# KITSAP TRANSIT ADMINISTRATIVE INSTRUCTIONS:

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# **VANPOOL POLICIES AND PROCEDURES**

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Van Number:	
Vanpool Coordinator:	
Vanpool ID Code:	

# **CONTACT INFORMATION**

Tommy Fernandez: 360-478-5858 x 1 or tommyf@kitsaptransit.com Lindsay Bailey: 360-478-5858 x 2 or lindsayb@kitsaptransit.com

Dee Williams: 360-373-2586 or deew@kitsaptransit.com Kitsap Transit Dispatch: 360-479-6966 or 360-479-6967

Maintenance: 360-478-6221

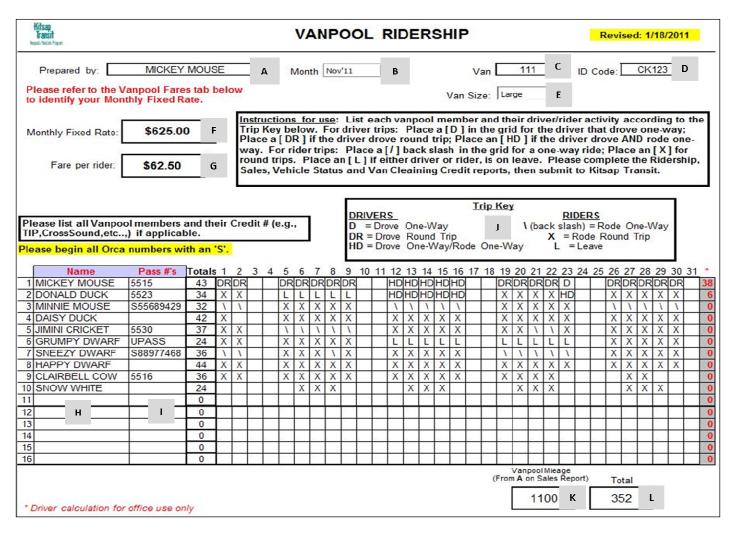
# KITSAP TRANSIT ADMINISTRATIVE INSTRUCTIONS:

Vanpools are required to submit a monthly vanpool report due (or postmarked) by the 7<sup>th</sup> of each month. The monthly report is available in electronic and paper versions, and includes a Ridership Report, Sales Report, and Vehicle Inspection Report. The electronic report version can be obtained through:

www.kitsaptransit.org/Vanpool/ReportsSpreadsheets.html

The paper report version can be obtained through the vanpool program.

## RIDERSHIP REPORT



Ridership Report tracks trip activity and fare for each vanpool member. The following list describes corresponding areas on the report:

- A. Bookkeeper name
- **B.** Reporting month
- C. Primary van number

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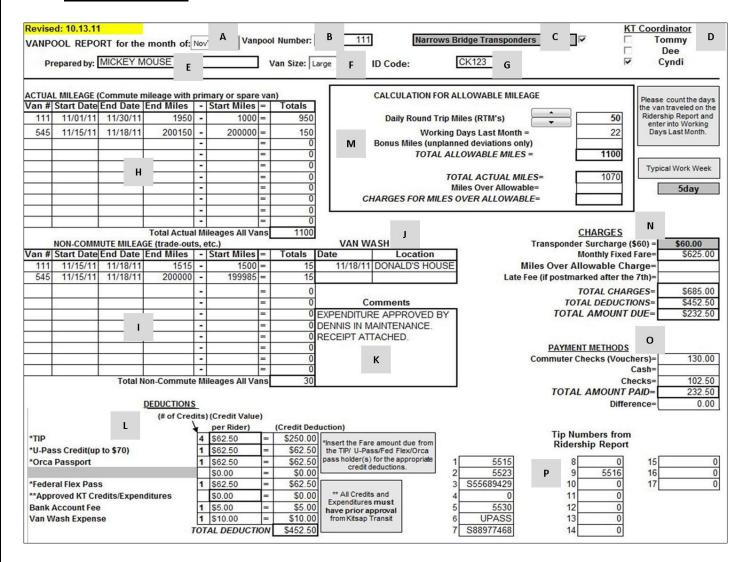
- **D.** Each vanpool group has a unique ID Code assigned by Kitsap Transit. It is imperative that the ID Code is entered on every report.
- **E.** Kitsap Transit has two van sizes: Small and Large. Small vans are minivans; large vans are any size larger than a minivan.
- **F.** Monthly fixed rate is determined by the daily round trip mileage and van size (see Vanpool Fares).
- **G.** Fare per rider is generally determined by dividing the monthly fixed fare by the number of vanpool members.
- **H.** List the full names of each vanpool member.
- I. List all eligible Pass numbers in this column. For an ORCA pass, enter the 8-digit card serial number preceded by an "S". For example, ORCA serial card number 22132342 would be reported as S22132342. Enter "UPASS" next to any member who qualifies under the UPASS program.
- **J.** Use the trip key to input activity on the calendar for each member.
- **K.** Enter the Total Actual Miles as shown on the Sales Report.
- **L.** This is the total of all trips for the reported month. When using a printed version of the report, the total must be manually determined by using the following trip key values:

D = 1 trip
DR = 2 trips
HD = 2 trips
\ = 1 trip
X = 2 trips

L = 0 trips

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## **SALES REPORT**



The Sales Report accounts for all mileage activity, qualified deductions, service charges, and fare payment reconciliation in the reported month. The following list describes corresponding areas on the report:

- **A.** Reporting month.
- B. Primary van number.
- **C.** Tacoma Narrows Bridge Transponder (TNB) checkbox is for vanpool groups that routinely use TNB. A surcharge of \$60 will be added to the monthly fixed rate.
- **D.** Kitsap Transit Vanpool Coordinator checkbox for indicating the agency coordinator.
- E. Bookkeeper name.
- **F.** Kitsap Transit has two van sizes: Small and Large. Small and Large. Small vans are minivans; large vans include any size larger than a minivan.

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- **G.** Each vanpool group has a unique ID Code assigned by Kitsap Transit. It is imperative that the ID Code is entered on every report.
- **H.** Actual Mileage is miles reported between the route point of origin and final destination. Columns in this area represent the following:

Van # - primary or spare van.

Start Date – the date of the reporting month when van use began.

*End Date* – the final date of the reporting month when van use ended.

End Miles – mileage from the vehicle odometer following the last trip of the reporting month.

Start Miles – mileage from the vehicle odometer before the first trip of the reporting month.

Totals – totals from each line in the Total Actual Mileages field.

- I. Non-Commute Mileage is miles reported for trips involving maintenance service calls or trips to get the van washed.
- **J.** Van washing and vacuuming is required at least once a month. Enter the van wash date and location in this area.
- **K.** Comments area is provided for anything notable, such as information for why Bonus Miles were used or information on approved expenditures by the vehicle maintenance department.
- **L.** Deductions area accounts for all qualified credits and deductions. Each line represents a qualified deduction. The blank line, under "Orca Passport" provides input for qualified deductions such as new wiper blades, windshield cleaner, or items necessary for maintaining the van all of which must be approved, in advance, by Kitsap Transit. The first column, right of the deductions list, is for entering the quantity of each deduction. The next column to the right is for entering the individual value of the credit. The third column is the deduction value multiplied by the quantity. Add the amounts to determine Total Deductions.
- **M.** Calculation for Allowable Mileage compares total Actual and Bonus miles against Allowable miles to determine the correct fare due by the vanpool group. Input fields in this area represent the following:

Daily Round Trip Miles (RTM's) – trip mileage distance from route point of origin to final destination and back.

Working Days Last Month – the number of days the van operated in the reporting month.

Bonus Miles – the number of miles used during unplanned route deviations. For example, due to road construction or ferry disruptions, Bonus Miles are limited to 80 per month and cannot be carried over to future months. Bonus miles can only be used for route deviations.

*Total Allowable Miles* – the number of miles a vanpool group is allowed.

Total Actual Miles – the total Actual Mileage reported.

Miles Over Allowable – the number of miles exceeding the Actual Mileage Charges for Miles Over Allowable – Charges is determined by multiplying the Miles Over Allowable by the current IRS rate standard mileage rate. If the charges continue into future months, the vanpool group must adjust the

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daily round trip miles to keep allowable miles over, or equal to, the actual miles.

**N.** Charges area itemizes all charges and total deductions. Input fields in this area represent the following:

Transponder Surcharge (\$60) - charge added to Monthly Fixed Fare for use of Tacoma Narrows Bridge.

Monthly Fixed Fare – group rate determined by van size and daily round trip miles (see vanpool fare chart).

Miles Over Allowable Charge – carried over from Allowable Mileage area.

Late Fee – vanpool reports that arrive (or postmarked) after the 7<sup>th</sup> of the month will be charged a Late Fee.

Total Charges – monthly charge for vanpool service.

Total Deductions – carried over from Deductions area.

Total Amount Due – the result of Total Charges minus Total Deductions.

**O.** Payment Methods area itemizes and reconciles payment media, which include:

Commuter Checks (Vouchers)

Cash

Checks

Total Amount Paid

Difference (should be 0)

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# **VEHICLE INSPECTION REPORT**

Please call Kitsap Transit's Maintenance Department at 360-478-6221 with any im-	mediate concerns.
KITSAP TRANSIT VEHICLE INSPECTION REPORT	Т
Van #: A 111 Date: 11/30/2011 B	
Prepared by: C MICKEY MOUSE ID Code:	CK123 D
E Yes No	
✓ Parking brake holds on incline	
☑ Headlights operate and are aimed properly	
☑ Stop, tail and signal lights are operational	
✓ Windshield/windows free of chips & cracks	3
✓ Windshield wipers/washers are in good co	ndition
☐ Irres properly inflated, tread depth over 1/1	6"
☑ Tires with no breaks, cuts or bulges/wearing	ig evenly
☑ Heater, defroster and air conditioner OK	
✓ All safety belts operation/in good condition	l <sub>a</sub>
✓ All belts and hoses free of cracks/bulges	
☑ Horn operational	
☑ Exhaust system & muffler OK	
✓ No vibration when steering	
☑ Gauges registering properly	
✓ Proper coolant/antifreeze level	
✓ Proper engine oil level	
✓ Free of unusual noises	
✓ All emergency equipment in van	
☑ Free of exterior body damage	
✓ Free of fluid leaks under van	
✓ Upon braking, van stops in straight line	
Explain each "No" response:	
Right rear tire appears to have tread depth below 1/16"	
F	

Vehicle Inspection Report is the last piece to the vanpool monthly reports. Its purpose is to inform Kitsap Transit of any concerns with the van during the reporting month. It is also imperative that the maintenance department be contacted directly if there are any issues that need to be addressed as soon as they appear. Input areas on the form are as follows:

- **A.** Primary van number.
- **B.** Date (last day of the month the van had been used).

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- C. Bookkeeper name.D. ID Code.

- E. Potential defects area. Check all that apply.F. Area reserved for entering responses to "No" checked boxes or other comments.

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# **VANPOOL POLICIES AND PROCEDURES**

## 1. VANPOOL

A Vanpool is a group of people who share the ride back and forth to work in a van. Vanpool groups must work together to make the vanpool rules for the daily operation of the van (please see example in appendix). Rules can include radio station preference, heat, seating, and topics of discussion. Topics that could be offensive are not permitted. All vanpool participants must abide by the Vanpool Agreement.

## 2. AUTHORIZED DRIVERS

Only those approved by Kitsap Transit are allowed to operate the van! All authorized drivers are required to maintain an acceptable driving record, which is verified by Kitsap Transit on an as needed basis. Drivers must report any citation to Kitsap Transit within 48 hours. Authorized drivers must abide by Kitsap Transit's policy and procedures and all traffic laws. Drivers are to be courteous to others inside and outside of the van. Vanpools are moving billboards and are a reflection of Kitsap Transit. Kitsap Transit has the right to remove a driver for any reason.

To get a potential driver authorized, they must fill out a Driver Application, Vanpool Agreement and complete driving record which must be submitted to Kitsap Transit. Kitsap Transit must approve and authorize a potential driver to attend orientation. This clearance process takes some time, so **DO NOT WAIT UNTIL THE LAST MINUTE** to get a new driver certified. All Kitsap Transit vanpool drivers must keep their driving records clear of moving citations in order to continue driving our vans.

# 3. UNAUTHORIZED DRIVERS

Any unauthorized person driving the van may void all insurance coverage for the van and its occupants. The unauthorized driver may also be charged with theft. The van may be removed from the group. The vanpool group will be responsible for any damages made by an unauthorized driver.

## 4. RIDERS

All riders must fill out a Vanpool Agreement prior to riding in the van. The original signed agreement must be sent to Kitsap Transit. Vanpool participants must follow all vanpool rules and regulations. Kitsap Transit has the right to remove a rider for any reason.

## 5. FUEL CARDS

Kitsap Transit will issue a Comdata fuel card to specified vanpools. When fueling you must enter the van number and current odometer reading. Kitsap Transit uses the van odometer reading at the pump for maintenance purposes. Make sure you know which type of fuel your van requires. If you happen to use the wrong fuel type, **Do Not** start the van. Call Maintenance immediately! You will be responsible for damages to the van resulting from wrong fuel type usage.

#### 6. FERRIES

Riders of vanpools using the ferry as part of their commute route must pay all ferry fares directly to the ferry system.

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## 7. MAINTENANCE/BREAK DOWNS

Kitsap Transit will contact the vanpool driver/coordinator to schedule routine maintenance services. Maintenance appointments should be made as soon as possible after initial contact. One of the vanpool drivers will be asked to drop the van off at the Kitsap Transit building on 200 Charleston Boulevard. For "A" or "B" services (40 minutes to 1 hour), the driver will be asked to wait or come back for the van, rather than taking a spare van, so that spares are available for longer services and repairs. When notified by Maintenance that your van is ready, must retrieve your primary van as soon as possible. Prolonging the return of spare vans may result in unavailable spares for other groups. If you have a break down or a maintenance problem that prevents driving the van to Kitsap Transit, notify a Maintenance Supervisor at (360) 478-6221. If you discover a problem or defect on the van that does not require immediate attention, please call the maintenance department to find out how to proceed.

## 8. COLLISIONS

If you and the van are involved in a collision or have any other emergency, notify **911** and the Kitsap Transit Dispatcher at (360) 479-6966/6967. Then call your Vanpool Coordinator at 360-478-5858. Accident kits are in a manila envelope in your van. Please check and make sure your van has one. Follow all steps inside the envelope (see Appendices).

## 9. VAN CLEANLINESS

It is the vanpool's responsibility to keep the van clean inside and out. Contracted washing facilities are provided at various locations in Kitsap (see Appendices) for this purpose. Vans that are returned to Kitsap Transit must be clean inside and out. There will be a fee for vans that are returned unclean.

No smoking is allowed in the van.

# 10. PERSONAL USE/INSURANCE

Kitsap Transit does not allow personal use of the vans: however, it is permissible to stop at the store on your way to or from work as long as it is on your route. The insurance policy covers commuting trips and legitimate non-commuting trips (maintenance service trips, fuel stops, van washes, etc...).

Only authorized Kitsap Transit drivers may operate the van! Unauthorized persons driving the van may void insurance coverage.

#### 11. MINIMUM VAN USAGE PER WEEK/RIDERSHIP

Vanpools must be in service at least four days of a five-day workweek, (Minimum usage of 16 days per month). Exceptions are holidays, vacations, leaves of absences, or in the event the van cannot run due to low ridership. Vanpool groups are expected to keep a minimum ridership level of half the van seating capacity plus one. A prominent resource for finding riders is www.rideshareonline.com. RideshareOnline.com is a free, self-serve ride match database. Groups decide how far they will adjust their current route to accommodate new riders and are expected to

be flexible with the route if ridership falls below the minimum requirement. If a vanpool's ridership falls below minimum for an extended period of time, Kitsap Transit reserves the right to fold the vanpool. **ALL VANPOOL MEMBERS ARE EXPECTED TO ASSIST WITH RECRUITMENT.** We recommend that you keep a waiting list of names and telephone numbers of people who have called about joining the vanpool during times when the van is full, and refer back to the callers when ridership falls.

#### 12. PARKING

The vanpool driver/coordinator is responsible for obtaining parking for the van at the worksite. The van must be parked **off the street at a driver's home** during non-work hours. With the exception of George's Corner, Harper and Mullenix Park & Rides, overnight parking at Park & Rides is not permitted.

## **13. ROUTE**

The vanpool driver/coordinator must keep Kitsap Transit updated on route changes. Please provide a schedule of your route including stops at commencement and as changes occur.

## 14. UNSAFE DRIVING

Kitsap Transit occasionally receives reports of unsafe driving by vanpool drivers from other motorists, and from vanpool riders. **BE CAREFUL!** Driving one of our vans is like driving a billboard! Other motorists often call us to report aggressive driving: calls also come from riders whom no longer have confidence in their driver. If a Vanpool driver receives a moving violation while operating any vehicle, the driver must notify Kitsap Transit within 48 hours. Repeated aggressive driving complaints may result in revocation of driving privileges. Please remember that as a public transit agency, Kitsap Transit has a responsibility to assure safe driving practices of all of our drivers – employees and volunteers. You represent Kitsap Transit every time you get behind the wheel of a Kitsap Transit van.

## 15. RIDER COMPLAINTS

From time to time, Kitsap Transit receives complaints from vanpool riders. A common complaint is "The driver left me". Another frequent complaint is unsafe driving. In almost all cases there is a lack of communication between the rider and the driver/coordinator. Please keep the lines of communication open in the van. Drivers are expected to inform riders well ahead of time of schedule, route, or other vanpool changes. Riders must keep their driver informed of when they will not be riding the van. Complaints should be brought to the driver/coordinator first, with subsequent attempts made within the group to resolve any problem. Majority rule works best in a vanpool.

#### 16. CARGO

Cargo is not permitted in any Kitsap Transit van.

# APPENDICES VANPOOL FARES

Small Vans		Large Vans	
Trip	New	Trip	New
Miles	Rate	Miles	Rate
20	\$276.00	20	\$396.00
25	\$309.00	25	\$434.00
30	\$321.00	30	\$472.00
35	\$375.00	35	\$510.00
40	\$428.00	40	\$548.00
45	\$482.00	45	\$587.00
50	\$536.00	50	\$625.00
55	\$589.00	55	\$648.00
60	\$643.00	60	\$707.00
65	\$696.00	65	\$766.00
70	\$750.00	70	\$825.00

#### COLLISIONS

#### **CONTACT DISPATCH:**

- ROUTED (360) 479-6966
- ACCESS (360) 373-7602

VANPOOLS - Between 4:00 A.M. & 10:30 P.M. report accident to Dispatch and follow their instructions; after hours call 911. (Vanpool Coordinators – 360-478-5858)

**ENVELOPE** - Use front of this envelope to gather information at the scene; <u>information will later be transferred to the WSTIP/Kitsap Transit Event Report</u> form. Refer to back of this envelope for Important Instructions.

**DRIVER'S CARD** - Exchange insurance information and request other driver to complete "Driver's Card".

**INSURANCE INFORMATION** - Give insurance information card to Other Party or Parties involved.

**COURTESY CARD** - You may request the KT passengers to please complete the Courtesy Card.

<u>NON-PASSENGER COURTESY CARD</u> - Request witnesses (people who saw or heard the occurrence) to complete a card.

<u>VEHICLE INSURANCE CARDS</u> - KT vehicles carry a WSTIP Insurance ID card, which may be requested by the Police. Sometimes the cards in the vehicles say our insurance has expired – that never happens. KT always has insurance with Washington State Transit Insurance Pool.

<u>WSTIP/KITSAP TRANSIT EVENT REPORT</u> - All information written on this envelope must be transferred to the WSTIP/Kitsap Transit Event Report form, completed and turned into Dispatch or a Supervisor.

**STATE OF WASHINGTON VEHICLE COLLISION REPORT** - Completed when any vehicle involved in a collision in which any person is injured (transported to the hospital by ambulance or other means immediately from the scene), including one's self, or in which any person's property sustains damages in the amount of \$700.00 or more. **See Dispatch for the form.** 

# **VAN WASH LOCATIONS**

Kitsap Transit's designated van washing facilities:

Express Car Wash 6301 Hwy 303 Bremerton, WA 98311	Burwell Landing Car Wash (Union 76 Station. 2556 Burwell St. Bremerton, WA 98312
Mike's Car Wash 19774-7th Ave. N.E. Poulsbo, WA 98370  Olympic Ten Minute Oil Change and Auto Wash 1445 Olney Ave.	Madison/Mike's Car Wash 499 Madison Ave N. Bainbridge Island, WA 98110 (206). 842-7167 Hours of operation: Mon-Sat 8:00AM-5:30PM, Sunday 9:00AM-5:30PM (Hours may change during inclement weather.)
Port Orchard, WA 98366  Cruise-N-Carwash & Detail Center 2990 Bethel Rd Port Orchard, WA 98366 (360) 874-2787	Express Car Wash 3082 NW Bucklin Hill Rd Silverdale, WA 98383

These facilities will provide a log sheet requiring your van number and your signature. The van exterior will be washed by staff. The van interior must be cleaned (vacuumed and wiped down) by the van driver.

If these facilities are inconvenient, you may wash and clean the van at your home and take a \$10.00 wash credit off of your vanpool fare. If you take the van to a washing facility other than those listed above, make sure you attach the receipt (\$10.00 credit limit) to your Monthly Sales Report.

# **SAMPLE VANPOOL RULES**

**Goal Statement:** The goal of this vanpool is to coordinate people that not only live close to each other but also work near each other.

**Mission Statement:** The mission of this vanpool is to provide efficient transportation from the Port Orchard Fred Meyer to building 943 and 467 at PSNS. Ideally this means that people in the vanpool will work in building 943 or 467 or be able to get to the vanpool as soon as people from the building 943/467 area can get to the vanpool.

**Pickup Time:** The van leaves the Port Orchard Fred Meyer parking lot at 6 am. The driver can elect to wait an extra 5 minutes for riders. Reasons to wait are not limited to but may include weather conditions such as fog and snow as well as known road construction or accidents. **Leave Time:** The van leaves PSNS when all the morning riders arrive at the van or 3:08 pm, whichever comes first.

Contact Info for Ride to Work: It is nice to know if you will not be in the van in the morning but if the driver is not notified don't worry. If you are not in the van in time it will leave without you. Contact Info for Ride Home: If you ride to work in the van and are not able to return home in the van please contact the vanpool driver or make sure someone in the van knows you will not be riding home. Contact information is listed below for the van drivers authorized by Kitsap Transit:

	Work #	Contact #

**Seat Belts:** Seat belts must be worn whenever the van is moving. Note that the gate guards sometime check to see if seat belts are fastened. Seat belt violators are responsible for seat belt fines, not the driver.

**Seat Assignment:** Seat assignment is first come first serve.

**Radio:** During the commute, take up any radio issues with the copilot.

**Temperature:** If it is too hot or cold in the van feel free to complain to the copilot.

**Smoking:** This is a no smoking van.

**Curtailment:** The vanpool schedule will adapt to PSNS & IMF published curtailments. For example, if the published delay is 2 hours the van will leave Fred Meyer at 8 am instead of 6 am. Note that schedules used by other entities (e.g. DLA, and NAVFAC) might not be the same. The reference information the vanpool will use is www.kitsaptransit.com and 1-866-291-1160.

**Ridership Termination:** Kitsap Transit must review and approve exclusion of any vanpool member.

#### Modification of these Rules:

Vanpool members can vote to modify these rules. The current copy of the rules is maintained by the vanpool driver.

yourself would like to be t	v the Golden Rule. Simply trea reated.	t your fellow passengers as	s you
Rider Printed Name	Rider Signature	 Date	