

vanpool
by Spokane Transit

Vanpool Program User Guide

July 2020



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SpokaneTransit.com/Vanpool
509-326-POOL (7665)

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Important Numbers

Vanpool Office: 326-POOL (7665)

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Vanpool Manager

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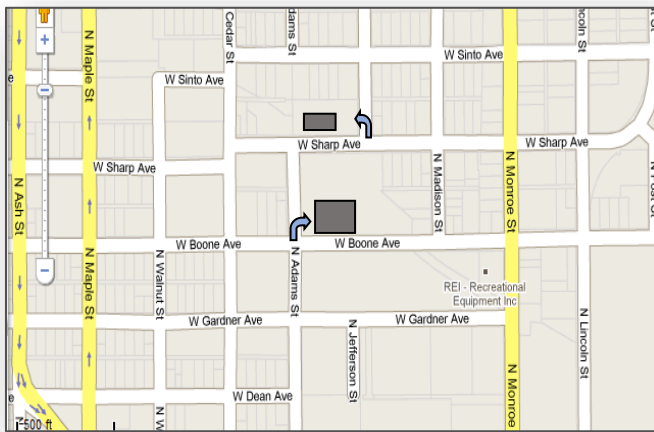
Vanpool Coordinator

Emily Courchaine 509.232.4417

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Vanpool Office: 1212 W Sharp Ave, Spokane, WA 99201 (entrance on N Jefferson Ln)

Maintenance Facility: 1230 W Boone, Spokane, WA 99201



7 days a week, 24 hours a day

Emergency Maintenance Issues – 509.325.6029

Accidents and Vandalism – 509.325.6040

Our Dispatch Office will alert emergency services as necessary and/or send a Spokane Transit supervisor to the scene of the accident.

Spokane Transit's Responsibilities

- We provide your group with a reliable, safe, and comfortable van.
- Establish a fare schedule for participants.
- Provide insurance coverage for the van itself and for all authorized occupants of the van.
- Provide training for volunteer drivers and bookkeepers.

- 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.
- 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 Spokane Transit Vanpool staff. Each rider has the right to voice their opinion, if 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 assigned group number never changes for a group of riders. All drivers, bookkeepers and riders will need to know their group number at some point. The group number is required for reporting, requests, transfers from one group to another, etc. The vanpool vehicle number may change over the lifetime of the group (e.g. when using a service loaner, moving from a smaller van to larger van, or a newer model van), but the group number does not change.

Group Responsibilities

- Wearing seat belts properly always when the van is in operation
- Assuring that all drivers are authorized by Spokane Transit
- Assuring that vans are scheduled on time for vehicle maintenance
- Helping 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 STA immediately

Vanpool Drivers

A safe driver is one of the most important components in any vanpool. Each successful vanpool must have a primary driver and at least one backup driver.

All individuals who operate a Spokane Transit Vanpool vehicle must receive specific permission and approval to do so before driving. Only in emergency situations, and when authorized by

STA vanpool staff, may someone other than an approved driver operates a van. If you have been a Spokane Transit 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:

- Always use defensive driving practices.
- 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).
- Ability to provide off-street parking.
- For a complete list of qualifying criteria, please refer to Appendix I.

All drivers must:

- Complete Spokane Transit's driver certification process before receiving approval to drive the van. Drivers will be insured only after all requirements are met.
- Maintain a current Washington State driver's license or a current Idaho driver's license and have driven for at least five years. Other out of state licenses are accepted for military personnel.
- Notify STA Vanpool if they are no longer in accordance with the established Driver Selection Guidelines or can no longer safely operate the vehicle.
- Report to the agency within 24 hours any citation issued to you for any traffic related offense, whether received while driving the van or any other vehicle (e.g. a citation received while a Driver is driving their own vehicle).
- Promptly report to STA Vanpool any incident involving vehicle damage, property damage, injury, or the potential for a medical or liability claim. Complete and submit an accident reports within 24 hours of an accident.
- Pick up and drop off riders in accordance with the mutually established route and schedule.
- Do not allow unauthorized drivers, those not approved by STA, to operate the van.

Primary drivers must:

- Coordinate maintenance, cleaning and servicing of the van.
- Gain consensus for group rules.
- Providing off-street parking or receive approval for overnight parking locations.
- Obtain prior approval from STA for expenditures other than gas.

Back up drivers must:

- Be available to drive whenever the driver is unable to do so.
- Assume all responsibilities of the primary driver when acting in that capacity.

Incidental Commute Trips

A benefit of being an approved driver or backup driver of the van is using the van in between commute hours.

Each group is allowed up to 50 total miles per month for trips incidental to the commute by the primary or backup drivers. Unapproved drivers are not allowed to utilize the van for any reason.

Incidental commute trip miles must be recorded as non-revenue miles and reported to your bookkeeper to log at month end on the report. Drivers should log these trips on the group's daily ridership log to ensure that they do not exceed the 50 total group miles per month.

Groups that use in excess of the 50 miles will be obligated to pay for the miles at the current IRS mileage rate or pay the difference of fare, whichever is greater.

Incidental commute trip examples

- Getting a coffee on the way to work.
- Going to the grocery store on the way home.
- Going to the pharmacy, lunch or gym on their lunch hour.
- Going to the doctor in the middle of their day.

Incidental commute trip restrictions:

- The van must be available and clean for its commuting purpose.
- The van may only be operated by approved drivers and backup drivers for all trips. Do not use the van for hire or to transport organized groups of individuals.
- Do not transport unauthorized riders in the van. (Unauthorized riders are those that have not submitted a Volunteer Vanpool Rider Agreement to STA, and/or anyone under the age of 18.)
- The vehicle must NOT be used to haul:
 - garbage
 - debris
 - excessive loads
 - trailers
- Not to be used as a "primary" or "secondary" vehicle should the volunteer driver not otherwise have a personal vehicle.
- Other than fueling and maintenance, do not use the van on non-commute days.
- Do not use the van to take the drivers family to an even/activity.
- Use the van to take a youth group to an event.
- Not to be for business related transit.
- Transportation of intoxicated persons, alcohol, drugs, firearms or other weapons in the van are strictly prohibited.
- Seats and fixtures are not to be removed.

STA reserves the right to revoke incidental commute trip privileges from any group abusing the this policy.

Driver Cell Phone Use Policy

Usage of any cell phone including wireless headsets (i.e. Bluetooth, headphones, etc.) by drivers while operating the vehicle or sitting in the driver's seat is strictly prohibited.

Driver Approval Process

Step One. Submit a completed driver application.

Step Two. Obtain your driving record.

Step Three. Complete Spokane Transit's driver certification process.

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

Retaining driving privileges:

STA 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.

Complaint investigation:

Spokane Transit sometimes receives complaints on vanpool drivers from the public, a rider in their van, or from another participant in the vanpool program. Spokane Transit staff records the complaint and it is researched by the Vanpool 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 vanpool participants is our number one priority. We take all complaints about operation of the vehicle seriously, investigating each incident and taking appropriate action.

In most cases, your driver operating the van at the time of the incident is reminded to use defensive driving techniques at all times.

Removal of driving privileges:

In more serious cases or in cases where an individual driver has received more than one complaint, removal of driving privileges, either temporarily or permanently, may occur.

Spokane Transit monitors your driving record on a regular basis. This record, combined with your driving history, helps us determine whether to maintain your driving privileges.

Even if you're approved to drive, we may later revoke your driving privileges upon receipt of complaints, additional moving violations, or signs of burnout.

Spokane Transit reserves the right to refuse or revoke driving privileges from any driver at any time for any reason.

Spokane Transit typically notifies you by email when driving privileges are removed, discussing the reasons and terms with you. Please be aware that we also provide a copy of the documentation to the bookkeeper of your van. The document contains no personal information about why the driving privileges were removed. This step is necessary to manage Spokane Transit's risk and ensure that the van group no longer asks you to drive. Drivers whose driving privileges are suspended may need to reapply if they wish to become a certified driver again.

Vanpool Bookkeeper

The vanpool bookkeeper reports monthly fares and ensures that ridership reports, rider agreements, and withdrawal forms are submitted to STA in a timely fashion.

Bookkeepers must have access to email communication and reliable internet connection in order to communicate with STA and submit online reports.

Bookkeeper responsibilities:

- Collect agreements before someone new rides the van.
- Obtain required vehicle information from the driver, such as vehicle odometer readings, ridership logs and maintenance mileage.
- If a rider does not pay their fare online, collect those fares on or before the first day of each month.
- Submit the **original** receipt for authorized reimbursements.
- Complete the Monthly Payment Report and send in with any collected fares, reimbursement requests, and rider agreements by the 8th of the month.
- Log into www.CommuteFinderNW.com and complete Vehicles, Non-Revenue Trips and Ridership tabs in the monthly report.
- Periodically check Commute Finder NW to verify that roster and route information displayed there is current.

Consequences of improper bookkeeping:

Accurate recordkeeping and receipt of appropriate revenues is vital to the success of your vanpool.

- The group may be assessed late fees for reports not submitted on time.
- The fueling PIN codes may be deactivated and remain deactivated until revenue and reports are received. Any fuel purchased out of pocket is at the vanpool group's expense and will not be reimbursed by Spokane Transit.
- The bookkeeper may be relieved of bookkeeping responsibilities if fares are incorrectly reported on a consistent basis, ridership, odometer readings, and mileages are turned in late or inaccurate. The group may be required to find a replacement bookkeeper.

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 by the first of the month. All participants must sign the Vanpool Participant Agreement Acceptance Form, which spells out common responsibilities designed to promote vanpool equity and etiquette. A signed Vanpool Participant Agreement Acceptance Form must be submitted to the bookkeeper or the Vanpool Office for each driver, volunteer bookkeeper, and rider **before** s/he is allowed to ride. The completed Agreement Acceptance Form must be submitted to Spokane Transit each time a new rider joins the group. The agreement is summarized below and appears in its entirety in Appendix II. However, remember to download the form from our website to ensure you have the most current version.

Vanpool rider's responsibilities:

- Completing and submitting a Vanpool Participant Agreement Acceptance Form prior to riding.
- Paying the monthly vanpool fare before the first day of each month, in the form of a personal check, money order, cashier's check, or credit card via online. No cash please. Each form of payment must be made out to Spokane Transit.
- Abiding by all day-to-day operational rules established by the vanpool group and Spokane Transit.
- Remaining courteous, cooperative and punctual.
- Properly wearing seat belts always – no exceptions.
- Notifying the primary driver in advance of anticipated non-use of the van.
- Notifying the bookkeeper, 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 Spokane Transit vanpool and when interacting with other vanpool participants or Spokane Transit 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)

Non-discrimination:

To reinforce state and federal laws and regulations, Spokane Transit 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, sexual orientation, gender expression or identity, age, 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 or state and federal laws and regulations, specifically including but not limited to: Title VI of the Civil Rights Act of 1964; Title 4, 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.

Rider withdrawal:

A rider may choose to withdraw from the vanpool at any time; however, written notice to your bookkeeper is required at least ten (10) days prior to the beginning of the next month. If a rider does not provide ten days' written notice to the bookkeeper, s/he is not entitled to any refund or fare adjustment and is responsible for the next month's fare on the vanpool. A Vanpool Participant Withdrawal form is in Appendix II

Rider transfer:

A rider may identify another Spokane Transit vanpool that can better serve his/her commute needs. If a rider chooses to transfer from one Spokane Transit vanpool to another Spokane Transit vanpool, s/he must submit a completed Vanpool Participant Withdrawal form to Spokane Transit. This form ensures that Spokane Transit Vanpool Staff can make the appropriate changes to your records. Ten days' written notice must be provided to both bookkeepers prior to the end of the month. A Vanpool Participant Withdrawal form is in appendix II.

Returning rider:

We welcome riders who choose to return to Spokane Transit's vanpool program. Any former rider who wishes to return to a Spokane Transit vanpool must complete a new Vanpool Participant Agreement Acceptance Form and submit it to Spokane Transit.

Ridership roster:

It's a good idea to develop a roster listing the names, contact numbers and email addresses (both home and work) of all riders. Update the roster as changes occur and make copies for all riders. With this information on hand, you can easily activate the Alternate Transportation Plan described in this manual. A Ridership Roster form is the Vanpool Forms, Reports and Agreements.

Policy enforcement

All vanpool participants must follow Spokane Transit vanpool policies and procedures.

Program application and agreements:

Each passenger in our vans, including the driver and bookkeeper are asked to read and sign the Vanpool Agreement before they are allowed to ride in the van. The Vanpool Agreement explains the responsibilities of the Rider and Spokane Transit. This is for the passenger's own protection, as our insurance may not cover them without the agreement. Completed Vanpool Agreements should be mailed/given to the Vanpool Office as soon as possible.

Unauthorized drivers:

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

Spokane Transit's vanpool insurance coverage will not be extended to any accident that occurs while an unauthorized driver operates the van. The unauthorized driver and his or her personal insurance coverage would assume liability for any incident, accident, or injuries.

Only in emergencies and after receiving permission from Spokane Transit, may someone other than an approved volunteer driver operate the van. Simple unavailability of all Spokane Transit-approved drivers due to vacation, illness, or any other reason does not constitute an emergency. Contact a Spokane Transit Vanpool office for emergency clarification and for emergency approval before operating the van.

Group Closures and Removals

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 on the Van
- Failure to comply with other vanpool program requirements

Actions that warrant the removal of an individual rider:

- Failure to pay monthly vanpool fares
- Not using seatbelts
- Rude, abusive or intimidating behavior, and violation(s) of the Spokane Transit Code of Conduct as determined by the majority
- Smoking on the van
- Failure to comply with other vanpool program requirements

Actions that warrant the removal of a Bookkeeper:

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

Minimum Ridership

Spokane Transit 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 Spokane Transit and our vanpool program. Spokane Transit regularly reviews ridership of each vanpool to ensure that ridership requirements are being met.

Spokane Transit's expected **minimum registered riders** levels are:

- **7-passenger van:** 5 riders, including the driver
- **12 -passenger van:** 7 riders, including the driver
- **15-passenger van:** 8 riders, including the driver

Spokane Transit guidelines for **minimum daily ridership** levels are based on the number of fare-paying participants plus the primary volunteer driver. Vanpools with:

- 5 to 6 registered participants must have an average of four or more actual riders per day.
- 7 to 8 registered participants must have an average of five or more actual riders per day.
- 9 to 15 registered participants must have an average of seven or more actual riders per day.

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

Exchanging Vans

Spokane Transit 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, Spokane Transit 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 an authorized volunteer driver of the vanpool group. The authorized vanpool driver of the vanpool will come to Spokane Transit to perform the exchange and sign necessary paperwork.

Spokane Transit exchanges vans, at a minimum, for the following purposes. In managing our resources, Spokane Transit may determine that a van exchange is necessary for other reasons:

- Upsize
- Downsize
- Surplus
- Mileage equalization
- Maintenance

Mileage equalization:

Spokane Transit must ensure efficient use of our resources. One method Spokane Transit 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. Spokane Transit sets some rules; the group may set other rules.

Spokane Transit Rules

The following rules can only be changed by Spokane Transit:

- **Vanpool Participant Agreement** - Please read it carefully; it contains most of Spokane Transit's rules, policies, and procedures. Each vanpool participant is expected to meet all requirements spelled out in the Vanpool Participant Agreement. A copy of this agreement can be found in the appendix.
- **Smoking** – Smoking is not allowed in any Spokane Transit vehicle or within 25 feet of Spokane Transit property, which includes all vanpool vans.
- **Cell Phone** - usage of any cell phone including wireless headsets (i.e., Bluetooth, handsfree, etc.) by drivers while operating the vehicle is strictly prohibited. Please ask your backup driver or another participant to answer your phone if it rings while you are driving the vehicle. Always pull over, stop in a safe place, and get out of the driver's seat before making or receiving a phone call.
- **Pets** - are not permitted in the vanpool vehicle at any time, except for qualified service animals used by individuals with disabilities.
- **Route** - Spokane Transit will work with the group to establish a route and schedule when the group initially forms. Once a route and schedule are established, they can only be changed with Spokane Transit's permission. The change in route or schedule cannot result in the elimination of a rider.

- **Fares** - All vanpool participants are required to submit appropriate fares, payable to Spokane Transit, to the vanpool's volunteer bookkeeper **before the first of every month to retain their seats**. Participants who have not given proper notice (at least ten days prior to the following month) are responsible for the following month's monthly fare.

Vanpool Group Rules

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

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 participants, including the drivers and bookkeeper. Established rules can only be changed by group consensus. Provide Spokane Transit with a copy of the rules, as well.

For example, a 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. A Spokane Transit Vanpool 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.
- **Radio**
 - Sample rules:
 - The radio may be played softly but shall not be tuned to rock stations.
 - The radio will be tuned to KKZX on the way to the destination and to KZZU on the return trip.
- **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 driver or bookkeeper should attempt to resolve it as soon as possible. Assistance from Spokane Transit may be requested if your driver or bookkeeper 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 Vanpoolers

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. 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).

Over the past 25 years our drivers have exemplified superb safe driving practices. We applaud our current and past drivers and would like to challenge you to continue the practice of safe driving at all times.

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.

The following dimensions for Spokane Transit vanpool vehicles apply, and may be used to gauge clearance needs:

- **Chevrolet Express/15 passenger** – 20.4' long, 6.6' wide, and 7' tall
- **Ford Econo/15 passenger** – 19.3' long, 6.6' wide, and 7' 2" tall
- **Chevrolet Express/12 passenger** – 18.7' long, 6.6' wide, and 8' tall
- **Ford Econo/12 Passenger** – 18' long, 6.6' wide, and 7' tall
- **Dodge Caravan/7 passenger** – 16.7' long, 6.5' wide, and 5.8' tall
- **Toyota Sienna/7 passenger** – 16.8' long, 6.5' wide, and 5.8' tall
- **Ford Transit/15 passenger** – 19.6' long, 6.9' wide, and 9' tall

How to compensate for the following:

- **Large blind spots of the van**
 - Adjust mirrors properly and lean forward in your seat to increase your sight angle.
- **The van's heavier weight**
 - Allow more distance to compensate for slower acceleration when pulling into traffic and for longer stopping distance.
- **The greater height of the van**

- 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.
- **The van's higher center of gravity**
 - Decrease your speed to below the posted speed limit in exit and entry areas. Make turns smoothly and at a slower speed.

Vehicle Considerations

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 or traffic.

Spokane Transit prohibits smoking at all times and talking on cell phones while driving in our vehicles, so 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 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 Spokane Transit's regular review of your motor vehicle record. In 2006, 50 percent of Spokane Transit vanpool at-fault accidents involved backing. Backing accidents are preventable.

Safe Driving Techniques Essential to Collision Prevention

- Check your mirrors every three to five seconds.
- Maintain at least a four-second following distance. Increase following distance to greater than four seconds when you have a tailgater or during inclement weather.
- Do not tailgate.
- Check your blind spots.
- Stay out of others' blind spots.
- Slowdown in inclement weather and when visibility is otherwise limited.
- 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.
- Cover the 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.

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 100 feet before your merge.
- Do not cross any solid lines.
- Use the merge lane.
- Use your mirrors, look over your shoulder, and use spotters if available.
- 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 driver 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 (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.

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.

- Immediately report any inoperable seatbelt to Spokane Transit.
- 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).

Parking and securing your van:

When not in use, the van must be parked at the primary driver's home or at the home of another vanpool participant who can provide off-street parking (only authorized drivers may operate the van). Spokane Transit must approve all other parking arrangements and provide you with written approval. The 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. Secure your van by following these steps:

- Apply the parking brake, and then 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.

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.

Loading and unloading riders:

- 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 and apply the parking brake.
- Never leave the driver's seat with the engine running.
- 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 get to their cars, if possible.

Maintenance

A clean and well-maintained van is important to all of us. Spokane Transit's Maintenance Department, Facility Maintenance staff and vanpool groups work together to make it happen!

Van Appearance - Cleaning the Primary Van

The appearance of the van is important to all of us. A clean, well-kept van reflects a proper image to the general public; it helps improve the resale value of the van and is attractive to your riders. Although Spokane Transit expects normal wear and tear on the vehicles, it does not tolerate obvious abuse. The vans need to be cleaned regularly inside and out.

If vanpool participants have clearly mistreated either the interior or exterior of the vehicle, Spokane Transit will charge the vanpool group for a professional cleaning and/or repairs, and

your vanpool may be terminated. Spokane Transit 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.

Vans are to be washed and the interiors cleaned at least once a month. Spokane Transit allows up to 2 van washes per month to keep the van clean. Whenever possible, use approved vendors or the fuel card for all van washes. If you are unable to use a vendor with a House Account or the fuel card, obtain a receipt and submit an original copy to your bookkeeper for reimbursement. An original receipt is required for reimbursement of all out of pocket expenses. Please refer to Appendix III for instructions on washing the van.

Keep in mind that some automatic car washes cannot accommodate a van – our vans require a height clearance of at least 7'5". Enter all car washes with caution.

Routine Servicing

We service our fleet at 4,000 miles or five-month intervals to keep the vans in good running order. Spokane Transit will notify you when your van is due for servicing. Groups will be issued a loaner van anytime the regular van is in for service or repairs.

The Driver, or Group Contact, is responsible for seeing that the van is properly maintained on a consistent basis. It is the responsibility of everyone in the van to treat the vehicle as if it were their own.

- A sticker located in the upper left of the windshield or the driver's side door indicates the approximate mileage or date that the vehicle is due. It is the responsibility of the Group Contact or Driver to call Spokane Transit's Vanpool Office to schedule maintenance when the vehicle is close to the mileage or date on the sticker.
- When contacted, please bring the vehicle in for service within 48 hours of our contact, unless you make other arrangements with us.

When contacted, please inform us of any concerns you have regarding the comfort, safety, defects, or mechanical reliability of the vehicle. We will reserve a spare van for you and provide instructions for swapping. When you drop off your van, please leave a note on the driver's seat listing any concerns you'd like our Maintenance team to address. Please bring the vehicle in for service within **48 hours** of our contact, unless you make other arrangements with us. Please remember that backup drivers are required to bring the van in for servicing when the primary driver is unavailable. We depend on you to meet this deadline to help keep the entire fleet running smoothly.

Swapping Procedure

The procedure for bringing the van in for routine preventive maintenance or emergency service is as follows:

- Call the Vanpool Office (between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday) when your van is near its mileage point, or if you are experiencing vehicle problems, to schedule an appointment. Please call to schedule far enough in advance to assure that the van is in for maintenance by the required mileage.

- The Maintenance Department should be called immediately with respect to any problem that may potentially affect the safe operation of the van. Maintenance can be reached at: 509-325-6012.

Bringing your assigned van in for service:

- Bring your van to Spokane Transit's Vanpool location to meet your scheduled appointment. It is very important to keep your scheduled appointment.
- Receive your spare van. Usually one loaner key is given unless the driver request additional. Under certain circumstances, (i.e. Idaho vans with a destination in Liberty Lake), arrangements will be made for maintenance to pick up a van for servicing and bring you a loaner van.
- Record the ending mileage of your regular van on the Ridership and Mileage Form. Report any problems with your van to the Vanpool Department.
- Take personal belongings with you, including any employer parking passes. Also, take your vanpool clipboard. Please lock the van. **Take your key with you** (The maintenance dept. has its own set of keys). This way you will have your keys when picking the van up after servicing. **Be sure to LEAVE your fuel card, the loaner van will have its own fuel card.** Record the loaner van's beginning mileage.

Picking up your assigned van after Service:

- The Vanpool Staff will call you when your van maintenance has been completed and it is ready for you to pick up. Your van will be located at the Vanpool Facility. Your van will be locked so you must **have your keys with you to pick the van up.** Please lock the loaner van and turn the loaner van key(s) to the shop. Once again, be sure to record the loaner van's ending mileage and your van's beginning mileage on the Ridership and Mileage Form and to transfer any personal belongings and permits back to your van, along with your Vanpool User's Guide.
- Unless you have made prior arrangements with a rideshare coordinator, once notified, you will have two days to pick up your van and return the loaner.

Tire Servicing

Tire pressure information is located inside the driver's door and on the tire. It is the responsibility of the driver to ensure tire pressures are maintained within prescribed limits.

During scheduled maintenance, tires are checked for proper pressure and abnormal wear patterns that may indicate other problems.

Proper inflation:

It is important to monitor tire pressure of your vanpool's tires to ensure safety and maximum miles per gallon of gas. Spokane Transit's Maintenance Department has established the following air pressure levels for the vanpool program:

- 15 – Passenger vans: 65 psi. on all 4 tires
- 12 – Passenger vans 65-psi on all 4 tires

- 7 – Passenger vans: 35 psi on all 4 tires

When you check the tires during your monthly inspection, look for any objects that may be stuck in them. Pick out gravel or debris yourself but inform Spokane Transit's Vanpool Department when there is glass or other sharp objects and we'll repair the damage. As part of your inspection, you will want to check tread depth. Call Spokane Transit's Vanpool Department if you discover a problem.

Flat tires:

See Emergency Maintenance below.

Snow tires:

Each van is provided with approved snow tires. The installation process begins on the first day studded tires are allowed on Washington roads and normally complete within a two-week period. All winter tires are non-studded unless special permission has been obtained to install studded tires. The tires are removed prior to the date they become illegal to operate on Washington roads.

If you do not feel it is safe to operate the van, don't. Notify your riders that backup carpools will be needed for that day.

Operation of the van and safe delivery of vanpool participants remain our number one priority.

Emergency Maintenance

If your vehicle is experiencing problems that may affect safe operation, call the Maintenance Department immediately at 509-325-6012. Describe the problem(s) and schedule an appointment to receive emergency maintenance service. Unless you have a severe emergency, unscheduled visits to Spokane Transit's maintenance facility may not be accommodated.

Flat tires:

- Notify Spokane Transit's Maintenance Department if your tire has been damaged so that they can arrange necessary repairs.
- In an emergency, you may have a tire repaired at any tire servicing facility. If the Fuel card is not accepted, please obtain a receipt and provide it to your bookkeeper. However, if the tire is damaged beyond repair, it **must** be replaced at Spokane Transit. Do not purchase a tire from another facility.

Van Upkeep

Your driver may perform minor maintenance on the van, such as adding a quart of oil or replacing a windshield wiper, if needed. Remember to keep your original receipt for such expenses and provide it to your bookkeeper. Your bookkeeper will submit for reimbursement and the reimbursement will be sent directly to the person incurring the approved expenditure. Spokane Transit must pre-approve expenditures for items in excess of \$50. Please use your Fuel card for any approved vanpool-related purchases, whenever possible.

Fueling

You should make a reasonable attempt to locate the least expensive gasoline station convenient to your trip route or to the van's overnight parking location. Vehicle computers are calibrated

to completely burn 87-octane fuel. Do not use Plus (89) or Supreme (92) gasoline. Using an octane greater than 87 will cause incomplete combustion and buildup of carbon on the valves and pistons. Pay for gasoline using the Fuel credit card, which is accepted at all major gasoline stations except Safeway, Fred Meyer, and Costco.

Loaner Vans

Since spare vans are not assigned to any specific vanpool group, please help keep them clean. Report any excessive uncleanliness to Spokane Transit. 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 driver. As mentioned in the Vanpool Participant Agreement, 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 Spokane Transit 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?

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?
- Is the Transponder securely adhered to the windshield?

Seatbelts

- Are they operational and easily accessible?

Interior

- Is the interior of your van clean and free of debris?
- 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?

Weekly Inspection

Check these items on a weekly basis:

Oil level (always check oil when engine is cold):

- Are there any evident leaks in the motor area or on the ground?
- Is the oil level correct? If oil level is one quart low, add oil. See Low Oil information.

Windshield fluid level

- Is the fluid container at least half full?

Tire pressure

- Does the front tire pressure read 65 psi? (Check tires when they are cold, using a tire gauge.)
- Does the rear tire pressure read 80 psi?

- For 7- passenger vans, do the front and rear tires read 35 psi?

Tire tread

- Using a penny, does tread on each tire go beyond the top of Lincoln's head?
- Do you see signs of damage (cuts, bulges, exposed ply or cord) or uneven wear?

Wipers

- Are the blades worn or stiff? Let Spokane Transit know that a blade needs replacing during the van's next servicing.
- Are the wiper arms tight against the windshield?

Lights

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

Air system

- Are the heater, defroster, and air conditioner operating properly?

Low Oil

Drivers are responsible for damage occurring to their assigned van caused by allowing the oil level to drop below the add mark. This requirement is **extremely** important since severe, costly engine damage can occur rapidly when oil levels drop. The approximate cost to replace an engine severely damaged from running low on oil is \$7,000.

Remember to check your van's oil level weekly. If the oil level registers one quart low, simply add enough to fill. Please do not "top it off".

We maintain a list of all vehicles that arrive on the property for servicing with little or no oil registering on the dipstick. This is a very serious matter, and as such, we can allow only one oversight; a second one disqualifies you as a Spokane Transit driver. We recognize **NO** excuses.

If you have any questions about this policy, please contact a Spokane Transit Vanpool Staff.

Expect the Unexpected

Preparedness is important when vanpooling, as any unexpected occurrence may temporarily delay or halt your vanpool's operation. Spokane Transit 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 Spokane Transit if you experience a flat.

Avoid driving on a flat tire any longer than necessary. Driving on a flat tire usually results in irreparable damage to the tire and unnecessary expense that may be charged to the driver.

If you have a flat tire while driving:

- Do not brake heavily.
- Gradually decrease the vehicle's speed.
- Hold the steering wheel firmly.
- Slowly move to a safe place on the side of the road.
- Move vehicle, if necessary, to protect you while changing the tire.

Once you have found a safe place to change your tire, make sure to:

- Activate the warning flashers.
- Place the gearshift in park.
- Turn off the engine.

Lost Keys

Spokane Transit will not travel to your van to deliver keys or unlock doors. Please keep an extra set of vanpool keys available in case you lose your keys or lock them in the vehicle. Spokane Transit will send you additional keys if necessary. Locksmith charges are at the driver's expense.

Running Out of Gas

Spokane Transit 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.

Unanticipated Maintenance or Breakdown

If your van develops a mechanical problem or needs repairs between scheduled service dates, call Spokane Transit Vanpool at 509-326-7665. We will schedule service and provide you with a spare van.

If your van develops a mechanical problem before or after normal business hours, or during the weekend, call the vanpool emergency number at 509-325-6029. We will notify our Maintenance staff and help decide whether you should continue driving the van. We'll provide you with additional instructions, as needed. Please do not call a tow truck unless we instruct you to do so. The above phone number is for emergencies only. We define emergencies as:

- The vanpool vehicle is inoperable, or assistance is required.
- A mechanical issue that leaves the 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.

Vanpool Accidents

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

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 STA dispatch.
- Turn on your emergency flashers to alert on-coming traffic.
- Check for injuries, if injuries are sustained, render aid and Call 911.
- Call Spokane Transit Dispatch (509) 325-6040
- When safety permits, stay with the van.
- Do not discuss the accident except with law enforcement officers or a representative of Spokane Transit.
- Ask witnesses, including passengers in the van, to complete the Courtesy Cards enclosed in the Accident Kit pouch.
- Refer all requests for information from anyone (other than a representative of Spokane Transit or law enforcement) to Spokane Transit's Risk Management (509) 325-6067.

Reporting Procedures

Do the following within 24 hours of the accident:

- The driver at the time of the accident must complete and submit to Spokane Transit the accident forms, witness courtesy cards. Each van is equipped with an accident kit. Complete and submit a Spokane Transit Vanpool Traffic Collision Report. Email STAVanpool@spokanetransit.com or FAX (509) 232-6784
- Mail to STA, any courtesy cards or information collected from passengers, witnesses, or driver(s) of other vehicle(s).

Insurance

Spokane Transit Insurance Coverage for Vanpool Operations

Liability Insurance

Spokane Transit purchases 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 except Spokane Transit, as public entity, carries higher

limits. The liability coverage excludes bodily injury for vanpool drivers. This is similar to your personal auto insurance.

Coverage for damage to the van

Spokane Transit purchases coverage for auto physical damage coverage for the van itself. The van's value is determined at the time of loss using actual cash value.

Coverage for Vanpool Drivers

Spokane Transit also has medical and hospital benefits insurance coverage for vanpool drivers. As long as the driver is operating the van under the terms and conditions of the vanpool agreement, the driver is eligible to receive \$35,000 in medical and hospital benefits, regardless of responsibility for the accident. This coverage is secondary to any other benefits the driver may have, such as medical benefits. However, it covers deductibles and other out of pocket medical and hospital expenses that medical insurance plans do not pay.

Underinsured/uninsured motorist

If another driver is responsible for an accident involving our vanpool and is underinsured/uninsured, Spokane Transit purchases \$60,000 of underinsured motorist coverage. This coverage is on a per accident basis and is distributed among the injured individuals in the van.

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

Backup Carpool Plan

If your van experiences mechanical failure, Spokane Transit 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 may 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. A 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 in the event your vanpool. A sample copy of the Backup Carpool Plan is in the Vanpool Forms, reports and agreements.

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. It is important that the vanpool bookkeeper informs the Vanpool office of any changes in route, starting location, pick-ups and drop-offs, or operating days so that STA can assess correct fare charges and accurately advertise the vanpool to potential riders. On occasion, circumstances may cause you

to deviate from the normal route, increasing the number of miles traveled; in these instances, you do not need to inform STA of route changes.

Additional miles may be accumulated for a number of reasons. If there is heavy traffic and you alter your route to avoid congestion, you may accumulate more miles. You may also accrue additional miles due to inclement weather or other construction detours.

Labor Actions and Plant Closures

If a labor action occurs at your worksite and affects your vanpool, inform Spokane Transit as soon as possible and choose one of the following options for the duration of the labor action:

- Continue your vanpool with current group,
- Continue operation with revised group, or
- Disband

Please note, during a labor dispute:

- The van may not be used for strike activities.
- No signage of any kind may be placed in or on the van.

Vanpools may cross picket lines to get to and from work unless Spokane Transit determines that it is unsafe to do so.

Revenue and Expenses

What are revenues?

Revenue includes all fares collected from monthly and daily riders.

Your bookkeeper is responsible for reporting correct monthly fares for each vanpool participant **before the first day of the month.**

What are expenses?

Fuel and vehicle washes are the most common expenses and are usually paid for using the Fuel card (see **Fuel Fleet Card** section). For reimbursement of any out of pocket expenses, we must have the original receipt, name and address of the participant who incurred the out of pocket expense. Spokane Transit must pre-approve expenditures for items in excess of \$50.

Fuel Purchases

Use the provided fuel 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 bookkeeper 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 driver to be reimbursed. Please allow several weeks for reimbursement processing.

Van Washes

Spokane Transit has established relationships with van washing facilities to service washing needs of the vanpool program. Van groups may charge an exterior wash at these locations (see vanpool user guide for up to date locations) or pay out of pocket the difference for interior cleaning or premium washes. Vacuuming is the responsibility of the van group and is provided free at some locations; others charge quarters to operate a timed vacuum. In winter months, when it is harder to maintain the cleanliness of the vans, please remember to wash and vacuum your van once a month as required (twice if needed). The attendant may ask for your van number and signature.

Some of the fuel stations offer a wash with purchase. You may charge these washes with fuel purchase. The Chevy Express vans may be too tall for some of these washes, please use caution. The height of the vans is 84", however, if the bar at the entrance to the wash states 85", and it touches the top of the van, you will need to find another location.

There may be times when you wash the van and the fuel card is not accepted. Give the original receipt to the bookkeeper, include the name of the driver to be reimbursed.

The maximum amount reimbursed for van washes is \$10 per wash or \$20 per month and should include at least two washes. This maximum includes washes charged to the fuel card as well as those washes paid for by cash.

Reminder: It is the responsibility of the vanpool group to keep the van clean and vacuumed. If the locations listed are not convenient, please give Spokane Transit a call at 326-7665 for assistance.

Other Purchases

Small purchases related to the operation of your van may be necessary, and usually include wiper blades, oil, or washer fluid. If your fuel card was not used for the purchase, include the original receipt with your name and address for reimbursement. Record the van number, date, item, and cost. The bookkeeper will submit the original receipt and information for reimbursement with the monthly vanpool payment and reports. Please allow several weeks for reimbursement processing.

Fares

Your bookkeeper will report and collect any monthly fares in the form of a check on or before the first day of each month (for the upcoming month).

You will determine your monthly fare by using this simplified fare structure based on where your vanpool starts and ends:

- \$60 a month if your commute is within Spokane County
- \$80 a month if your commute includes Kootenai or Stevens County
- \$100 a month if your commute is in any other county

Each rider is responsible to pay the bookkeeper or online. The monthly fare reserves a seat for the entire month. If you join or leave your vanpool mid-month, (having given ten days' notice prior to start of the month) you may pay the daily rate for the number of days you actually ride or the monthly rate, whichever is less. (Remember that you must pay the correct monthly fare unless you give written notice **ten days** prior to the beginning of the next month.)

Returned Checks

- **First Offense.** In the event a vanpool participant submits an NSF or “uncollectible” check, the Spokane Transit Accounting Department will notify the participant of the returned check and current service charge. If the participant pays the full fare and service charge with cash, money order or cashier’s check within 15 business days of notification, s/he will be allowed to remit personal checks for future payments.
- **Second Offense.** If the same individual submits a second check that is returned unpaid by the bank, s/he will be placed on suspension from writing personal checks and will be required to submit the monthly fare payment in the form of a cashier’s check, money order, or online payment.
- **Failure to make restitution** will result in immediate termination from the vanpool.

Subletting

When a rider is on vacation or work assignment that prevents their use of the vanpool, they may choose to sublet their seat. Failure to pay the monthly fare on time will result in loss of riding privileges, so subletting may be a desirable choice when a rider will be gone for an extended period of time (not to exceed 90 calendar days), but want to retain their place in the vanpool upon their return. (All vanpool participants must complete and sign the Vanpool Participant Agreement, even those who are subletting a seat.) We recommend the rider notify their employer of a subletting arrangement, if the vanpool fare is subsidized.

The rider must notify the bookkeeper of the sublet arrangement and continue to pay their monthly fare on time and cannot ride the vanpool during the period of subletting. The person subletting the seat is not responsible for fare payment; any exchange of fees in this instance is between the rider and the person “subletting” the seat.

Monthly Vanpool Reports

The bookkeeper is responsible for entering the monthly ridership and miles into our online reporting system. They will also prepare the Payment Record each month and inform riders of the amount due. The bookkeeper will submit a copy of the payment record to STA. Checks are submitted with the payment record to STA. If all the payments are made online, the bookkeeper will email a copy of the payment record. Completing the monthly reports on time and submitting the payment records is very important. Vanpool Staff are available at 509-326-7665 to clarify/assist with the Monthly Reporting

For detailed instructions on filling out the Monthly Reports, see the Vanpool Reporting guide: <https://www.spokanetransit.com/vanpool>

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.

Mileage

All of the miles that your vanpool travels each month must be documented. They will include commute miles, extra use miles (overtime workdays), maintenance miles and incidental commute trip miles. Your thoroughness in maintaining accurate mileage information 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.

Commuting miles:

Spokane Transit defines commuting miles as miles traveled from the primary driver's home (or other approved overnight parking location) to the work destination and then back to the primary driver's home.

Maintenance miles:

Maintenance miles are accumulated because of distances traveled for van servicing and should be documented in the online report. These miles may not for route deviations, or excessive travel to fuel stations.

The shop will leave a maintenance slip in the van with the date(s) of the exchange, van number and beginning and ending odometer readings of both vans. Please refer to the Vanpool Reporting guide on how to report maintenance miles. The Vanpool Reporting guide can be found at www.spokanetransit.com/vanpool.

Incidental Commute Trip miles:

Vanpool groups have 50 miles to use to run errands that are not work-related. These trips are classified as Non-Revenue trips and must be recorded as such in the online reporting site.

Groups that use in excess of the 50 miles will be obligated to pay for the miles at the current IRS mileage rate.

Fuel Credit Card

Each Spokane Transit vanpool vehicle is equipped with a fuel card, which acts as a fuel credit card at nearly all major gas stations.

As an approved driver, you will complete a Fuel Card Use Approval form. 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 Spokane Transit to each vehicle, rather than to an individual group. Keep the card in the van at all times in an agreed-upon spot with insurance card or 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.
- All authorized drivers will sign for the fuel card indicating they are in compliance with terms of the agreement.

How to Use the Fuel Card

Participating locations:

- All major fuel stations accept the fuel card except, Costco, Fred Meyer, Albertsons and Safeway.
- The card is not accepted at ARCO, Costco, Fred Meyer and Safeway.

Safeguarding:

The card must be kept in the van at all times and the van must be locked when not in use. Each group will receive a Personal Identification Number (PIN). Do not leave your PIN in the van.

Authorized purchases:

Purchases shall be limited to vanpool-related purchases only. Any purchase over \$50 needs Spokane Transit pre-approval. Cash advances and purchases of personal items (candy, pop, etc.) are prohibited. Unauthorized purchases, including interest, will be billed to the individual who made the purchase for immediate payment. Misuse of the card will result in deactivation of PINs and termination of the vanpool group.

Purchase limit:

Each fuel card is limited to three swipes per day, a daily limit of \$100.00, and a monthly limit of \$500.00. Gas stations may impose their own limits. In most instances, the driver can close that sale and then re-swipe the card to continue fueling.

Authorized users:

Only Spokane Transit-approved drivers who have been issued an individual PIN shall use the card.

Van washes:

Several area gas stations are equipped with automatic car/van washes and accept the fuel card. The fuel card may be accepted at other carwashes (check with the Vanpool Office for updated list). The ability to use the fuel card for van washes at these stations may reduce our car wash expenses fleet-wide.

Lost or stolen fuel card:

Lost or stolen cards shall be reported immediately to our Vanpool Office at 509.325.7665.

Appendix I

Request Your Driving Record

For Washington State licensed drivers:

Request your record online by visiting
<http://www.dol.wa.gov/driverslicense/requestyourrecord.html>

Options for receiving your record via mail or directly from the internet are available on this site. Please read the instructions carefully as this is not a free service.

For Idaho State licensed drivers:

Please contact the STA Vanpool office directly for further instructions.

Prerequisites for Vanpool Drivers

Criteria for qualified drivers shall include:

- Current, unrestricted license (prescription lens requirement is acceptable). Review other restrictions on an individual basis for applicability to safety.
- Five years of licensed driving experience.
- No suspension/revocation within three years.
- No suspension/revocation within seven years for reckless driving, hit & run, leaving accident scene, failure to appear, DUI, or vehicle-related felony.
- An acceptable record of moving violations and/or accidents as defined in Vanpool Driver Eligibility/Retention.
- No instance of an accident or moving violation history which has resulted in insurance cancellation or non-renewal in the last three years.

Vanpool Driver Eligibility/Retention Criteria

Drivers with the following items on their records will not be eligible to participate as a vanpool driver: suspension/revocation within seven years for reckless driving, hit and run, leaving accident scene, failure to appear, DUI, negligent, or vehicle-related felony.

Within a three (3)-year period, prospective eligible drivers shall have no more than:

- No more than one minor, non-cited accident and one minor moving violation
- No more than two minor, non-cited accidents and no moving violations
- No major moving violations
- No major cited accidents
- A driver's license without any probationary status imposed (indicated with an * on the front of the license)
- No convictions for a seatbelt violation

For Existing Vanpool Drivers eligibility shall be terminated if (within a three (3)-year period) they have:

- More than one minor, non-cited accident and one minor moving violation
- Two minor moving violations
- Any major moving violation
- Any major preventable accident, cited or non-cited
- More than two minor accidents
- A driver's license in probationary status (indicated with an * on their license)
- A conviction for a seatbelt violation
- Multiple complaints (based on severity, frequency, and validity. Vanpool staff reserves the right to suspend or terminate a driver.)

Reinstatement of Vanpool Drivers


Any vanpool driver that requests reinstatement after being ineligible due to an accident in a member van requires expressed approval from WSTIP's Executive or Deputy Director or Member Services Manager.

Definitions

- Minor Accident shall be defined as involving less than \$2500 in total damage and no bodily injury.
- Major accident shall be defined as involving more than \$2500 in damage and/or bodily injury.
- Cited means an accident in which the driver was given a traffic citation for a violation of a law or regulation in connection with any accident.
- Verifiable means that the Vanpool Coordinator is provided with copies of documents, which establish damages, facts, and legal outcomes.
- Major Moving Violations shall be defined as those resulted in a DUI (alcohol/drugs), careless, reckless, negligent, felony, or leaving the scene (hit and run) convictions occurred; suspensions or revocations took place; or speed greater than 10 mph over limit; passing/center line violations; failure to stop; failure to yield; or speeding in a school zone, following to close, driving too fast for conditions, and disobeying construction road signs.
- Minor Moving Violations are listed as any violation less significant than those referenced as major violations.

Appendix II

Ridership Report



RIDERSHIP and MILEAGE

DO NOT SEND THIS RIDERSHIP LOG TO STA. ENTER ALL INFORMATION INTO ONLINE REPORTING SYSTEM.

MONTHLY VEHICLE MILEAGE REPORT - record each date range for all vans for the month.

VAN	Start Day	End Day	Start Odometer	End Odometer

NON REVENUE TRIPS - record the date and mileages of each non-commuting trip. For Purpose, use **MAIN** for Maintenance, **FUEL** for fuel or wash, **PERS** for Personal miles

VAN	Date	Purpose	Start Odometer	End Odometer

RIDERSHIP KEY CODES: 2 = Round Trip All other codes are alphabetic. I Inbound O Outbound D Day off/Did not ride X not on roster

Vanpool Passengers' Names	DAY OF MONTH																															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
1																																
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Rev. Feb. 2016

Use the report daily to record ridership. Vehicle mileages and non-revenue trips are also recorded here.

Download this report at www.spokanetransit.com/vanpool

Expense Reimbursement



Expense Reimbursement Request

VAN #

MONTH/YR

GROUP #

Attach the original receipt with the name and address for reimbursement.
Please allow several weeks for reimbursement. All reimbursements are subject to approval.

NAME

ADDRESS

CITY, STATE, ZIP

ATTACH ORIGINAL RECEIPT BELOW

Total For Reimbursement

All reimbursable purchases will be processed with a completed Expense Reimbursement Report and the original receipt. Bookkeepers may send these in at any time for the most efficient processing.

Download this report at www.spokanetransit.com/vanpool

New Rider Agreement



Vanpool Participant Agreement Acceptance Form

****Return only acceptance form to Vanpool office****
Rider retains agreement for reference.

General Information	
Group Number:	<input type="text"/> If group number is unknown, list group contact. <input type="text"/>

Applicant Information			
Full Name:	<input type="text"/>	<input type="text"/>	Date: <input type="text"/>
	<small>Last</small>	<small>First</small>	<small>Mi</small>
Address:	<input type="text"/>		<input type="text"/>
	<small>Street Address</small>	<small>Apartment/Unit #</small>	
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<small>City</small>	<small>State</small>	<small>ZIP Code</small>
Phone:	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<small>Home</small>	<small>Cell</small>	<small>Work</small>
Email:	<input type="text"/>		

Your Stop Locations – Use cross streets, address or Park and Ride	
Pick Up Stop:	Drop Off Stop:
<input type="text"/>	<input type="text"/>

**Fairchild AFB – use cross streets on base (no building numbers please)*

Employer			
Company:	<input type="text"/>	Phone:	<input type="text"/>
Address:	<input type="text"/>		
	<small>(Fairchild AFB – use physical address of your work building on base)</small>		
	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<small>City</small>	<small>State</small>	<small>ZIP Code</small>
Does Employer provide Vanpool fare assistance or subsidy?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

Recruiter Information	
Name:	<input type="text"/> Number (if applicable): <input type="text"/>
Contact (phone and/or email):	<input type="text"/>

Disclaimer and Signature	
<p>By submitting this Application for the Spokane Transit Authority Vanpool program, I grant the Spokane Transit Authority permission to enter my information into the www.CommuteFinderNW.com Vanpool management service. I understand CommuteFinderNW.com has a ride matching function and that I can revoke this permission at any time by providing written notice to the Spokane Transit Authority.</p> <p>My signature below signifies that I have received a copy of the Spokane Transit Authority Vanpool Participant Agreement and have read, understand and agree to abide by all parts of the Agreement. I understand my rights and responsibilities as a Vanpool Participant.</p>	
Signature: _____	Date: <input type="text"/>

Every rider, whether driver or bookkeeper, temporary or full time, needs to complete and submit to the Vanpool office.

Download this report at www.spokanetransit.com/vanpool

Rider Withdrawal/Transfer Form



Rider/Driver Withdrawal Or Transfer

A participant may choose to withdraw from the vanpool at any time; however, his or her *Vanpool Participant Agreement* and monthly fare will continue in force until the rider gives written notice ten days before the beginning of the next month.

I am withdrawing from Spokane Transit vanpool Group # _____

This is effective on this date: _____

I am withdrawing

Please check all that apply

- Shift Change
- Retiring
- New worksite
- Physical Address Change
- Please keep me active for future ride matching opportunities
- Unresolved Vanpool Issues
- May we contact you about this
Phone _____
- Other _____

I am transferring

My new group number is: _____ New driver: _____

- I am an approved driver and I would like to keep my driving privileges

Pick up stop: _____

Drop off stop: _____

***Fairchild AFB – use cross streets only – (do not use physical address or Bldg #s)

_____	_____
Participant Name	Participant Signature
_____	_____
Current Driver or Bookkeeper Name	Today's Date



Rev. Feb. 2020

Submit this form to the Vanpool Office, either by mail or email, to update your roster of riders dropping the van or transferring to another van.

For transferring riders who are also approved drivers, please indicate on the form if the rider wishes to retain their driver credentials to the next van. Drivers who do not mark the box, and intend to continue driving, will lose their credentials and may result in completing the driver training process again to reinstate them as an approved driver.

Download this report at www.spokanetransit.com/vanpool

Driver Application



Vanpool / Vanshare Driver Application

Applicant Information			
Full Name:	<input type="text"/>	<input type="text"/>	Date: <input type="text"/>
	<small>Last</small>	<small>First</small>	<small>Mi</small>
Address:	<input type="text"/>		<input type="text"/>
	<small>Street Address</small>	<small>Apartment/Unit #</small>	
Phone:	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<small>Home</small>	<small>Cell</small>	<small>Work</small>
Email:	<input type="text"/>		
Current Van #:	<input type="text"/>		Primary Driver: <input type="text"/>
Work Hours:	Start: <input type="text"/>	Finish: <input type="text"/>	Days: <input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> T <input type="checkbox"/> F <input type="checkbox"/> S <input type="checkbox"/> S
Applicant Driver History:			
Do you have a current and valid Washington or Idaho Driver's License?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Driver's License No.:	<input type="text"/>	Issue Date: <input type="text"/>	Expiration: <input type="text"/>
If No, please explain: <input type="text"/>			
Have you held a driver's license for more than five (5) years?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any restrictions on your driver's license?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, state type & date of restriction(s): <input type="text"/>			
Have you ever had your driver's license suspended, revoked or refused?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, please explain: <input type="text"/>			
Have you been convicted during the last ten (10) years of driving while intoxicated or under the influence of drugs?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, please explain: <input type="text"/>			
Have you had any accidents or moving violations during the past three (3) years?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, please explain, please indicate below any accidents of any type or cause you have been involved in, either as owner or otherwise, during the last three (3) years:			
Date:	<input type="text"/>	Who was at fault?	<input type="text"/>
Vehicle Damage?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Bodily Injury?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Amount?	<input type="text"/>		
Description:	<input type="text"/>		

Every potential driver needs to complete and submit to the Vanpool office.

Download this report at www.spokanetransit.com/vanpool

Incidental Commute Trip Policy



VANPOOL INCIDENTAL COMMUTE TRIP POLICY

Each group is allowed up to 50 total miles per month for incidental commute trips by the primary or backup drivers. Unapproved drivers are not allowed to utilize the van for any reason. Excess of the 50-mile limit will be charged to the group at the current IRS mileage rate or pay the difference of fare, whichever is greater. Trips for fueling and maintenance are not counted toward the mileage limit.

Incidental trips are defined as "trips in connection with the vanpool commute." Incidental trips occur immediately preceding the commute, at mid-commute, and immediately after the commute.

INCIDENTAL COMMUTE TRIP EXAMPLES

- Getting a coffee on the way to work.
- Going to the grocery store on the way home.
- Going to the pharmacy, lunch or gym on their lunch hour.
- Going to the doctor in the middle of their day.

INCIDENTAL COMMUTE TRIP RESTRICTIONS

- The van must be available and clean for its commuting purpose.
- The van may only be operated by approved drivers and backup drivers for all trips. Do not use the van for hire or to transport organized groups of individuals.
- Do not transport unauthorized riders in the van. (Unauthorized riders are those that have not submitted a Volunteer Vanpool Rider Agreement to STA, and/or anyone under the age of 18.)
- The vehicle must NOT be used to haul:
 - garbage
 - debris
 - excessive loads
 - trailers
- Not to be used as a "primary" or "secondary" vehicle should the volunteer driver not otherwise have a personal vehicle.
- Other than fueling and maintenance, do not use the van on non-commute days.
- Do not use the van to take the drivers family to an even/activity.
- Use the van to take a youth group to an event.
- Not to be for business related transit.
- Transportation of intoxicated persons, alcohol, drugs, firearms or other weapons in the van are strictly prohibited.
- Seats and fixtures are not to be removed.

Prohibited trips are not covered under Washington State Transit Insurance Pool (WSTIP) General Liability.

Incidental Commute Trip miles must be recorded as non-revenue miles and reported to your bookkeeper to log at month end on the report. Fueling and maintenance related trips are recorded as Maintenance Trip miles. STA reserves the right to revoke incidental commute trip use privileges from any group abusing this policy.

Signature: _____ Printed Name: _____ Date: _____

Eff. January 1, 2020

Download this document at www.spokanetransit.com/vanpool

Appendix III

Van Washes

Spokane Transit has established relationships with van washing facilities to service washing needs of the vanpool program. Van groups may charge an exterior wash at the locations listed below or pay out of pocket the difference for interior cleaning or premium washes. Vacuuming is the responsibility of the van group and is provided free at some locations; others charge quarters to operate a timed vacuum. In winter months, when it is harder to maintain the cleanliness of the vans, please remember to wash and vacuum your van once a month as required (twice if needed). The attendant may ask for your van number and signature.

Some of the fuel stations offer a wash with purchase. You may charge these washes with fuel purchase. The Chevy Express vans may be too tall for some of these washes, please use caution. The height of the vans is 84”, however, if the bar at the entrance to the wash states 85”, and it touches the top of the van, you will need to find another location.

Reminder: It is the responsibility of the vanpool group to keep the van clean and vacuumed. If the locations listed are not convenient, please give Spokane Transit a call at 326-7665 for assistance.

Squeaky’s

5475 N. Government Way
Coeur d’Alene, ID 83815
208-664-9247

Mister Car Wash
Exterior Car Wash
307 N. Sullivan Rd.
Spokane Valley, Washington

Squeaky’s

33 N. Willow Rd (Sprague & Mullan)
Spokane, WA 99206
509-928-5805

Mister Car Wash
Full Serve Car Wash
1022 N. Division
Spokane, Washington

Auto Hobby

220 W. Castle
FAFB, WA 99011
509-247-2311

Mister Car Wash
Exterior Car Wash
6420 N. Division
Spokane, Washington

Mister Car Wash

Exterior Car Wash
423 N. Pines Rd.
Spokane Valley, Washington

Mister Car Wash
Exterior Car Wash
1615 W. 5 Mile Rd.

Spokane, Washington

While the fuel card can be used for purchasing van washes and washer fluid at gas stations, do not purchase multiple van wash cards. There may be times when you wash the van and the fuel card is not accepted. Give the original receipt to the bookkeeper, include the name of the driver to be reimbursed.