

RiverCities Transit

Vanpool Program Manual



February 2016

WELCOME TO THE RIVERCITIES TRANSIT VANPOOL PROGRAM

As a full-service transportation agency, RiverCities Transit (RCT) provides vans for use by commuters like you, who live in the Kelso-Longview zip codes and travel to places of employment, education, or other institutions at least 10 miles away. Commuters receive comfortable, convenient travel in exchange for a monthly fare, which covers the entire cost of the van's operation. Vanpools operate a lot like carpools. The vanpool members volunteer to drive the van which allows them to control their own route and schedule. The Driver is not employed by RCT.

This manual is designed to provide you with the information needed for a smooth vanpool operation. We have detailed the procedures and policies you will need to follow while serving as a vanpool Rider. These procedures and policies may be updated from time to time, as necessary. As this happens, the updated manual will be posted on www.rctransit.org.

Please take the time to carefully read this manual and share it with your fellow Riders so you all know and understand all aspects of RCT's Vanpool Program and your responsibilities and opportunities as a Driver, Coordinator, Bookkeeper, or Rider.

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INTRODUCTION

Vanpool is a mode of transit that benefits everyone. RCT purchases the equipment and administers the Program; participants pay a monthly fare for the ride. Drivers may or may not pay; instead, they may coordinate and drive the van as their contribution to the vanpool's success.

A vanpool Rider's major benefits include, but are not limited to:

- A very affordable ride.
- A safe, relaxed, reliable commute.
- Less wear and tear on a personal car.
- Potentially lower insurance rates on personal vehicle.
- May be unnecessary to own an extra "commuter" car.
- Personal satisfaction of easing traffic congestion and air pollution.

The community will also benefit from the Vanpool Program in the following ways:

- Reduced traffic congestion.
- Reduced greenhouse gas emissions.
- Lower environmental impact.
- Lower accident rates could lower insurance premiums in the area.

VANPOOL GOALS & OBJECTIVES

Goals & Objectives

- To recover 100% of the operating expenses and to generate local matches for any capital through Program revenue.
- To establish a market where the number of idle vans does not exceed demand by more than 3 and where demand does not exceed the number of vans by more than 5 vanpool groups signed up on a waiting list.
- To establish procedures that allow for transparency and equity in how vans are operated and fare revenue collected.

Each Vanpool group is unique. Since a Vanpool group determines many of the rules/conditions it operates by, RiverCities Transit (RCT) hopes this manual will help Vanpool groups make an informed decision that everyone will enjoy. Decisions about who is going to be a Driver or who is going to pay what, need to be thought out and sustainable over time. Vanpool Riders, Drivers, and Bookkeepers should make decisions or suggestions with the long term in mind and not with a "what can get us through the week" mentality.

However, RCT puts forth many rules in this manual that must be followed. Many of the rules contained herein are rules utilized by transit agencies throughout Washington State. They have been in operation for years and work. If you have questions about why a rule exists, please do not hesitate to contact RCT staff. We will be happy to answer any questions you may have.

RCT CONTACTS

RiverCities Transit

254 Oregon Way
Longview, WA 98632

Admin (360) 442-5662 **Fax** (360) 442-5979

Routine Business Items

General Information
Scheduling Driver Workshops

Policy Questions
Rider/Driver Applications
Fare Payments

Monthly Reports
Rider Assistance

Maintenance

Dispatch (360) 442-5660

Maintenance is performed at the Longview City Shops (254 Oregon Way, Longview)

Routine Business Items

Scheduling Maintenance

Requesting Repairs

Loaner Vans

Emergencies

Dispatch (360) 442-5660

This number is monitored 24/7. If you leave a message it will be received.

VANPOOL BASICS

Vanpools function a lot like carpools, except RiverCities Transit (RCT) provides the vehicle. This provides 2 important benefits. First, all the wear and tear is occurring on RCT's vehicle and not a personal vehicle. Second, and most important, RCT provides the insurance for Vanpools. This reduces the liability risk to any Driver. In a carpool, the Driver assumes all the liability risk in the event of an accident.

A Vanpool is formed when a group of commuters decide to share a ride to work, school, or other institution. They meet at a central location at an agreed upon time and commute to and from their destination. Some riders may be picked up along the way. The vehicle they drive is leased from RCT and the monthly fare they pay covers all the fuel, maintenance, insurance, and other things needed to make it work. Some of the commuters volunteer to be the Drivers and go through training at RCT.

Each vanpool group must register and get approval of their trip with RCT. This means RCT will know when trips happen, where it will start & stop, and by what path the van is supposed to travel. Each van is equipped with a GPS device that monitors for fraud and theft. This reduces Program costs like insurance and saves everyone money.

By sharing the cost of commuting, vanpool users save themselves considerable amounts of money. When you compare the cost for each vanpool rider to commute alone versus the shared cost of vanpool, you can see the benefits. RCT charges a flat rate based upon the miles traveled and the size of the van. Individual vanpool rates are calculated by dividing the monthly fare among the number of riders in the group.

RCT has two kinds of vehicles for lease, 7 passenger minivans and 12 passenger full size vans. Vans are serviced at regular intervals. RCT staff coordinates with the Drivers to bring in the vans for maintenance and signing out a loaner van. Upon completion of the maintenance, the loaner van is exchanged again for the original van.

VANPOOL DRIVER QUALIFICATIONS

A safe Driver is the single most important ingredient in any Vanpool Program. In order for the RiverCities Transit (RCT) Vanpool Program to ensure safe, reliable transportation to the public, the transit agency and our insurance provider have established specific criteria to qualify those persons who have volunteered to drive a public vanpool vehicle. You must meet these standards to initially qualify and then you must maintain these standards to continue driving.

RCT will look at your Motor Vehicle Record (driving history). You may not have had your license suspended or revoked in the last five years due to a driving related offense. You may also only have a limited number of citations on your record for the last 36 months which cannot add up to more than 4 points based on the point values allotted in the chart below.

- The use of an RCT vanpool vehicle is a privilege.
- RCT vans must be driven by authorized van Drivers only.
- RCT reserves the right to revoke the use of a van.
- Report any moving violations, accidents, or health changes that may affect your driving record.

Points	Citation
1	Defective or problem equipment; Missing or obscured license
1	Not at fault accident; Improper child restraint
1	No proof of or expired insurance; Expired license or license not on person
1	Registration violation; no tabs
1	Headphones or illegal TV or Cell Phone
2	Failure to signal; Illegal turns; tampering with traffic control devices
2	Failure to yield or stop; following too closely; inattentiveness
2	Driving too fast for conditions; speeding (1 to 9 over); impeding traffic (driving too slowly)
2	Violation of a school bus sign; speeding in a school zone
2	Illegal lane change; improper lane travel; SOV driving in an HOV lane
3	No insurance; No Valid License
3	Illegal passing, Driving on shoulder
3	Speeding (10 to 14 over); Failure to appear
3	At Fault Accident
4	Speeding (15 or over)
5	Open Alcohol Container; Unsatisfied bench warrant
If ANY of the following citations have occurred in the last 5 years , the Driver will not be cleared: Hit & Run (misdemeanor); Driving w/suspended or revoked license	
If ANY of the following citations have occurred in the last 10 years , the Driver will not be cleared: Hit & Run (felony); DUI; DWI; Reckless (negligent) driving; Eluding a police vehicle; Vehicular assault/homicide	

This ensures that any Driver we allow behind the wheel of a van has a safe, consistent driving background. RCT, through our insurer, monitors your driving record on a monthly basis for new activity.

Prospective Drivers are required to fill out and sign:

- A Vanpool Agreement.
- Driver Application; which includes a Release Authorization.

These forms can be found in your vanpool's startup kit or by calling RCT Vanpool staff. Please mail or deliver the forms promptly to expedite processing. All information will be kept confidential.

Because the responsibilities of a vanpool Driver can include defensive driving, fare collection, and delivering a group of people to and from their destination on time, a number of important items must be reviewed.

- RCT will obtain a record (abstract) of the applicant's three-year personal and employment driving history.
- RCT may contact the applicant's employer, insurance company, and/or physician to obtain information necessary for approval. This will be accomplished **only** with the applicant's consent.

VANPOOL DRIVER FUNCTION LIST

As an RCT volunteer vanpool Driver, you must be able to:

- Understand and uphold Washington (and Oregon, if applicable to your commute) State traffic laws.
- Understand, uphold, and apply RCT Vanpool policies and procedures.
- Understand and apply the principals of defensive driving.
- Safely operate either a mini-van or full sized van, carrying 7 to 12 passengers on a planned route, in potentially heavy traffic, over a variety of roadways and narrow city streets, while attending to an established time schedule.
- Wear a seat belt at all times.
- Climb into and out of the van's Driver's seat while sitting upright at all times.
- Bend, kneel, reach, stretch, and turn, as appropriate, to inspect all items in the van that you are going to operate.
- Bend, reach, stretch, and turn, as appropriate, to manipulate all controls, while safely operating the vehicle.

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- Read vehicle instrument panel/gauges and traffic signs, and watch for pedestrians and other obstructions while driving during the day and night.
 - Assess rapidly changing traffic situations, evaluate hazardous conditions, and take prompt evasive action to deal with them safely.
 - Provide for the well-being of yourself and passengers in emergencies and special situations.
 - Communicate orally and in writing with the public, vanpool participants, RCT representatives, and public safety officers.
 - Be sure that written and verbal reports are completed accurately and on time.
 - Communicate to group members when fares are due, how much is due and assist with the collection of fares if needed.
 - Ensure that daily, weekly, and monthly vehicle maintenance inspections are performed, and the vehicle receives servicing at established intervals.
 - Ensure that vehicle interior and exterior are cleaned at regular intervals.
 - Make sure that vehicle is fueled at self-service pumps in Washington State.
 - Be reachable by phone or e-mail during normal business hours. Be responsive to our communications when we leave a message.

AUTHORIZED DRIVERS

RiverCities Transit vans must be driven by authorized van Drivers only. Authorized Drivers are those that have attended the mandatory Driver Workshop and met the selection criteria established by the staff at RCT. Any commuter group found operating a van by an unauthorized Driver will lose their van. **RCT's vanpool insurance coverage will not be extended to any incident occurring while the van is driven by an unauthorized Driver.** The liability for any incident would be assumed by the unauthorized Driver. Please do not risk the financial liability to yourself.

- Only authorized drivers are permitted to operate RCT vans.
- Authorized drivers must first complete a mandatory Driver Workshop and meet the selection criteria established by RCT.

EMERGENCY AUTHORIZATION

In an emergency, a Rider may obtain temporary (**one trip**) telephone authorization from RCT vanpool staff to act as the vanpool Driver from the work site. An emergency authorization will only be given if the van is at the work site and there is no authorized Driver capable of operating the van. For instance, the primary Driver drives the morning commute and then suffers an injury rendering them incapable of operating the van and

the only backup Driver is absent due to vacation. In this sort of limited circumstance, RCT may grant a temporary phone authorization. A short interview at the time of the request would include information on the following:

- Full name of the individual.
- Driver's license number & information.
- Date of birth.
- Years of driving experience.
- Past accidents or traffic violations.
- Reason no authorized Driver is available.

If temporary authorization is received, this temporary Driver may only drive the van from the destination site to vanpool trip origination. No other use or additional commute trips are authorized. RCT will not authorize any temporary Driver who has been told they do not qualify as a vanpool Driver. This emergency authorization must be followed up with attendance at one of the next two scheduled mandatory Driver orientations.

DRIVER WORKSHOP

RCT requires that all Drivers complete a Vanpool Driver Workshop. This orientation course can last two to three hours. Agenda items covered include defensive driving with hands on practice, maintenance, accident procedures and administrative functions such as bookkeeping practices, Rider sensitivity, and fare structures. It is mandatory that all Drivers attend the workshop.

The workshop will be scheduled at a time of your convenience. All in all, the course is designed to benefit you, so that you are comfortable doing business with RCT, safely and efficiently.

There is a refresher course that veteran Drivers may want to attend after five years in our Program. It is designed to focus on safety and may serve as a refresher course. It is not required.

VANPOOL DRIVER SELECTION CRITERIA

Selection of primary Drivers, as well as back-up Drivers, is dependent upon the criteria discussed above and in the following sections.

LICENSE AND EXPERIENCE

A potential Driver must possess a current Washington or Oregon State Driver's License and have driven for at least five years. Restrictions for glasses or contact lenses are acceptable. Other restrictions must be reviewed.

PHYSICAL CONDITION

The potential Driver must be in good health. Any condition that may impair the Driver's ability to operate the van will result in application rejection. Poor eyesight (correctable by lenses) is acceptable. A potential Driver may be required to have a physical examination, at the Driver's expense, to determine good health.

EMPLOYMENT

As an indicator of a Driver's reliability and availability, a potential Driver should have stable employment and consistent attendance. Business travel or off –site training may be considered when selecting a vanpool Driver.

BACK-UP DRIVERS

RCT requires that each vanpool have at least 2 qualified Drivers in the group who have been approved by RCT and completed our Driver workshop. You are paying for the use of the van so having multiple qualified Drivers decreases the chance that the van might be idle due to the absence of an approved Driver. We recommend that other back-up Drivers be trained and ready to assist for a variety of reasons: business appointments, classes, vacation, sick time, or temporary work location re-assignments.

Many vanpool groups now divide driving responsibilities equally between the two or more qualified Drivers. From the standpoint of Driver fatigue or possible Driver burn-out, this system is recommended. However, each vanpool group has the choice to determine their own rotation for who drives.

VANPOOL DRIVER RIGHTS AND RESPONSIBILITIES

The approved vanpool group has the right to use the van to commute. It is a privilege and all RCT equipment shall be treated with care. The following section outlines the vanpool Driver rights and responsibilities. Drivers must also follow the Rider Rights and Responsibilities section.

PERSONAL USE OF THE VAN

No personal use of the van is permitted at night or on weekends. However, incidental use during the course of the commute and occurring during the normal working hours of the commuters is allowed. Incidental use should be a limited occurrence and not involve any significant mileage on a monthly basis. We are bound by this constraint because of our company policy, insurance policy restrictions, and liability limits. Please do not have your family on board for any reason, unless they are paid participants in the RCT Vanpool Program.

OFF-STREET PARKING

Whenever possible, park the van off the street to provide security and to reduce the risk of accidents and vandalism. Never park off street in places that public opinion might deem inappropriate or negative. Parking near an establishment selling products that are licensed or regulated, such as near a tavern, is one example of this.

DEFENSIVE DRIVING

If you have qualified to be a vanpool Driver, it means that you are exercising a good set of driving habits in your personal vehicle. RiverCities Transit (RCT) needs you to be aware of how you need to adjust those habits while driving a RCT van. So this section is not intended to be a driving school type instruction manual. Rather, we want you to know how to adjust your driving habits when you are operating our vehicle. So that you can operate the van in a confident manner in any conditions you might reasonably encounter.

Defensive driving is defined as “Driving in a manner as to avoid accidents created by the mistakes of others or current conditions.” Anyone who has been driving for a few years realizes how many bad drivers there are on the road. Driving defensively allows you the time and space to react to the bad decisions of other drivers. Driving defensively actually starts before you even get in your vehicle.

BASICS

The defensive driving formula:

<u>Awareness</u>	+	<u>Alertness</u>	+	<u>Caution</u>	+	<u>Consideration</u>	=	A SAFE DRIVER ATTITUDE
(Knowledge of traffic laws and limits)		(To traffic situations and how van is performing)		(Practice patience)		(Act as you would like others to act toward you)		

The Driver

- Self-report any health changes, use of prescription drugs, or medical issues.
- Self-report any accidents or ticket violations.
- Let other authorized Drivers know if you are tired, do not feel well or have had a bad day.

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- Get help with conflict resolution so you can concentrate on the task of safe driving.

Lift Equipment

- There are special procedures for lift operation and safe wheelchair securement. The vanpool staff will train you as needed.

PRE-TRIP INSPECTION

- Walk around the van – see any obstacles or vandalism?
- Check underneath for fluid drips and obvious mechanical defects.
- Check condition of tires' tread and proper air inflation psi.
- Clean windshield and all windows, tail and headlights if needed.
- When starting up, watch the van gauges. Have fuel? Alternator OK?
- Test if turn signals, lights and horn are working.
- Adjust and clean mirrors if necessary.
- Weekly – check fuel, oil, washer fluid, belt, transmission fluid and brake fluid.

VANS VS. CARS

When you drive a RCT Van, you need to realize that the vehicle you are in operates differently than the car you may have driven to your group's meeting point. Even if you own a minivan and you are driving a RCT minivan, they handle differently. A minivan with two 65 lb. kids in the back will turn, brake, and accelerate differently than one with five 200 lb. adults in the back of it. Your center of gravity will change and recognizing this change will be a key element to the safe operation and preventing rollover accidents.

Here are some other tips to keep in mind:

- Safe operation is a different challenge; abrupt maneuvers may create risk of roll-overs.
- More blind spots.

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- More height and clearance /weight /width considerations.
 - Center of gravity is higher and shifted to the rear; increasing the propensity to roll.
 - Meets more wind force resistance.
 - Acceleration may feel slower in larger vans.
 - Stopping distance when fully loaded is longer; vans equipped with ABS.
 - Turning radius is wider, may require a different sight line at corners.

SEAT BELTS

- Shoulder straps must be properly worn.
- Do not pull away until all Riders are seated and buckled in.
- Remove Riders for non-compliance of seat belt law.

COVERING THE BRAKE

Today's drivers do not use turn signals the way they should. Many drivers will give you one flash of the turn signal before hitting the brakes to go from 35 to 5 MPH in 20 feet to make a turn. This is a common occurrence for our fixed route drivers. As such, "covering the brake" is the technique we teach our bus drivers to deal with this situation.

If you are behind someone you suspect will turn soon, remove your foot from the gas and move it over the brake pedal. Do not apply the brake, you may just need to coast for a few seconds to determine the other driver's intentions. If you need to apply the brakes in a hurry, this half second may make the difference between being in an accident or not.

Here are some other tips to keep in mind:

Plan Ahead

- Allow yourself time.
- Know the hazards on your route.

ACCIDENT AVOIDANCE

- Make sure the van windows are not blocked by decals or decorations. No hanging objects from the rearview mirror.
- Watch out for the other person!
- Recognize the difference between taking "unnecessary chances" and taking a "calculated risk."
- Secure the van when boarding or offloading Riders – set your emergency brake and the transmission in park. Remember this safety feature: you cannot shift out of park again until your foot is on the brake pedal.
- It is a good idea to drive with your headlights on. At end of trip, turn them off.
- Drive with your hands at 3 and 9 on the steering wheel due to the air bag.
- No cellular phone use while you are driving.
- A moment's inattention or simple distraction can be a serious mistake.
- Remember to keep scanning your mirrors.
- Follow the 4 second "cushion of safety" rule.
- Leave yourself an out.
- Respect intersections and right-of-way. Stop lights are never for sure – clear it and cover your brakes, watch out for stale green or yellow lights.
- Restrict the space between your vehicle and curb to less than the width of an auto when making a right turn.
- Watch for dangers and accident traps such as, animals, downed vehicles, brake lights or construction.
- Watch pedestrian crossings, loading zones, school bus stops, and railroad crossings.
- When turning right, look both left and right.
- When backing up ask for help and honk.
- When passing, ask yourself, "is this necessary to make a safer situation?"

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- When being passed, accept it and ease off the accelerator to help the other driver around you.
 - Use your turn signals and hazard flashers to let others know your intentions.
 - Be aware of speed limits and obey them.
 - When merging, it helps to ask and use a spotter.
 - Look to the left and behind you before moving from a stop or loading zone.
 - Got to the light for left turns and crossing heavy traffic lanes.
 - Look a block ahead, anticipate and drive according to several vehicle reactions not just the bumper immediately in front of you.
 - Set the parking brake and take your keys at the trip's end, then lock the doors.

THE 6 DRIVING CONDITIONS

1. Your Van

- ✓ Know how your van will be different from your personal vehicle.

2. Lighting

- ✓ Have your sunglasses handy.
- ✓ Avoid reflections.
- ✓ Know your vehicle ahead of time.

3. Weather

- ✓ Avoid the spray of large vehicles.
- ✓ Slow down and increase following distance.
- ✓ If you don't feel comfortable driving in it...then DON'T.

4. Road

- ✓ Blind corners.
- ✓ Narrow roads.
- ✓ Soft shoulders.

5. Traffic

- ✓ Four Second Rule.
- ✓ Road Rage.

6. YOU

- ✓ Avoid distractions.
- ✓ Follow the laws.

RIVERCITIES TRANSIT (RCT) RIGHTS AND RESPONSIBILITIES

RCT 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 RCT vanpool vehicle is a privilege, vans should be treated with respect.

RCT reserves the right to revoke the use of a van, as detailed in the following sections.

REMOVAL OF A VANPOOL DRIVER

- Operating the van in a manner inconsistent with the agreement.
- Unsafe driving (reckless, negligent, or illegal).
- Involvement in an "at-fault" accident.
- Citation(s) for traffic violation(s).
- Complaints from the public or a Police Official; based on frequency or severity (RCT reserves the right to hire a private/confidential 3rd party to investigate).
- Using the van for hauling, towing, or other unapproved purposes.
- Using the van to push or jump-start another vehicle.
- Driving the van outside of the trip you have registered with RCT.
- Removal of seats.
- Personal use of the van.
- Operation of the vehicle under the influence of drugs or alcohol.
- Unreported accident or incident in a vanpool vehicle.
- Consistently late or unreliable service.
- Failure to abide by RCT's no smoking policy.
- Failure to accurately submit revenues (fares) in accordance with reporting requirements and accounting deadlines.
- Failure to submit timely or accurate monthly reports.

REMOVAL OF A VANPOOL GROUP/VANPOOL VEHICLE

- Unauthorized drivers operating the van.
- Unreported damage or abuse of the van.
- Intentionally damaging or disabling the GPS Unit.
- Consistently low Riders, below required levels.
- Consumption of alcoholic beverages, or smoking cigarettes in van.

REMOVAL OF AN INDIVIDUAL RIDER

- Failure to pay monthly fees.
- Not using seat belts.
- Failure to abide by majority consensus, as established in the Vanpool Agreement.
- Rude, abusive, or intimidating behavior, as determined by the majority of the vanpool group.
- Failure to abide by RCT's no smoking policy.
- Failure to comply with other RCT policies.

RIDER RIGHTS AND RESPONSIBILITIES

In keeping with the cooperative nature of a vanpool, the Riders agree to assume certain personal responsibilities relative to their own commute trips. Each Rider **must** read and sign a Vanpool Agreement. Failure to do so will result in a denial of service. The agreement forms can be found in the Vanpool startup kit or can be requested from RCT. When new Riders are added, Coordinators must send validated agreements to RCT.

The Rider agrees to:

- Pay to the Bookkeeper his/her monthly fee, as established by RCT, by the first of each month.
- Abide by all day-to-day rules of the van, as established by the majority vote of the vanpool Riders.
- Abide by all rules established by RCT, as defined in the agreement.
- Notify the Driver in advance of all anticipated non-use of the van due to such factors as vacations, business travel, overtime, etc., so that unnecessary stops/delays are avoided.
- Notify the Driver or the nearest fellow Rider of non-use of the van due to illness.

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- Notify the Coordinator 15 calendar days in advance of planned termination of Program participation.
 - Help maintain Rider occupancy at chosen capacity.
 - Help keep the van clean and tidy.
 - Find alternate transportation on the days when the van may not be available; for example, if there is a maintenance issue with the van that will not allow it's use for the day and there are no loaner vans available This is unlikely to happen, but it's best to have a backup plan just in case.
 - Find alternate transportation when work or personal schedules do not allow participation in the vanpool.
 - Abide by arbitration in disputes arising out of the day-to-day operational rules.
 - Do not abuse the Emergency Ride Home Program.
 - Wear a seat belt at all times.
 - Abide by the no alcohol/smoking policies established by RCT.

SEAT BELT POLICY

Under Washington State Law RCW 46.61.688(3), it is mandatory that "all passengers in all vehicles wear a seat belt safety device, in a properly adjusted and securely fastened manner."

RCT Vanpool Program will not provide service to any individual that refuses to wear a seat belt.

All adult passengers are personally responsible (and citable) to wear seat belts in any vehicle.

RCT is responsible for supplying seat belt safety devices to all passengers.

ALCOHOL POLICY

It is expressly forbidden by Washington State Law (RCW 46.61.519) and RCT policy, in compliance with Washington State law, to consume alcohol in a publicly owned vehicle. Nor shall any vanpool vehicle be used to transport alcoholic beverages.

OTHER WASHINGTON STATE LAWS

It is further against Washington State law (RCW 9.91.025 *Unlawful Bus Conduct*) (Public Conveyance) and RCT policy to hinder, disturb, deface, litter, carry a lighted pipe, cigar, or cigarette, to engage in loud, raucous, unruly, harmful, or harassing behavior, or to carry and consume alcohol in an RCT vehicle or on RCT property.

RCW references concerning behavior are:

- RCW 9.91.025
- RCW 35.58.272
- RCW 460.04.355
- RCW 46.61.519.

GRIEVANCE PROCEDURE

On occasions, there may be conflicts that cannot be resolved within your vanpool groups. RCT's staff will assist in resolving these situations.

Also, if RCT develops a policy with which your group disagrees, you can contact the RCT Mobility Supervisor for clarification. If your group is not satisfied with that outcome, you may contact the RCT Transit Manager. However, any policy that has been questioned by a group, but re-confirmed by the RCT Transit Manager, is the policy that will be enforced.

CHILDREN

Children are defined as any rider who is 16 years of age or younger. Children are permitted to ride if the affected vanpool group approves of having children in the vanpool group. It is acceptable for a vanpool group to stop at a daycare facility or school as part of the commute but the miles will be included when calculating the cost of the vanpool.

Children under 13 years of age shall not sit in the front seat and must use an appropriate car seat that is secured properly if a car seat is required by their age, weight, or height. The parent or legal guardian of the child must submit a Child Rider Agreement and be present any time that the child is riding in the van. The parent or legal guardian is responsible for paying any fares assigned to the slot being occupied by the child in the vanpool.

EMERGENCY RIDE HOME

We want you to share rides, but that may mean you are helpless in an emergency. If your employer, school or institution does not provide an Emergency Ride Home type of program, you can use RCT's Emergency Ride Home Program to get you back to the start of your commute for any of the following reasons:

- A family crisis such as a sick child or dependent.
- An unexpected business appointment.
- When normal (homebound) rideshare trip arrangements fail.

Most vanpool riders drive to meet the vanpool. By returning you to the start of your commute, we enable you to take your personal vehicle to your emergency. For those commuters who walk, bike, or use transit to reach their vanpool, we are also willing to take you to the RCT Transit Center or the Kelso Train Depot.

RCT's Emergency Ride Home Program does not cover personal errands, pre-planned appointments; or working late without a supervisor's authorization. The Emergency Ride Home Program is available only during the registered hours of your commute.

Eligibility Requirements

- Your employer, school or institution does not offer this type of program. If they do, you must utilize their program.
- Any Rider who is currently participating in the Vanpool Program (and monthly fares are paid current) is eligible.
- The individual needing the ride is located at their work site during normal business hours or for authorized overtime.
- A vanpool Rider may use the Emergency Ride Home Program to pick up a child only if that child rides in the vanpool as part of the group's commute.

There is a very limited budget for the Emergency Ride Home Program. Abuse of the Program will be evaluated on a case-by-case basis.

How to Use your Emergency Ride Home

Once you are sure you have an emergency, contact the RCT staff at 360-442-5660. RCT reimburses its customers for when they have to obtain an emergency ride home. If RCT staff does not answer, please leave a message providing the general details of your emergency and the number where you can be reached. If RCT staff does not call you back within 10 minutes, you are automatically approved. When you call, RCT will authorize you to either call a cab company or a rental car company. **Any rental car must be an economy class rental and RCT will only reimburse you for leasing the vehicle for 1 day.**

Getting Reimbursed for the Emergency Ride Home

How much you get reimbursed depends upon how often you use this Program in any rolling 12 month period. The percentage you will get back is shown in the chart below:

# of Times Used	RCT Portion	Vanpool Customer Portion
1	100% up to a max of \$100	0%
2	100% up to a max of \$100	0%
3	75%	25%
4	50%	50%
5 times or more	0%	100%

For example, Barry Manilow gets a call from the school nurse that his son is not feeling well and needs to go home. Barry calls RCT and is authorized to call a cab for a trip home. Barry drives to his vanpool meeting point each morning located at the Kelso Target parking lot. Barry calls a taxi and pays the driver for the ride back to the Kelso Target parking lot. Once he arrives at the Kelso Target, Barry drives his personal vehicle to his emergency.

The cost of the trip is determined to be \$50. Because this is Barry's third trip in the last 12 months, he will only be reimbursed for 75% of the cost or \$37.50. RCT will reimburse him by issuing a check to Barry after he submits a receipt to RCT. **Reimbursement may take up to 6 weeks. No receipt means reimbursement will not occur.**

If the cost of any Emergency Ride Home exceeds \$100, then the Vanpool rider requesting the ride home is responsible for any portion of the cost exceeding \$100.

THE VANPOOL GROUP

RiverCities Transit (RCT) will start a new vanpool group for mini-vans with five Riders and for full size vans with seven Riders. RCT must recover the operational cost of the van regardless of how many Riders there are to split the monthly fare.

RIDER RECRUITING

If you need Riders, we will try to help you locate and recruit them, but the most effective method is word of mouth. Recruit at the job site or ask current Riders to help recruit. If possible, advertise in the company newsletter. It is in the Riders' best interest to assist in recruiting to keep their rates as low as possible.

You may request "Riders Wanted" signs from the vanpool staff. These signs can be posted in the van windows or at other conspicuous places (bulletin boards, etc.).

Before new Riders can join your vanpool, they must obtain a Vanpool Agreement and mail it to the vanpool staff as soon as possible.

Remember, as a public Program, we are concerned about the potential for discrimination. We realize that the major factor in your selection of new Riders is trip compatibility. However, please be careful not to make a decision that could be construed as showing favoritism or prejudice when you select new Riders.

Part-Time Riders

Definition of a part-time Rider is a commuter who only works a part-time (or shortened) work week. Example: Monday-Wednesday-Friday shifts. A part-time Rider would not need vanpool more than 3 times per week.

Whether or not you choose to carry part-time Riders is a group decision. If your van is not full, part-time Riders are a good idea because they reduce the fare all Riders must pay. However, you should only take a part-time Rider with the understanding that if a full-time Rider comes along, the part-time Rider may lose his/her seat if the part-time Rider decides not to pay the full fare after given the first choice.

You should charge part-time Riders a prorated fare derived from your monthly fare. Part-time Riders are subject to the same rules as other vanpool Riders. Completion of the RCT Vanpool Agreement is required, and part-time Riders must pay their fares in advance.

OPERATIONAL RULES

A vanpool is a cooperative endeavor. Daily operational rules should be decided by everyone in the vanpool group. Whenever possible, it is advised to make and agree upon operating rules by majority vote. Try to keep the rules flexible, to best meet the needs of the vanpool. **Some Sample Rules:**

- Radio – Sample rule: The radio may be played softly on the station agreed upon by the group.
- Wait time at pick-up points – Sample rule: The vanpool will wait a maximum of 3 minutes at any pick-up point.
- Smoking – RCT's policy does not allow smoking in any van.
- Seating arrangements – Sample rule: Back-up Driver, who takes the van to the farthest work site, sits in the navigator seat. Other seats are "open choice" in the manner that will best facilitate loading and unloading.

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- Passenger capacity – Sample rule: The van will run with 10 passengers instead of 12. The monthly fare and level of comfort will both be higher as a result.
 - Van temperature – Sample rule: The interior temperature will be kept at a level of comfort appreciated by the majority, unless it interferes directly with the Driver's alertness or comfort.

ROUTE CHANGES

Every time you lose or gain a Rider in your commuter group, the route "twitches" in terms of schedule and service potential. To make sure we can send potential Riders to you in a qualified manner, notify us of your route changes. If your route changes, then your monthly fare may change.

EMERGENCY BACK-UP SYSTEMS

There may be occasions when your primary van is not available for the commute trip. This might be caused by breakdown, vandalism, or an incident, such as the reading lights left on overnight. These occasions, although rare, can and should be anticipated and a back-up plan identified.

- RCT's insurance does not extend to personal vehicles.
- **If you choose to drive yourself and others when your primary vanpool ride has failed, you do so at your own financial risk.**

Back-Up Vans

RCT has a spare van that supports the overall system in case of breakdown or during maintenance. If your van fails in the morning, chances are that there is a van that you can use that day. If the breakdown occurs during the commute or during the day, RCT Vanpool staff might be able to have a van delivered to your destination. Call Dispatch at (360) 442-5660.

Back-Up Carpools

In the event your van fails you in the morning before your commute trip, carpools can be easily arranged for emergency use. Usually, at least two or three carpools will be necessary to handle an emergency when the van will not start in the morning.

Example: The battery was stolen from the van overnight, so it will not start. You are out of time and are supposed to be on the road NOW! Your Riders will soon be waiting.

Have a plan in place, of who will drive the route. Have a list of home, cellular and work telephone numbers of all the Riders so contact can be made quickly and smoothly. It works best to share responsibility among the volunteer back-up Drivers of calling the Riders. This information should be decided upon before an emergency occurs.

RCT's insurance does not extend to personal vehicles.

WEATHER EMERGENCIES

In RiverCities Transit's (RCT) service area, ice and snow storms may make driving conditions extremely hazardous for those commuting by van, especially to rural sites.

If a very serious weather emergency arises, RCT reserves the right to request that the van not be operated until the emergency passes.

Vanpool vehicles should not be operated if RCT bus service has suspended operations due to a weather emergency or if law enforcement has ordered that vehicles stay off the roads. Any closure of bus service would be announced by both radio and TV media outlets or you can call the dispatch line at 360-442-5660.

If your group does NOT utilize the van due to a weather emergency, be sure all Riders are aware.

- RCT's insurance does not extend to personal vehicles. Drive your personal vehicle at your own risk.
- Call RCT Vanpool Staff to help you determine whether to commute in a vanpool vehicle.

VANPOOL FARES – ACCOUNTING

The Vanpool Program operates as a business, but with a non-profit philosophy. This means that it is the goal of the Program to "break even." Vanpool fares are projected to cover the operating and administrative costs (i.e., fixed costs for insurance, depreciation and office management and variable costs for fuel, oil, repairs, tires, etc.) of each vanpool vehicle.

Vanpool fares are due by the 1st working day of each month. Any fare not paid in full by the 6th working day of the month will result in a \$30 Late Fee being added to that month's fare.

- Fares must be paid to the Bookkeeper in the form of cash or check by the 1st working day of each month.
- All fares **must be submitted by** the Bookkeeper to RCT by the 6th working day of each month.

Any group who has their fare paid by their employer through either a voucher or payroll deduction is exempt from this requirement. It may take an employer longer to process the appropriate payment. Any vanpool that is paid by either voucher or payroll deduction will be shut down if a payment is more than 9 days past the due date.

Vanpool fares may be paid by cash or check. A notice will go out to Vanpools once credit card processing is available.

Each vanpool must police their own Riders to make sure everyone is paying their fair share. Every vanpool must generate the monthly fare regardless of how many paying Riders there are or be shutdown.

EXAMPLE: If your van is supposed to generate \$660.00 per month to meet the fare, and you have eleven paying Riders splitting the cost, the monthly rate per person is \$60.00. (\$660.00 divided by 11)

If you lose one Rider (down to ten in this example) or the group elects to have fewer Riders for more comfort, the cost of doing business remains the same. The individual rates would increase due to fewer people generating the \$660.00. You must adjust the rate to \$66.00. (\$660.00 divided by 10)

When you recruit additional Riders, you may decrease the monthly rate again. This is the primary reason it is in all Riders' best interest to assist in recruiting efforts.

How RCT calculates the price of Fuel

RCT Purchased Fuel

Each vanpool is issued a Fleet Fueling credit card by RCT. You use this card to purchase all the fuel needed. The fuel price is based upon a projected average annual cost/gallon. That average price per year is then priced into the monthly lease cost. So all fuel costs are then covered under your monthly lease.

COMPUTING DAYS PER MONTH

Formulas

- For a **5 x 8's work week**, monthly average miles computed by multiplying daily route miles by **21 average commuting days** per month.
- For a **8 x 9's work week**, monthly average miles computed by multiplying daily route miles by **19 average commuting days** per month.
- For a **4 x 10's work week**, monthly average miles are computed by multiplying daily route miles by **17 average commuting days** per month.
- For a **12 hour rotating shift**, monthly average miles are computed by multiplying daily route miles traveled by **15 average commuting days** per month.

Should you need the van for a work trip outside of your registered commute, such as working an extra shift on a Saturday, please get prior approval from RCT staff. The GPS theft prevention device will send an alert that the van is being moved outside of its given parameters. We are more than happy to work with you to coordinate this.

HOW TO DIVIDE UP THE MONTHLY FARE

It is up to each individual group to pay the full monthly fare. How you divide it is up to your group, but here two examples of how other vanpools in Washington State divide the fares:

- Under the 1st option, the Primary Driver rides free and the Riders divide the fare among themselves. In exchange, the Primary Driver handles all the driving, vehicle needs such as maintenance swaps, bookkeeping, and coordinating for the group.
- Under the 2nd option, the monthly fare is divided among all the users. However, the Primary Driver only handles the driving during the commute. Other Riders volunteer to be the Bookkeeper and/or Coordinator and the back-up Drivers are responsible for washing the van and bringing it in for maintenance.

Each customer's monthly fare equals the total of the fixed and variable costs together, divided by the total number of paying customers in the van.

Monthly Fare = Fixed Monthly Fee + Variable Cost including Fuel

Individual Fare = Monthly Fare / # of customers paying for a monthly ride

Daily Rate = Individual Fare / # of Days in the Month

For example:

Vanpool 1001 has a Monthly Fare of \$600. The Primary Driver rides free and there are 9 paying Riders. So each paying Rider will pay \$66.67 ($\$600 / 9$). The daily rate would be \$3.18 ($\$66.67 / 21$).

Next example:

The following month, Vanpool 1001 will lose a full time Rider and pick up a part-time Rider who rides 3 days a week or 60% of the time. The individual fare will then be calculated by dividing the Monthly Fare by 8.6 Riders. So the new fare would be \$69.77 for full time Riders and \$41.86 for the part time Rider.

If you have questions or concerns regarding fares or need help on how to split them up, please contact RCT staff and we will be glad to provide whatever assistance you need.

TERMINATING THE VANPOOL AGREEMENT

Anyone terminating their membership in a vanpool should do so by the 15th of the month. This enables RCT and your vanpool group to look for replacement Riders/Drivers in a timely fashion.

RECEIPT OF NSF CHECKS

The following is for the handling of NSF checks received by RCT for Riders in the vanpool vehicles.

- When a check is received back from the bank for a vanpool Rider, a notice will be given to the vanpool staff from the City of Longview's Finance Department to contact the Rider.
- If the vanpool service staff has not been able to resolve the NSF check within 30 days of receipt notification, the Director of Finance will assume the responsibility for collecting the funds and may involve a collection agency.
- If a Rider issues two NSF checks during a one-year period, they will be required to pay with a cashier's check, money order, or cash, prior to participating in the Vanpool Program from the next month onward.
- A \$25.00 fee will be charged to all returned checks regardless if a collection agency is used or not.

SUBSIDY OR FULL FARE REIMBURSEMENT

Some groups are fortunate enough to have their employer paying for part or their entire shared ride. RCT is prepared to give receipts or other documentation to groups or individuals if payment documentation is required.

REPORTING REQUIREMENTS

In addition to fare collections, submission of a monthly report is required to be submitted by the designated Vanpool Drivers. The purpose of this report is to provide RCT with the necessary information for our regulatory reporting requirements.

MONTHLY REPORTING

The Vanpool Monthly Report includes the following components:

- Van Unit # and date of report
- A ridership chart that includes Rider names, start and termination dates, and holidays/vacations. Please fill in accurately.
- Signature- please sign and date for submission.
- Please tally either the daily or monthly ridership. RCT staff will need this information.

A Monthly Report sample is included in the Vanpool startup kit.

Report Submittal

The following report elements are to be submitted to RCT with your monthly fare checks **no later than the 6th working day** of each month:

- Monthly fares collected from Riders for the current month.
- A completed Vanpool Monthly Report.
- Any receipts needing to be reimbursed.

MAINTENANCE

It is the Driver's responsibility to ensure that the van is properly maintained on a day to day basis. Maintenance scheduling and record keeping will be handled by Dispatch. Vanpool maintenance is performed by city mechanics at the Longview City Shops (254 Oregon Way, Longview WA 98682). Vans are to be delivered directly to this location.

A reminder email or phone call will be sent two weeks in advance to the primary Driver to facilitate timely coordination of oil changes and safety inspections. As a quality control measure, a "service due" sticker is also installed in the upper left-hand corner of the windshield as a reminder of when service should be performed.

Inspecting Your Vehicle

This is done primarily by providing a daily visual inspection **BEFORE** you operate the van to ensure all the basic elements are in working order. You should check the oil level weekly if the oil light has come on.

Routine Maintenance

Vanpool vehicles are on a preventive maintenance program, which requires that they be brought in for maintenance at regular intervals. Drivers are asked to assist the vanpool service staff in the delivery and scheduling of their vans for service. When service is scheduled, Drivers will need to deliver vehicles to the Longview City Shops in order to pick up a loaner vehicle.

Loaner Vehicle Swap Procedures

You will need to go to the Longview City Shops located at 254 Oregon Way, Longview WA 98682.

1. Park your van in customer parking.
2. Go to the Dispatch Desk up front and tell them you are turning in a van for maintenance. The door may be locked, please knock. Provide them with your Van #.
3. You will be issued a loaner van. Inspect the van. Note any damage before you take it.
4. When you return the loaner, give the keys to Dispatch. Notify them of any mechanical problems you had with the loaner.
5. Inspect your van before you leave. If you notice any damage that occurred while it was with the maintenance department, please contact RCT staff immediately and we will handle it.

Corrective Maintenance or Repairs

If a van requires repair or develops mechanical problems between service dates, the Driver should call the vanpool service staff immediately. Staff will then schedule service as needed. Most likely, you will be assigned a spare vehicle. If the issue is minor, such as replacing a wiper blade, RCT staff may direct you to stop at the Longview City Shops for immediate repair. Minor repairs will be handled by them at that location. If you are going to stop for a minor repair, please call in advance and notify RCT staff of the issue. This ensures that the staff will have the correct parts on hand when you arrive.

Know your vehicle so you can alert us to possible mechanical problems.

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- Read the van's owner manual.
 - Learn the characteristics of your van so you can feel, hear, see, or smell when something is wrong.
 - Know where all emergency exits are, how to open any hidden latches, and the location of the red triangle kit, spare tire, and jack.
 - Know how to use the triangles and how to change a tire.

PREVENTIVE MAINTENANCE

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

- **Check your van's oil each time you fuel the vehicle.**
- As you approach your van or leave your van, be aware of any fluid leaks. Check the ground under the engine for any drips that are fresh. Try to identify the color or placement. Call the vanpool service staff for advice if you spot any fluid leaks.
- Pre-trip your van. Walk around your vehicle and check for body damage, low or flat tires, mirror adjustment, the proper operation of all lights, and any obstacles that may be in the driving path.
- Watch your gauges. The dash has indicators to alert you to potential problems.
- Listen to your van. Sound O.K?
- **Do not run your van out of fuel.** A good safety net is to refill at the one-quarter mark. **PLAN AHEAD.**

Tires

If you have a question about the condition of your tires, please note it in your Vanpool Monthly Ridership Report or call Dispatch. Items to be concerned about are uneven tire wear, tread depth, cupping, vibrations, and air pressure. (Tire pressure ranges are listed on a plate mounted in the driver's doorjamb.)

Washing Your Van

The Vanpool Program has budgeted for your van to be washed once per month. You will be able to use your Fleet Fuel Credit Card to pay for this service at a location close to your group's route. If your card does not work there, contact the Vanpool Staff and we will work with you to find a suitable arrangement.

Safety-Related Defects

Any safety-related defect dictates that the van must be removed from service immediately! **The Driver must communicate** what they perceive to be safety-related. Any defect not considered "unsafe" will be attended to at the next service appointment.

Quick Fixes

Need your windshield washer reservoir topped off? A new set of wiper blades? Want a headlight replaced? For any quick repair, just call the Vanpool staff and we will coordinate a quick repair at the Longview City Shops.

Windshield Repairs

Please report star rock chips and short cracks to the Vanpool staff right away. Windshields are usually repairable if the damage is filled soon. Windshields must be replaced if cracks run through the Driver's line of vision.

WINTER MAINTENANCE

Air Conditioning

It is important to run the air conditioning for about 10 to 15 minutes on a weekly basis throughout the entire year. The reason for this is so the air conditioning system is lubricated (internal seals, O-rings, etc.) through the off-season to protect the component parts.

TRANSMISSIONS

Automatic Transmission

Your automatic transmission is electronically controlled. The transmission operation is controlled by the powertrain control module (PCM). The PCM will automatically adjust transmission operation to make up for varying conditions (hot, cold, rpm, throttle position, etc.) for the best performance and fuel economy.

To help in troubleshooting, the PCM continually performs self-tests on the electronic control system and if any faults are detected, will store them in memory. The transmission control indicator light (check engine light) will flash repeatedly or remain illuminated if a malfunction has been detected. In some cases, the PCM will "order" the

transmission to revert to the "manual" automatic mode of operation, and the transmission will feel "hard" and sometimes "clunky" between shifting gears. It is not harmful for the transmission to operate in this mode, for short periods of time, but the vehicle should be checked as soon as possible. (There may be times when the engine is shut down, the PCM will reset itself and clear the "memory codes." This is normal but may be an indication to have the transmission checked at the maintenance shop.)

EMERGENCIES

You should know what to do when an emergency situation occurs.

Brakes Fail

If your brakes fail, pump the pedal several times to build up pressure. If that fails, coast in gear and use the emergency or parking brake. If you need to slow faster, shift to a lower forward gear. Unless a brake line has been damaged, you will still have brakes, so use your pedal too. You will find the brakes harder to press, but still effective. Get the vehicle off the road and park it in the nearest safe location.

Accelerator Sticks

If your accelerator sticks, shift to neutral, pull over to the shoulder of the road, and stop. You may try to lift the pedal with the toe of your shoe, but never take your eyes off the road while the vehicle is in motion. Remember, if you turn off the engine, it will affect the power braking and will most likely lock up the steering wheel. **Do not turn the engine off.**

BREAKDOWNS

If your van should fail you en route, we will rescue you. If possible, Vanpool staff will use a spare vehicle to come and get you or you may use the Emergency Ride Home Program provided that you follow these safety precautions:

- As much as possible, pull the van off the road, out of traffic.
- Turn on the hazard flashers.
- Set up red warning triangles, if necessary, to alert other commuters.
- Report the exact location to Dispatch.
- Stay with your van until help arrives.

Preventable Road Calls

Valuable time and money are lost when a tow truck is called, and a vanpool group could be put at risk, or at least inconvenienced, in heavy traffic areas. Drivers should be alert to the following preventable breakdowns:

- Interior or exterior lights left on resulting in a dead battery.

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- Keys locked inside the van and no spare keys available. Back-up Drivers should carry their own set. Watch those electric door locks!
 - Wrong type of fuel for your van. You will not get far putting diesel fuel in a gas van.
 - Running out of fuel. No excuses – please be aware!

EMERGENCY PURCHASES

Most emergency situations can be handled by Dispatch at (360) 442-5660.

If you find yourself in a rare emergency situation, you are authorized to purchase up to \$50 in emergency parts or fuel and RCT will reimburse you with a valid receipt.

CAUTION: As a publicly owned agency, RCT cannot make any reimbursements without a signed, legible receipt. **Be sure to get a receipt!** Reimbursement may take up to 6 weeks.

FUELING PROCEDURE

Each Vanpool is issued with a fueling credit card that works at most major service stations. Make sure you have received an active credit card from the Vanpool staff to make purchases at those stations. Be sure to turn in a copy of your receipts with your monthly reports. It is a good idea to also save a copy of your receipts for yourself.

When purchasing fuel at a service station, be sure the following are written on the charge slip:

- Vanpool number.
- Number of gallons.
- Price per gallon.
- Legible signature.

Remember: When you take responsibility of a credit card, you need to treat it with respect and care. If it is damaged or lost, please notify the RCT staff at once. RCT is trusting that you will not leave the card out in plain sight. Also, never leave it in the sun or near electronics that can de-magnetize the card.

Primary Drivers and back-up Drivers should discuss and agree upon their van's fueling plan, where and how often. All Drivers should know their card's PIN number.

INSURANCE

RCT provides appropriate insurance coverage for vanpools through the WA State Transit Insurance Pool. The premiums for this coverage are paid by the monthly Rider fares. The insurance rates charged for vanpools are a reflection of market trends and the accident history of the transit program. Please remember, **only Drivers and back-up Drivers authorized by RCT may drive vanpool vehicles.**

- **Intentional malicious or illegal acts are excluded from insurance coverage, including driving under the influence of alcohol or other drugs.**
- **Any incident involving the van or a person must be reported immediately.**

Coverage Summary – Liability

The agency will pay all sums resulting from the use of a covered vehicle of the agency when the authorized user of the van is held legally liable for bodily injury or property damages caused in the accident.

Riders: Riders are covered for bodily injuries that they may receive while occupying a covered van involved in an accident under the terms and conditions of its ensuing agreement and for which the agency's insurance would customarily respond.

Drivers: The agency will provide coverage to all vanpool Drivers who, while operating the vehicle within the terms and conditions of the Vanpool Agreement, suffer a bodily injury,

- This medical expense protection limit shall be secondary to any medical plan the vanpool Driver may already have available at the time of the accident that resulted in bodily injury.
- If no other medical benefit source is available, this personal injury protection shall be primary and will provide benefits up to the limits provided.

Riders and Drivers: The agency will provide Uninsured and Underinsured motorist coverage (UIM).

Minor Incidents

Any incident involving the van or a person around the van, (where RCT may have a liability issue) must be reported immediately to the RCT Staff. Please use the Incident report form provided by our insurer, the Washington State Transit Insurance Pool (WSTIP). These forms can be found in the emergency packets located in the glove box of the van. This requirement includes such occurrences as a Rider injured upon entering or exiting the van, acts of vandalism, hitting an animal, or any other minor incidents taking place within a 20-foot radius of the van that pertain to the van or Riders.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

RCT has access to vehicles capable of providing service to individuals who are disabled. While many disabilities can be accommodated in a standard van or mini-van, RCT has access to wheelchair accessible vehicles.

Any vanpool vehicle is subject to the same limitation on usage. They are for a group of people commuting to and from work, school, or other institution and no other use is allowed.

It is RCT policy that no vanpool group may exclude service animals from riding in a vanpool vehicle.

GPS FLEET MANAGEMENT SYSTEM

RCT has installed a GPS based fleet management system. Because vanpool vans are kept and used in scattered locations, this system is essential for theft prevention. This system requires no interaction with the Driver or Riders. Deliberately disabling or damaging this system is grounds for termination from the Vanpool Program. The system has the following general capabilities:

- Real time vehicle locator and trip history.
- Maintenance Scheduling according to actual mileage.
- Geo-Fence Boundary Alerts.
- Hours of Operation Alerts.

The system may have additional capabilities other than those disclosed here. RCT reserves the right to upgrade this system and its capabilities as circumstances dictate without notification to vanpool users.

ACCIDENT PROCEDURES

AT THE ACCIDENT SCENE

1. Protect the scene. Turn on the hazard flashers and have a back-up driver put out the red triangles from the kit at the rear of the van. Use extreme caution and safety when placing the triangles. (See discussion and directions on pages 36 and 37, figures 1, 2, and 3.) Use your horn at short intervals if visibility is poor.

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2. Determine if any injuries have been sustained. Exercise cautious judgment if you must move anyone to safety. Identify geographical location of accident so that help can be dispatched. Collect your thoughts, be calm, know what you want to say before you place any call.
 3. Secure medical assistance for any injured persons and traffic support by dialing the emergency phone number **911**.
 4. **After contacting emergency services**, report to RiverCities Transit (RCT) that an accident has occurred. **Call 360-442-5660**.
 5. Do not move the vehicle or pick up vehicle parts that may be lying on the ground unless absolutely necessary to avoid another collision. Both actions could destroy evidence.
 6. Exchange Information. Use the Accident Packet in the glove box. **Do not admit fault**.
 - A. Within 24 hours of the occurrence, the Driver involved in the accident must prepare and submit the Accident Packet to RCT detailing what happened.
 - B. All witnesses, including all of the van Riders, must be asked to fill out a Witness Courtesy Card. These cards are found in the Accident Packet. Make sure that any injuries are listed on the individual's completed Courtesy Card.**
 - C. The Driver must also fill out a RCT Vanpool Body Damage Report. This form is also found in the Accident Packet.
 - D. All completed paperwork should be delivered to RCT immediately. Make sure you stock a new Accident Packet in your van in case there is need again in the future.
 7. If any Law Officers are at the scene they will fill out a State Report. We will need a copy. **This is mandatory.**
 8. If only minor property damage is involved or the accident is on private property, no police officer will respond. Please remember that even if both vehicles can be driven the **vanpool staff wants to hear about the accident immediately** and discuss what to do next. Exchange names, addresses, insurance companies, driver's license numbers, and vehicle license plate numbers with the other driver.
 9. Rule: If the accident involves \$500 or more in damage, or there is an injury or death, notification must be made to:
 - A. Local city police if the accident occurred in city limits.

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- B. The Sheriff's Department if the accident occurred in the county.
 - C. The Washington or Oregon State Patrol if the accident occurred on a state highway or outside the city limits.

DURING AND AFTER THE ACCIDENT

1. Drivers should refrain from discussing an accident, either at the scene of the accident or at a later time, except with the police or a RCT representative, insurance adjuster, or the RCT attorney. All other parties not listed above should be referred to the offices of RCT Vanpool Program.

Never admit responsibility or assume liability for the accident except to the parties listed above.

2. When collecting the Witness Courtesy Cards remain professional, but never coach a person on what to write. Remember that a witness could be the deciding factor to an accident investigation. Their support in a case could be very crucial. Here are some tips:
 - Advise that it is your duty to secure the names of all persons who are nearby.
 - Do not pass up a person who says, "I did not see the accident." Adapt your personality to a friendly, persuasive style to get the information needed.
 - Make sure you can read their writing when you pick up the card, then thank them for their help.
3. Your van will be replaced with a spare, until we can have a complete safety check, get estimates of damages and order parts for repairs as necessary.

MORE SAFETY ADVICE

Take all precautions necessary to protect the scene of the accident from further collisions. The State of Washington Department of Licensing *Commercial Driver's Guide* recommends the following actions:

- A. Be visible. When your vehicle is disabled at the side of the road, be sure to turn on the 4-way emergency flashers. This is important at night. Do not trust the taillights to give warning. Drivers have crashed into the rear of a parked vehicle because they thought it was moving normally.

If you must stop on a road or the shoulder of a road, you should also put out your reflective triangles within ten minutes. When putting out the triangles, hold them between yourself and the oncoming traffic for your own safety (so other drivers can see you). Place your devices at the following locations:

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- On the traffic side of the vehicle, within ten feet of the front or rear corners, to mark the location of the vehicle. **Figure 2.**
 - 100 feet behind and ahead of the vehicle on the shoulder or in the lane you are stopped in. **Figure 2.**
 - Back beyond any hill, curve, or other obstruction that prevents other drivers from seeing the vehicle within 500 feet. **Figure 3.**
 - If you must stop on or by a one-way or divided highway, place warning devices 10 feet, 100 feet, and 200 feet toward the approaching traffic. **Figure 4.**
- B. **Use your horn when needed.** Your horn can let others know you're there; it can help to avoid another accident if visibility is poor.

Figure 1. Warning Device Placement – Two-Lane or Undivided Highway.

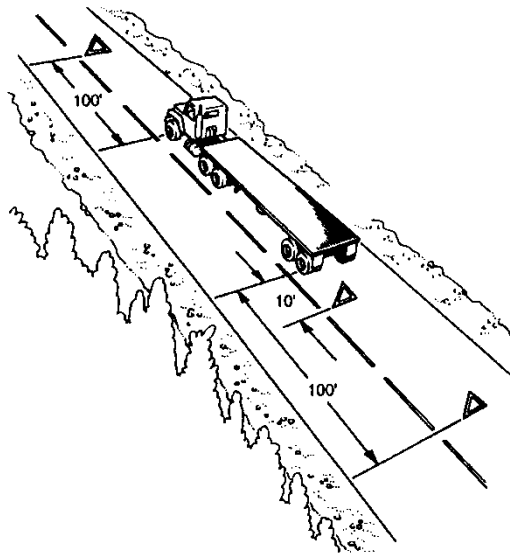


Figure 2. Warning Device Placement – Obstructed View.

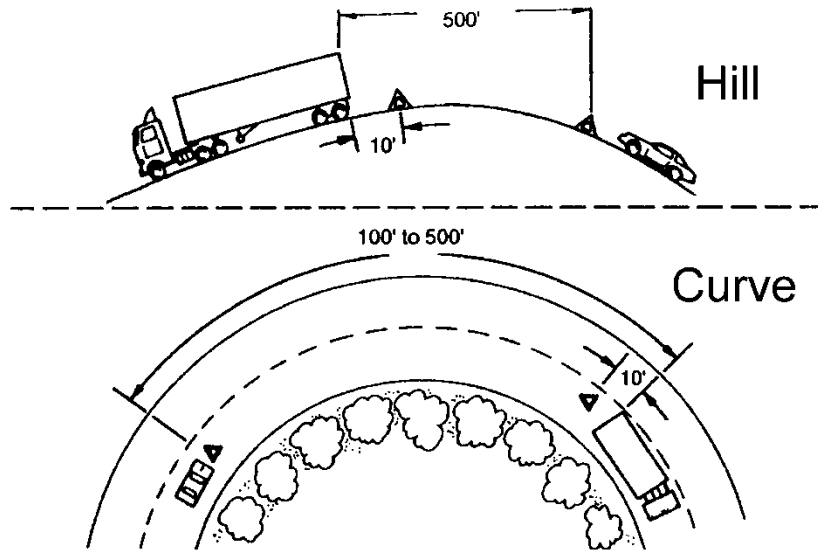


Figure 3. Warning Device Placement – One Way or Divided Highway.

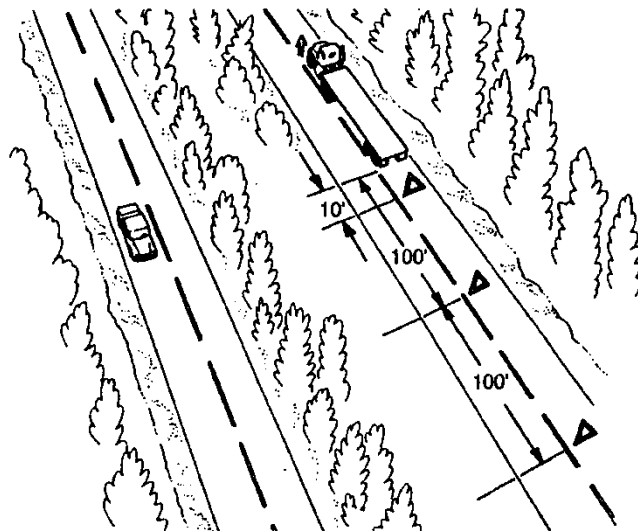


Figure 4. Sample Vanpool Body Damage Report

Where were you located at the time of incident?
If you were in the van, please circle the seat below that best describes where you were seated:

