

Vanpool Manual



Dear Vanpool Driver:

Thank you for volunteering to become a vanpool driver. The GoTriangle Vanpool Program values your contribution to the community and fellow vanpool passengers and we look forward to serving you. This manual is designed to provide you with information on the administrative and operational procedures of the vanpool program and to help you become a more effective driver and participant in the process.

Although it primarily serves as a reference guide, it is an ideal place to keep notes, maintain lists, and file new or updated information related to your specific vanpool group. We suggest this manual be kept in the van at all times, where it may be accessible to back-up drivers during your absence.

A successful vanpool is made up of many elements and each vanpool is slightly different. The people in the vanpool are what make it work. The van, which is a major investment, should be driven and maintained properly so the vanpool can function smoothly. And finally, the GoTriangle staff can help your vanpool operate efficiently. Through constant communication, the GoTriangle staff can answer any questions or take care of any problems you might have as a vanpool driver.

For any questions regarding the information contained in this manual, call GoTriangle at (919) 485-7462. Information can also be found on our website at www.gosmartnc.org/driver-resources.

Thanks for vanpooling and we look forward to working with you!

Vanpool Manager
(919) 485-7462

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INTRODUCTION

Mission Statement

GoTriangle improves our region's quality of life by connecting people and places with safe, reliable, and easy-to-use travel choices.

Welcome

GoTriangle would like to welcome you to the vanpool-leasing program. Vanpooling is simply a larger version of a carpool. Vanpooling is the most economical way to travel for people commuting more than 10 miles (one way) to work. You will save hundreds of dollars a year in gasoline, maintenance, parking, and insurance costs!

Volunteering to be a vanpool driver or rider helps not only the commuting public, but the environment as well.

A GoTriangle representative has already explained the vanpool program to you in detail when you signed the lease agreement. Please use this manual as a reference guide to all of your questions about vanpooling. If you need additional information or have any questions along the way don't hesitate to call. We look forward to serving you for many miles to come!

VANPOOL OPERATIONS

Requirements

Drivers must have a valid class "C" North Carolina driver's license, a driving record with no more than 3 points, no other major infractions or history of aggressive driving, pass a criminal background check, pass a qualifying drug test, complete an online driving course and road test.

Daily round trip mileage should be determined and documented by setting the route and pick-up points.

A \$300.00 refundable security deposit is required prior to leasing a van.

A signed vanpool lease agreement by both the primary and backup driver.

A 30 day written notice is required when terminating a lease. GoTriangle may terminate a lease at any time for just cause.

Plan the Route

Vanpool routes should run from the starting pick-up point and on to the work site. Shopping centers, movie theaters, churches and park-and-ride lots are excellent starting locations. Some pools may require more than one pick-up point.

Vanpool fares are based on the van's average monthly commute. Plan the most direct route to and from the work site. GoTriangle does not allow picking up riders door to door as this adds mileage and time on to the commute. Riders should carpool to the pick-up site whenever possible.

Maintaining Existing Pools

Each van has a capacity of 12 or 7 passengers. If a van is full and additional riders come forward these riders should be placed on a waiting list. Potential riders should also check www.sharetheridenc.org for additional riders. Forming additional pools is always an option.

DRIVER QUALIFICATIONS AND RESPONSIBILITIES

Driver Qualifications

A DMV record check that shows an acceptable driving record for the past seven years is required. A minimum of six years driving experience is required. Drivers are not permitted to carry no more than 3 points on their driving record/license while under lease agreement to drive a GoTriangle van. Drivers must also pass a prequalifying drug test and online driving course and road test prior to being approved by GoTriangle to drive a van.

The primary driver is typically the lease holder for the van.

Collecting and Submitting Fares

The primary driver, or another member of the vanpool (approved by GoTriangle), is responsible for collecting the monthly fare from each rider and submitting it to GoTriangle by the 20th of each month. This must be in single form of payment (check or money order). Multiple checks or cash cannot be accepted. You can find more details about the monthly fares on page 9.

Mileage, Maintenance and Revenue Logs

Every month the driver must submit an up-to-date roster of the van riders and a log of beginning and end of month mileage and number of the miles the van has traveled that particular month. The vanpool roster and mileage log along with all other vanpool forms are available at <http://www.gosmartnc.org/driver-resources>.

Fueling the Van

The primary driver is responsible for fueling the van. During the formation of the vanpool, the driver is issued one fuel card. The fuel must be regular unleaded gasoline. To verify charges, drivers are required to submit receipts at the end of the month with the roster and mileage log. Only self-service fueling is authorized (no full service will be accepted). Without receipts, the driver will be charged for the purchase.

All receipts must have the following:

- Van Number
- Number of Gallons Purchased
- Mileage
- Price per Gallon
- Total Amount Purchased
- Driver Signature

Arrange for Back-up Driver

The driver is responsible for arranging a back-up driver if he/she is unable to drive. This assures passengers continuous, reliable transportation in the case of personal sickness, emergency or vacation. All vanpools must have at least one back-up driver, approved by GoTriangle, before it can begin operation.

Parking the Van

When parking the van at the employment site, the driver should follow their individual employer's parking guidelines. Many employers provide preferential parking for vanpools. Residential parking of the van is limited to a secure, off-street location (private driveway, apartment parking lot, etc.) or a pre-approved pick-up location. Make sure the lights are off and all of the doors are locked before leaving the van. GoTriangle is not responsible for items left in the van.

Personal Use of the Van

GoTriangle allows up to 100 personal miles each month, for our 7 and 12 passenger vans. The mileage can be used entirely by the primary driver, or you may split the miles with the back-up driver. Additional miles can be used up to 100 each month, at the Federal rate of .57 cents per mile. ONLY the approved driver and back-up drivers are allowed to operate the van. The personal use of the van is intended as an incentive for the driver and should not be used to transport organized groups, clubs or riders who are not part of the vanpool.

Restrictions

The driver shall operate the van in accordance with all applicable State laws, in a reasonable and safe manner, and in such places as to not expose it or its passengers to unsafe conditions. The van will be driven only on hard public streets and highways and other normal access roads and driveways; the van will not be driven over bridges or roads posted for a maximum weight of three (3) tons or less. The driver shall not permit the van to be used to pull trailers, and no temporary or permanent trailer hitches or carrying racks shall be attached to the van. Driver shall not use or possess any alcoholic beverage or illegal drug, or other substance within the van. Furthermore, the driver may not take the van to any establishment whose primary business is serving or selling alcohol. The driver shall not operate the van after consuming alcohol, illegal drugs or other substances, or medications which recommend refraining from driving after ingesting. While operating the van, the driver shall not use a cell phone, blue tooth device, text messaging device or equipment that may distract the attention of the Driver. GoTriangle has the right to immediately terminate the vanpool upon any violation of this paragraph.

VANPOOL FARES

Fares

Vanpool fares are based on operating, depreciation and insurance costs. Operating costs include gasoline, oil and maintenance. Fares are determined by the van's average monthly commuting mileage. Fares are calculated on an average of 21 days per month. Passenger fares are determined by dividing the total monthly payment by the number of paying passengers.

Please review the monthly fare sheets at <http://www.gosmartnc.org/govanpool>.

Drivers should require a seat deposit from riders totaling one month's fare. This will cover any tardiness of riders should this become an issue.

Vanpool Deposit

The van riders and driver are required to pay a \$300.00 security deposit to GoTriangle before the van can be leased. Upon termination of the vanpool, the van will be inspected for any unreported damage. Any costs incurred by GoTriangle as a result of repair or cleaning will be deducted from the security deposit. If there is no damage to the van, and all outstanding debt is paid, the security deposit will be refunded. The lease signer is responsible for any additional unreported damage to the vehicle. GoTriangle is not responsible for items left in the van.

Prorating

Startup Vanpools

Vanpools beginning operation in the middle of the payment period will have the fare adjusted to the number of days the vanpool is in operation for the first month.

Holidays

Holidays are not prorated for a vanpool. The lease is based on a 21-day month to include weekends and holidays.

Breakdowns

In the unlikely event of a breakdown, GoTriangle will make every effort to provide another van. However, if GoTriangle is not able to provide a back-up van for commuters for more than 2 days, the monthly fare will be adjusted for the actual number of days the van was operated.

Commuting more than 5 days a week

Although most GoTriangle vans are leased for a five-day work week, there are circumstances in which employees must report to work for more than 5 days a week. If this situation occurs, the monthly fares will be adjusted according to the total miles traveled for the month. The Vanpool Manager will adjust the fare and inform the driver of the total amount due.

Emergency Seat Subsidy

If a vanpool with a previous twelve month history of success falls below a certain number of paying riders, it can qualify for an emergency seat subsidy. A 12-passenger van with 10 passengers can qualify for a 2 seat subsidy. A 7-passenger van is not eligible for any type of subsidy. The subsidized period shall not last more than two months. This situation may occur due to company closings, layoffs or an unforeseen decline in riders. Once an emergency seat subsidy is used, the van is not eligible for any additional subsidies for twelve months. It is the primary driver's responsibility to initiate the subsidy request to the Vanpool Manager. If the total number of passengers (including the driver) falls below 5 in a 7 passenger, or 9 in a 12-passenger, the vanpool is subject to termination.

Out-of-Pocket Expenses

If the driver is unexpectedly forced to pay for an expense, out-of-pocket, for the van (i.e. fuel, repair) GoTriangle will reimburse the driver in full. The driver must submit a Request for Reimbursement Form, along with receipt of the expense to the Vanpool Manager. The Request for Reimbursement Form is located at www.gosmartnc.org/driver-resources.

MAINTENANCE, CLEANING AND REPAIRS

Scheduled

All scheduled maintenance is coordinated through the Vanpool Maintenance Department . Vans are typically serviced at 6,000 mile intervals. At this time the oil is changed and an inspection of the van is performed according to manufacturer's recommendations. Other services are performed according to the van's accumulated mileage or upon complaint/request of the driver.

Driver Responsibility

Routine Maintenance

Drivers are responsible for checking the oil and window washing fluid levels at every fuel filling. Drivers shall note the checking of the vehicle in the inspection log. The driver should also routinely check the tire pressure to be sure the tires are properly inflated. The van driver should contact Vanpool Maintenance at (919) 622-9098 whenever there is a problem with the performance of the vehicle.

Van Appearance & Cleanliness

The van driver is responsible for keeping the van clean, both inside and out. Keeping the van's windows, head and signal lights clean improves safety through increased visibility. A clean van also represents the pride the driver takes in the van and symbolizes a positive image for both the vanpool and GoTriangle.

Riders are also expected to help maintain the cleanliness and appearance of the van. Make sure all trash is removed from the vehicle when arriving to the destination. Please remember that smoking is strictly prohibited in any Triangle Transit van.

Replacement Van

Typically, GoTriangle will come get your van, service it and return it while you are at work. If additional service or repairs are needed, GoTriangle will provide a replacement van until the service or repair of the assigned van is complete. As is true with the assigned van, only the pre-approved driver and back-up driver(s) are allowed to drive the replacement van.

Keys

Four sets of keys are issued with each van at no charge. The vanpool must pay GoTriangle the cost of replacement or additional keys at \$10 each for non-electronic and \$150 for electronic keys.

EMERGENCY & ACCIDENT PROCEDURES

Accidents

In the unfortunate event of an accident, the driver must notify the appropriate Police Department or Highway Patrol and the GoTriangle Vanpool Manager as soon as possible. Never leave the scene of the accident, even if the other party involved does. Insist that the

proper authorities be notified before moving any vehicles. Leaving the scene or moving vehicles may make it harder to establish fault and may result in the van driver being charged with the accident or no charge being made at all.

If you are in an accident please call the Vanpool Manager at (919) 622-9097 (cell) or Vanpool Maintenance at (919) 622-9098 (cell).

Please complete the Accident Report Form at <http://www.gosmartnc.org/driver-resources> and submit it to the Vanpool Manager immediately. GoTriangle will provide a replacement van if one is needed.

Emergency Procedures for Accidents and Incidents

- Stop the vehicle.
- Call 9-1-1.
- Put on the hazard flashers.
- Do not move the vehicle unless you are told to by a Police Officer or GoTriangle Supervisor.
- Properly secure the vehicle; shut the engine off if fire is suspected. **DO NOT** open the engine compartment.
- Remain calm and in control. Accidents and Incidents can be very upsetting.
- Determine if there are any injuries; be sure to advise the 9-1-1 operator as such.
- Check for fire and other dangers.
- Inform riders of the situation, processes involved, likely delay and that alternate transportation will be forthcoming.
- Riders should remain at the site until the police arrive.
- Count the number of passengers on the vehicle at the time of the accident/incident.
- No one except law enforcement, emergency medical personnel or a GoTriangle supervisor should be allowed on the vehicle.

- If necessary, direct traffic around the scene of the accident/incident.
- If there are injuries, attempt to determine the extent of the person's injuries.
- Do not move an injured person unless further injury or life is threatened.
- Try to keep the injured person comfortable until help arrives.

Breakdowns

If a breakdown occurs please call Vanpool Maintenance at (919) 622-9098 or 910-617-7140. If you are unable to reach them, call the Vanpool Manager at (919) 622-9097.

Van Theft

Although highly unlikely, your van may be stolen. If this unfortunate event arises please report the theft to your local authorities just as you would with your own personal vehicle. You must then report the incident to the Vanpool Manager at (919) 622-9097. Please include the time, day; police report #, and the officer who took your report. Whenever possible, Triangle Transit will provide a replacement van immediately.

After Hours Emergencies / Breakdowns

If your van breaks down before or after regular business hours of 6:30AM – 6:30PM, call Vanpool Maintenance at (919) 622-9098 or 910-617-7140. If you are unable to reach them, call the Vanpool Manager at (919) 622-9097.

Adverse Weather

In case of adverse weather, GoTriangle asks that the vanpool driver make the decision whether or not to operate the vanpool. GoTriangle also recommends that the driver and riders establish a means of communicating with one another in the case of adverse weather. The GoTriangle Vanpool Manager will be available during adverse weather. If your vanpool requires assistance please call (919) 485-7462 or (919) 622-9097. Maintenance can also be reached at 919-622-9098.

VANPOOL ETIQUETTE

Vanpool Disputes

A GoTriangle representative has already contacted you and your riders to review GoTriangle vanpool rules and regulations, and to help your vanpool determine the best route, pickup location(s), times, how to contact backup driver(s), etc. In order to avoid probable conflicts, GoTriangle has developed a Driver/Rider Agreement, which you can find at <http://www.gosmartnc.org/driver-resources>. The vanpool driver should review this form with each prospective vanpool member. Both parties must sign the agreement once an individual has decided to join the vanpool. This agreement assures that all participants are aware of the vanpool rules, regulations and operating procedures. The driver may add additional guidelines or rules to the Driver/Rider Agreement as long as they do not directly conflict with current GoTriangle vanpool rules and regulations. Copies of all Driver/Rider agreements should be sent to GoTriangle, Attn: Vanpool Manager.

Guidelines for a vanpool should be discussed and decided with the entire vanpool group at the beginning stages. The guidelines should include but not be limited to:

- Agreement on the vanpool route – in order to keep costs low, GoTriangle suggests that vans travel the shortest distance from pick-up point to the work site.
- Agreement on the inside van temperature – GoTriangle recommends keeping the inside of the van at 70 degrees.
- Agreement on seat assignment – if the van is not full, GoTriangle recommends not having someone sit in the front passenger seat so that the driver has increased visibility.
- Agreements on driver/rider perfume and cologne wearing on while on the van.
- Agreement on the use of reading lights on the van.
- Agreement on the number of carry-on bags - GoTriangle suggests riders carry one bag and one purse, if applicable, while riding the van.

- Agreement on the wearing of hats and coats while riding in the van - GoTriangle suggests that all hats be removed when the van is moving so that the van has adequate visibility.
- Agreement on the due date of the van fare payment. Riders should pay their vanpool fare when requested by the van driver at first week of the month. This allows ample time for checks to clear and the total amount to reach GoTriangle by the due date.
- Agreement on the radio station and volume.
- Seatbelt usage is mandatory.

Smoking is never permitted in any GoTriangle vanpool vehicle.

20 Rules for Resolving Disputes in Vanpools*

1. Stop arguing.
2. Sit down together.
3. Take turns listening without interruption.
4. Summarize, clarify and acknowledge what the other person said.
5. Say what you think the other person's position is. Ask if this is correct.
6. Don't make accusations. Say: "I feel _____ when you _____ because _____."
7. Separate personalities from problems.
8. Separate positions from interests by asking "Why?"
9. Look for creative solutions. Brainstorm.
10. Break the problem down into smaller parts.
11. Look for criteria to make the agreement enforceable.
12. Write down your agreements.
13. If you can't agree, take a break and come back later.
14. Write down what you want the other person to do and what you will do to end the dispute.

15. Go on to other issues.
16. Split the difference.
17. Look for trade-offs.
18. Say what will happen if you don't end the dispute.
19. List and prioritize all possible solutions.
20. Ask someone you both trust to mediate the dispute.

*From the Center for Dispute Resolution (Carrboro, NC)

Grievance Procedures

If any disputes with riders or between riders cannot be resolved by the vanpool, please call the Vanpool Manager at (919) 485-7462 for assistance. A resolution will be attempted. If problems cannot be resolved between drivers and/or riders, the Vanpool Manager reserves the right to remove riders and/or drivers.

RIDERS

Termination of a Rider

Drivers may ask disruptive riders to leave the vanpool. Reasons for termination include, but are not limited to disruptive behavior, excessive lateness at pick-up point, slow to pay or not paying the monthly fare. Drivers should always document recurring incidents. Riders should receive (1) a verbal warning, (2) a written warning, and (3) a written termination notice (30 days). Termination notices must clearly state the reason for terminating ridership. Moreover, all vanpool rules and regulations must be clearly stated both orally and in writing. Copies are required to be submitted to the Vanpool Manager.

Adding Riders

Once a new rider has committed to joining the vanpool, they should register at www.ShareTheRideNC.org and sign-up for Emergency Ride Home. The primary driver should notify the Vanpool Manager by email when a new rider is added to the existing roster. This will ensure that the new rider receives any available subsidies and that they are registered for the Emergency Ride Home program. When a vanpool is full the driver should maintain a waiting list of prospective riders. This list should be kept in numerical order based on date of

inquiry. When a rider leaves the pool the next person on the list should be asked to join the pool.

Vacant / Open Seats

If there is no waiting list in place to fill an open seat, the driver should contact the Vanpool Manager at (919) 485-7462 and an open seat notice will be placed on the GoTriangle website. Additionally, the driver can check www.sharetheridenc.org for any riders looking to join a pool.

Rider / Driver with Disabilities

GoTriangle is committed to comply with the Americans with Disabilities Act (ADA).

GoTriangle will modify or provide vans that incorporate wheelchair lift and will subsidize the seats taken by a personal care attendant or guide dog. Please contact the Vanpool Manager for additional information about ADA.

IMPORTANT NUMBERS

Vanpool Manager – (919) 485-7462 or (919) 622-9097 (cell)
Vanpool Maintenance – (919) 622-9098

Emergency Ride Home Program Inquiries - 919-485-RIDE (7433)

Any emergencies 9-1-1

Local non-emergency agency contacts:

Raleigh Police Dept. 919-890-3335
Durham Police Dept. 919-560-4209
Chapel Hill Police Dept. 919-968-2760
Cary Police Dept. 919-469-4324



