit Vanpool Fuel Card.

Keep in mind that **misuse of a Mason Transit Vanpool Card is a FELONY** Mason Transit carefully monitors the use of each card and will take immediate action if inappropriate usage is suspected.

Fueling Instructions

The Voyager fuel credit card will be located in a sleeve along with a vendor list. These cards can be used at most major oil company outlets, such as Texaco, Shell, Exxon, etc. The drivers should fuel as they would your own personal vehicle, using the Voyager card like a credit card.

The Voyager card is vehicle specific and Mason Transit Maintenance has established a maximum number of times per month which this card can be used to fuel.

Mason Transit will receive regular reports of fueling activity by vehicle. 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 card will be assigned to the vehicle and **MUST** remain in the vehicle binder at all times.

If the card is lost or stolen you must contact the Operations Coordinator or maintenance immediately.

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.

Breakdowns

Unfortunately, breakdowns and lock outs occasionally may happen and having a plan of action for when they do occur is very important. MTA's maintenance department's hours of operation are: **Monday thru Friday 4:30 a.m. to 9:30 p.m. and Saturdays 6:00 a.m. to 9:30 p.m.**

- In the event of a flat tire or a dead battery in the immediate Shelton area during maintenance's hours of operation contact the maintenance department directly at 360-427-5033 Ext. 250.
- In the event of a flat tire or a dead battery outside the immediate Shelton area during normal hours of operation please contact the Operations Coordinator or maintenance

department who will give you authorization to go to or contact the nearest Les Schwab Center.

- In the event of a flat tire or a dead battery 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 Operations Coordinator immediately after contacting the Roadside Assistance Center.

SECTION 12: TIRES & TOWING

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.

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 be used on a temporary basis. It is therefore necessary to have a damaged tire repaired and return the spare tire to its original position as soon as possible. Notify Mason Transit's Maintenance Department if a tire has been damaged so that they can arrange necessary repairs.

Studded Tires

Studded tires can only be used from November 1- April 1. Studded tires are installed on all vans by Les Schwab in Shelton located in the Gateway Shopping Center, 2505 Olympic Hwy North in Shelton. Arrangements will also need to be made for their removal before the end of March. If Les Schwab installs or removes the studded tires, please have them print the vanpool number on each tire. Les Schwab will store the tires at their place of business. Ensure the vehicle number is included on the receipt or invoice and forward the receipt or invoice to the Operations coordinator as soon as possible. It is the responsibility of the driver to make sure arrangements for installation and removal of studded tires. If there are any questions please contact the maintenance department.

Please use good judgment when determining if road conditions permit safe operation of the van. Operate the van if it seems safe to do so. Safe operation of the van and safe delivery of the vanpool participants is your number one priority. The driver is responsible for determining if road conditions are too dangerous for safe operation.

Towing

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

- Give Maintenance the van's license plate number van number located on the back of the van.
- 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 we 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 MASON TRANSIT MUST BE OBTAINED PRIOR TO THE TOWING TO ENSURE THAT THE DRIVER WILL NOT BE LIABLE FOR CHARGES.←

SECTION 13: INSURANCE, VANDALISM, DAMAGE & ACCIDENTS

Mason Transit 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. Mason Transit'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 Mason Transit to maintain a cost effective vanpool program. Please remember, only drivers and back-up drivers authorized by Mason Transit may drive vanpool vehicles. Mason Transit'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.

Personal Property

Mason Transit'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 Mason Transit 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.

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 Mason Transit Operations Coordinator. Always be sure to record and report the person's name, phone number, and address. Report all incidents. This requirement includes 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. Forms are located in this manual and are maintained in the van log book.

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 Operations Coordinator 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 Mason Transit. It is preferable to drop the forms off at Mason Transit, but they may be faxed or mailed if necessary. Mason Transit will arrange for repair of the vehicle, as soon as possible.

Accidents

The vanpool driver must report **ANY** accident, no matter how minor, to Mason Transit **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 Mason Transit and the jurisdiction in which an accident occurs.

Each van contains one or more Accident Packet(s) with instructions to follow in the event of an accident. Packet contents include five Information Exchange Cards, a Washington State Transit Insurance Pool (WSTIP) Event Report form, one State of Washington Vehicle Collision Report form, one pair of latex gloves, and a camera. If this packet is in need of any supplies, please contact the Operations Coordinator.

If there are serious injuries, call 9-1-1, then, report the injury to your Operations coordinator immediately. If the Operations coordinator is not available, contact Mason Transit Dispatch. 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 Operations coordinator 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 Mason Transit.

Mason Transit 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 Van 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.

⇒ACCIDENT PROCEDURES⇐

1. Secure the vehicle in a safe manner.
2. Do not move the vehicle until you are instructed to do so by the police or a Mason Transit representative. An exception to this rule is a situation in which failure to move the van creates a strong likelihood of a secondary collision.
3. Contact the Operations Coordinator, Kristi Evans, at 360-432-5725 or via e-mail at kevans@masontransit.org. After hours you may contact Kristi at (360) 490-5688.

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.
4. Take all precautions to protect the scene from further accidents.
 5. Use reflective safety triangles contained in the kit in the van.
 6. Secure medical assistance for any injured passenger.
 7. Call 9-1-1 for emergency assistance.
 8. 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. .
 9. Ask all observers, including all of the van passengers, to complete courtesy cards. Collect as many as possible at the scene and deliver to Mason Transit with the Accident Report. If someone prefers to mail the report, be sure to provide the Mason Transit address.
 10. Do not discuss, admit liability (at the scene or later), or make any statement to anyone except, an officer of the law, Mason County Transit Representative, Mason County Transit Attorney, or Mason County’s Insurance Representatives. Ask for and write down the name, title, address, phone number, and organization name of anyone who speaks to or meets with the driver to discuss the accident. If in doubt about providing information to the person requesting it, refer the inquiry to Mason Transit, Attention Administrative Services or Operations Manager.
 11. Cooperate with the police. Do not leave the accident scene until the police or the Mason Transit accident investigating officials release you.
 12. A WSTIP Event Report must be filled out within **one hour** of the accident and forwarded immediately to:

**Mason Transit
Attn: Operations Coordinator
790 E John’s 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 Mason Transit 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.

13.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 vanpool driver's name, address, telephone number, driver's license number and vehicle license number and vehicle license number. Give the other driver Mason Transit's name and address, then call Mason Transit office for further instructions.

14.If towing is required, Mason Transit's Maintenance personnel will advise you. Call the Maintenance Department first, and then call the emergency number located in your visor of the van.

15.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 Mason Transit immediately with this information.

16.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 the driver's name and contact number. Use the vanpool Driver Accident Information Exchange Mason Transit Contact Information found in the accident packet for this purpose. Be sure to report **all** accident and incidents to Mason Transit immediately upon securing the scene.

Incident and Accident Reports

There are situations, known as incidents, where there may be damage to the vanpool vehicle, but the van was not involved in an accident, 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. Report these to Mason Transit's Operations Coordinator within **twenty-four hours** of the occurrence.

Accident Information Exchange

The Mason Transit Accident Information Exchange 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 Mason Transit. Be sure to get a telephone number for all parties involved.

After An Accident

Following an accident, Mason Transit 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.

If the accident was not 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, Mason Transit 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 an accident may be asked to take Mason Transit's Vanpool Driver Orientation and the computerized Defensive Driving Course, prior to reinstatement. Depending on the nature and severity of the preventable accident, the driver may be suspended for a stated period of time. Mason Transit 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 Mason Transit Operations Coordinator 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:

- Full name of the individual
- Verification of Valid Washington state driver's license
- Date of birth
- Years of driving experience

Post Accidents or Traffic Violations: If the temporary authorization is received, this emergency situation must be followed up with attendance at one of the next two scheduled, mandatory vanpool trainings.

SECTION 14: PROHIBITED SUBSTANCES POLICY

Prohibited Substances Policy

Mason Transit Authority 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 volunteer 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 volunteer 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 volunteer driver to remove themselves from service if they are not able to drive because of any adverse effects 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.



RECEIPT FOR VOLUNTEER VANPOOL DRIVER MANUAL

I acknowledge that I have received a copy of Mason Transit's Volunteer 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 Vanpool Coordinator.

I understand that this manual states Mason Transit's policies and practices 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 Operations Coordinator.

Volunteer Driver Name (print)

Volunteer Driver Signature

Date