



**VANPOOL PROGRAM
MEMBER AGREEMENT
&
REFERENCE GUIDE**

REVISED DECEMBER 2019

CCPT CONTACTS

Columbia County Transportation

507 W Cameron Street

Dayton, WA 99328

BUSINESS NEEDS

General Information Monthly Reports Passenger Assistance

Policy Questions Driver Workshops Fares

Maintenance Driver Application Reporting Incidents

ALTERNATE PHONE NUMBERS

David Ocampo General Manager (509)382-1647 (541)861-9042

Megan Schmidt Vanpool Director (509) 382-1647 (509) 540-0855

REPORT ALL VEHICLE SAFETY ISSUES IMMEDIATELY TO:

ivan@ccptransit.org

and

david@ccptransit.org

YOU ABSOLUTELY MUST EMAIL BOTH IVAN AND DAVID FOR ANY SAFETY OR MECHANICAL ISSUES INVOLVING THE VANS

CONTENTS

<u>Welcome Aboard.....</u>	<u>5</u>
<u>Important Numbers.....</u>	<u>5</u>
<u>CCPT's Responsibilities.....</u>	<u>6</u>
<u>Groups and Participants.....</u>	<u>6</u>
<u>Volunteer Vanpool Drivers.....</u>	<u>7</u>
<u>Riders.....</u>	<u>11</u>
<u>Policy Enforcement.....</u>	<u>13</u>
<u>Minimum Ridership.....</u>	<u>15</u>
<u>Exchanging Vans.....</u>	<u>15</u>
<u>Operational Group Rules.....</u>	<u>16</u>
<u>CCPT Rules.....</u>	<u>16</u>
<u>Vanpool Group Rules.....</u>	<u>16</u>
<u>Safe Driving Tips.....</u>	<u>18</u>
<u>Maintenance.....</u>	<u>22</u>
<u>Tire Servicing.....</u>	<u>23</u>
<u>Snow Tires.....</u>	<u>23</u>
<u>Emergency Maintenance.....</u>	<u>23</u>
<u>Van Upkeep.....</u>	<u>24</u>
<u>Loaner Vans.....</u>	<u>24</u>
<u>Inspections.....</u>	<u>24</u>
<u>Daily Inspections.....</u>	<u>24</u>
<u>Inspections when Fueling.....</u>	<u>25</u>
<u>Low Oil.....</u>	<u>26</u>
<u>Expect the Unexpected.....</u>	<u>26</u>
<u>Flat Tires.....</u>	<u>26</u>
<u>Lost Keys.....</u>	<u>27</u>

<u>Running out of Gas.....</u>	<u>27</u>
<u>Unanticipated Breakdown.....</u>	<u>28</u>
<u>Backup Carpool Plan.....</u>	<u>28</u>
<u>Route Deviation or Detours.....</u>	<u>28</u>
<u>Vanpool Accidents.....</u>	<u>29</u>
<u>Insurance.....</u>	<u>29</u>
<u>Fuel Purchases.....</u>	<u>30</u>
<u>Fares.....</u>	<u>30</u>
<u>Returned Checks.....</u>	<u>30</u>
<u>Loss of a Rider.....</u>	<u>30</u>
<u>Fare Information.....</u>	<u>30</u>
<u>Monthly Vanpool Reports.....</u>	<u>31</u>
<u>Monthly Ridership and Mileage Form.....</u>	<u>31</u>
<u>Mileage.....</u>	<u>31</u>
<u>Fuel Credit Card.....</u>	<u>32</u>
<u>Miscellaneous.....</u>	<u>32</u>

WELCOME TO COLUMBIA COUNTY PUBLIC TRANSPORTATION'S VANPOOL PROGRAM

As a full-service transportation agency, Columbia County Public Transportation (CCPT) provides vans for use to commuters who travel to and from work in Columbia and Walla Walla counties. Commuters receive comfortable, convenient travel in exchange for a monthly fare, which covers the cost of the van's operation. The designated vanpool coordinator will oversee the safe operation of the van, collect monthly fares from the riders, monitor routine maintenance intervals, recruit new drivers and advise all vanpool members of any changes to the member agreement guide. All vanpool riders will assist the designated vanpool coordinator with fueling the van, cleaning the van, and recruiting riders when necessary. Vanpool drivers are not employed by Columbia County Public Transportation.

This manual is designed to provide you with information and forms needed for a smooth vanpool operation. We have detailed the procedures and policies you will need to follow as a member of a vanpool group. Columbia County Public Transportation reserves the right to update or modify its vanpool procedures at any time it feels necessary to do so. Any changes will be passed onto the vanpool coordinator and he or she will advise all other vanpool members of the change and see that the change is inserted in your agreement guide.

This guide is designed to help you understand how a vanpool works, what is expected of its members, and what you can expect from Columbia County Public Transportation. Please take the time to thoroughly read this guide and understand its contents. If you have any questions, please contact the appropriate person at our office.

WELCOME ABOARD

Thank you for being a part of Columbia County Public Transportation's (hereafter, "CCPT") Vanpool Program!

CCPT provides vans for people to travel to and from work and whose commute trip originates or ends in the Public Transportation Benefit Area (PTBA), regardless of commute length.

- ⇒ If you're a Volunteer Driver, you are responsible for the safe operation of the van, fueling and washing.
- ⇒ Driver's report monthly ridership, complete the monthly van reports, keep the contents of the guide updated per CCPT requests, and helps recruit riders and drivers.
- ⇒ If you're a vanpool Rider, you arrive at work or home relaxed. Remember to say thank you to your driver! You help to keep the van neat and clean. You may also be a contact and help recruit riders and drivers.

As with any program, there are policies and procedures to follow. This guide is designed to give you an easy reference system and provide you with information and forms needed for a smooth, safe, and enjoyable vanpool operation while representing CCPT as a volunteer vanpool driver, contact or rider. These procedures and policies may be updated from time to time as necessary.

THIS MANUAL IS NOT MEANT TO, NOR CAN IT POSSIBLY,
COVER ALL ACTS OF PROPER BEHAVIOR.

IMPORTANT NUMBERS

Vanpool Office

507 W. Cameron St.
Dayton, WA

Phone: 509-382-1647

Fax: 509-382-3004

General Manager David Ocampo
509-382-1647
E-mail: david@ccptransit.org

Vanpool Director Megan Schmidt
509-382-1647
E-mail: megan@ccptransit.org

After Hours 7 days a week

David Ocampo (541) 861-9042

CCPT'S RESPONSIBILITIES

- ✓ We provide your group with a reliable, safe, and comfortable van.
- ✓ Establish a fare schedule for the operation of the vanpool.
- ✓ Provide insurance coverage for the van itself and for all authorized occupants of the van.
- ✓ Provide training for volunteer drivers
- ✓ Provide all necessary reporting forms, including instructions for their completion and a submission schedule.
- ✓ Establish a schedule for routine service and maintenance of the van at our maintenance facility.
- ✓ If available, provide loaner vehicles for occasions when the vanpool vehicle is out of service.
- ✓ Provide a manual outlining the policies and daily operational aspects of the Vanpool Program.
- ✓ Provide sample rules and regulations for the daily operation of the vanpool.

GROUPS AND PARTICIPANTS

All vanpool participants are asked to be courteous, on-time, and considerate with fellow riders, the general public and CCPT Vanpool 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.

VANPOOL GROUP NUMBER

Each Vanpool Group is assigned a group number. The group number is required for reporting, requests, transfers from one group to another, etc. The vanpool vehicle you use may change over the lifetime of the group (i.e. when using a service loaner, moving from a smaller van to larger van, or a newer model van).

GROUP RESPONSIBILITIES

- ✓ Wearing seat belts properly at all times when the van is in operation
- ✓ Assuring that all drivers are authorized by CCPT
- ✓ Help keep the van neat and clean
- ✓ No alcohol in the van
- ✓ Locking the van when not in use
- ✓ Assuring that all damage/abuse of the van and/or accidents/incidents involving the van are reported to CCPT immediately

NON-DISCRIMINATION

- To reinforce state and federal laws and regulations, CCPT requires that vanpool participants cooperate to ensure that no person is denied the opportunity to participate in a vanpool, nor subjected to discrimination in the conduct of the vanpool. This non-discrimination requirement includes, but is not limited to: Race, creed, color, sex, age, national origin, political or union affiliation, or the presence of any sensory, mental, or physical disability.
- The conduct of your 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 46, Code of Federal Regulations, Part 21 - Nondiscrimination in Federally Assisted Programs of the Department of Transportation; Chapter 49.60 Revised Code of Washington - Law Against Discrimination; and the American with Disabilities Act of 1990.
- This non-discrimination requirement applies to all current and potential participants. If your van has a seat available, you cannot deny an individual the opportunity to ride (within the minimum ridership guidelines; refer to the **Minimum Ridership** section on page 16).

VOLUNTEER VANPOOL DRIVERS

A safe volunteer driver is one of the most important ingredients in any vanpool. Each successful vanpool must have at least two volunteer drivers.

All individuals who operate a CCPT vanpool vehicle must receive specific permission and approval to do so before driving. Only in emergency situations, and when authorized by CCPT vanpool staff, may someone other than an approved driver operate a van. If you have been a CCPT approved driver in the past but quit driving for any reason, you must be re-approved before you drive again.

VOLUNTEER VANPOOL DRIVER RESPONSIBILITIES INCLUDE, BUT ARE NOT NECESSARILY LIMITED TO:

- ✓ Safe, defensive driving at all times.
- ✓ Understanding, adhering to and applying Washington State traffic regulations.
- ✓ Transporting a group of people safely to and from work on time.
- ✓ Gaining consensus for group rules (see Operational Rules page 17).
- ✓ Ability to provide off-street parking.
- ✓ Drive the required number of hours, days or trips as required by CCPT.
- ✓ Immediately report any van safety issues to CCPT by phone or email.
- ✓ Stay on an approved route while adhering to an established time schedule.
- ✓ See that seatbelts are properly worn in accordance with WA State law at all times by you and your passengers.

- ✓ Provide for the wellbeing of yourself and your passengers in emergency and special situations.
- ✓ See that written reports and/or daily logs are completed and accurate.
- ✓ See that your van is fueled safely.
- ✓ Be able to recognize when a physical or mental condition may impair your ability to safely operate the van and take the appropriate action to find another authorized volunteer driver.

ALL DRIVERS MUST

- Have completed CCPT’s Defensive Driving Course and Orientation before receiving approval to drive the van. All requirements must be met before you qualify as an authorized driver and become insured.
- Maintain a current State issued Driver’s License. Notify CCPT Vanpool if you are no longer in accordance with the established “Driver Selection Criteria” or if you receive a moving violation or any other sort of traffic related citation, even in your own vehicle. This includes accidents when no citation was issued.
- Promptly report to CCPT any incident involving vehicle damage, property damage, injury, or the potential for a medical or liability claim. Complete, collect, and submit all accident reports and related documentation within 24 hours of an accident.
- Drive the van daily to and from work picking up and discharging riders in accordance with the mutually established route and schedule.
- Coordinate maintenance, cleaning and servicing of the van.
- Do not allow unauthorized drivers, those not approved by CCPT, to operate the van.
- Gain consensus for group rules
- Receive approval for overnight parking locations.
- Obtain prior approval from CCPT for expenditures other than gas.
- Drive at least two weeks in each yearly quarter (January-March, April-June, July-September and October-December)

Operating the Van:

Driving a van is very different from driving a car. The increased height, length and weight of a van require you to be especially careful to ensure the safety and comfort of your passengers.

There are some simple, but important, habits for operating the van:

- Drivers and passengers must wear their seatbelts at all times when the vehicle is in motion and must be worn as the manufacture has designed them to be worn.
- Drive with your headlights on at all times. (daytime running lights are not headlights)

- When picking up or dropping off passengers be sure your vehicle is in Park and your four ways are activated.
- Yield the right of way and always use your turn signals when merging or turning.
- Check your mirrors often to scan for traffic, other hazards and to see what is happening behind you.
- Give yourself plenty of turning room, reduce your speed and look through the turn.
- Observe height and width restrictions. Be mindful of low clearances.
- Allow longer stopping and following distances. Allow 4 seconds following distance between the van and the vehicle in front. Increase the distance when driving in adverse weather or on rough roads.
- Choose a parking space with plenty of room.
- Use a passenger as a spotter when backing. If you are alone, use your mirrors or get out of the van to look at what is behind you.
- Secure the van before you leave it. Make sure you have the keys and it is locked.
- Smoking is not allowed within 20 feet of the van. This includes e-cigarettes.

As a volunteer driver, you will need to deal with problems that result from traffic conditions or rider activity. Special circumstances may cause your “hot button” response to occur. Hot buttons are things or events that produce an automatic, emotional response. By recognizing and catching your personal hot button reactions earlier on, you can prevent a small irritation from turning into a major catastrophe. Also, hot buttons are often the cause of complaints from the public and your riders, about how vans are driven.

CELL PHONE USE

Usage of any cell phone or other electronic devices including wireless headsets (i.e. Bluetooth) by volunteer drivers while operating the vehicle is strictly prohibited. This includes calls, texting, internet use and any photography and videography.

DRIVER APPROVAL PROCESS

Step One. Submit a completed application packet. Packets can be obtained at our CCPT dispatch office.

Step Two. Complete CCPT's Defensive Driving Course and Orientation.

Final approval for a volunteer to drive a vanpool vehicle is dependent upon successful completion of the application process, and completion of CCPT's Defensive Driving Course, Orientation and Driver Evaluation. Failure to meet any Agency criteria may result in application rejection. CCPT reserves the right to refuse or revoke driving privileges from any volunteer driver at any time for any reason.

RETAINING DRIVING PRIVILEGES

CCPT continually monitors processes to ensure the safety of the Vanpool program. Currently an online refresher course is required after five years of driving. Updates will be provided to the Volunteer drivers as this or other requirements may change.

Volunteer drivers may need to complete additional training as required by Washington State Transit Insurance Pool (WSTIP) or CCPT.

COMPLAINT INVESTIGATION

CCPT sometimes receives complaints on vanpool drivers from the public, a rider in their van, or from another participant in the vanpool program. CCPT's staff records the complaint and it is researched by the staff. We do not automatically assume the driver is "guilty as charged", but if we receive a complaint on a driver, we must contact the driver either by phone or in writing to investigate the complaint.

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. A driver may be asked to refrain from driving during the investigation.

The safety of our volunteer vanpool participants is our number one priority. We take all complaints about operation of the vehicle seriously, investigating each incident and taking appropriate action.

REMOVAL OF DRIVING PRIVILEGES

- In more serious cases or in cases where an individual volunteer driver has received more than one complaint, removal of driving privileges, either temporarily or permanently, may occur.
- CCPT monitors your driving record on a regular basis. This record helps us determine whether or not we allow you maintain your volunteer driver privilege.
- CCPT has the right to remove or suspend any volunteer's driving privileges upon receipt of complaints, additional moving violations, or signs of burnout.
- CCPT reserves the right to suspend or remove volunteer driver at any time for any reason.

CCPT will contact you if your driving privileges are removed, discussing the reasons and terms with you. We may follow that discussion with written documentation, by email or hard copy letter. We will also notify the communicator/POC of your van that you are no longer an authorized driver whether it be temporary or permanent. However, the reason for this will not be disclosed. This step is necessary to manage CCPT's risk and ensure that the van group no longer asks you to drive. When a volunteer driver's privilege has been removed, CCPT must remove that driver from the monitoring program. Therefore, a removed driver must reapply if they wish to become a volunteer driver again.

VOLUNTEER VANPOOL DRIVER REPORTING RESPONSIBILITIES

- Collect new rider agreements and turn them in to the CCPT office prior to the new rider riding in the van.
- Tell each participant how much their monthly fare will be as set by CCPT. (monthly fares for each participant is determined by how many members there are in the group, being equally divided between all group members)
- Obtain required vehicle information, such as daily vehicle odometer readings, daily ridership logs and records of fuel.
- Collect fares from each vanpool rider. Riders may not make payments at the office; all payments must be made to the vanpool coordinator/POC.
- *Approved* out of pocket expenses may occur. Submit the **original** receipt for authorized reimbursements.
- Complete the Monthly Payment Report and turn in with all collected fares and reimbursement requests on or before the 10th of the month.

RIDERS

Everyone on the van roster is considered above all else a rider. And, without riders who follow procedures, there would be no vanpool harmony. You spend hours every week traveling together in a relatively confined space. Collectively, participants form a community: a caring, cohesive group that supports the principles of vanpooling and consistently abides by the policies and procedures that define the program.

We expect riders to pay their fares on time (before the tenth of every month); be courteous, cooperative, and punctual. New members must sign the Volunteer Vanpool Participant Agreement Form, which spells out common responsibilities designed to promote vanpool safety, equity and etiquette. A signed Volunteer Vanpool Participant Agreement must be submitted to the CCPT office, **before** the participant is allowed to ride. The Agreement is summarized below.

VOLUNTEER RIDER'S RESPONSIBILITIES

- Completing and submitting a Volunteer Vanpool Participant Agreement Form prior to riding.
- Paying the monthly vanpool fare before the tenth day of each month, in the form of a personal check, money order, cashier's check, or cash. Each form of payment must be made out to CCPT. All payments are to be made to your vanpool person of contact, driver, or coordinator. The CCPT office does not accept payments from individual vanpool riders.
- Abiding by all day-to-day operational rules established by the vanpool group and CCPT.
- Remaining courteous, cooperative and punctual.
- Properly wearing seat belts at all times – no exceptions.
- Notifying the primary volunteer driver in advance of anticipated non-use of the van.
- Notifying the group coordinator, in writing, at least ten (10) days prior to the beginning of the next month of planned termination.
- Helping to keep the van neat and clean.
- Helping to maintain ridership at maximum levels.
- Using pre-arranged alternate transportation when the van is not available.
- Locking the van when not in use.
- Using appropriate social behavior while riding on a CCPT vanpool and when interacting with other vanpool participants or CCPT employees. For the comfort and health of all customers, personal hygiene must be maintained within acceptable standards and the use of perfume, cologne, and aromatic lotions must be minimized. In any instance where a vanpool participant makes other participants aware of an allergy to these products, all participants while riding on the vanpool must discontinue their use. (Also, refer to RCW 8.52.025)

Rider Withdrawal and Rider Return

A rider may choose to withdraw from the vanpool at any time; however, please give a written notice to your coordinator at least ten (10) days prior to the beginning of the next month. If a rider's withdrawal puts less than five people in the group, the group has 90 days to get their ridership back up to five or more. If ridership is not met, the group will have to close, this is a state and federal requirement. The remaining members of the group will have to share the monthly fare of the person or persons who have left the group. The vans operational cost is consistent regardless of the number of riders. This is divided accordingly.

We welcome riders who choose to return to CCPT's vanpool program. Any former rider who wishes to return to a CCPT vanpool must complete a new Participant Agreement and submit it to CCPT prior to riding in the van.

POLICY ENFORCEMENT

All volunteer vanpool participants must follow CCPT vanpool policies and procedures.

PROGRAM APPLICATION AND AGREEMENTS

Each prospective member of a CCPT Vanpool group must read and sign the Vanpool Agreement and turn it into CCPT's office before they are allowed to ride in the van. The Vanpool Agreement explains the responsibilities of all members of the group and CCPT's responsibilities to the group. This is for the passenger's own protection, as our insurance will not cover riders without the agreement

UNAUTHORIZED DRIVERS

Only volunteer vanpool participants who have successfully completed all steps of the volunteer driver application process and who are approved by CCPT can drive the van. Spouses, friends, and vanpool riders are not approved as volunteer drivers and are prohibited from operating the van.

CCPT's vanpool insurance coverage will *not* be extended to any accident that occurs when an unauthorized driver operates the van. The unauthorized driver would assume liability for any incident, accident, or injuries.

Only in emergencies and after receiving permission from CCPT, may someone other than an approved volunteer driver drive the van. Simple unavailability of all CCPT-approved volunteer drivers due to vacation, illness, or any other reason does *not* constitute an emergency. Contact the CCPT Operations Manager or CCPT Dispatch for emergency clarification and for emergency approval before operating the van. Emergency authorization is a "one time" authorization to drive the van from the workplace to home. It does not authorize you to drive any other time including back to work the next work day.

EMERGENCY DRIVER AUTHORIZATION

In an emergency, an authorized rider may obtain temporary (one trip) telephone authorization from CCPT vanpool staff 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 who will be driving
- Washington State driver's license number
- Date of birth
- Years of driving experience
- Past accidents or traffic violations

If temporary authorization is received, this emergency situation must be finalized with attendance at one of the next two scheduled mandatory workshops along with any other required training. If at this point you wish to remain a driver, you will also need to fill out and produce any documentation

required to become a driver. That documentation can be found at the CCPT Office at 507 Cameron Street, Dayton. You can also request it by email.

Emergency Driver Authorization is not a quick process. Please be patient. We will work as quickly as we can to get you on the road.

If you cannot meet the regular driver qualifications due to having too many points or you do not have a valid driver license, you cannot be authorized to drive in any emergency.

Guaranteed Ride to and From Program (Fare Free)

If for some reason you are not able to connect with your vanpool going to work or going home from work, CCPT may have a bus available to get you there. This is a limited program and is only available to those who can ride a bus that is on a demand service route and/or on a regular schedule. In some cases, an advanced reservation will be needed and the service can only be temporary. You must also be dropped off or picked up at your place of employment or a location designated by CCPT.

Reason you may need this program:

- Sudden illness or emergency at home.
- Unexpected overtime or a temporary change in hours.
- Missed your van due to reasons beyond your control.
- No “authorized driver” for your van.
- Other reasons that are approved by CCPT.

Reasons you may not use this program:

- Want to stay in town for activities unrelated to your employment.
- Disagreement with another group member.
- Any reason you are unable to ride in your van that is not related to your employment.
- Leaving work early for personal reasons other than illness or emergency at home.

You may still use our service for any of these reasons; however, you will need to pay a bus fare.

CCPT has the final say as to whether or not your bus trip is complimentary or if a fare must be paid. Abuse of this program will disqualify you from future use.

DISBANDMENT OF A VANPOOL GROUP

Actions that warrant disbandment include, but are not limited to:

- Unreported accident/incident involving the van
- Unauthorized drivers operating the van
- Unreported damage/abuse of the van
- Consistently low ridership, below required levels
- Smoking in the Van
- Failure to comply with other vanpool program requirements

REMOVAL OF AN INDIVIDUAL RIDER:

- Failure to pay monthly vanpool fares as outlined in the vanpool agreement
- Not using seatbelts
- Rude, abusive or intimidating behavior
- Smoking in the van
- Failure to comply with other vanpool program requirements

REMOVAL OF A COORDINATOR:

- Failure to accurately submit monthly vanpool reports on time
- Consistently improper monthly reporting
- Improper collection and custody of vanpool funds

MINIMUM RIDERSHIP

All vanpool participants, as well as employers who help subsidize fares, appreciate keeping fares as low as possible; each member you add to your vanpool group reduces every individual's fare. As a reminder, CCPT is a public agency and cannot deny ridership to a new vanpool participant based on any discriminatory factor or simply because a vanpool group would prefer to keep ridership low for more comfort. In addition, as a public agency, it is critical that we maximize efficiency and make the most of our resources. Maximizing ridership and serving as many commuters as possible remain important goals of CCPT and our vanpool program. CCPT regularly reviews ridership of each vanpool to ensure that ridership requirements are being met.

CCPT's expected **minimum registered rider** levels are:

- 5 passengers (driver included) are needed to meet State and Federal guidelines for a Vanpool Group.
- Maximum group participants are based on the van's seating arrangement.

If a vanpool group's average ridership does not meet these standards, CCPT will contact the group. We will make an effort to help the vanpool improve ridership to increase efficiency of the vanpool.

EXCHANGING VANS

CCPT places groups in vans most appropriate for the group's size, as long as the right size vehicle is available. After careful review of vanpool ridership, CCPT vanpool staff will determine if a van exchange is necessary or appropriate. We also exchange vans for a variety of other reasons.

For all van exchanges, the vanpool office will contact the person of contact and/or a volunteer vanpool driver of the vanpool group. The volunteer vanpool driver of the vanpool will come to CCPT to perform the exchange and sign necessary paperwork.

MILEAGE EQUALIZATION

CCPT must ensure efficient use of our resources. One method CCPT uses to maximize efficiency is mileage equalization - the exchange of high mileage vehicles with low mileage vehicles. We constantly review mileage of our fleet and will require a van exchange when we determine it is necessary.

OPERATIONAL GROUP RULES

Common operational rules benefit the group by highlighting courtesy issues that help make vanpooling more enjoyable for all. CCPT sets some rules; the group may set other rules.

CCPT RULES

The following rules can only be changed by CCPT.

- **Vanpool Program Member Agreement and Reference Guide**
- **Volunteer Vanpool Participant Agreement** - Please read it carefully; it contains most of CCPT's rules, policies, and procedures. Each volunteer vanpool participant is expected to meet all requirements spelled out in the Volunteer Vanpool Participant Agreement. A prospective participant cannot ride in a van until our office has received your signed agreement.
- **Smoking - is not allowed** in any CCPT vehicle or within 25 feet of CCPT property, which includes all vanpool vans.
- **Cell Phone** - usage of any cell phone or other electronic device including wireless headsets (i.e., Bluetooth) by volunteer drivers while operating the vehicle is strictly prohibited
- **Pets** - are not permitted in the vanpool vehicle at any time, except for qualified service animals used by individuals with disabilities.
- **Route** – CCPT will work with the group to establish a route when the group initially forms. Once a route and schedule are established, they can only be changed with CCPT's permission. The change in route or schedule cannot result in the elimination of a rider.
- **Fares** - All volunteer vanpool participants are required to submit appropriate fares, payable to CCPT. Volunteer participants who have not given proper notice (at least ten days prior to the following month) are responsible for the following month's fare.

VANPOOL GROUP RULES

Group rules are allowed as long as they do not conflict with any of CCPT's rules. Group rules should be set by group consensus, not determined solely by one group member. Examples of rules that require group consensus are radio station choices, heater or air conditioner usage and first come, first serve seating. Your volunteer drivers and volunteer record keeper understand what is required to get riders to work and to ensure that fares are submitted on time. Those rules, as set by CCPT, must be followed. Anyone may suggest other rules; however, the group must agree on other rules such as the ones listed on this page. If the group cannot reach a unanimous decision, then majority rules. An example of a rule that requires a unanimous decision and CCPT approval are route changes.

It is also important that rules are documented and distributed to each participant so everyone knows what's expected. Always provide a copy to any new participant who joins. Group rules must be applied consistently to all volunteer participants, including the volunteer drivers. Established rules can only be changed by group consensus. Provide CCPT with a copy of the rules, as well.

For example, a volunteer driver cannot decide to discontinue a three-minute wait period that was previously agreed upon. In addition, a rider can't decide to talk all the way to work when the group agreed that the trip to work would be quiet time.

If several new participants join the van and wish to revisit the rules, a process must be set up to allow them to do so. CCPT staff can help you establish rules and put them in writing.

SAMPLE GROUP RULES:

Seating Arrangement.

Sample rules:

- Seating will be arranged on a first come, first served basis.
- Seating will be arranged according to specialized needs of individual riders with full cooperation and agreement of all riders.

Wait Time

Sample rule:

- The van will wait no more than three minutes after the scheduled departure time.

CONFLICT RESOLUTION

In the event a conflict arises, a volunteer driver or your groups coordinator should attempt to resolve it as soon as possible. Assistance from CCPT may be requested if your volunteer driver or coordinator is unable to resolve the conflict.

COMMON PROBLEMS

In all groups, there are times when individual ideas and issues might jeopardize the operation of the group. No matter how hard you try to avoid problems, they can still occur. How problems are handled is as important as what the problem is itself. Typical conflict areas and problems:

- Lateness
- Individual personality traits
- Seating arrangement disagreements
- Not wearing seat belts
- Conflict between Van-Poolers

TIPS FOR EFFECTIVE CONFLICT RESOLUTION

- Identify and specifically state the source of the conflict.
- Present the issues one at a time.
- Use effective complaints and criticisms.
- State the desired change in a direct manner.
- Focus on how each person can assist in change.
- State positive reasons for making change.
- Provide each other with enough feedback so that each participant's viewpoint is understood.
- Determine if the problem is one that demands action, or is one that demands listening and understanding.

KEY ACTIONS FOR MOVING FROM CONFLICT TO COLLABORATION

- Establish mutual involvement.
- Seek to understand the other person's point of view.
- Present your perspective of the problem and its impact.
- Decide on an appropriate plan of action.
- Express your appreciation for the other person's efforts.

SAFE DRIVING TIPS

Driving your van is very different from driving your car. The increased height, length, and weight of a van require you to be especially careful to ensure the safety and comfort of your passengers. Application of defensive driving techniques is the first step in sharpening your driving skills so you can prevent sudden braking and collisions. These techniques also help you avoid "meeting" the not-so-defensive drivers.

Safe driving means driving to prevent collisions and emergency braking. A preventable collision is one in which the driver failed to do *everything* reasonable to prevent it. Driver failure is a contributing factor in an estimated 66 percent of all collisions. This figure can be reduced. Studies have shown that all drivers are capable of driving at least twice as safely as they do now. (National Safety Council).

HEIGHT, LENGTH, AND WIDTH RESTRICTIONS

Always carefully observe the height, length and width restrictions on the van. Be aware of the height restrictions in car washes and parking garages; if in doubt, don't enter.

HOW SHOULD YOU COMPENSATE FOR:

...the larger blind spots in your van?

Answer: Adjust mirrors properly and lean forward in your seat to increase your sight angle.

...the van's heavier weight?

Answer: Allow more distance to compensate for slower acceleration when pulling into traffic and for longer stopping distance.

...the greater height of the van?

Answer: Keep both hands on the wheel. Keep a cushion of safety around the van so you don't drift into another vehicle. Anticipate that wind may "move" the van when exiting a tunnel, going over a bridge, or coming out of a cut in the roadway where there is a hill on both sides.

...the van's higher center of gravity?

Answer: Decrease your speed to below the posted speed limit in exit and entry areas. Make turns smoothly and at a slower speed.

BLIND SPOTS

Avoid driving in other drivers' blind spots. Many drivers fail to look over their shoulder when changing lanes. If you cannot see the other driver's rearview mirror, you are probably in his/her blind spot. Pull forward or fall back to avoid this dangerous position.

DISTRACTIONS

Distractions inside and outside the vehicle are the number one cause of accidents in the United States. Distractions typically listed as the cause of accidents include driver fatigue, cell phone use, reading, passenger distractions, adjusting the radio, and looking at scenery.

CCPT prohibits smoking and the use of cell phones while driving in our vehicles. That helps eliminate two distractions! Do your best to eliminate or ignore activities that take your attention away from your primary concern while on the road -- driving. For example, do not pick up anything off the floor, like a clipboard, while you are driving. Avoid tense or stressful conversations while driving. If you feel distracted or tired, ask another approved volunteer driver to drive for that commute.

TURNING ROOM

Give yourself plenty of turning room. The turning radius required for your van is greater than that of a smaller vehicle. Remember to reduce speed, start your turn farther into the intersection, make a square or wider turn, and look through the turn. If you are unsure whether your van will clear an object, and you are in a safe position to do so, get out and look before proceeding with the turn. If it is unsafe to get out and look, please do not proceed with the turn. Rather, wait until the traffic around your van has completely cleared so you can back up, adjust the angle of your van and proceed, or proceed straight without backing if no objects are in your path.

BACKING

Avoid backing whenever possible. The one exception to this rule is when you are parking the van – we ask that you back into parking stalls whenever possible. When you must back up, always use your rearview and side mirrors. Roll your window down, turn off the radio, and back to the driver's side. Give this maneuver your full attention and use a spotter if one is available. If a spotter is not available, activate your hazard lights and get out of the van to see what is behind you. Back only if you are certain that the van will not collide with anything or anyone – make no assumptions. Backing accidents are considered at-fault accidents and will count against you during CCPT's regular review of your motor vehicle record. Backing accidents are preventable.

SAFE DRIVING TECHNIQUES ESSENTIAL TO COLLISION PREVENTION

- Drive with your headlights on at all times. Daylight running lights are not considered headlights and do not activate tail lights.
- Check your mirrors every three to five seconds.
- Maintain at least a four-second following distance
- Do not tailgate.

- Check your blind spots.
- Stay out of others' blind spots.
- Slowdown in inclement weather, when visibility is limited, or for adverse road conditions.
- Prevent hydroplaning by slowing down when the pavement is wet. (Hydroplaning can occur at speeds as slow as 30 miles per hour.)
- Use a spotter when backing.
- Prepare to apply brake when faced with a potentially hazardous situation.
- Abide by posted speed limits when conditions are ideal. Reduce your speed when conditions are not ideal.

MERGING

When merging into traffic, remember to:

- Reduce or increase your speed to create space around you.
- Maintain at least a four-second following distance.
- Allow for increased acceleration time.
- Look for a large gap in traffic so you can enter highway traffic smoothly.
- Signal your intentions early, at least 200 feet before your merge.
- Do not cross any solid lines.
- Use the merge lane.
- Use your mirrors and look over your shoulder.
- Yield the right-of-way.

PASSING OTHER VEHICLES

Please avoid passing other vehicles on two-lane roads. Although you may be tempted, passing can be very dangerous in a longer, slower-to-accelerate vehicle such as your van, and rarely puts the volunteer driver and the passengers in a safe position.

SCANNING

Your van has three mirrors: One inside, one on the left front, and one on the right front. Check or "scan" the mirrors every three to five seconds for traffic, hazards, tailgaters, etc. Also, scan the roadway in front of and behind you. Look at least 12 to 15 seconds ahead on the highway and in the city (or 1 to 1 ½ blocks) for hazards, traffic, pedestrians, or changing road conditions. If you spot a pedestrian waiting to cross mid-block, do not wave the pedestrian across in front of you. The driver behind you may not know why you've stopped mid-block and may rear-end you or go around you, putting the pedestrian in a dangerous situation.

PARKING AND SECURING YOUR VAN

When not in use, the van must be parked at the primary volunteer driver's home, CCPT, or at the home of another vanpool participant who can provide off-street parking (only authorized drivers may operate the van). CCPT must approve all other parking arrangements and provide you with written approval. The volunteer driver is responsible for any losses resulting from parking in an unapproved area. These losses include, but are not limited to, interior and exterior body repairs, broken windows or windshields, electrical damages, tire repairs or replacements, and all stolen Agency property.

Take the following precautions:

- Never leave your van running and in gear.
- Never leave your van running and unattended (e.g., while warming up in your driveway, even if locked).
- Choose a parking space with plenty of room.
- On a hill, turn the wheels so the van will roll against the curb.

Secure your van by following these steps:

- Put the transmission in park.
- Turn the electrical accessories off (radio, heater).
- Close all the windows.
- Turn the engine off, remove the keys and lock all doors.

STOPPING AND FOLLOWING DISTANCES

Vehicle speed and weight affect your ability to stop quickly. Your van is much heavier than a car, so be sure to allow longer stopping and following distances when driving the van. Remember the following:

- The van weighs over 9,000 pounds and takes longer to stop than a car.
- Allow at least **four** seconds' following distance between your van and the vehicle in front of you in ideal conditions.
- The three factors that make up your stopping distance are: Perception distance, reaction distance, and braking distance.

A collision can occur in a matter of seconds. It is important to maintain a following distance that allows you to react appropriately to dangerous situations. For example, at 50 mph, your van will travel 55 feet during the time it takes you to move your foot from the accelerator to the brake. Fifty-five feet is equal to the length of approximately four minivans. Increase your following distance to greater than four seconds when driving. . .

- In adverse weather.
- On wet pavement.
- On rough or curving roads.
- Under conditions of limited visibility.
- In front of a tailgater.

SEATBELT USE

Vanpool participants must properly wear seatbelts at all times – no exceptions. Motorists who use seatbelts significantly decrease their chances of serious injury or death in an automobile accident. As a volunteer driver, you are responsible for ensuring that everyone in the van has a seatbelt available and uses it before you start driving.

- Make sure all seatbelts are in good operating order. Immediately report any inoperable seatbelt to CCPT.
- Make sure they are fastened and worn properly (e.g., rider must be sitting up, not lying down).
- Do not operate the vehicle until all riders are buckled up.
- Immediately report any vanpool participant who refuses to properly wear his/her seatbelt when the vanpool is in operation.
- Never allow more individuals to ride in the vehicle than the number of working seatbelts (e.g., a 12-passenger van with all seatbelts in good working order will never have more than 12 total passengers).

LOADING AND UNLOADING RIDERS

Always use extreme caution when loading and unloading riders. Adhere to these rules:

- Never wave your riders across the street; let them judge when it's safe.
- Move out of traffic.
- If a curb is available, pull as close to it as possible.
- Turn on hazard flashers.
- Park the van on a level surface.
- Have riders walk behind the van to get to and from their cars.
- Check the passenger door to assure it is closed.
- After unloading, wait for riders to be clear of the van before pulling away

MAINTENANCE

CLEANING THE VAN

It is not the responsibility of any one individual to keep the van clean. It is the responsibility of everyone in the group. If you ride in the van, please help keep it clean. Exterior washing can be done behind our building anytime. This washing area is for CCPT vehicles only. Interior cleaning also needs to be done on a regular basis. CCPT does not provide an area for interior cleaning nor do we supply or pay for interior cleaning supplies. CCPT will inspect your vehicle periodically and each time it comes in for service for cleanliness and damage. CCPT will also clean your vehicle as a courtesy to your group when it is in for service. However, if your van shows signs of not being cleaned regularly, or signs of abuse, CCPT has the right to take whatever corrective action it deems necessary to prevent this from occurring again. Please keep in mind that these vehicles are the property of Columbia County Public

Page | 22

Transportation and/or the WA State Dept. Of Transportation and are paid for with your tax dollars. They are loaned to you with the expectation that your group will treat them as if it were your own.

If vanpool participants have clearly mistreated either the interior or exterior of the vehicle, CCPT will charge the vanpool group for a professional cleaning and/or repairs, and your vanpool may be terminated. CCPT staff periodically checks both the interior and exterior condition of the van and will follow up with a group whose van is excessively dirty or has sustained unreported damage.

ROUTINE SERVICING

Your vehicle is serviced every 5000 miles. CCPT maintenance staff monitors your vehicles mileage and will notify you when your service is due. The Service Manager will coordinate with you on what needs to be done to get your van in for service and see that you are issued a loaner if one will be needed and if one is available. In some cases, we may pick up your van and service it while you are at work or pick up your van and leave you a loaner.

TIRES

Regularly checking your tires to ensure proper pressure, proper tread depth and absence of foreign objects will help you avoid unexpected problems. Tires should be checked for proper tire pressure and wear at least once a month. A proper tire pressure sticker can be found on the inside the driver's door. It is the driver's responsibility to know that the tires have the proper tire pressure for safe vehicle operation. Any issues with your tires or tire monitoring system should be reported to CCPT's Vanpool Staff immediately. Should you get a flat tire please call the CCPT Vanpool staff for instructions. Avoid driving on a flat tire any longer than necessary. Driving on a flat tire usually results in unreparable damage to the tire.

SNOW TIRES

Snow tires are installed on all vans for safe winter driving. The installation process begins around the first day studded tires are allowed on Washington roads and normally complete within a two-week period. All winter tires are studdless. The snow tires are removed around the same time WA State requires studded tires to be removed. Depending on the wear of your snow tires at the end of the winter driving season, we may leave your winter tires on for the summer.

EMERGENCY MAINTENANCE

If your vehicle is experiencing problems that may affect its safe operation, call the Operations Manager or Maintenance Lead immediately for instructions. If you are experiencing trouble with your van on the ride home, you can report it to our dispatch office. If CCPT's maintenance staff is gone for the day, the dispatcher will issue you a spare van. Once you report a problem to dispatch, your van is considered "out of service" and you must take the spare van.

VAN UPKEEP

Your volunteer driver may perform minor maintenance on the van, such as replacing a windshield wiper or adding washer fluid. If oil is needed please let the van pool staff know.

LOANER VANS

Spare vans are not assigned to any specific vanpool group, please help keep them clean. Report any excessive uncleanliness to CCPT. We try to provide spare vans that are clean, but should you be issued one that is significantly dirty, please bring it to our attention.

INSPECTION

Inspections are an important part of your vehicle maintenance routine. By performing daily pre-trip inspections, you are taking preventive measures to avoid a breakdown. A safe and reliable vehicle is as important as a safe and reliable volunteer driver. As mentioned in the Volunteer Vanpool Participant Agreement, volunteer drivers are responsible for performing pre-trip inspections on a daily, weekly, and monthly basis.

When doing any inspection, use the following guidelines:

- Be thorough.
- Don't assume anything.
- Don't rush.
- Don't wait to fix a problem.
- Be alert and aware.
- Report any damage you discover, no matter how minor, to CCPT within 24 hours of discovering it – or sooner, if possible.

DAILY INSPECTION

Check these items on a daily basis:

EXTERIOR

Are there any fluid leaks – black, green, pink, orange?

Did you find body damage during the walk around?

Are there any obstacles in the path of the vehicle?

Are the tires properly inflated?

Do both headlights, all tail and park lights, brake lights and turn signals work?

GAUGES

Always check after a 30-second warm-up.

Do all gauges operate correctly?

MIRRORS/WINDOWS

- Are the mirrors adjusted properly to minimize blind spots and provide for maximum viewing?
- Are windows and mirrors clean and clear of fog, ice, and snow?
- Are there any cracks or chips in the windows or mirrors?

SEATBELTS

- Are they operational and easily accessible?
- Is everyone properly buckled up at all times while you're operating the vehicle?

INTERIOR

- Is the interior of your van clean and free of debris?
- Is the heater, defroster and air conditioner operating properly?
- Is there any damage?
- Are all items properly stored? (Do not store anything under the driver's seat. Items stored under the seat can roll or slide forward and interfere with safe driving.)

While driving, check the following:

BRAKES

- Do the brakes work properly?
- Is there any squeaking, grinding, or unusual noise?

STEERING

- Does the power steering operate correctly?

EXHAUST SYSTEM AND MUFFLER

- Does the exhaust system make noise?
- Are there any excessive fumes?

INSPECT WHEN FUELING

OIL LEVEL: Above the add and below the full line. If oil is needed contact the CCPT vanpool staff.

ANY EVIDENCE OF LEAKS IN THE MOTOR

- Is there oil on the ground?

WINDSHIELD FLUID LEVEL

- Is the fluid container at least half full? Washer fluid is available at the CCPT office.

TIRE PRESSURE

- Does the front and rear tire pressure read as marked on the manufacture specs found on door decal?? (Check tires when they are cold, using a tire gauge.)

TIRE TREAD AND SIDE WALLS

- Do you see signs of damage (cuts, bulges, exposed ply or cord) or uneven wear?

WIPERS

Are the blades worn or stiff? Let CCPT know that a blade needs replacing.
Are the wiper arms tight against the windshield?

LIGHTS

Are the headlights, taillights, directional signals, brake lights, and emergency flashers clean and operating properly?

AIR SYSTEM

Is the heater, defroster, and air conditioner operating properly?

LOW OIL

Volunteer drivers are responsible for damage occurring to their assigned van caused by allowing any fluid levels to drop below the required operating level or any additional damage due to not reporting a known mechanical issue. This requirement is **extremely** important since severe, and costly damage can occur rapidly when fluid levels drop. For example, the approximate cost to replace an engine severely damaged from running low on oil is \$8,000. If you experience any problems with your van you need to let the van pool staff know immediately. They will determine whether or not you should continue to use your van. Report those problems by phone or send an email to both the Operations Manager and the Maintenance Lead. Their emails and phone numbers can be found in the front of this manual.

- Remember to check your van's oil level weekly. If the oil level registers one quart low, contact the CCPT vanpool staff.

Vehicle fluid levels are monitored and recorded when they come in for service. Vehicles that show continued low fluid due to neglect will be pulled from service and an alternate or spare van will not be issued back to the group. If you have any questions about this policy, please contact the CCPT Operations Manager.

EXPECT THE UNEXPECTED

Preparedness is important when vanpooling, as any unexpected occurrence may temporarily delay or halt your vanpool's operation. CCPT is here to help you with any vanpool emergencies. We also encourage you to be prepared and have a game plan in place for unexpected non-emergency events.

FLAT TIRES

Regularly checking your tires to ensure proper pressure, proper tread depth and absence of foreign objects will help you avoid unexpected problems. In the event of a flat tire, pull off the road in a safe place as soon as possible. Contact CCPT if you experience a flat.

Avoid driving on a flat tire any longer than necessary. Driving on a flat tire usually results in unrepairable damage to the tire.

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 place on the side of the road.
- Contact the CCPT vanpool staff

If you want to change your tire yourself

- Contact the CCPT vanpool staff
- Find a safe place to change your tire
- Activate the warning flashers
- Place the gearshift in park.
- Engage emergency parking brake.
- Turn off the engine.

When your tire is changed, return the van to CCPT. You will be issued a space van until your tire issue is resolved.

LOST KEYS

CCPT will not travel to your van to deliver keys or unlock doors. Locksmith charges are at the volunteer driver's expense. If you do lock your keys in the van, call the CCPT vanpool staff to see what roadside assistance is available.

RUNNING OUT OF GAS

CCPT staff will not bring fuel to the van. Check the fuel gauge daily to ensure that the van has enough fuel to provide a complete, safe trip. Ensure the van has at least a quarter tank of gas when you bring it in for servicing. If you do run out of gas, call the CCPT vanpool staff to see what roadside assistance is available.

UNANTICIPATED MAINTENANCE OR BREAKDOWN

If your van develops a mechanical problem before or after normal business hours, or during the weekend, use the contact numbers in the front of your binder. This person provides you with additional instructions, as needed. Please do not call a tow truck unless we instruct you to do so. We define emergencies as:

- The vanpool vehicle is inoperable or assistance is required.
- A mechanical issue that leaves the volunteer driver uncomfortable driving the van or unable to drive the van.

Emergencies do not include locking the keys in the van or running out of gas.

BACKUP CARPOOL PLAN

If your van experiences a mechanical failure, CCPT will make every effort to deliver a spare van to your group within a reasonable amount of time to minimize the interruption to your commute. However, there will be times when your vanpool group is unable to wait for a spare van. On these occasions, it's important that you establish an alternate transportation plan to implement at the last minute. The Backup Carpool Plan establishes a carpool procedure to follow, should your van become unavailable for your daily commute. We can help you develop such a plan. Other reasons, such as running out of gas or locking keys in the vehicle, do not warrant fare adjustments.

If the Backup Carpool Plan must be implemented, contact the designated carpool drivers and ask them to meet individual riders at pre-arranged pickup points. To avoid misunderstanding, verify meeting points and pickup times ahead of time.

ROUTE DEVIATION OR DETOURS

A typical commuter van travels a set number of commute miles every day. Each passenger pays a monthly fare based on the monthly cost of running their assigned van and the number of monthly riders. On occasion, circumstances may cause you to deviate from the normal route, increasing the number of miles traveled.

You may accrue additional miles due to inclement weather, road closures or other construction detours.

CCPT Vanpool fare structure does not accommodate excessively extra miles due to route deviation. Route deviation miles, regardless of the reason accumulated, are reported. A route deviation is described as any sort of change from your approved route. This can be caused by bad weather or highway road maintenance. If this occurs, you must send an email to the operations manager on why you deviated from your approved route and how many days you expect to travel this deviated route. In some cases, CCPT may have to temporarily increase your groups fare to cover the added expenses to the operation.

VANPOOL ACCIDENTS

An accident is defined as any contact or collision with another vehicle, a fixed object, animal 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.

WHAT TO DO

- Stop immediately – when it is safe to do so. If the collision involves another vehicle, do not move your vehicle until instructed by police or CCPT dispatch.
- Turn on your emergency flashers to alert on-coming traffic.
- Check for injuries, if injuries are sustained, render aid and Call 911.
- Call CCPT Dispatch (509) 382-1647
- When safety permits, stay with the van.
- Do not discuss the accident except with law enforcement officers or a representative of CCPT.
- Ask witnesses, including passengers in the van, to complete the Courtesy Cards enclosed in the Accident Kit pouch. As the driver you will need to fill in the information that is asked on the front and back of the envelope in which the courtesy cards are kept in.
- Refer all requests for information from anyone (other than a representative of CCPT or law enforcement) to CCPT General Manager or Operations Manager.
- If possible, take ample photos of the accident including close up, far away, and photos from all angles. Please turn them into CCPT.

REPORTING PROCEDURES

Do the following within 24 hours of the accident:

- The volunteer driver at the time of the accident must complete and submit to CCPT the accident forms, witness courtesy cards. Each van is equipped with an accident kit. Complete and submit a CCPT Vanpool Traffic Collision Report. Email scott@ccptransit.org or FAX (509) 382-3004.

Bring to the CCPT office, any courtesy cards or information collected from passengers, witnesses, or driver(s) of other vehicle(s).

INSURANCE

CCPT Insurance Coverage for Vanpool Operations

Liability Insurance CCPT purchases limited liability insurance coverage for van operations through the Washington State Transit Insurance Pool. If our van driver causes an accident, this liability insurance provides coverage for injuries to van passengers, injuries to other drivers and their vehicle occupants, and damage to other's property. This coverage is similar to the liability coverage on your own personal auto. If the van is being operated by a driver who is not an approved driver, any injuries or damage will be the responsibility of the driver. CCPT insurance will not be available.

*The information provided is general as the details of CCPT insurance program changes from year to year.

FUEL PURCHASES

Use the Fuel Fleet card to purchase fuel. In the rare instance your Fuel card does not work, or the station does not accept the Fuel card, you may submit for reimbursement if you make an out of pocket purchase. Provide your volunteer record keeper with the original receipt. On the fuel receipt, record the van number, date of purchase, mileage at time of purchase, number of gallons purchased, and the cost. Include the name and address of the group member to be reimbursed. Please allow several weeks for reimbursement processing.

FARES

Your volunteer record keeper/coordinator will collect the monthly fare from all monthly riders on or before the fifth day of each month (for the upcoming month). The fares are then turned in to the CCPT Office by the POC/Coordinator. Members are not to make individual payments in the office. These payments will be refused. Credit card payments will not not accepted.

Monthly Fares are based on your vanpool's daily round trip commute miles and the workweek schedule. (See current "Fare Chart") Our standard fare is based on a five-day workweek. We also provide fares for non-standard workweeks (e.g., 4/10s). The monthly fare is then split by the number of riders expected on the first of each month and each rider is responsible to pay the bookkeeper/coordinator. The monthly fare reserves a seat for the entire month.

RETURNED CHECKS

In the event a vanpool participant submits an NSF or "uncollectible" check, CCPT will notify the participant of the returned check and current service charge. Vanpool participant will not be allowed to make further payments by personal check.

LOSS OF A RIDER

If a monthly rider who has paid the monthly fare withdraws from your vanpool and is not replaced, vanpool fares increase for the month following the withdrawal. For example, if your group drops from 9 to 8 monthly riders, the fare would increase based on the Commuter Vanpool Fares.

FARE INFORMATION

We base fares on the average monthly commute days in a year. We do not adjust monthly fares for a month with more commute days or fewer commute days. A fare adjustment is also not permitted when a van is parked because a volunteer driver is not available to transport your vanpool group. If this occurs, members should consider having another rider go through driver training to become an approved driver.

MONTHLY VANPOOL REPORTS

The driver is responsible for entering the monthly ridership miles and drive times into an appropriate form. They will also prepare the Payment Record each month and inform riders of the amount due. The driver will submit a copy of the payment record to CCPT. Checks are submitted with the payment record to CCPT. Completing the monthly reports on time and submitting the payment records is very important. The Operations Manager is available at 509-382-1647 to clarify/assist with the Monthly Reporting.

MONTHLY RIDERSHIP & MILEAGE CALCULATION FORM

The Ridership & Mileage form is used to record the monthly mileage and every trip each rider takes in the van, including occasional part-time riders. Please be sure the forms are filled out completely and correctly.

MILEAGE

All of the miles and hours that your vanpool travels each month must be documented. They will include commute miles and non-commute miles. Your thoroughness in maintaining accurate mileage information and hours helps us provide required vanpool program data to our auditors. Please use your odometer to accurately record mileage; do not estimate mileage, and do not record tenths.

COMMUTE MILES

CCPT defines commuting miles as miles traveled from the primary volunteer driver's home, or the CCPT parking lot to the work destination and then back to the primary volunteer driver's home or the CCPT parking lot.

NON COMMUTE MILES

Such as maintenance miles are recorded on the monthly mileage sheet under non-commute miles and will usually be recorded by CCPT Staff.

FUEL CREDIT CARD

Each CCPT vanpool vehicle is equipped with a Fuel Card. You'll be prompted for your PIN and current odometer reading each time you fuel your van. Please accurately enter the current odometer reading every time you fuel, as we use this data to determine service dates.

DISTRIBUTION

- Fuel cards are issued by CCPT to each vehicle, rather than to an individual group. Keep the card in the van at all times in the owner's manual with the registration and the insurance card. The owner's manual should be kept in the glove box. When you exchange vans at servicing time, **leave the fuel card in your assigned van**. The spare van has its own Fuel card. Your PIN can be used with the spare van's Fuel card.

SAFEGUARDING

The card must be kept in the van at all times and the van must be locked when not in use. Each approved volunteer driver will receive an Identification Number (PIN). Do not write the PIN down and leave it in the van. If you make your PIN accessible to someone else, you can be held liable for any unauthorized fuel purchases.

AUTHORIZED USERS

Only CCPT-approved volunteer drivers who have been issued an individual PIN - are allowed to use the card.

LOST OR STOLEN FUEL CARDS

Lost or stolen cards shall be reported immediately to the CCPT Office at 509-382-1647.

MISCELLANEOUS

DASH CAMERAS

Each van is equipped with a dash cam. This camera films only the road ahead and does not record any audio or video from inside the vans. It is for CCPT use only and is not to be tampered with.