

# Vanpool

Participant Reference Manual



# TABLE OF CONTENTS

WELCOME ABOARD ..... 3

AT YOUR SERVICE ..... 4

OUR PROMISE TO YOU ..... 5

VANPOOL DRIVERS ..... 6

INSURANCE..... 12

VANPOOL BOOKKEEPER ..... 13

ALL PARTICIPANTS ..... 16

OPERATIONAL GROUP RULES ..... 19

SAFE DRIVING TIPS..... 21

MAINTENANCE ..... 25

VEHICLE INSPECTION ..... 28

EMERGENCIES..... 31

NON-EMERGENCY SITUATIONS ..... 33

FARES ..... 35

TOLLS ..... 38

FARE PAYMENT TYPES..... 39

EXPENSES ..... 41

MILEAGE..... 42

MONTHLY VANPOOL REPORTS ..... 44

VOYAGER FLEET CARD ..... 48

INDEX..... 50

# WELCOME ABOARD

## Welcome to Pierce Transit Vanpool

We are excited and privileged to provide this valuable service to you. The Puget Sound is the birthplace of public vanpooling in the U.S. With 20 vanpool programs statewide and 300-plus vans at Pierce Transit alone, Washington State is home to the largest public vanpool fleet in the country.

Vanpools are extremely efficient. Your decision to vanpool contributes to a cleaner, less congested, more energy independent environment. Vanpooling helps reduce traffic congestion and improves air quality by removing personal vehicles from our roads. In 2016, Pierce Transit vanpool program provided 828K trips, traveled 4.8 million miles, to over 150 worksites across 40 cities. You are a valuable part of all this and we could not do it without you.

## What is a Vanpool

A vanpool is a group of 5 to 15 people sharing the ride in a 7-, 12-, or 15-passenger van. Our vanpools serve groups traveling to and from work, whose trip origin or destination is within Pierce County. Vanpoolers pay a low monthly fare that covers fuel, maintenance and insurance costs. If you're a primary driver, you are not charged a monthly fare provided there are at least five other monthly riders in the vanpool. If you're a vanpool rider, you arrive at work or home relaxed; you're driver endures the most traffic-related stress. Remember to thank your driver!

## What is a Vanshare?

A vanpool is a group of 5 to 15 people sharing the ride in a 7-, 12-, or 15-passenger van. Vanshare serve riders traveling to and from a connecting alternate commute mode (train, bus), whose trip origin or destination is within Pierce County. Vanshare riders pay a low monthly fare that covers fuel, maintenance and insurance costs.

## Vanpooler Benefits

By vanpooling, you receive many benefits just sharing the ride, like a stress free ride to work and use of the HOV and HOT lanes. Some employers offer transportation subsidies or incentives, preferential parking at work, or Emergency Ride Home. Check with your on-site Employee Transportation Coordinator for employer benefits.

## Bike Racks

Pierce Transit offers bike racks for commuters. Check with your Pierce Transit vanpool coordinator to get the van outfitted and receive online training for use of the rack.

## Emergency Ride Home

Pierce Transit offers Emergency Ride Home to vanpoolers whose employer does not. Check with your Pierce Transit vanpool coordinator for details, or visit our website for more information.

## Policies and Procedures

This manual provides an easy reference system. It contains all the information and links to forms you need as a Pierce Transit volunteer driver, bookkeeper or rider. If you are unable to download or print forms, ask your vanpool coordinator for help. This will ensure you always use the most current version of our forms.

Contact a Pierce Transit vanpool coordinator with any questions about this manual.

# AT YOUR SERVICE

Pierce Transit Headquarters  
3701 96th St. SW Lakewood, WA 98499-4431  
PO Box 99070 Lakewood, WA 98496-0070

## Vanpool Staff

Vanpool coordinators are responsible for daily group operations including but not limited to participant recruitment, revenue and expense tracking, emergencies, policy issues, fares, risk management, communications, driver and bookkeeper training, approval, and recordkeeping.

Our vanpool specialist schedules vans for maintenance, assigns spare vans to groups as needed, supports the vanpool coordinators and assistant manager, and runs Ridematches upon request.

Our vanpool assistant manager administers the vanpool program, manages staff, and is our valuable resource with over 24 years of accounting and vanpool experience.

Together, the vanpool team has a combined 100+ years' agency experience to serve you. It is our privilege to do so.

For current vanpool contact information go to [piercetransit.org/contact-vanpool/](http://piercetransit.org/contact-vanpool/) and scroll down to Contact Information.

## Facility Security

We are located in the Pierce Transit Training Center, a secure facility at 3720 96<sup>th</sup> Street SW, Lakewood, 98499. Our lobby is open Monday through Friday during normal business hours between 8 a.m. and 5 p.m. The visitor parking lot is ungated and available 24/7.

The vanpool vehicle parking lot is gated and locked after hours, and occasionally during work hours. All vanpool participants must follow the procedures listed below when visiting Pierce Transit facilities, including posted speed limits in our parking lots.

## Visiting Pierce Transit

When arriving during business hours:

- Park in the visitor parking lot east of the Training Center.
- Enter the front lobby and use the phone next to the elevator to notify us of your arrival.
- Please wait in the lobby for your vanpool coordinator. Having a scheduled appointment will ensure your coordinator is available to meet with you.

For vehicle maintenance and swapping, please follow the procedure listed under **Swapping Vans for Service** in the **Maintenance** section.

# OUR PROMISE TO YOU

Pierce Transit's Vanpool Participant Reference Manual offers guidance and guidelines for success. The manual includes information on monthly reporting, how to handle emergencies, and much more.

## A Well Maintained Vehicle

We service all vans at 5,000-mile/five-month intervals, right here at Pierce Transit. Details about service are in the **Maintenance** section of this manual. We address all mechanical issues as quickly as possible, with safety as our top priority. We provide you with a reliable, safe vanpool vehicle and first class service, with an equally safe spare van while your assigned van is being serviced. Providing for everyone's safety helps make vanpooling one of the best commute options available.

## Emergency Assistance

We'll respond quickly in case of an emergency. We offer 24/7 support for accidents, breakdowns, and/or vandalism to the vanpool vehicle, or safety-related issues that cannot wait until the next business day. Just call 253.581.8000 and select option 3 for Vanpool, then 1 for Vanpool Emergency. Refer to the **Emergencies** section of this manual for detailed information.

## Insurance

Washington State Transit Insurance Pool provides insurance coverage on approved drivers, the van and for all authorized occupants of the van. Please review the **Insurance** section of this manual for information about coverage and policies.

## Recruitment Assistance

Pierce Transit's vanpool staff is dedicated to assist you with recruitment. We list all our vanpools on our website at [piercetransit.org/vanpool-list/](http://piercetransit.org/vanpool-list/). We use a number of tools and resources to help you identify potential riders for your vanpool, such as RideshareOnline.com – a database that makes it easy to find commuters interested in sharing their commute. We will also customize *Vanpool Riders Wanted* posters with your vanpool's specific route, pickup points, and times. If your employer allows, you may display these posters at your worksite on bulletin boards and in common areas. Our partnerships with many Pierce County and regional employers make identifying possible riders even easier. We can also make presentations or hold vanpool formations meetings at your worksite.

## Policy Enforcement

All vanpool participants must follow Pierce Transit vanpool policies and procedures contained in the Volunteer Vanpool Participant Agreement. Participants must also adhere to Pierce Transit vanpool staff requests. All participants sign the Vanpool Participant Agreement and agree to the terms of that Agreement. Pierce Transit commits to consistently enforcing policies to ensure the smooth operation of all vanpools.

## Comment Investigation

It is important that you have a safe commute. We take safety-related comments seriously and will do our best to resolve any issues as quickly as possible.

# VANPOOL DRIVERS

A safe driver is one of the most important components of any vanpool. Pierce Transit strives to maintain the highest quality drivers possible. We approve or decline all driver applicants after careful review of the application, motor vehicle report and other driver history available to us, and successful completion of Pierce Transit's defensive driving course. Once approved, we monitor driving records and follow up on incidents, accidents, and complaints.

Each successful vanpool must have an approved primary driver and at least one approved backup driver. We recommend that groups have more than one backup driver, to help avoid driver burnout and provide more coverage during vacations.

## Primary Driver

Generally, the primary driver operates the van to and from your group's destination on most workdays. The primary driver must be an active participant in the vanpool. In exchange for accepting this responsibility, the primary driver is not charged a monthly vanpool fare as long as the group has at least five monthly fare-paying passengers.

The primary driver and backup driver(s) may choose to equally share responsibilities. In that case, the primary driver may also choose to contribute out of pocket toward the fare(s) of the approved backup driver(s) of the van.

Some primary drivers receive an employer subsidy whether or not they are charged a fare. In these instances, the subsidy may be applied, with employer permission, to reduce the fares of employees from the same company. An employer subsidy cannot be used to reduce fares of vanpool participants who are not employed by the employer providing the subsidy or who are not eligible for the subsidy. For example, contract employees may not be eligible for employer subsidies.

## Backup Driver

Each vanpool must have at least one approved backup driver. The backup drivers help track mileage, take attendance, inspect the vehicle, perform maintenance swaps and drive the van when the primary driver is unavailable. Although the backup drivers normally pay the same monthly fare as other riders, they may enjoy these benefits:

- All approved drivers may use the van for personal needs within the parameters described under **Driving Restrictions - Personal Use** of the Van later in this section.
- The fare may be reduced if the primary driver chooses to contribute out-of-pocket monies toward backup driver's fare.

## Driver Approval Factors

**We base our vanpool driver approval decisions on a number of factors, including:**

- Vanpool driver application
- Motor vehicle record
- Washington State Criminal History Report, if protected individuals will be on the van
- Other driving history information
- Successful completion of Pierce Transit's online defensive driving course

Although we look primarily at your most recent three years of driving history, some moving violations stay on your record for up to ten years. A history of moving violations or any serious driving violations in the last ten years (e.g., DUI) will result in non-approval. These decisions help ensure the safety of all vanpool participants.

## Driver Guidelines

**LICENSE AND EXPERIENCE.** A potential driver must possess a valid driver license and have at least five years of recent driving history.

**SUSPENSION OR REVOCATION OF LICENSE.** Report of a suspension/revocation within the past five years will cause a driver application to be rejected. Report of a suspension/revocation within the last ten years for reckless driving, hit and run, eluding police vehicle, leaving the scene of an accident, driving while under the influence of alcohol or drugs, driving while impaired, or a felony will result in application rejection.

**VIOLATIONS.** Any moving violations received by a potential driver will be reviewed and may result in application rejection. A *Failure to Appear* on a driving record may result in application rejection.

**ACCIDENTS.** Accidents a driver has been involved in will be reviewed and may result in application rejection.

**INSURANCE HISTORY.** Cancellation or non-renewal of insurance coverage within the past five years will be reviewed. If the action is related to the applicant's driving behavior, the application may be rejected. Filing of a Certificate of Financial Responsibility by a potential driver due to his personal driving record may also result in application rejection.

**ABILITY TO PERFORM DRIVING FUNCTIONS.** A driver must agree to perform all driver essential functions listed in the Vanpool Driver Guidelines and Driver Application forms available at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/). These steps are also outlined in the **Vehicle Inspection** section of this manual.

**DEFENSIVE DRIVING COURSE.** All drivers must successfully complete Pierce Transit's online defensive driving course and receive final approval before driving the van. Applying drivers will be insured only after all requirements are met. The driver refresher course is required every five years.

**OFF-STREET PARKING.** Approved drivers must provide off-street parking for the van at home or obtain approval from a Pierce Transit vanpool coordinator for other off-street parking arrangements.

Final approval is dependent on successful completion of the application process and Pierce Transit's defensive driving course. On-road observation of any applicant or approved driver may occur at any time and for any reason. Failure to meet Agency criteria will result in application rejection, driver suspension or removal of driving privileges. Pierce Transit reserves the right to refuse or revoke driving privileges from any driver at any time for any reason.

## Driver Application Process

**Step One:** Applicant downloads and reviews the Vanpool Driver Guidelines, and completes and submits a signed Driver Application with a copy of current driver license, and proof of automobile insurance. All forms are available on our Vanpool Forms and Resources page at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/).

**Step Two:** Pierce Transit reviews application and motor vehicle record, and then provides instructions for the online defensive driving course.

**Step Three:** Applicant successfully completes the online defensive driving course.

**Step Four:** Pierce Transit approves (or denies) applicant and notifies drivers of the group.

Pierce Transit may reject the application at any step in the above process. Once approved, Pierce Transit may require drivers to retake this or other refresher courses, at any time.

Each approved driver may use up to 20 free miles to become familiar with driving the van before transporting riders. Report familiarization miles used to your vanpool's bookkeeper so he can account for them on the monthly report.

## Driver Responsibilities

As an approved driver your responsibilities include, but are not necessarily limited to:

- Driving safely and defensively.
- Understanding and adhering to Washington State traffic laws.
- Understanding and applying defensive driving techniques.
- Performing maintenance swaps within two business days of notification.
- Accurately key odometer readings at the pump when fueling.
- Transporting riders safely to and from work, on time.
- Adhering to the established vanpool route, pickup points and schedule.
- Gaining consensus for group rules (see **Operational Rules**).
- Providing off-street parking.
- Receiving approval for overnight parking locations.
- Assuming responsibility for damage occurring to the van due to negligence or unauthorized parking, including towing costs related to improper or unauthorized van parking.
- Completing and submitting accident reports and photos within 24 hours of an accident.
- Operating the vanpool vehicle only after all passengers have properly fastened and agreed to wear their seatbelts.

As a vanpool driver, you must follow defensive driving techniques and obey Washington State traffic laws at all times. Your safety and the safety of all vanpool participants is our number one priority. For that reason, we take all comments about operation of the vehicle seriously, investigating all safety complaints and taking appropriate action. If you are operating the van at the time of the incident, you will be reminded to use defensive driving techniques, to give other drivers plenty of negotiating room, and to err on the side of safety. In more serious cases or in cases where more than one complaint has been received, removal of driving privileges, either temporarily or permanently, may occur.

Pierce Transit monitors and reviews your driving record on a regular basis, to determine continued vanpool driver eligibility. Remember, you are required to notify us within 24 hours any time you receive a moving violation or are involved in an accident, **even in your own vehicle**. The incident may or may not disqualify you as a vanpool driver, but please notify us for insurance purposes. In the event you challenge a citation, we may suspend your vanpool driving privileges pending court outcome, and/or permanently revoke based on court decision.

## Vehicle Keys

Keys and remotes are issued to the primary driver, who takes responsibility for their whereabouts. The primary driver may distribute keys issued by Pierce Transit, to backup drivers. Authorized vanpool drivers are the only vanpool participants approved to possess vanpool van keys. All keys must be returned to Pierce Transit when the group folds or when the group is assigned a different van. Pierce Transit invoices drivers for lost or missing keys and remotes. The invoice amount varies, based on the type of vehicle. Some keys contain transponders and we are limited in the number of keys we can issue. Under no circumstances may vanpoolers have a vanpool vehicle key duplicated on their own. If you need another key, contact your Pierce Transit vanpool coordinator.

## Photo Citations

Several jurisdictions issue citations based on photo enforcement programs. These programs issue the ticket to the vehicle's registered owner. In the case of our vanpool vans, Pierce Transit receives the citation.

The vanpool driver at the time of the incident is responsible for paying the ticket. If Pierce Transit receives a photo citation for one of our vanpool vehicles, we will contact the group to determine who was driving the van at the time the citation was

issued. If no individual admits to the infraction, all drivers in the vanpool will be held responsible for the ticket until the person driving at the time of issuance is identified.

Once Pierce Transit has identified the responsible driver, we will provide a copy of the citation to that driver who must then pay the ticket or request a hearing. If a hearing is requested, the driver must notify Pierce Transit of the hearing date. The driver must provide Pierce Transit with proof of payment at least 48 hours before the deadline stated on the citation.

If the driver does not pay the ticket by the stated deadline, Pierce Transit will immediately revoke the driver's driving privileges. Failure to pay the citation by the due date may result in additional fees assessed by the jurisdiction that the driver is responsible to pay.

## Parking Citations

Parking citations are issued to the vehicle's registered owner. In the case of our vanpool vans, Pierce Transit receives the citation.

The vanpool driver who parked the van illegally is responsible for paying the ticket. If Pierce Transit receives a parking citation for one of our vanpool vehicles, we contact the group to determine who parked the van at that location. If no individual admits to the infraction, all drivers in the vanpool will be held responsible for the ticket until the person who parked the van at that location is identified.

Once Pierce Transit identifies the responsible driver, we will provide a copy of the citation to that driver. The driver must then pay the ticket prior to the stated deadline, and provide Pierce Transit with a receipt at least 48 hours before the deadline stated on the citation, confirming that payment was made. Failure to pay the citation by the due date results in additional fees that the driver is responsible to pay. If the driver does not pay the ticket by the stated deadline, Pierce Transit will immediately revoke the driver's driving privileges.

## Prohibited Substances

Pierce Transit does not allow the driving of a vanpool vehicle under the influence of any illegal drugs. An illegal drug is any drug or substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812) and is further defined by 21 CFR 1300.11 through 1300.15. This includes, but is not limited to: marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes the use of any illegal drug, the misuse of legally prescribed drugs, or the use of illegally obtained prescription drugs at any time. Marijuana is considered a banned substance per the federal government.

This policy does not prohibit the appropriate use of legally prescribed drugs and non-prescription medications. However, it is the responsibility of the volunteer vanpool driver to inform his physician when being prescribed medication(s) that they are driving a vanpool vehicle and ask about driver impairment and possible side effects. The volunteer driver should only use medically authorized drugs or over the counter medications in a manner which will not impair their driving, or elect not to drive when using prescribed drugs or over the counter impairing drugs. It is also the responsibility of the volunteer driver to remove himself from service if unable to drive due to the adverse effects from medications.

You may not drive the vanpool vehicle after consuming beverages or substances containing alcohol, including any medication, food, candy, or any other substance containing alcohol.

## Driving Restrictions

- Restrict use of the van to Pierce Transit-approved drivers.
- Do not use the van for hire or to transport organized groups of individuals (e.g., church group).

- Do not park near a tavern, adult entertainment establishment, or any other locale that may be construed as inappropriate by the public.
- Never operate the vehicle while under the influence of alcohol and/or drugs, including over-the-counter or prescription drugs that may cause drowsiness or are not recommended for use when operating vehicles or heavy machinery.
- Never transport intoxicated persons, alcohol, drugs (including marijuana), firearms or other weapons in the van.
- Do not operate the van in the mountains during times of actual or expected snow and icy conditions. Do not operate the van on beaches, fields, dirt roads, or other non-paved surfaces.
- Do not use the van to pull a trailer, boat, or another vehicle. Do not remove the seats from the van.
- Do not add or remove accessories, including appearance items, bumper stickers, signs or additional equipment, without prior Pierce Transit approval.
- Operate the van in a manner complimentary to the public nature of the program.

## Driving Restrictions – Personal Use

Pierce Transit allows approved drivers to use the van for personal use, with some restrictions. Personal use includes trips such as going to the grocery store, doctor appointment, or other personal trips. We allow a maximum of 1,800 miles per year (average 150 miles per month) for all personal use (all drivers combined) at the current mileage rate. Simply track your personal use miles. Then submit a completed Vanpool Personal Use Mileage form to your vanpool's bookkeeper, along with payment for personal use miles, at the end of the month of use. The above restrictions apply, as well as the following, when using the van for personal use. The Agency retains final approval regarding all personal use of the van.

- Keep the van available at all times for its normal commute.
- No personal use trip may exceed 50 miles one way, from the approved overnight parking location. The van may not leave Washington State and cannot be operated in the mountains during winter weather or on any unpaved roads.
- The van may be operated an average of 150 personal miles each month for all approved drivers combined, up to a maximum of 1,800 personal miles per calendar year.
- **You may transport your own children or any child related to you, as long as the child's parent or legal guardian is present.** Any child not related to you may not be transported in the van. Note: passengers under 18 years old are not allowed to ride the vanpool during the regular commute.
- In the event of an accident, follow the instructions provided in the **Accidents** section.

## Unauthorized Persons

Only vanpool participants who successfully complete all steps of the driver application process and who are approved by Pierce Transit are authorized to drive the van. Spouses, friends, and vanpool riders are not approved as drivers and are prohibited from possessing van keys or operating the van.

Pierce Transit's vanpool insurance coverage does not cover an accident occurring while an unauthorized driver operates the van. The unauthorized driver is liable for any incident, accident, or injuries. A participant driving the van without proper authorization may be excluded from the vanpool program.

Someone other than an approved driver may drive the van only in extreme emergencies, after receiving permission from Pierce Transit. Simple unavailability of all approved drivers due to vacation, illness, or any other reason does not constitute an emergency. Contact a Pierce Transit vanpool coordinator for clarification and for emergency approval before operating the van.

## Removal of Driving Privileges

Pierce Transit typically notifies you by phone when we revoke your driving privileges, discussing the reasons and terms with you. We follow that discussion with written documentation, via email or letter. We also provide a copy of the documentation to other approved drivers of the van. The document contains no personal information about why the driving privileges were removed. This step is necessary to manage Pierce Transit's risk and ensure that other drivers no longer ask you to drive.

Participants whose driving privileges are revoked must reapply if they wish to become reapproved as a vanpool driver. They will also be required to successfully complete our online defensive driving course before driving privileges are reinstated.

# INSURANCE

Pierce Transit carries auto liability and uninsured motorist coverage for its vanpool program, including approved personal use of the van, but does not carry personal injury protection (PIP) for its vanpool drivers or riders. Pierce Transit vanpool drivers are volunteers; they are not considered employees under any circumstances. Furthermore, vanpool drivers are specifically excluded from Worker’s Compensation (RCW 51.08.013). Vanpool drivers are not subject to regulations that relate to vehicles operated for hire (RCW 46.74.030).

Please contact WSTIP Claims at 360-786-5037 or 360-786-5048 with any questions.

Pierce Transit carries \$20,000,000 auto liability coverage through the Washington State Transit Insurance Pool. If you are involved in an accident and the **vanpool driver is deemed at-fault**, the following coverage typically applies:

Claims	Pierce Transit Insurance Program
Vanpool Vehicle Damage	YES (WSTIP Collision Coverage less deductible)
Vanpool Driver Injury (the person driving at the time of the accident)	NO, personal injury protection insurance is not available to Pierce Transit. You will be responsible for your own medical expenses.
Vanpool Rider Injury	YES (WSTIP Auto Liability Coverage)
Other Driver and/or Rider Injury	YES (WSTIP Auto Liability Coverage)
Other Vehicle Damage	YES (WSTIP Auto Liability Coverage)

If you are involved in an accident and the **vanpool driver is deemed not at-fault and the other driver is insured**, the following coverage typically applies: (NOTE: you will be referred to the insurance company that covers the other driver to make any injury claims. Pierce Transit cannot act as your representative or intercede on your behalf):

Claims	Other Driver’s Insurance Coverage
Vanpool Vehicle Damage	YES (Other Driver’s Auto Liability Coverage)
Vanpool Driver Injury	YES (Other Driver’s Auto Liability Coverage)
Vanpool Rider Injury	YES (Other Driver’s Auto Liability Coverage)
Other Driver Injury	N/A
Other Vehicle Damage	N/A

If you are involved in an accident and the **vanpool driver is not at-fault and the other driver is not insured**, the following coverage typically applies:

Claims	Pierce Transit UIM Coverage *
Vanpool Vehicle Damage	YES (WSTIP Property Coverage less deductible)
Vanpool Driver Injury	YES*
Vanpool Rider Injury	YES*

\* Maximum coverage per accident for all injuries is \$60,000.

# VANPOOL BOOKKEEPER

Another very important person is the vanpool bookkeeper. This person quotes fares, ensures correct payments are made before the first of every month, and ensures completed reports and all physical monies arrive at Pierce Transit's offices by the tenth of each month. The bookkeeper also collects and submits completed participant agreements for all new riders, and assists vanpoolers with other forms such as driver and bookkeeper applications (available on our website).

Vanpool participants often look to bookkeepers for program information. Please use this Vanpool Manual as needed when answering questions, and contact your Pierce Transit vanpool coordinator as an additional resource.

Bookkeeper applicants submit an application, pass our online bookkeeper course, and are approved by a Pierce Transit vanpool coordinator **before** assuming bookkeeper responsibilities.

A bookkeeper must be an active participant on the vanpool van, ride regularly and be familiar with Microsoft Excel.

## Bookkeeper Approval Process

**Step One:** Submit a completed Bookkeeper Acceptance form available on our Forms and Resources web page [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/). If approved to continue the application process, a Pierce Transit vanpool coordinator will contact you with instructions and the link to our online course.

**Step Two:** Complete Pierce Transit's online vanpool bookkeeper course.

**Step Three:** Receive final approval from your Pierce Transit vanpool coordinator.

## Bookkeeper Responsibilities

The ongoing success of each vanpool greatly depends on the timely and accurate completion of the monthly reports. Riders make payments online or to the bookkeeper before the first of each month. The bookkeeper emails monthly reports to Pierce Transit around the first of the month. Reports and complete payment must reach Pierce Transit's office by the tenth of each month. Monthly riders are responsible for the upcoming month's fare unless they provide five days' written notice before the end of the current month.

The vanpool bookkeeper will:

- Ensure daily riders pay fares on the day's ride.
- Provide a receipt to any riders paying in cash. Bookkeepers may deposit cash payments to their own bank accounts and write a check payable to Pierce Transit in place of the cash. Please do not mail cash.
- Be responsible for collection of all monies due, including tracking and balancing of riders' individual over and short payments. Be responsible for payment of late fees associated with late payments or reports.
- Arrange for miscellaneous operating expenses of the van in accordance with procedures established by Pierce Transit. Fuel, washes and other vanpool expenses are typically paid for with the Voyager card. On occasion, the bookkeeper may need to pay for approved expenses out of pocket; these expenses are reimbursed after a receipt is submitted to Pierce Transit and the expense is recorded on the Monthly Fare and Payment Calculation report.
- Arrange expenditures with drivers and collect receipts for all expenditures, with the exception of fuel and washes charged on the Voyager card.

- Keep and submit legible, accurate and complete records. Monthly reports must be submitted on time. We recommend you keep your electronic report copies for one year, but check with your employer if you're subsidized in case its requirements are different.
- Provide new vanpool participants with a current participant agreement and request they read it in full; collect and submit the signed acceptance form to Pierce Transit as soon as possible.
- Report accurate ridership and mileage readings from the odometer. Obtain the odometer reading from the drivers if you are not on the van on the last commute day of the month, provided the van will not be used prior to the 1<sup>st</sup> day of the next month. Otherwise, record mileage on the first day of the month before driving it. Obtain spare van odometer readings from drivers when they swap vans for service.

For more information about the expectations of a bookkeeper, also refer to the following sections: **Fares, Tolls, Fare Payment Types, Expenses, Mileage, and Monthly Reports.**

## Payment Methods

Pierce Transit accepts the following forms of payment:

- **ORCA.** Some employers pay all or part of their employees' vanpool fare via an employer-provided ORCA card. The participant wishing to use this form of payment should:
  - Verify with his employer that the card may be used to pay a vanpool fare to Pierce Transit,
  - Verify the maximum subsidy amount allowed, and
  - Provide the bookkeeper a copy of his ORCA card.

ORCA cards purchased by individuals cannot be used to pay vanpool fares. An employer-provided ORCA card must be part of a Business Passport account that includes vanpool. Ask your vanpool coordinator if you have questions.
- **Draw down account.** Some employers pay their employees' vanpool fares via a prepaid account with Pierce Transit. Each month, as vanpool fares are charged, the account balance is reduced by the total fares due. The participant should verify the subsidy amount with his employer.
- **Direct pay.** Some employers contract with WageWorks to provide transportation benefits. One payment option offered through WageWorks is direct pay. Vanpoolers choosing direct pay elect their vanpool payment amount through their WageWorks account. Each month, WageWorks electronically forwards these payments to Pierce Transit. Pierce Transit emails the information to the vanpool bookkeepers for inclusion in the monthly report.
- **Employer-provided debit card.** Employers may provide debit cards to their employees as full or partial payment for vanpool fare. Employers load the card with the appropriate subsidy amount, and employees use the card to pay their vanpool fare online. Vanpoolers use the billing address associated with the debit card when paying online.
- **Voucher.** Employers may provide vouchers to their employees as full or partial payment for vanpool fare. Vanpoolers should:
  - Ensure the date on their voucher is current,
  - Write their name on their voucher,
  - Keep the stub for their records, and
  - Obtain vouchers in amounts as close as possible to the actual amount due.
- **Online.** Online payment is a quick, easy, secure way to make vanpool payments and other monies due. Like other payment types, online payments are due before the first of each month. Online payers need to know their Group ID Number (GIN) and van number, and may pay via any debit or credit card with a VISA or MasterCard logo. Debit cards are run as credit transactions. Vanpoolers should forward their electronic receipt to the bookkeeper as proof of payment. There is no additional fee for paying online.
- **Check or money order.** Out-of-pocket payments may be made in the form of check or money order. Checks must be preprinted with payer's name and address, and made payable to Pierce Transit.

- **Cash.** Pierce Transit prefers that fares not be submitted in cash. Please encourage participants to pay online or via personal check instead. If the bookkeeper accepts a cash payment, he should provide a receipt to the payer and hand-deliver the cash payment to Pierce Transit. Alternately, the bookkeeper may write a check payable to Pierce Transit for the payment amount. A receipt book is a reimbursable vanpool expense. In any event, do not send cash in the mail.

See the **Fare Payment Types** section for more information on various payment methods.

## Late Reports/Payments

**Individual payments are due to the bookkeeper, or to Pierce Transit if paying online, before the first of each month.** Online payments are accepted at <https://www.piercetransit.org/pay-for-fare/> or pay by phone by logging on to [www.piercetransit.org](http://www.piercetransit.org) from your mobile device. Reports and payments submitted by the bookkeeper must be received at Pierce Transit by the tenth of the month (e.g., February revenue and January ridership are due in Pierce Transit's Vanpool office no later than February 10) to be considered on time. If reports and/or payments are not received by the deadline, the following applies:

- **First occurrence.** Warning letter to bookkeeper with a copy to the primary driver. A \$30 late fee is charged to the bookkeeper, and must be paid in the form of check, cashier's check, money order or cash. The bookkeeper must submit appropriate reports, revenue and late fee. If reports, revenue and late fee are not submitted, the bookkeeper is sent to collection and relieved of bookkeeping responsibilities, and the group must identify a new bookkeeper within five days or the vanpool may be disbanded.
- **Second occurrence.** Same as first occurrence above and Voyager Fuel Card PINs may be deactivated for all drivers, with no reimbursement for any cash expenses.
- **Third occurrence.** The bookkeeper is charged a \$30 late fee and relieved of bookkeeping responsibilities. The group must identify a new bookkeeper within five days or the vanpool may be disbanded. If reports, revenue and late fee are not submitted, the former bookkeeper is sent to collection.

## Removal of Bookkeeping Privileges

Accurate recordkeeping and payment of appropriate revenues is vital to the success of your vanpool. Bookkeepers must follow proper procedures in a timely manner to continue in that role. Pierce Transit reserves the right to refuse or revoke bookkeeping privileges at any time for any reason. On occasion, a bookkeeper may be removed for:

- Submitting monthly reports beyond the deadline three times in a 12-month period.
- Consistently calculating fares and/or expenses incorrectly.
- Submitting incorrect revenue.
- Failing to respond to Pierce Transit Vanpool staff requests.

## Ridership Roster

We recommend the primary driver or bookkeeper keep a roster of all participants in the group for communication purposes in the event of an emergency. Download the roster form at [piercetransit.org/vanpool-forms-resources/](https://www.piercetransit.org/vanpool-forms-resources/).

# ALL PARTICIPANTS

You spend hours every week traveling together in a relatively confined space. Collectively, you form a community – a cohesive group that supports the principles of vanpooling and consistently abides by the policies and procedures defining the program.

We expect participants to pay fares on time and be courteous, cooperative, and punctual. Before joining the vanpool, each participant signs the Vanpool Participant Agreement Acceptance form, which spells out responsibilities each participant's responsibilities, as well as that of Pierce Transit. The current Agreement is available at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/). Please know what your responsibilities are as vanpool participant. The vanpool bookkeeper collects and submits completed Agreement Acceptance Forms to Pierce Transit each time a new rider joins the group. Some of those responsibilities are summarized below.

## All Participant Responsibilities

- Complete and submit a Vanpool Participant Agreement Acceptance form before riding.
- Provide a copy of ORCA card if employer has a Passport agreement with Pierce Transit and pays some or all of the employee's vanpool fare.
- Pay the monthly vanpool fare before the first of each month, either online or to the vanpool bookkeeper.
- Abide by day-to-day operational rules established by the vanpool group and Pierce Transit.
- Be courteous, cooperative and punctual.
- Properly wear seatbelts at all times – no exceptions.
- Notify the primary driver in advance of anticipated non-use of the van.
- Notify the bookkeeper, in writing, at least five days before the beginning of the next month of planned termination.
- Help keep the van neat and clean.
- Help maintain ridership at maximum levels.
- Use pre-arranged alternate transportation when the van is not available.
- Lock the van when not in use.
- Use appropriate social behavior while riding on a Pierce Transit vanpool and when interacting with other vanpool participants or Pierce Transit employees. Fighting, throwing objects, pushing, shouting, spitting, rough behavior, and vulgar language are all prohibited.
- Maintain good personal hygiene and refrain from using perfumed products.

## Minimum Ridership

As a public agency, Pierce Transit cannot deny ridership to a new vanpool participant based on any discriminatory factor or simply because a vanpool group would prefer to have fewer members. It is critical that we maximize efficiency and make the most of our resources. Making good use of public funds and serving as many commuters as possible remain important goals of Pierce Transit and our vanpool program. Pierce Transit regularly reviews ridership of each vanpool to ensure that ridership requirements are being met.

We use the following guidelines to determine whether a van may be considered full:

- **7-passenger van:** Considered full with five total riders.
- **12-passenger van:** Considered full with ten total riders.
- **15-passenger van:** Considered full with thirteen total riders.

**A full van is defined by seats available.** For instance, a group of eight riders in a 12-passenger van must allow a ninth person to join, because the van is not considered full until there are ten total riders. No person should be put on a "waiting list" if there is a seat available on the van.

A group may not deny riding privileges to any individual who wants to join the vanpool, provided he can pay the fare and use the group's existing route and schedule, **unless** the group is considered full. We encourage you to increase ridership to the maximum level of each vehicle, and request a larger van if needed to accommodate more riders.

If the van is not full according to the guidelines above, and adding another rider would affect your ability to safely transport passengers, contact Pierce Transit. We will help determine whether the van is full, place the group into a larger van if possible, or help the potential vanpooler find a ride on a different van, in a carpool or on a bus. Please do not make this determination without consulting your vanpool coordinator.

It is our goal to strengthen vanpool groups by helping recruit committed riders who will use the service. Pierce Transit guidelines for minimum daily ridership levels are based on the total number of participants in the vanpool. We expect groups to ride at least 50% of the time.

Pierce Transit guidelines for minimum daily ridership levels are based on the number of fare-paying riders plus the primary driver. Vanpools with:

- 5 to 6 registered participants should have an average of three or more actual riders per day.
- 7 to 8 registered participants should have an average of four or more actual riders per day.
- 9 to 10 registered participants should have an average of five or more actual riders per day.
- 11 to 12 registered participants should have an average of six or more actual riders per day.
- 13 to 15 registered participants should have an average of seven or more actual riders per day.

If a vanpool group's average ridership does not meet these standards, Pierce Transit will contact the group's primary driver and bookkeeper. If a transportation coordinator at the worksite is available to assist with ridership, Pierce Transit will contact that person. We will make an effort to help the vanpool improve ridership to increase efficiency of the vanpool.

## Non-Discrimination

To reinforce state and federal laws and regulations, Pierce 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, sex, age, national origin, political or union affiliation, or the presence of any sensory, mental, or physical disability. The conduct of your vanpool may not be in any way contrary to applicable local ordinances, state and federal laws and regulations, specifically including but not limited to: Title VI of the Civil Rights Act of 1964; Title 46, Code of Federal Regulations, Part 21 - Nondiscrimination in Federally Assisted Programs of the Department of Transportation; Chapter 49.60 Revised Code of Washington - Law Against Discrimination; and the American with Disabilities Act of 1990.

This non-discrimination requirement applies to all current and potential participants. If the van has a seat available, you cannot deny an individual the opportunity to ride (within the minimum ridership guidelines; refer to the **Minimum Ridership** section).

## Participant Withdrawal

A rider may withdraw from the vanpool at any time. To be excused from the upcoming month's fare, he must provide the bookkeeper a completed Vanpool Participant Withdrawal form at least five days before the beginning of the next month. A rider who does not provide five days' written notice to the bookkeeper is responsible for the next month's fare. Unpaid fares will be sent to collection. The Vanpool Participant Withdrawal form is available on our website at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/).

## Participant Transfer

A rider may identify another Pierce Transit vanpool that can better serve his commute needs. If a rider chooses to transfer from one Pierce Transit vanpool to another, he must submit a completed withdrawal form and provide it to the bookkeeper of the group he is leaving. This form ensures that Pierce Transit vanpool coordinators can make the appropriate changes to group records.

## Returning Participants

We welcome returning riders! A returning rider must submit a completed Vanpool Participant Agreement Acceptance form to Pierce Transit. Returning participants who have outstanding debt must satisfy that obligation before riding.

Note: A returning rider who was previously a driver or bookkeeper is not automatically authorized to reassume these responsibilities upon return. Riders must reapply and be reapproved by Pierce Transit before resuming driving or bookkeeping responsibilities.

## Ridership Roster

It's a good idea to develop a roster listing the names, phone numbers, and email addresses of all riders. Update the roster as changes occur and provide the roster to all riders. With this information on hand, you can easily activate the **Alternate Transportation Plan** described in this manual. A Ridership Roster form is available on our website at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/).

## Suspension or Termination of Riding Privileges

Participating in a Pierce Transit vanpool is a privilege. Participants must follow Pierce Transit policies, group rules and Pierce Transit requests; doing so results in a safe ride for all. However, Pierce Transit recognizes that not all vanpool participants may be willing or able to fulfill these requirements, and Pierce Transit reserves the right to revoke riding privileges. Please refer to your Participant Agreement, this manual, and regulations RCW 8.52.025 and TMC 8.52.020 for actions that may result in warnings, suspension, or permanent removal from a Pierce Transit vanpool.

# OPERATIONAL GROUP RULES

A commuter vanpool is a cooperative investment involving the drivers, bookkeeper, riders, and Pierce Transit. Common operational rules benefit the group by addressing courtesy issues that help make vanpooling more enjoyable for all. Pierce Transit sets some rules; the group may set others.

## Pierce Transit Rules

The following rules can only be changed by Pierce Transit:

- **Vanpool Participant Agreement.** Please read it carefully; it contains most of Pierce Transit's rules, policies, and procedures. Each vanpool participant is expected to meet all requirements spelled out in the Vanpool Participant Agreement. The current Agreement can be downloaded from the Vanpool Forms and Resources page at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/).
- **Tobacco Use.** Pierce Transit disallows smoking, vaping and other use of tobacco products in any Pierce Transit vehicle and within 25 feet of Pierce Transit property, including vanpool vans.
- **Marijuana.** Vanpool participants may not possess prohibited substances, including marijuana, while on the van, nor be under the influence of marijuana while on the van. Marijuana is considered a banned substance by the federal government.
- **Alcohol.** Vanpool participants may not possess or be under the influence of alcohol while on the van.
- **Cell Phone.** Pierce Transit prohibits drivers from using cell phones, including wireless headsets (e.g., Bluetooth), while operating the vehicle. Please ask another participant to answer your phone if it rings while you are driving. Always pull over in a safe place before making or receiving a phone call.
- **Pets.** Pets are not permitted in the vanpool vehicle at any time, except for qualified service animals used by individuals with disabilities.
- **Route.** Pierce 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 Pierce 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 Pierce Transit, to the vanpool bookkeeper before the first of each month to retain their seats. Participants who have not given proper notice (at least five days before the following month) are responsible for the upcoming month's monthly fare.

## Vanpool Group Rules

The vanpool group must abide by all day-to-day operational rules as established by Pierce Transit. These rules can only be changed by Pierce Transit vanpool staff. However, additional group rules are allowed as long as they do not conflict with Pierce Transit's rules.

Group rules must be set by group consensus\*. If your group is having difficulty reaching a consensus, please contact your Pierce Transit vanpool coordinator for assistance – we are available to help you establish rules and put them in writing. Once group rules are established, document and distribute them to each participant. Provide Pierce Transit with a copy of your group rules and notify us of any changes.

\*Consensus is a decision-making process that works creatively to include all persons making the decision. Instead of simply voting for an item, and having the majority of the group get their way, the group is committed to finding solutions that best serves the group, which may not be the exact solution that each individual wanted. This method ensures that everyone's opinions, ideas and reservations are taken into account. In contrast to majority voting, consensus decision-making is about finding common ground and solutions that are acceptable to all.

Group rules must be applied consistently to all vanpool participants, and all participants must abide by them. If several participants wish to revisit any rule, a process must be set up to allow them to do so. Established rules can only be changed by group consensus or Pierce Transit.

Pierce Transit reserves the sole right to decide if any rule is proper and to add, adjust or eliminate a rule as needed. Vanpool groups must abide by Pierce Transit's decision in disputes arising out of any vanpool rules.

## Sample Group Rules

- **Seating Arrangement**

Sample rule: Seating will be arranged on a first come, first served basis.

Sample rule: Seating will be arranged according to needs of individual riders with full cooperation and agreement of all riders.

- **Radio**

Sample rule: The radio may be played softly but shall not be tuned to rock stations.

Sample rule: The radio will be tuned to KRPM on the way to the destination and to KPLU on the return trip.

- **Cell Phones**

Sample rule: Passengers may talk on their personal cell phone, as needed, for max of two minutes.

Sample rule: Passengers may use their phone to text only, so it is not disruptive to fellow riders or the driver.

- **Wait Time**

Sample rule: The van will wait no more than three minutes after the scheduled departure time. Set your watches in sync.

## Conflict Resolution

If a conflict arises, the group should attempt to resolve it as soon as possible. Assistance from Pierce Transit may be requested if you are unable to resolve the conflict.

## Tactics for Effective Conflict Resolution

- Identify and specifically state the source of the conflict.
- Assume the conflict is situation-bound and temporary, rather than personality-bound and lasting.
- Present the issues one at a time.
- Use effective complaints and criticisms.
- Avoid negative language, yelling, and a generally harsh manner.
- State the desired change in a direct manner.
- Focus on specific behavior.
- 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 demands action, or 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

You will notice that driving the van is very different from driving a car. The increased height, length, and weight of a van require you to be especially careful to ensure the safety 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 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.

We have maintained an excellent accident record, with no serious injuries, since the program began. We applaud our current drivers!

## Height, Length, and Width Restrictions

Refer to the Owner's Manual or contact Pierce Transit for vanpool vehicle clearance information, and always carefully observe the height, length and width restrictions on the van. The increased size of the van reduces the driver's visibility, and the van is heavier and may have a slightly more unstable rear end than you are used to. Be aware of the height restrictions in car washes and parking garages. If in doubt, don't enter.

## How Should You Compensate For...?

### The larger blind spots in the van?

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

### The van's heavier weight?

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

### The greater height of the van?

*Answer: Keep both hands on the wheel. Keep a cushion of safety around the van so you don't drift into another vehicle. Anticipate that wind may "move" the van when exiting a tunnel.*

### The van's higher center of gravity?

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

## Blind Spots

Avoid driving in other drivers' blind spots. Many drivers fail to look over their shoulder when changing lanes. If you cannot see the other driver's rearview mirror, you are probably in his 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, adjusting the radio, looking at scenery or traffic, as well as passenger and child distractions.

Pierce Transit prohibits smoking and using cell phones at all times while driving our vehicles, so that helps eliminate two distractions! 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 the 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 the 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 the van has completely cleared so you can back up, adjust the angle of the van and proceed, or proceed straight without backing if no objects are in your path.

## Backing

Avoid backing whenever possible. The 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. Contacting a fixed object is considered a preventable accident, and could affect your continuing eligibility as a driver.

## 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.
- Slow down in inclement weather and whenever visibility is limited.
- Prevent hydroplaning by slowing down when the pavement is wet. (Hydroplaning can occur at speeds as low 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 driving conditions are ideal. Reduce your speed when conditions are less than ideal.

## Merging

**When merging into traffic, remember to:**

- Reduce or increase your speed to create space around you.
- Maintain at least a four-second following distance.
- Allow for increased acceleration time.
- Look for a large gap in traffic so you can enter highway traffic smoothly.
- Signal your intentions early, at least 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

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 a van, and rarely puts the driver in a safe position.

## Scanning

The van has three mirrors: An interior rearview mirror, and two exterior side mirrors. Check your 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, and a crosswalk is not present, 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. If a crosswalk is present and a pedestrian is in the crosswalk, a driver must legally stop and let the pedestrian cross.

## Parking and Securing the 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). Pierce 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 repair, broken windows or windshields, electrical damage, tire repair or replacement, and all stolen Agency property.

### Take the following precautions:

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

## Stopping and Following Distances

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

- The van weighs over 9,000 pounds and takes longer to stop than a car.
- Allow at least **four** seconds' following distance between the van and the vehicle in front of you in ideal conditions.
- The factors that make up your stopping distance: 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, the 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. Washington State has a very strict law regarding seatbelts, and the statistics are clear: Motorists who use seatbelts significantly decrease their chances of serious injury or death in an automobile accident. As a driver, you are responsible for ensuring that everyone in the van has a seatbelt available and uses it before you start driving. You should:

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

## Loading and Unloading Riders

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

- Never wave riders or other pedestrians 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.
- Ensure the passenger door is closed.
- After unloading, wait for riders to get to their cars, if possible.

# MAINTENANCE

Driver responsibilities include promptly bringing the van to Pierce Transit for service (within two business days of request). We expect drivers to also become familiar with the vehicle owner's guide and notify Pierce Transit when the van is experiencing mechanical or safety issues. Safety of persons on Pierce Transit property is gravely important. For this reason, a safety vest is standard issue with each van for the vanpool driver to wear and be seen when swapping vans. Signage on our gates state that safety vest must be worn while in our gated lots.

## Routine Servicing

We service our fleet at 5,000-mile/five-month intervals to keep the vans in good running order. Pierce Transit will notify you when your van is due for service.

## Scheduling Procedure

When contacted, please inform us of any concerns you have regarding the safety or mechanical reliability of the vehicle. We will reserve a spare van for you and provide instructions for swapping. When you drop off the van, please leave a note on the driver's seat listing concerns you'd like our Maintenance team to address. You'll find comment forms in the locked key box in the Training Center lobby.

Please bring your van in for service within two business days of being contacted by Pierce Transit. 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 Vans for Service

Spare vanpool keys are located in a secured box in the Training Center lobby. We provide van swap instructions and the lockbox code when we call you in for service. A locked drop box, for paperwork and monthly reports to be delivered, is also found in the Training Center lobby.

Record mileage from the odometer when picking up and returning vans. Your bookkeeper will need this information. Remember to transfer personal items and your parking pass, if any, as well.

If you arrive on Pierce Transit property outside of normal business hours and you have an emergency, call 253.581.8000 and select 3 for Vanpool, then 1 for emergency. If a Pierce Transit employee asks you for identification, please present your driver license and identify yourself as a vanpool participant.

## Vanpool Vehicle Reassignment

Pierce Transit places groups in vans most appropriate for the group's size, as long as the appropriate size vehicle is available. Pierce Transit vanpool coordinators determine if a van exchange is necessary or appropriate after reviewing vanpool ridership, and arrange any van exchanges with an authorized vanpool driver of the group. These reassignments are done at Pierce Transit. In managing our resources, Pierce Transit may determine that a van exchange is necessary for the following reasons:

### Upsize

A van upsize may occur when a vanpool's ridership warrants a larger van. For example, if a group in a 12-passenger van with ten regular riders recruits another rider, Pierce Transit may determine that a 15-passenger vehicle is warranted. It may also determine that upsizing is not warranted, based on irregular ridership. Vanpool coordinators will attempt to place new riders in existing vanpools before starting new vanpool groups.

**Downsize**

Pierce Transit will work with the vanpool group to recruit riders for the vanpool to ensure maximum ridership on each vanpool. A vanpool coordinator may find it necessary to move a vanpool group into a smaller van after attempts to fill the van are unsuccessful or even while recruiting additional riders.

**Surplus**

Pierce Transit typically replaces each vanpool vehicle after seven years. If a current vanpool group is in a van that is scheduled for surplus, the group is moved to a different van.

**Mileage Equalization**

Pierce Transit must ensure efficient use of our resources. One method Pierce 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.

**Tire Servicing**

Tire pressure information is located inside the driver's door and on the tire, and should be referenced in the vehicle owner's manual. It is the driver's responsibility to ensure proper tire pressures are maintained. During scheduled maintenance, tires are checked for proper pressure and abnormal wear patterns that may indicate other problems.

In an emergency, you may have a tire repaired at any tire-servicing facility. If the Voyager 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 Pierce Transit. Do not purchase a tire from another facility.

**Tire Chains**

Pierce Transit provides a set of tire chains with each vanpool vehicle. In the fall, please check your chains to ensure there are no missing links and that the provided chains still fit your assigned vehicle. Tire size and condition may alter the way chains fit.

The consensus of many tire experts is that good radial or all-weather tires, such as those installed on the van, provide traction on all four tires that is equal to or greater than the customary two snow tires and two highway tires. Pierce Transit mechanics agree, so Pierce Transit does not provide snow tires for its vanpool vehicles.

Please use good judgment when determining whether road conditions permit operation of the van. Don't operate the van if you do not feel it is safe to do so. Notify your riders that an alternate transportation plan will be needed for that day. However, if you determine that you can safely operate the van but conditions require chains, use them. Safe operation of the van and safe delivery of vanpool participants is number one priority.

**Installing Tire Chains**

- Park on secure ground and set the hand or emergency brake.
- Drape chain over tire so that end hooks are toward front of vehicle and first cross member almost touches the ground.
- Make sure the smooth side of cross member connectors is against the tire; otherwise, sharp edges may cause tire damage.
- Reach behind the tire and pick up end with bushings for inside connection.
- Connect with hook facing away from tire, usually placing inside on third bushing.
- Using both hands, grasp side cables and pull to remove slack.
- Connect outside cable in the same way as inside cable.
- Ensure that the end hook faces away from the tire and that cables are not twisted.

- Insert any leftover cable into metal clip(s).
- Adjustment should be the same or not more than one bushing (notch) difference on the inside and outside connection.
- Do not use chain-tightening devices.
- Drive about one quarter mile, then stop and hand-tighten the chains.
- Adjust the lock mechanism and adjusters by a link or two for each tire.

Always drive slowly and cautiously when chains are installed; do not drive with chains on dry pavement for any length of time. Such driving may severely damage the tires and may cause the chains to break, damaging the van. Never drive chained vehicles over 25 mph. If the chains break, please call the Vanpool Emergency phone at 253.581.8000. If the chains become loose, stop the vehicle in a safe area to securely fasten them.

After use, clean and spray the chains with an all-purpose lubricant so they remain in good working condition, and return them to their original container. An all-purpose lubricant for tire chains is an approved expense. Use your Voyager card to pay for the chains or submit a receipt for reimbursement.

## 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 provide your vanpool bookkeeper with the receipt for such expenses. Your bookkeeper will deduct the expense from the revenue owed Pierce Transit at the beginning of the next month. Pierce Transit must pre-approve expenditures of \$50 or more. Use the Voyager card for approved vanpool-related purchases whenever possible.

## Fueling

Make a reasonable attempt to locate the least expensive gasoline station convenient to your 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, as using an octane greater than 87 will cause incomplete combustion and buildup of carbon on the valves and pistons. Pay for fuel with the Voyager card, which is accepted at all major gasoline stations except ARCO, Safeway, Fred Meyer, and Costco (see **Voyager Fleet Card** section). When fueling, use your assigned Personal ID (PIN) and always enter the correct mileage from the odometer.

## Cleaning - Primary Van

Clean the van's interior and exterior at least once every two weeks. Pierce Transit staff regularly checks the condition of the vehicles, and will follow up with a group whose van is excessively dirty. We allow up to \$30 a month charged on the Voyager card for van cleaning. Note: many of our vans require a clearance that cannot be accommodated at some locations. Check the vehicle owner's manual and the wash facility for height and width restrictions before attempting to enter the vehicle wash. Always enter all vehicle washes with caution.

Please refer to the **Expenses** section for handling out-of-pocket purchases if you use a vendor that does not accept the Voyager card.

## Cleaning - Spare Van

Please help keep our spare vans clean. Report excessive uncleanliness to Pierce Transit.

# VEHICLE INSPECTION

Inspections are an important part of your vehicle maintenance routine. By performing daily pre-trip inspections, you are taking preventive measures to help avoid a breakdown. A safe and reliable vehicle is as important as a safe and reliable driver. As outlined in the Vanpool Participant Agreement, drivers are responsible for performing pre-trip inspections, as well as weekly and monthly inspections according to the Essential Functions checklist in the Vanpool Driver Guidelines packet available at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/).

**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 maintenance issues or damage you discover, no matter how minor, to Pierce Transit within 24 hours of discovering it – or sooner, if possible.

## Low Oil

Remember to check the van's oil level weekly. This requirement is **extremely** important since severe, costly engine damage can occur when oil levels drop. The cost to replace an engine damaged from running low on oil is extremely high. Drivers are responsible for damage occurring to their assigned van caused by allowing the oil level to drop below the add mark.

All vans are equipped with two quarts of oil, located in the back of the vehicle. If the oil level registers one quart low, simply add enough to fill. Please do not "top it off." Do not save the containers. New containers will be provided at next service.

We maintain a list of 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 Pierce Transit driver. If you have any questions about this policy, please contact a Pierce Transit vanpool coordinator.

## Van Inspection - Daily

### EXTERIOR

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

### INTERIOR

- Is the interior of the 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.)

### 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?
- Is everyone properly buckled up at all times while you're operating the vehicle?

## **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?

## **Van Inspection - Weekly**

### **OIL LEVEL. 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 low, add oil from containers found in the rear of the van.

### **COOLANT/ANTIFREEZE LEVEL**

- Is the level between the minimum (when cold) and maximum (when hot) indicator on the surge tank? If low, advise Pierce Transit.
- If **no** coolant is visible in the reservoir, call Pierce Transit immediately for instructions. Do not drive.

### **TIRES**

- Are there signs of insufficient tire pressure, damage (cuts, bulges, exposed ply or cord) or uneven wear?

### **WIPERS**

- Are the blades worn or stiff?
- Are the wiper arms tight against the windshield?

## **Van Inspection - Monthly**

### **WINDSHIELD FLUID LEVEL**

- Is the fluid container at least half full? If low, advise Pierce Transit.

### **TRANSMISSION FLUID LEVEL**

- Check level according to Owner's Manual. If low, advise Pierce Transit.

**BRAKE FLUID LEVEL**

- Is the fluid between the minimum and maximum fill lines? If low, advise Pierce Transit.

**BELTS AND HOSES**

- Are the belts' tensions tight?
- Do you see cracks or holes in hoses?

**BATTERY**

- Is the cable tightly attached to the terminals?
- Are the cables and terminals free of corrosion?

**AIR SYSTEM**

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

# EMERGENCIES

Preparedness is important when vanpooling, as an unexpected incident may temporarily delay or halt your vanpool's operation. Pierce 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.

Emergency support is available 24 hours a day, seven days a week for accidents, breakdowns, vandalism to the vanpool vehicle, or safety-related issues that cannot wait until the next business day.

**In case of emergency, call 253.581.8000 and select Vanpool (option 3), then Vanpool Emergency (option 1).**

**Emergencies do not include a flat tire, locking the keys in the van, or running out of gas.**

## Accident

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

- Pull the van over in a safe location.
- Put on a Pierce Transit safety vest, which is an inventoried item in each vehicle.
- Determine whether injuries have been sustained and obtain medical assistance for the injured. Call 911.
- When safety permits, stay with the van.
- Take necessary precautions to protect the scene of the accident from further incidents. Exercise good judgment in determining whether passengers should remain in the van or move to a safer location.
- Do not discuss the accident except with law enforcement officers or a Pierce Transit representative.
- Take pictures of the damaged vehicles and accident scene with a digital camera or your phone, if available.
- Ask witnesses, including vanpool passengers, to complete the courtesy cards enclosed in the Accident Kit.
- Refer all requests for information from anyone (other than Pierce Transit representative or law enforcement) to Pierce Transit's Risk Management Division at 253.581.8087.
- Call Pierce Transit within 24 hours to report the accident.
- Call Pierce Transit's emergency line at 253.581.8000 if van is not drivable. Emergency support will coordinate roadside assistance for emergencies that require towing.

### Emergency Equipment

All vans are equipped with a **fire extinguisher, reflective triangles, first aid kit, flashlight, and an accident kit.**

### Placement of Triangles

- On a freeway or divided highway, place triangles ten feet behind, 100 feet behind, and 200 feet behind the disabled vehicle.
- On two-way roadways, place triangles ten feet behind the disabled vehicle on the traffic side of the vehicle, 100 feet behind the vehicle, and 100 feet in front of the vehicle.
- Near a hill, curve or other obstruction, a triangle may be placed farther from the vehicle than indicated above, but in no case should it be placed more than 500 feet from the disabled vehicle.

### How to Take Accident Photographs

Using your phone or digital camera if one is available:

- Photograph all four sides of the van. Capture van number and license plate in at least one photo.
- Photograph all four sides of other vehicle(s) or objects involved in the accident.

- Photograph all four sides of the accident scene – turn your back to the van and photograph the surrounding signs and intersections.
- Photograph actual damage to any vehicle or object.
- **Do not photograph individuals.**

### Accident Reporting Procedures

Each van is equipped with an accident kit that includes instructions, courtesy cards, a Pierce Transit Vanpool Traffic Collision Report, a postage-paid envelope, and a Washington State Vehicle Collision report form. These forms are also available online at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/) under Accident Kit.

The driver at the time of the accident completes and submits the following:

Within 24 hours of the accident, to Pierce Transit:

- Completed Pierce Transit Vanpool Traffic Collision Report
- Case number if police arrived at scene
- Copy of the completed State of Washington Vehicle Collision Report, if damage exceeds \$1000 or a vanpool coordinator has asked you to complete one
- Email digital pictures if available
- Courtesy cards or information collected from passengers, witnesses, or driver(s) of other vehicle(s)

Within four days of the accident, to State of Washington:

- If the collision results in an injury, death, or property damage of \$1000 or more to one person's property, and a report was not made by a law enforcement officer, you must complete a Washington State Collision Report form within four days. To obtain a report form, go to any Washington State Patrol office, download from their website, [wsp.wa.gov/publications/forms/345-161\\_Motor\\_Vehicle\\_Collision\\_report\\_web%20empowered.pdf](http://wsp.wa.gov/publications/forms/345-161_Motor_Vehicle_Collision_report_web%20empowered.pdf) or call 360-570-2355.

### Breakdown or Mechanical Issue

An inoperable van or a mechanical issue that leaves the driver uncomfortable driving the van is considered an emergency. If the van develops a mechanical problem, call the vanpool emergency line (253.581.8000, option 3, then option 1) for instructions. Please **do not** call a tow truck unless we instruct you to do so.

### Vandalism

Vandalism can occur while the van is parked, day or night, at your home or at work. Drivers always conduct a pre-trip inspection and walk-around the vehicle checking for anything out of the ordinary. Check for gas cap, leaking fuel, broken window, tires, etc. If you suspect the vanpool vehicle has been tampered with, or items are missing from outside or inside the van, report it to local authorities, and to Pierce Transit.

We will take a statement from you and advise you as to the next steps, depending on the observed problem(s).

### Public Emergency

In case of a public emergency such as a natural disaster or Homeland Security alert, Pierce Transit reserves the right to recall, restrict or reassign all Pierce Transit vehicles, including commuter vanpool vans. Any such decision will be dictated by the situation, and the priority will always be customer safety. If Pierce Transit decides to recall, restrict, or reassign your vanpool vehicle, operational costs related to that decision will not be charged to your group.

If Pierce Transit exercises its right to restrict usage of its vanpool vehicles and a group fails to adhere to the restriction, any cost incurred is the driver's responsibility.

# NON-EMERGENCY SITUATIONS

The following issues may disrupt your daily commute. Vanpool groups handle these situations on their own, as Pierce Transit does not make road calls for tires, keys, or fuel issues.

## Running Out of Fuel

Pierce Transit staff will not bring fuel to the van. Please check the fuel gauge daily to ensure 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.

## Lost or Unavailable Keys

Pierce Transit will not travel to deliver keys or unlock doors. Locksmith charges are at the driver's expense. Keys and remotes are normally issued directly to the primary driver, who takes responsibility for their whereabouts. The primary driver may distribute keys to backup drivers. All keys must be returned to Pierce Transit when the group folds or when for the group is assigned a different van. Pierce Transit invoices drivers for lost or missing keys and remotes. The invoice amount varies, based on the type of vehicle. Many keys contain transponder chips and we are limited to the number of keys we can issue per vehicle. All keys must be cut and programmed at our facility. Please do not attempt to have any key duplicated on your own.

## Flat Tire

Regularly checking your tires to ensure proper pressure, proper tread depth and absence of foreign objects will help you avoid unexpected problems. Each Pierce Transit vanpool vehicle contains a regulation-size spare tire that matches those on the van.

In case of a flat tire, pull over in a safe place as soon as possible. Avoid driving on a flat tire any longer than necessary. Driving on a flat tire usually results in irreparable damage to the tire and unnecessary expense that may be charged to the driver.

### If you have a flat tire while driving...

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

The vanpool group is responsible for changing the tire. If you wish, you may call a roadside service such as AAA, if one of the vanpool participants is a member of such a service with coverage extended to a van.

In the van, you will find step-by-step instructions in the How to Change a Flat Tire booklet. After changing the tire, contact Pierce Transit. We'll arrange for you to bring the vehicle in for the flat tire to be fixed or replaced. Do not purchase a new tire.

### Repairing the flat tire...

- Bring it to Pierce Transit. We'll repair or replace it. Or take the tire to a Les Schwab store. They'll repair it if able. Use your Voyager card to pay for it.
- **Do NOT purchase a new tire! If the tire is beyond repair, return it to Pierce Transit for a replacement.**

## Alternate Transportation Plan

A vanpool group's Alternate Transportation Plan is a backup plan the group implements when the vanpool does not operate on a given day. Vanpool drivers are responsible for deciding whether to operate the vanpool vehicle based on route, road conditions, experience, and any other pertinent factors.

### **Each vanpool group should develop an Alternate Transportation Plan to implement when:**

- The van becomes inoperable due to mechanical issues and a spare van is not available.
- Available vanpool drivers are not comfortable operating the van in inclement weather.
- No approved driver is available on a given day.

Once a driver decides to implement the group's Alternate Transportation Plan, he is responsible for advising the other participants in the group, using the group's Ridership Roster form. The Ridership Roster form lists the names, contact numbers and email addresses (both home and work) of all riders. Download the Ridership Roster from our website at [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/) or create your own.

Please be sure to provide a copy of your vanpool group's Alternate Transportation Plan and Ridership Roster to each participant in your group. If you'd like help developing your Alternate Transportation Plan, please contact your Pierce Transit vanpool coordinator.

# FARES

Pierce Transit's vanpool program recovers most of its operating costs through customer fares, including fuel, maintenance, administration, and insurance costs. We review fares annually and implement changes as needed. We provide the most current fare charts for your use, available in hard copy and posted on our website at [piercetransit.org/vanpool-fares/](http://piercetransit.org/vanpool-fares/). Bookkeepers estimate the average round trip miles the van group will use each month, and charge fares accordingly. If payment and van usage do not match, we'll ask you to use a different fare category moving forward.

We base fares on the average monthly commute days in a year. We do not adjust monthly fares for a month with more or fewer commute days. A fare adjustment is also not permitted when a van is parked because a driver is not available to transport your vanpool group.

Bookkeepers are not permitted to charge a fare different than the Pierce Transit established fare. Pierce Transit provides you with the most current fare sheets and answers any questions you have.

Primary drivers are not charged a monthly fare as long as there are five monthly paying riders. If there are only four monthly riders and the primary driver is the fifth participant, he is charged a monthly fare, as a minimum of five fares are required for vanpool operation.

Drivers are not permitted to accept tips for driving.

The vanpool bookkeeper quotes monthly fares to riders using the Fare Chart, (based on roundtrip commute miles and number of riders) before the end of the month, and normally around the 25<sup>th</sup> of the month. Vanpool fares are due to the bookkeeper, or to Pierce Transit if paying online, BEFORE the first day of each month (for the upcoming month). Example: Bookkeeper quotes April fares around March 25, and fares for April are due before April 1.

Some employers subsidize vanpooler's fares with an ORCA Business Passport Agreement (issuing ORCA card for this purpose), employer issued debit cards for online payments, or with WageWorks Direct Pay, all of which exchange hands between the payer and Pierce Transit, and the bookkeeper does not "collect" negotiable items (paper if you will). Other acceptable payment types, which the bookkeeper does collect, include: checks, money orders, vouchers and cashier's checks payable to Pierce Transit. Vanpoolers who must pay cash gets a receipt from the bookkeeper, who deposits the cash into his or her account, and writes a check in its place, noting who the payment is for in for line of the check. **Cash can get lost in the mail and delivery process and is highly discouraged.**

The bookkeeper submits payments with the Monthly Vanpool Fare & Payment Calculation and Monthly Ridership & Mileage Calculation reports by the 10<sup>th</sup> of the month. If a rider must pay cash for his fare, bookkeepers write a receipt to the vanpooler, deposits the cash in his or her account, and writes a check to Pierce Transit in its place. **Reports and payments must be mailed in time to reach Pierce Transit by the 10<sup>th</sup>.** Reports may also be hand-delivered 24/7 to Pierce Transit's Training Center at 3720 96<sup>th</sup> Street SW, Lakewood, WA, 98499, placed in the locked drop box in the Training Center's lobby. If bringing these in outside of business hours, the Vanpool Gate Pass is needed to access our lobby. Please clearly write "VANPOOL" and your group ID number (GIN) or van number on the envelope. Be sure to keep copies of both reports for your records.

## Monthly Fares

Vanpool fares are collected from monthly and daily riders. The bookkeeper is responsible for collecting correct monthly fares from each vanpool participant **before the first day of the month**, and daily fares each day that a new rider uses your vanpool. The daily rate charged is the same whether the trip is one-way or round trip. The bookkeeper also receives any payments from approved drivers for personal use of the van. Cash is discouraged. However if you must

pay by cash, your bookkeeper will issue a receipt to each rider who pays his fare with cash or to any rider who requests one.

Fares are based on your vanpool's daily roundtrip commute miles and the number of monthly riders expected on the first of each month. Our standard fare is based on a five-day work week. We also provide fares for non-standard work weeks (e.g., 4/10s). Your monthly fare reserves your seat for the entire month. Participants who join or leave the vanpool mid-month (having given five days' notice before start of the month if you are leaving) may pay the daily rate for the number of days he actually rides or the monthly rate, whichever is less. Please make sure that new riders are aware of these fares if they join mid-month. Note: If a monthly rider withdraws from the vanpool and is not replaced, vanpool fares normally increase, or if the group picks up additional riders, individual fares normally decrease. Always refer to the Commuter Vanpool Fares chart before quoting fares.

## Returned Checks

All participants who submit a check that returned by the bank as unpaid (NSF, account closed, etc.) will be required to remit payment for the returned check as well as the bank's current returned check service charge. Failure to make restitution by the deadline will result in immediate revocation of riding privileges, and the participant will be sent to collections.

- **First Offense.** In the event a vanpool participant submits an NSF or "uncollectible" check, Pierce Transit 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, 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, he will be placed on a one-year suspension from writing personal checks and will be required to submit the monthly fare payment in the form of cash, cashier's check, or money order for a 12-month period.
- **Third Offense.** If, after the one-year period is completed, the same individual submits a third NSF check, personal checks will no longer be accepted from the individual. All future payments on any Pierce Transit vanpool must be made in the form of cash, cashier's check, or money order.

## Daily Riders

When space permits, your vanpool may carry daily riders (**all** riders must complete and sign the Vanpool Participant Agreement Acceptance form). Fares collected from daily riders are recorded on your Ridership and Mileage Calculation report and paid to Pierce Transit along with monthly fares. Occasional fares from daily riders do not change the monthly fares regular riders pay.

Being a daily rider is a temporary situation for:

1. New riders joining after the first of the month. They become monthly riders at the beginning of the next month, or discontinue riding. Or,
2. Monthly riders who are leaving the van mid-month and have provided proper notice to the bookkeeper.

## Shared Riders

You may experience a change in work schedule that prevents you from riding both to and from work on the same vanpool. In this situation, you may pay a monthly fare on one van and request to ride occasionally or regularly on a second Pierce Transit vanpool, in essence becoming a "shared rider."

Other reasons you may wish to ride on more than one van:

- You work overtime and are unable to catch your regularly assigned van, but your schedule does allow you to ride home with another group that stays later.
- As a driver, you choose to help another group by driving occasionally for that group.

If you are a monthly rider, your monthly fare entitles you to ride on any van in our fleet. If you wish to ride on more than one van either occasionally or regularly, you must abide by Pierce Transit's policy for doing so:

1. As a shared rider, you pay a monthly fare on your primary van.<sup>1</sup> This monthly fare entitles you to a reserved seat on that van.
2. You may also ride on any other van in our fleet as your secondary van,<sup>2</sup> as long as there is room (see **Minimum Ridership** section). You must be able to use the existing route/schedule of the secondary van.
3. Before riding the secondary van, advise the secondary van's bookkeeper and/or public contact of your intent to become a shared rider.
4. The secondary van's bookkeeper will let you know whether there is room on the van according to Pierce Transit's Minimum Ridership requirements. Seating priority on all vans will be given as follows:
  - a. Monthly riders
  - b. Shared rider(s)
  - c. Rider(s) not paying a fare (using Free to Go or other incentive)
5. If the secondary van is full according to Pierce Transit's Minimum Ridership Requirements, you must find alternate transportation.

## Paying Two Fares

You may find it in your best interest to pay two fares to reserve a daily roundtrip seat on two separate vans. This practice is at your discretion as a shared rider and typically occurs when one or both vans are nearly full. If you wish to pay two fares, please inform the bookkeepers of both vanpool groups, so they both know to list you as a monthly rider and collect a monthly fare from you.

## Paying One Fare

If, as a shared rider, you do NOT wish to reserve a seat on two vans by paying two monthly fares, you will remain a monthly rider on your primary van and will ride your secondary van on a space-available basis only (see **Minimum Ridership** section). Your seat on the secondary van is not reserved.<sup>3</sup>

## Minimum Fares Collected

Absolute minimum ridership on any vanpool is five active monthly riders, with each person (including the driver if necessary) paying a monthly fare. If your ridership level falls below five, your group will be allowed one month to bring ridership up to five before Pierce Transit folds your vanpool and recommends that your group start carpooling. If ridership falls below five paying passengers, your group must still pay the total rate based on five riders. For example, if the five-passenger fare is \$50 each and your group drops to four paying passengers, each rider would pay \$62.50 ( $\$50 \times 5$  (*minimum ridership requirement*)  $\div$  4 (*actual ridership level*) = \$62.50).

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<sup>1</sup> Primary van: The van you were a monthly rider on immediately before entering into a shared rider status. If you are a new rider, your primary van is the van you commute to work on. Pierce Transit retains the sole right to decide whether to change a participant's primary van.

<sup>2</sup> Secondary van: The van you ride occasionally or regularly, but do not usually pay a monthly fare on.

<sup>3</sup> If a prospective new monthly rider wants to take the last available monthly seat on the secondary van, you, as the shared rider, have first choice to pay a monthly fare on both vans to reserve your seat. If you choose not to pay on both vans, the prospective new monthly rider may pay a monthly fare and become a member of the vanpool. You may continue to ride the secondary van on a space available basis; if the van is "full" (as defined in the **Minimum Ridership** section of this manual) on a given day, you must find alternate transportation.

# TOLLS

*Good To Go!* is the electronic toll collection system used by the Washington State Department of Transportation (WSDOT) on all current and future toll projects in the state. Tolls are electronically deducted from the *Good To Go!* account via an affixed transponder as the customer passes through an electronic toll collection location. The Transportation Commission is designated in law as the State Tolling Authority and sets toll rates for all state highways and bridges. Visit [wsdot.wa.gov/goodtogo](http://wsdot.wa.gov/goodtogo) for more information.

Transponders are installed in all of our vans and are part of the van's vehicle inventory. Vanpool drivers should notify your Pierce Transit vanpool coordinator with any questions about the transponder.



## Tacoma Narrows Bridge

Vanpools are charged tolls when crossing the Tacoma Narrows Bridge (TNB). Groups crossing the bridge need to have the transponder securely affixed and readable, i.e. not shielded so that Pierce Transit can be appropriately invoiced.

Groups that commute across the TNB prepay Pierce Transit for the monthly toll, along with monthly vanpool fares. The amount collected from vanpoolers is based on the average number of commute days for the group's work schedule. The monthly toll amount is provided on the fare chart, at [piercetransit.org/vanpool-fares/](http://piercetransit.org/vanpool-fares/). Toll amounts are subject to change as they are established by the Transportation Commission.

Drivers who cross the TNB for personal use record the toll cost along with mileage accrued on the Personal Use Mileage form, and pay Pierce Transit along with fares the next month.

## Other Tolling Corridors

The SR 520 Bridge, SR 167 HOT Lanes and I-405 Express Toll lanes are dynamically priced and can change based on congestion. Toll rates are posted at each access point and drivers are only charged once - at the toll amount displayed when the vehicle enters the lane.

According to WSDOT, registered vanpools are exempt from tolls when commuting on the SR 520 Bridge. Vanpools commuting on SR 167 HOT lanes also drive toll-free. In addition, registered vanpools drive toll-free in the I-405 Express Toll Lanes with a pre-paid account and pass, which Pierce Transit has set up.

Drivers using the SR 520 Bridge, SR 167 HOT lanes and I-405 Express Toll lanes for personal use record the toll cost along with mileage accrued for personal use on the Personal Use Mileage form and pay Pierce Transit along with fares the next month.

## Future Tolling Plans

You can visit the Washington State Department of Transportation's [future tolling planning](#) page for a complete list of corridors under tolling consideration.

# FARE PAYMENT TYPES

Pierce Transit accepts many forms of payment, detailed below. If you have any questions about the information below, please ask your Pierce Transit vanpool coordinator.

## Debit and Credit Card

Vanpoolers can make online payments directly to Pierce Transit using a debit or credit card with the VISA or MasterCard logo at [piercetransit.org/pay-for-fare](http://piercetransit.org/pay-for-fare), or pay by phone by logging on to [www.piercetransit.org](http://www.piercetransit.org) from your mobile device. The payer must provide the four digit Group Identification Number, as well as the four digit van number. The vanpool bookkeeper or your Pierce Transit vanpool coordinator can provide this information.

Both employer-issued cards and personal cards are acceptable. When completing the transaction please enter the correct billing address for whichever card is being used. If using an employer-issued card, ensure you know the restrictions such as card funding dates and spending deadlines.

Riders paying with debit or credit card should forward their payment confirmation to their bookkeeper so he knows the payment was made, and the amount. Payments are due before the first of each month.

## Personal Check

Vanpoolers may make vanpool payments with a personal check provided it is imprinted with the customer's name and address. Checks must be made payable to Pierce Transit.

Participants whose check is returned by the bank as unpaid (NSF, account closed, etc.) will be required to remit payment for the returned check as well as the bank's current returned check service charge. Failure to make restitution by the deadline will result in immediate revocation of riding privileges, and the participant will be sent to collections.

## Money Order, Cashier's Checks

Vanpoolers may pay fares with bank-issued negotiable items, such as money orders or cashier's checks, made payable to Pierce Transit.

## Vouchers

Pierce Transit accepts WageWorks vouchers payable to Pierce Transit. Other acceptable vouchers include TranBen, and Commuter Check, payable to "Transit Authorities, Transit Vendors, and Transit Providers Only".

## Direct Deposit

Pierce Transit accepts direct deposits such as WageWorks Direct Pay and other Automated Clearing House (electronic deposits) from employers. Deposit and payment details are provided to us in advance, allowing us to properly post payments. Direct Deposits must be set up in advance with our accounting office. In the case of Direct Pay, vanpool coordinators provide payment details to the bookkeepers.

## ORCA Passport

Employers that enter into an ORCA All Area or Business Passport contract that includes vanpool, subsidize a pre-determined amount toward employees' vanpool fares. The vanpooler must present clear and legible copy of the employer-issued ORCA card to the group's bookkeeper for submittal to Pierce Transit when joining a vanpool, or any time a new card is issued. The rider is responsible for any fare amount exceeding the amount subsidized.

## Draw Down

A small number of employers established a Draw Down Agreement with Pierce Transit, allowing Pierce Transit to draw down from monies deposited to subsidize their employees' fares.

## Cash

Pierce Transit highly discourages cash payments. If lost in the mail, they must be replaced by the vanpooler. In addition, cash payments require special handling for deposit. Vanpoolers who must pay cash should get a receipt from the bookkeeper, who deposits the cash into his account and writes a check payable to Pierce Transit in its place, noting on the check that the payment is for.

## EXPENSES

Fuel and vehicle washes are the most common vanpool expenses and are paid for using the Voyager card (see **Voyager Fleet Card** section). Occasionally, a vanpool driver may need to cover an expense out of pocket. Qualified expenses typically include safety- and cleaning-related items (e.g., headlights, wiper blades, fuses, de-icer, window cleaner, etc.).

A receipt is required for any out-of-pocket expense, and the purchase amount is deducted from the next month's vanpool fare. If the purchaser is fully subsidized and pays no fare, reimbursement is made via a check from our Accounting office.

Provide receipts for approved out-of-pocket purchases to your bookkeeper, as all purchases **not** made with the Voyager card must be included on the monthly report completed by your bookkeeper. Include the name of the driver who incurred the out-of-pocket expense. If you lose or misplace a receipt, your vanpool coordinator will provide you with an Affidavit of Lost Receipt to be completed and submitted in lieu of lost receipt. Pierce Transit must pre-approve expenditures in excess of \$50.

### Fuel Purchases

Use the Voyager Fleet Card to purchase fuel for the van. You do not need to submit receipts for qualified purchases made with the Voyager Fleet Card. You may purchase fuel out of pocket if your Voyager card doesn't work, the PIN doesn't work, or you mistakenly fuel a van at a station that does not accept the Voyager card. For out-of-pocket fuel purchases, have your bookkeeper list the fuel expense as a cash purchase on the current month's Fare and Payment Calculation form. Provide your bookkeeper with the receipt, to be included with the monthly vanpool payment and reports. On the fuel receipt, record the van number, date of purchase, mileage at time of purchase, number of gallons purchased, and the amount paid. Include the name of the driver to be reimbursed, if necessary.

### Van Washes

There may be times when you wash the van at a location that does not accept the Voyager card: at a local charity car wash, or perhaps you pay a neighborhood teenager to wash the van. If you do not use the Voyager card for the van wash, have your bookkeeper list the expense as a cash purchase on the current month's Fare and Payment Calculation form. Provide your bookkeeper with a receipt (printed or handwritten) stating the van number, date, who washed the van, and the amount paid. The bookkeeper will include the receipt with the monthly vanpool payment and reports. The maximum amount allowed for van washes is \$30 per month. This maximum includes washes charged to the Voyager card as well as those paid for with cash. If you need to spend more than \$30 on cleaning the van, please obtain preapproval from your vanpool coordinator. Fully subsidized vanpool groups must use the Voyager card.

### Other Purchases

Small purchases related to the operation of the vanpool may be necessary, and usually include wiper blades, oil, receipt books, or other miscellaneous items. If you did not use the Voyager card for the purchase, provide your bookkeeper with the receipt, including the van number, date, item, and cost. He will include the receipt with the monthly vanpool payment and reports, and list the expense as a cash purchase on the current month's Fare and Payment Calculation form. Approved cash purchases are deducted from fares if the vanpool group remits payment in cash, check, or money order.

# MILEAGE

The miles that your vanpool travels each month include commute miles, bonus miles, extra allowable miles, and personal use miles. To help you monitor mileage and determine whether you owe Pierce Transit additional money, it's important to track all miles, including those not directly associated with your daily commute. Your thoroughness in maintaining accurate mileage information helps us provide required vanpool program data to our auditors. **Please use your odometer to accurately record all types of mileage;** do not estimate mileage. When recording mileage, round down to the next whole number. For example, record mileage of 50,287.9 as 50,287.

## Commute Miles

Pierce Transit defines *commute miles* as miles traveled from the primary driver's home (or other approved overnight parking location) to the work destination and back. Commute miles also include miles used to move the van between approved overnight parking locations. We will work closely with you and your riders to ensure that your vanpool travels the fewest number of miles possible.

## Bonus Miles

Certain miles are necessary for the operation of your vanpool vehicle and are referred to as *bonus miles*. Miles used for van maintenance, fueling, washing, or van familiarization are considered reasonable bonus miles.

Bonus miles may not be used to reduce daily roundtrip commute miles, or in lieu of personal use miles, including route deviations (detours). Bonus miles may not be used to move the van between overnight parking locations, UNLESS Pierce Transit requires the location change.

## Personal Use Miles

Approved drivers of commuter vanpools are allowed to operate the van for personal use at the current mileage rate. Personal miles are logged on the Personal Use Mileage form and paid for at the end of the month. Bookkeepers submit payment for personal use with their monthly reports.

All approved drivers (cumulatively) may use up to 150 personal miles per month (1,800 per year) and may drive the van a maximum of 50 miles one way, from their homes or approved overnight parking location, with some restrictions as outlined under **Driving Restrictions – Personal Use**, on page 10.

## Route Deviation or Temporary Detour Miles

On occasion, circumstances may cause you to deviate from the normal route, increasing the number of miles traveled.

Additional miles may be accumulated for a number of reasons. For example, if the ferry between Vashon and Point Defiance isn't running, you're forced to take the Southworth Ferry from the north end of the island. This detour adds miles to your daily commute. 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, road closures, other accidents or detours.

Pierce Transit does not provide free miles for occasional route deviation. Route deviation miles, regardless of the reason accumulated, are reported and paid for as personal mileage on the Ridership and Mileage Calculation report. All vanpool participants riding at the time of detour share the cost of these miles, so ensure that the group agrees to a route deviation before you make it. The current personal use mileage rate applies.

## Additional Commute Day Miles

If the van **occasionally** commutes an additional day (outside regularly scheduled commute days for the group), the extra mileage is charged at the personal use rate and paid for by the riders who used the van on that day.

## Passenger Miles Traveled

Pierce Transit must report monthly passenger miles traveled to the Federal Transit Administration. On the monthly Ridership & Mileage report, bookkeepers record the one-way miles that each passenger rides the van, recalculating these miles if there is a route change. Remember, route changes must be pre-approved by Pierce Transit.

## Business Use

You may not operate the vanpool vehicle for any reason related to your work or your employer's business. "Business use" is broadly defined to include travel to meetings, travel between worksite buildings, delivery of work materials to another site, etc.

# MONTHLY VANPOOL REPORTS

The ongoing success of each vanpool and of the program itself greatly depends on the timely and accurate completion of all vanpool reports. The Fare and Payment Calculation report, Ridership and Mileage Calculation report, and complete payment must reach Pierce Transit's office by the tenth of every month. A late fee is assessed to the bookkeeper if reports and fares do not reach Pierce Transit by the deadline. These reports provide performance, cost, mileage, revenue, expense, and ridership statistics that we use to satisfy government audits needed for compliance and funding.

Your bookkeeper may choose to deliver any out-of-pocket payments to Pierce Transit's Training Center located at 3720 96<sup>th</sup> Street SW, Lakewood, 98499. A lock box is available in the lobby for this purpose. Use the Vanpool Gate Pass from the van to access the building outside of business hours.

Bookkeepers prepare reports using a Microsoft Excel template provided by Pierce Transit. The reports contain formulas and locked cells, to capture accounting and ridership totals. Bookkeepers submit the reports as an email attachment as soon as possible after the first of the month and no later than the tenth of the month. Use this naming convention for your reports: RPT.GIN.YEAR.MO (RPT.1085.2017.09 for your Sept. fare report and Aug ridership report). Do not send the reports as a PDF—we need to be able to ensure formulas are intact and edit report if necessary. We are unable to view formulas on a PDF.

## Monthly Fare and Payment Calculation Report

1. **In the top right section** of the Fare and Payment Calculation form, record:
  - Your group's assigned four digit Group ID Number (GIN)
  - Your group's assigned four digit van number
  - The month and year for which you are submitting fare (upcoming month)
  - The Max Daily RTM from the fare chart, on which you base the monthly fare. For example, based on a five-day work week, if the vanpool commutes 68 miles, record 70 in this field. Check other fare sheets if the van travels on a different schedule.
  - The full name of the approved bookkeeper preparing the report
  - Your Group ID Number (GIN)
  
2. **In the Fare Calculation section**, record the primary driver's name and the employer's worksite name on the top line. The primary driver is not charged a fare (as long as there are five monthly fare-paying passengers). Record the last and first names of all other monthly participants on the van, beneath the primary driver's name. Also record each rider's employer, worksite, and any pertinent subsidy identification numbers (e.g., ORCA card number). Note: A new rider must provide a legible copy of his ORCA card to Pierce Transit before joining the vanpool and any time he receives a new ORCA card.
  - In the Monthly Fare column, record the correct fare each rider is expected to pay based on the Commuter Vanpool Fares chart for their work week, e.g., 5-day, 4-day, 7-day, etc. Please contact Pierce Transit for appropriate monthly fares if your group changes to a different schedule. When determining monthly fares, round up the actual daily commute miles to the next highest five-mile increment; participant fares are charged at that fare level. For example, a five-day work week group traveling 92 daily roundtrip miles falls under the 95-mile fare category.
  - In the Prepaid or Employer Paid column, list the amount for each rider covered by his employer under ORCA Business Passport, ORCA All Area Passport, or Employer Draw Down Agreement between employer and transit

agency, as well as Direct Pay (electronic payment set up with WageWorks and employer), which is sent automatically from WageWorks to Pierce Transit.

- In the Online Payment column, record the amount each rider pays online or by phone with a debit or credit card.
  - In the Amount Collected column, list the amount physically received from each rider (typically, current fare less any employer subsidy or employee prepaid amounts). Physical payments include checks, money orders, vouchers and cash.
3. **In the Daily Riders section**, list the daily rider(s). Under the Free Days column, record the number of days redeemed via our *FREE TO GO* program. *FREE TO GO* offers new, trial users up to five free vanpool rides.
- To qualify for *FREE TO GO*, the rider must not have ridden a Pierce Transit vanpool in the previous 12 months. If you are unsure of eligibility, call Pierce Transit before offering free rides.
  - The offer is good on Pierce Transit vanpools only.
  - The offer is not redeemable for cash.
  - The redemption value cannot exceed the daily fare.
  - The trial user may use up to **five** free rides within the same calendar month.
  - Once those five rides are used, the trial rider must join the vanpool as a regular monthly rider, pay the daily fare for the remainder of the month, or leave the vanpool.
  - The offer cannot be applied toward the monthly vanpool fare.

Note: Once the rider has used up to five free rides and then decides to join the vanpool, he pays either the monthly fare or the daily fare for any days remaining in the month, whichever is less. The certificate may not be applied toward a reduction in the monthly fare or the daily fares for any trips taken after using five free rides.

- In the Daily Riders column, list last and first name of daily rider.
  - In the Free Days column, list # of days rider used the Free to Go option (up to five days are allowed).
  - In the Charged Days column, record the number of daily rides taken and charged for during the previous month, if any. To figure the # of days charged, take the total days ridden less any qualified Free to Go rides.
  - In the Daily or Monthly Amount column, record the fare charged (daily rate or prior monthly rate). To determine which fare to charge, take days charged x daily fare or last month's monthly fare, whichever is less. Note: The daily fare is based on daily roundtrip miles. Refer to the current Commuter Vanpool Fares chart.
  - Record each daily rider's employer worksite and any pertinent subsidy identification numbers (e.g., ORCA card number).
  - Record fare (# days charged x daily rate) if charging daily fares, or record the previous month's fare if charging monthly fare.
  - Record any pre-paid, employer-paid, and/or online payment amounts that apply to the daily rider.
  - Record amount collected from each rider in the Amount Collected column.
  - In the Totals row, Excel will calculate the total of the Pierce Transit Monthly Fare column, including daily fares, the Prepaid or Employer Paid column, online payment, and the amount collected from each rider.
4. **In the Cash Purchases section** of the report, record any out-of-pocket expenses. Record the item, date of purchase, and price. Total the purchases. Review the **Expenses** section of the Participant Reference Manual to determine if your purchase is deductible or reimbursable.

Receipts **must** accompany all cash purchases listed in this section. In case of a lost or missing receipt, the participant who incurred the out-of-pocket expense must submit a completed Affidavit of Lost Receipt.

5. **In the Payment Calculation section** of the report:
- Excel calculates the Total Fares Due for you.

- Record the amount due for personal use (number of personal use miles driven the previous month x current mileage rate. Also submit a completed Vanpool Personal Use Mileage form.
- Record the amount due to Pierce Transit for tolls. This is the set toll prepaid by groups commuting over the Tacoma Narrows Bridge, found on the Commuter Vanpool Fares chart. Add any tolls incurred by driver during personal use of the van.
- Excel calculates the Subtotal Monies Due, which is the sum of Total Fares Due, Personal Use Miles, and Tolls.
- Excel autofills the Total Cash Purchases field based on your completion of the Cash Purchases fields. Review the **Expenses** section of this manual to determine whether your purchase is reimbursable.
- In the \$30 Late Fee field, record the \$30 fee if your reports and payment will not reach Pierce Transit by the tenth of the month. The bookkeeper is responsible for payment of this fee.
- In the Prepaid or Employer Paid field, Excel autofills the total amount prepaid or electronically paid. This entry matches the Prepaid or Employer Paid total from the **Fare Calculation** section.
- The Remaining Balance Due PT is the amount of Total Revenue, plus payment for Personal Use Miles and Tolls, less qualified cash purchases, plus the \$30 late fee (if applicable), less Prepaid or Employer Paid amounts. Excel autofills this field.
- In the Actual Amount Submitted field, record total of all monies you are physically submitting.
- Email the completed Excel report to your assigned vanpool coordinator at Pierce Transit and keep an electronic copy for your records. If preparing report by hand, submit the original to Pierce Transit and retain a copy.

## Monthly Ridership & Mileage Calculation Report

The Ridership & Mileage Calculation report is used throughout the month to record the commute activity of everyone in your vanpool, including occasional daily riders. The rider activity and all miles (information required by our auditors) are also valuable in tracking vanpool use and ridership to support our vanpool program.

On the first day of the month, record the starting date and the van's starting mileage. This figure must match the ending mileage from the previous month. Use your odometer to obtain these numbers; do not estimate mileage. When recording mileage, round down to the next whole number. For example, record mileage of 50,287.9 as 50,287.

### 1. In the top left section of the Ridership & Mileage Calculation report record:

- Your Group ID Number (GIN)
- Your group's assigned van number
- The month/year for which you are recording mileage and daily trips i.e. 03/17
- The full name of the approved bookkeeper preparing the report

### 2. In the top middle section of the report:

- Record the van number, date, and odometer reading the first day of the month, before the commute. **The beginning odometer number must match the prior month's ending mileage.**
- Record the date and odometer reading on the last day of the month, after the commute.
- Record the van numbers of any spare vans used during the month.
- Record the date and beginning odometer reading of the spare van(s) at time of pickup.
- Record the date and ending odometer reading of the spare van(s) upon return to Pierce Transit's vanpool lot.
- Repeat the above process for any additional vans driven.
- Excel autofills the total mileage used for all vans used during the month.

### 3. In the middle section of the Vanpool Ridership & Mileage Calculation form:

- Under the **Monthly Riders** section, record the primary driver's full name next to PD. In the fields below, record each rider's full name. The participants on the Ridership & Mileage Calculation report should match the list of participants reported on the Fare and Payment Calculation report for that same month. For example,

participant names on the March 2017 Vanpool Fare and Payment Calculation report should match the names listed on the March 2017 Vanpool Ridership and Mileage Calculation report.

- In the One-Way Psgr Miles column, record one-way mileage for each rider. This is calculated by subtracting the mileage at time of boarding from the mileage at time of deboarding. These miles are captured for all new riders when they join, and recalculated if the route changes.
- Record the ridership activity for each individual on each day the van travels, using the codes below only. It is important to record accurate ridership daily. So keep this report on the clipboard in the van. If you are not present on the van on a given day, have another rider record the day's ridership.

X	Round trip
/	One-way trip
Leave blank	No show

- Each column is numbered 1 through 31 for each day of the month. The electronic report is set up so that once you key in the mo/year, the formula labels the Sat and Sun for the month. This helps you record on the proper calendar dates, and is important to the agency, as we collect data unique to weekend trips.
- In the **Daily Riders** section, list the riders who join your vanpool after the first of the month, or who gave proper notice of withdrawal, but are riding as daily rider(s) a few days into the new month. Daily riders can pay the same monthly fare everyone else was charged that month or the daily fare, whichever is less. However, your vanpool group cannot adjust its regular monthly fare to include the daily rider.
- Riders who occasionally ride with your vanpool but pay on a different Pierce Transit van should be listed as daily riders on your vanpool reports. Reference the van number on which he is a regular participant. As long as he paid on the other vanpool van, you do not need to collect a daily fare for the ride(s). Call your Pierce Transit vanpool coordinator to confirm this.

**Note:** Please notify Pierce Transit if a rider transfers to your vanpool from another group, or if one of your riders plans to transfer to another Pierce Transit vanpool.

**4. In the top right section of this report record:**

- Daily Roundtrip Commute Miles (commute miles are miles from overnight parking location to work & back – they do not include personal use, bonus, or other type of miles): Verify actual roundtrip mileage by clocking your commute using the vanpool vehicle's odometer. If your route is not consistent and/or changes often, work with your vanpool coordinator to determine actual round miles. **Do not record tenths!** These miles may differ slightly from the miles upon which you base your monthly fare since actual roundtrip commute miles are not rounded up to the nearest fare category.
- # of Commute Days: The actual number of regular commute days the van was driven to work.
- Excel autofills the Total Commute Miles (Daily Roundtrip Miles times the Number of Commute Days).
- Bonus Miles: Miles accumulated for van maintenance, fueling, washing, new driver vehicle familiarization, and accounts for the tenths you drop on your actual daily roundtrip miles.
- Extra Commute Day Miles: Miles accrued for additional commute days outside normal scheduled workdays.
- Personal Use Miles: Miles used for personal use, not to exceed 150 per month or 1,800 during a calendar year, all drivers combined. These miles are paid for at the current mileage rate. See the **Mileage** section for more details & restrictions on personal use miles.
- Excel autofills the Total miles driven for the month (sum of Total Commute Miles, Bonus Miles, Extra Commute Day Miles, and Personal Use. This figure must equal the Total Mileage in the box to the left. If your report does not balance, call your vanpool coordinator.
- The last four rows at the bottom and the last two columns to the right of this form are for office use only. These locked cells contain formulas to calculate trips, days, and passenger miles. If your electronic report becomes compromised, your vanpool coordinator will provide you with a new one.

Download current report forms from [piercetransit.org/vanpool-forms-resources/](http://piercetransit.org/vanpool-forms-resources/).

# VOYAGER FLEET CARD

Each Pierce Transit vanpool vehicle is equipped with a Voyager Card, which acts as a fuel credit card at nearly all major gas stations. As an approved driver, you will complete a Vanpool Fuel Card Policies form and receive your own personal identification number (PIN). You'll be prompted for your six-digit PIN and current odometer reading each time you fuel a van. Please accurately enter the current odometer reading every time you fuel, as we use this data to determine service dates.

Attempts to fuel using an incorrect PIN may result in a blocked card. If this occurs, driver should call the Voyager number on the back of the card for assistance in getting the card unblocked.

A Voyager card is issued to each vehicle, rather than to an individual group. Keep the card in the van at all times in an agreed-upon spot with the insurance card or in the glove box. When you exchange vans at servicing time, leave the Voyager card in your assigned van. The spare van has a Voyager card with the imprinted van number. Your PIN can be used with the spare van's Voyager card. The Voyager fuel card usage and rules are documented on the back of the Volunteer Vanpool Fuel Card Policies form you received with the PIN. They are also outlined below.

## Purpose

Fuel cards provide an economical business practice that increases efficiency and customer satisfaction through easier fuel purchases and expense reporting. Fuel cards are limited to vanpool-related purchases only.

## Distribution

Pierce Transit provides a fuel card to each vanpool vehicle, as an inventoried item. All authorized vanpool drivers sign The Volunteer Vanpool Fuel Card Policies form, indicating they will comply with the terms of the fuel card agreement.

## Safeguarding

Volunteer drivers keep the fuel card in the van at all times. Each approved driver receives a unique Personal Identification Number (PIN). Volunteer drivers will not share their PIN with anyone or leave their PIN in the van.

## Authorized Users

Only Pierce Transit approved drivers who have been issued an individual PIN are authorized to use the card.

## Authorized Purchases

Purchases shall be limited to vanpool-related items or services only. Cash advances and purchases of personal items (candy, pop, etc.) are prohibited. Individuals will be billed for unauthorized purchases, including interest, and service fee if applicable. Misuse of the card may result in PIN deactivation and termination of the vanpool group.

## Where to Use the Fuel Card

All major fuel stations honor the Voyager card except ARCO, Costco, Fred Meyer, and Safeway.

## Purchase Limit

Each fuel card is limited to three swipes per day. 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. *Note: Voyager account may lock after three swipes per day. It may also lock if an incorrect PIN is used. If this happens, call the toll-free number on the back of the Voyager card and ask the Voyager staff member to unlock the card for you. If needed, Pierce Transit staff can contact Voyager on your behalf.*

## **Van Washes**

Several area gas stations are equipped with automatic vehicle washes and accept the Voyager card. The Voyager card is also accepted at most Elephant car washes. Fully subsidized groups must use the Voyager card for van washes.

## **Lost or Stolen Fuel Card**

Vanpool drivers must immediately report lost or stolen cards to Pierce Transit.

## **Return of Fuel Card**

The Voyager card must be in the van when it is returned to, or upon demand by, Pierce Transit.

# INDEX

## A

A Well Maintained Vehicle, **5**  
 Accident, **31**  
 Alternate Transportation Plan, **34**  
 Authorized Purchases, **48**

## B

Backing, **22**  
 Backup Driver, **6**  
 Bike Racks, **3**  
 Blind Spots, **21**  
 Bookkeeper Approval Process, **13**  
 Bookkeeper Responsibilities, **13**  
 Breakdown or Mechanical Issue, **32**

## C

Cash, **40**  
 Cleaning - Primary Van, **27**  
 Cleaning - Spare Van, **27**  
 Comment Investigation, **5**  
 Conflict Resolution, **20**

## D

Daily Riders, **36**  
 Debit and Credit Card, **39**  
 Direct Deposit, **39**  
 Distractions, **21**  
 Draw Down, **40**  
 Driver Application Process, **7**  
 Driver Approval Factors, **6**  
 Driver Guidelines, **7**  
 Driver Responsibilities, **8**  
 Driving Restrictions, **9**  
 Driving Restrictions – Personal Use, **10**

## E

Emergency Assistance, **5**  
 Emergency Ride Home, **3**

## F

Facility Security, **4**  
 Flat Tire, **33**  
 Fuel Purchases, **41**  
 Fueling, **27**

## H

Height, Length, and Width Restrictions, **21**  
 How Should You Compensate For...?, **21**

## I

Installing Tire Chains, **26**  
 Insurance, **5, 12**

## K

Key Actions for Moving from Conflict to Collaboration, **20**

## L

Late Reports/Payments, **15**  
 Loading and Unloading Riders, **24**  
 Lost or Stolen Fuel Card, **49**  
 Lost or Unavailable Keys, **33**  
 Low Oil, **28**

## M

Merging, **22**  
 Mileage  
     Additional Commute Day Miles, **43**  
     Bonus Miles, **42**  
     Commute Miles, **42**  
     Personal Use Miles, **42**  
     Route Deviation or Temporary Detour Miles, **43**  
 Minimum Fares Collected, **37**

Minimum Ridership, **16**  
 Money Order, Cashier's Checks, **39**  
 Monthly Fare and Payment Calculation Report, **44**  
 Monthly Fares, **35**  
 Monthly Ridership & Mileage Calculation Form, **46**

## **N**

Non-Discrimination, **17**

## **O**

ORCA Passport, **39**  
 Other Purchases, **41**

## **P**

Parking and Securing the Van, **23**  
 Parking Citations, **9**  
 Participant Responsibilities, **16**  
 Participant Transfer, **18**  
 Participant Withdrawal, **17**  
 Passenger-Miles Traveled, **43**  
 Passing Other Vehicles, **23**  
 Paying One Fare, **37**  
 Paying Two Fares, **37**  
 Payment Methods, **14**  
 Personal Check, **39**  
 Photo Citations, **8**  
 Pierce Transit Rules, **19**  
 Policies and Procedures, **3**  
 Policy Enforcement, **5**  
 Primary Driver, **6**  
 Prohibited Substances, **9**  
 Public Emergency, **32**  
 Purchase Limit, **48**

## **R**

Recruitment Assistance, **5**  
 Removal of Bookkeeping Privileges, **15**  
 Removal of Driving Privileges, **11**  
 Return of Fuel Card, **49**

Returned Checks, **36**  
 Returning Participant, **18**  
 Ridership Roster, **15, 18**  
 Routine Servicing, **25**  
 Running Out of Fuel, **33**

## **S**

Safe Driving Techniques Essential to Collision Prevention, **22**  
 Sample Group Rules, **20**  
 Scanning, **23**  
 Scheduling Procedure, **25**  
 Seatbelt Use, **24**  
 Shared Riders, **36**  
 Stopping and Following Distances, **23**  
 Suspension or Termination of Riding Privileges, **18**  
 Swapping Vans for Service, **25**

## **T**

Tactics for Effective Conflict Resolution, **20**  
 Tire Chains, **26**  
 Tire Servicing, **26**  
 Tolls  
     Future Tolling Plans, **38**  
     Other Tolling Corridors, **38**  
     Tacoma Narrows Bridge, **38**  
 Turning Room, **22**

## **U**

Unauthorized Persons, **10**

## **V**

Van Inspection - Daily, **28**  
 Van Inspection - Monthly, **29**  
 Van Inspection - Weekly, **29**  
 Van Upkeep, **27**  
 Van Washes, **41, 49**  
 Vandalism, **32**  
 Vanpool Group Rules, **19**  
 Vanpool Staff, **4**

Vanpool Vehicle Reassignment, **25**  
Vanpooler Benefits, **3**  
Vehicle Keys, **8**  
Visiting Pierce Transit, **4**  
Vouchers, **39**

## **W**

Welcome to Pierce Transit Vanpool, **3**  
What is a Vanpool, **3**  
What is a Vanshare?, **3**  
Where to Use the Fuel Card, **48**