



VANPOOL DRIVER'S HANDBOOK TABLE OF CONTENTS

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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's 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 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 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

Operations Coordinator: 360-432-5725 (direct)

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
Kristi Evans	Operations Coordinator	125	(360) 490-5688	kevans@masontransit.org
Marshall Krier	Maintenance Manager	132	(360) 490-4489	mkrier@masontransit.org
Mike Ringgenberg	Operations Manager	133	(618) 363-2264	mringgenberg@masontransit.org

MTA is closed on New Year's Day, Martin Luther King Jr. Day, Presidents Day (observed), Memorial Day (observed), 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 Operations Coordinator.

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 the Operations Coordinator'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 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.

MTA Vanpool Group Rules that is non-negotiable:

- Firearms or weapons of any kind are to be kept with the owner at all times are not allowed to be left in the van unattended without the owner.
- 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.
- Consumption or transportation of, alcoholic beverages; illegal drugs, including but not limited to marijuana, are not permitted in the van, no exceptions.
- A five day written notice before the beginning of the next month, must be submitted to terminate ridership in the van.
- 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 MTA staff.

- 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.
- 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.

Suggested vanpool group rules:

- 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 MTA. The rules listed as non-negotiable are, indeed non-negotiable with MTA.

Group Responsibilities

MTA vanpool participants share the responsibility in the successful operation of the vanpool group. 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.

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.

Vanpool Participants

Riders are the heart of the vanpool program. Without riders, a vanpool program would not be possible. Responsible riders pay their fares on time; they're courteous, cooperative, and punctual. All riders sign a vanpool participant agreement outlining common responsibilities designed to promote vanpool equity and etiquette, before they are 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 they begin riding. The agreement forms can be found in the vanpool binder, online or may be requested from the Operations Coordinator. Completed rider agreements must be submitted to the Operations Coordinator within 3 business days of signing the agreement. Forms may be submitted electronically via fax or email or mailed.

Rider responsibilities include:

- ✓ Abiding by all day-to-day operational rules established by the vanpool group and MTA.
- ✓ Abiding by all policies as outlined in the Rider Agreement and the vanpool handbook.
- ✓ 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.
- ✓ Using pre-arranged alternate transportation when the van is not available.

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, 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.
- 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 passengers 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.

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, 5 riders including the driver, 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.

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.

Changes within the Vanpool

MTA 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

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:

- Your immediate family is sick or injured;
- A family crisis;
- Another type of emergency and the ride is approved by the Employee Transportation Coordinator, and MTA;
- Unscheduled overtime that 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 Operations Coordinator 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.

Non-Discrimination

State and Federal laws require MTA to maintain a vanpool program without discrimination. MTA requires that each participating party in an MTA 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 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 Operations Coordinator without fear of retaliation.

SECTION 3: VOLUNTEER VANPOOL DRIVER

Reasonable Communication

The vanpool primary driver is the primary contact between MTA 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 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 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 MTA prior to pre-established submission deadlines.

Back-up Drivers

MTA strives to maintain the highest quality of volunteer drivers possible. A safe driver is the single most important ingredient in any successful Vanpool Program. Each 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 they are 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, MTA 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. 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 to you. MTA hosts one volunteer driver class per month, on a Saturday from 9am to 1pm. To sign up for the class please contact the Operations Coordinator.

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.

Refresher Course

In order to remain as an approved volunteer driver for MTA's 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 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 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 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 you. 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 other drivers no longer ask you 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:

- 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 MTA's Policy and Procedure guidelines which include but are not limited to failure to abide by MTA's no smoking or Drug & Alcohol policy.
- 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.
- Personal use of the van.
- Removal of equipment; altering the vanpool van.
- Unreported accident or incident in a Vanpool vehicle.
- Unsafe driving (reckless, negligent, or illegal).
- 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 of the accusations. 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 Operations Manager in writing.

SECTION 4: BOOKKEEPING, EXPENSES, FARES & NSF CHECKS

Bookkeeping Instructions

MTA requires that at least 1 participant be identified as the bookkeeper. MTA 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 the primary or backup driver. If all participants in the group pay online a bookkeeper is not necessary.

If participants are not paying online, we request that rider fares be paid to the vanpool bookkeeper or driver on or before the 1st of the month. The vanpool bookkeeper will submit one check for the entire vanpool group, made payable to MTA, 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.

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 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.

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. 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 (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 withdrawal he/she may still be responsible for their monthly fare. Vanpool fares are pre-paid for the month and are non-refundable.

MTA's established group rate is the only rate by which you are to go by, neither the Vanpool driver nor bookkeeper is permitted to charge a fare different than the established rate. Monthly riders are responsible to pay their monthly fare online or to the bookkeeper or primary driver by the first of the month. Please note: **all riders are to pay an equal monthly fare unless prior written noticed 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, to sublet means the Vanpool will hold the riders seat in 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. Riders who are subletting have same the same responsibilities and requirements as a monthly rider. The primary rider is responsible 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 or to answer questions.

Recruitment Period

MTA understands that there are unanticipated events that cause riders to leave the vanpool with little notice. In an effort to aid in the success of the vanpool group, MTA has developed a recruitment period. The recruitment period allows the group's current per person fare to remain "frozen" for up to 3 months. The recruitment period is activated when a rider leaves the vanpool group due to unplanned employment reassignment or emergency situations with little or no notice. A recruitment period allows the group time to recruit new riders to fill the vacant seat. If the seat has not been filled by the end of the 3rd month all riders' individual fare will increase as per their current rate schedule.

For example the group's rate in May is \$822.54 and had 9 riders on May 1st which is a fare of \$91.39 per person per month. On May 25th the primary driver was notified that a rider has to leave the group due to changing jobs and this is their last day. With the recruitment period the remaining 8 riders fare will remain at \$91.39 per person per month, for the months of June, July & August or until more riders join the group, whichever comes first. Without a recruitment period or a new rider on June 1 the remaining 8 riders fare would have increased to \$102.82 per person per month.

The recruitment period may only be authorized by the Operations Coordinator. The Operations Coordinator will work with the primary driver and bookkeeper in establishing the recruitment period. The primary driver and bookkeeper are responsible for informing the riders of their fare each 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. MTA 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. MTA supplies a receipt book for drivers or bookkeepers, these individuals may obtain additional receipt books upon request.

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 MTA 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.

SECTION 5: 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 an MTA 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.
- MTA reserves the right to revoke the use of the van at any time.
- 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 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 at least 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

MTA reviews all volunteer vanpool drivers 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. 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 6: 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 Operations Coordinator should be contacted immediately, to discuss the situation.

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 the 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 Operations Coordinator to mediate the dispute.
20. Report the dispute or altercation to the Operations Coordinator within twenty-four hours.

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 Operations Coordinator, the individual, and issue a written warning. This is filed in the vanpool operating file.

3. Suspension

When a problem escalates, or 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, 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

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:

- Failure to abide by majority consensus, as established by the Vanpool Agreement.

- Failure to abide by MTA'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.
- Driving the van without being an approved driver.

Termination of Entire Vanpool Group

MTA 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 but is not limited to;

- Condoning or encouraging a driver to speed.
- Hiding unlawful conduct by the driver, bookkeepers, or riders from MTA 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.
- Failure to pay monthly fares in full.

Right to Appeal

You have the right to appeal the decision made, express your thoughts, concerns and appeal in writing to the 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; if you are experiencing fatigue or emotional distress you should not be driving and your back up driver should take on the driving duties.
- 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.

- 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.

Flooding-related driving tips:

- Do not drive through flooded areas.
- If a road covered by water seems shallow enough to cross, do not attempt to do so.
- 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 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.

The monthly **mileage** and **ridership** reports are due 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 is 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. If reports or payments are being mailed, they should be mailed at least 3 business days prior to the 10th to ensure they arrive on time.

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 for those drivers with computers, e-mail service, or on-line at www.masontransit.org/vanpool. If you do not have a computer, forms are available in the vanpool binder located in the vehicle or can be mailed to you upon request.

As a vanpool driver one of the most important responsibilities is completing (or delegating and 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 9 MILEAGE & PERSONAL USE

Mileage

Monthly Vanpool miles traveled include, commute miles, bonus miles & extra allowable miles and help monitor mileage for required maintenance and determine the group's monthly rate. 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

MTA 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." 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, call the Operations Coordinator to verify whether these miles can be logged as “extra allowable miles”.

Extra allowable miles are most typically accumulated because of:

- Detours due to road construction, traffic back-ups, inclement weather, etc.
- 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 Operations Coordinator 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.

Personal Use

There is **no personal use** of MTA vanpool vans. 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, but not limited to, are:

- Transporting people to personal activities;
- Going to lunch;
- Transportation of personal items

Allowable Personal Use Exceptions

MTA does allow stopping at grocery stores, video stores, fast food places if they are on the way to the normal destination of the route. Vanpool van usage is **never allowed for the purchase of alcohol or marijuana**; at no time is the van to stop at a dispensary, tavern or liquor store or other such place, even if the location of the establishment is along the normal route. The vanpool van may not be used to transport beer, wine, or any other type of alcoholic beverage, marijuana or illegal drugs.

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

Restrictions

The primary use of the vanpool van 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 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, 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, or in fields or outside the State of Washington, or in any other potentially unsafe environment.
- 6) 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.
- 7) 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.

- 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 Operations Coordinator 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 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 Volunteer Vanpool Driver Inspection Check List (Appendix 5) 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.

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 MTA's Maintenance department determines that a driver is negligent in maintaining appropriate oil levels, it may be grounds for terminating you as a vanpool driver.

Scheduled Maintenance

Vanpool vans preventative maintenance (PM) schedule is due in five thousand (5,000) mile intervals. The primary driver should monitor the mileage and schedule a time to come in within 500 miles of the 5,000 mile interval. If you have not already scheduled the van for a PM, MTA's maintenance department will notify the Operations Coordinator when the van is due for a PM. The Operations Coordinator will notify you via a phone or e-mail, that the van is due for a PM. 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.

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

Operations Coordinator. 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 Operations Coordinator. 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 Operations coordinator immediately. If the Operations coordinator 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 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 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 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.

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 Operations Coordinator, Kristi Evans, at 360-432-5725. If no answer call the MTA dispatch office at 360-427-5017. 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.
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; an MTA representative, Attorney or insurance representative. 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 the Operations Coordinator.
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: 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 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 vanpool driver's name, address, telephone number, driver's license number and vehicle license number and vehicle license number. Give the other driver MTA's name and address.
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 the driver's 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 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, 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 an accident may be asked 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 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

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 Operations Coordinator 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. 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.

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 Operations Coordinator 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 thru Friday 5:00 a.m. to 9:00 p.m. and Saturdays 6:00 a.m. to 9:00 p.m.** If you experience a breakdown 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 Operations Coordinator or maintenance department who will give you authorization to contact the nearest Les Schwab Center.
- Outside maintenance's normal operating hours please contact the Operations Coordinator.

Follow these steps during a vehicle break down:

- 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 and or the Operations Coordinator immediately.

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 that may be charged to the driver.

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'll 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'll repair or replace it. Or take the tire to a Les Schwab store. They'll 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 Operations Coordinator 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 Operations Coordinator immediately after contacting the Roadside Assistance Center.

MTA's maintenance department's hours of operation are: **Monday thru Friday 5:00 a.m. to 9:00 p.m. and Saturdays 6:00 a.m. to 9:00 p.m.**

Lost Keys (Lock 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 billed \$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 Operations Coordinator 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 vehicles 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.

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.

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. We may also send a spare van with the tow truck driver; however this could cause a longer wait time.

⇒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 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.

Limits of Liability

Auto Liability Coverage

Mason Transit has auto liability insurance with limits of \$20,000,000 for accidents caused by our Vanpool Driver. This policy covers any damage to our vehicle, to other vehicle(s) or property involved in the accident, injury to our passengers, or to passengers in other vehicle(s). It does not cover injury to our driver (see Medical Expense Protection section).

Underinsured Motorist Coverage

Mason Transit has underinsured motorist coverage with limits of \$60,000 for bodily injury, vehicle and property damage, if the accident is caused by the other driver who has insufficient or no insurance coverage.

Medical Expense Protection

For an accident caused by our Vanpool Driver, s/he has protection up to \$35,000 for medical and hospital benefits as a result of his/her injuries. This protection does not apply if the driver has coverage from another source, such as a medical plan from his/her employer.

All coverages are subject to the terms, conditions and exclusions of the insurance policies. These are available for inspection and copying.

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 an 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 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 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 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 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

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

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

Ability to Perform Inspection Checklist: A volunteer 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 2

MTA Monthly Ridership Report Sample

VANPOOL MONTHLY RIDERSHIP REPORT SAMPLE		For month of:	DECEMBER	Van #:	9900	# of days van in service:	20														# of days van in service:	20																
Prepared by: MINNIE MOUSE																																						
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																																			29		
2	DONALD DUCK																																			30		
3	GOOFY																																			29		
4	DAISY DUCK																																			29		
5	MICKEY MOUSE																																			29		
6	DALE CHIPMUNK																																			12		
7																																						
8																																						
9																																						
10																																						
11																																						
12																																						
13																																						
14																																						
15																																						
		Total																														158						

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 route trip. If you are filling out electronically enter the number "2" if rider rode roundtrip; enter the number "1" if the rider rode one way.



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

Trip Key	
<input checked="" type="checkbox"/>	Drive One-Way
<input checked="" type="checkbox"/>	Drive Round Trip
<input checked="" type="checkbox"/>	Rode One-Way
<input checked="" type="checkbox"/>	Rode Round Trip
<input type="checkbox"/>	Leave

Drive Friendly!

Revised 2/4/2014

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 4 MTA Monthly Payment Log Sample



Sample

Vanpool Payment Log

Mail To:
790 E Johns Prairie Rd.
Shelton, WA 98584

Vanpool Group #: 15 Payment for MM/YY: 12/16
 Primary Driver: Jane Doe Date Mailed: 12/1/2016
 Bookkeeper: John Doe

First Name	Last Name	Check/Cash Amount	Check Number	Voucher Amount	Total Collected
<u>Jane</u>	<u>Doe</u>	<u>50</u>	<u>1211</u>		<u>50</u>
<u>John</u>	<u>Doe</u>	<u>50</u>	<u>1211</u>		<u>50</u>
<u>Al</u>	<u>Smith</u>	<u>50</u>	<u>1211</u>		<u>50</u>
<u>Jen</u>	<u>Smith</u>	<u>50</u>	<u>1211</u>		<u>50</u>
<u>Jeff</u>	<u>Lee</u>	<u>paid online</u>			
<u>Jessee</u>	<u>Moore</u>	<u>paid online</u>			
		<u>\$ 200.00</u> Check/Cash Total		<u>\$ -</u> Voucher Total	<u>\$ 200.00</u> Total Submitted

Please note changes to riders: _____ Date Started _____ Date Terminated _____

Appendix 5

Volunteer Vanpool Driver Inspection Check list

- Perform the daily inspections and immediately report any problems to the Mason Transit Operations Coordinator.
 - ✓ 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 Operations Coordinator or Maintenance department. This turnaround ensures timely maintenance of the vehicles.



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 Operations Coordinator.

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 Operations Coordinator.

Volunteer Driver Name (print)

Volunteer Driver Signature

Date

Revised 10/2016