

Table of Contents

Van number(s) _____

VanLink Coordinator _____

Kitsap Transit Administrative Instructions:

VanLink Policies and Procedures

Contact Information

Dee Williams 360-478-5858 x 3 deew@kitsaptransit.com
Kitsap Transit Dispatch 360-479-6966 or 360-479-6967
Maintenance 360-478-6221

KITSAP TRANSIT VANLINK ADMINISTRATIVE INSTRUCTIONS

A RIDERSHIP REPORT

Ridership reports are to have the following filled out: Agency & van number, day, date, van number, start miles, end miles, passenger trips, and driver for **each trip***.

*Please count all trips, each direction. Every time a rider gets out of the van and/or gets in counts as a trip. For example, in van 309 is the driver, Bob Jones, and passengers Dawn, Cathy, & Dan. The van, on the way to a worksite, stops along the way for everyone to pick up snacks. After work the driver takes everyone home. Your report for the day should look like this:

DATE	DAY	VAN #	START MILES	END MILES	**PSGR TRIPS	DRIVER
2/15	Wed	309	115,000	115,006	4	Bob Jones
2/15	Wed	309	115,006	115,010	4	Bob Jones
2/15	Wed	309	115,010	115,020	4	Bob Jones

B VANLINK MONTHLY FARES

VanLink fare is a reduced fare bus pass for each passenger or \$2.00 each way. Fares collected must be turned in with the end of month paperwork.

C LATE FEE

Kitsap Transit has a **\$30.00** late fee for any report that is not postmarked by the 5th or not at my office.

VANLINK POLICIES AND PROCEDURES

1 VANLINK

VanLink allows social service agencies the ability to transport their clients to and from work and other supportive services. VanLink may be used to transport Work First clients who need transportation to childcare, job search, employment or training. Social service agencies utilize staff to transport client. Vans are used outside Kitsap Transit's traditional service hours and also address trip changing challenges of clients.

2 AUTHORIZED DRIVERS

Only those approved by Kitsap Transit are approved to operate the van! All authorized drivers are required to maintain an acceptable driving record, which is checked by Kitsap Transit on an as needed basis. Drivers must report any citation to Kitsap Transit within 48 hours. Authorized Drivers must carry their Kitsap Transit Vanpool Drivers card when driving. Authorized Drivers must abide by Kitsap Transit's policy and procedures and all traffic laws. Do not use your cell phone while driving. Drivers are to be courteous to other drivers. The Van is a moving billboard that serves as a reflection of Kitsap Transit. Kitsap Transit has the right to remove a driver for any reason.

To get a potential driver authorized, they must fill out the Application, Agreement, and a Completed Driving record. These forms must be submitted to Kitsap Transit. Kitsap Transit needs to approve and authorize a potential driver to attend orientation. This clearance process takes some time, so **DO NOT WAIT UNTIL THE LAST MINUTE** to get a new driver cleared. All Kitsap Transit Van Drivers must keep their driving records clear of moving citations in order to continue driving our vans.

3 UNAUTHORIZED DRIVERS

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

4 RIDERS

Passenger needs differ from agency to agency. *This is a door to door service.* Clients should be picked up at their door and returned to their door. Please make sure someone is present to receive your client. Do not leave your vehicle running with clients in the van. If a passenger becomes unruly, please pull the van off of the road in a secure location and follow your agency's procedures. Please notify your Kitsap Transit VanLink Coordinator.

5 FUELING AT CHARLESTON FACILITY

When fueling at the Kitsap Transit Charleston Facility please abide by the 5 MPH speed limit, adhere to the One Way signs, and yield to bus traffic. When pulling into

the fueling station write your van number, odometer reading (hub reading), and the gallons pumped into the van.

6 **FERRIES**

Riders of vanpools using the ferry, as part of their commute route must pay all ferry fares directly to the Ferry System. It is the Agency's responsibility to register with Washington State Ferries.

7 **MAINTENANCE/BREAK DOWNS**

We will call the vanpool driver/coordinator as the van comes due for maintenance services. Please schedule a time and date for your van to be serviced. One of the vanpool drivers will be asked to drop the van off at the Kitsap Transit building on 200 Charleston Boulevard. For the "A" services (40 minutes to 1 hour in duration), the driver will be asked to wait or come back for the van versus taking a spare van, in order to keep the spares available for longer services and repairs. When you are called to let you know your van is done, and you need to bring the spare van back as soon as possible. Prolonging the return of a spare van may mean someone is without a van. If you have a break down or a maintenance problem that prevents driving the van to Kitsap Transit, notify one of the Maintenance Supervisors at **(360) 478-6221**. If you discover a problem or defect on the van that does not require immediate attention, please report it on your vanpool's monthly Vehicle Maintenance Report.

8 **COLLISIONS**

If you and the van are involved in a collision or have any other emergency, notify **911, your VanLink Coordinator at 360-478-5858, then Kitsap Transit Dispatcher at (360) 479-6966/6967**. Accident kits are in a manila envelope in your van. Please check and make sure your van has one. Follow all steps on the front of the envelope. If a client is injured while riding in, entering, or exiting the van please contact your VanLink Coordinator and fill out an accident report. If the van is damaged in any way please contact your VanLink Coordinator and fill out an accident report

9 **VAN CLEANLINESS**

It is the agency's responsibility, and a requirement, to keep the van clean inside and out. We provide contract-washing facilities at various locations in Kitsap County for this purpose. Vans must be cleaned inside and out one a month. Vans that are returned to Kitsap Transit must be clean both inside and out. There will be a fee for vans that are returned dirty.

No smoking is allowed in the van.

10 **PERSONAL USE/INSURANCE**

Kitsap Transit does not allow personal use of the vans. Only those drivers cleared by Kitsap Transit may operate the van! Any other unauthorized persons driving the van can void our insurance coverage on the van and its occupants. **Kitsap Transit vehicles cannot be used as staff vehicles for your agency.**

11 **MINIMUM VAN USAGE PER WEEK/RIDERSHIP**

While the VanLink Program does not have a set ridership requirement, agencies/groups are expected to use the van regularly and reduce or eliminate the need for ACCESS bus service for their clients.

12 **PARKING**

The agency is responsible for obtaining a parking place for the van at the worksite. The van must be parked **off the street at a driver's home or in an area approved by Kitsap Transit** during non-work hours. There is no overnight parking at any park and ride.

13 **OUT OF COUNTY USE**

The VanLink vans may not leave Kitsap County unless authorized by Kitsap Transit.

14 **UNSAFE DRIVING**

Kitsap Transit occasionally receives reports of unsafe driving by vanpool drivers from other motorists, and from vanpool riders. **BE CAREFUL!** Driving one of our vans is like driving a billboard. Your fellow motorists can and will call us if you cut them off, speed, forget to use turn signals, etc; as will your riders if your driving scares them. If a Vanpool Driver receives a moving violation while operating any vehicle, the driver will need to notify us within 48 hours. If we receive repeated complaints about a driver's driving safety, we will remove that person as a Vanpool Driver. Please remember that as a public transit agency, Kitsap Transit has a responsibility to assure the safe driving practices of all of our drivers, both employees and volunteers. You represent Kitsap Transit every time you get behind the wheel of a Kitsap Transit van.

15 **CARGO**

Cargo is not allowed in any Kitsap Transit van.

16 **RED LIGHT CAMERA'S**

If Kitsap Transit receives a ticket for a van running a red light, we will investigate and find out who was driving that vehicle at that time. The information will be sent to your agency. This ticket is your responsibility. This ticket is one that our insurance will not accept. You will lose you Kitsap Transit driving privileges.

Van Washing Facilities

It is Kitsap Transit's policy to wash and vacuum your van once a month. With this, we will continue to attract potential VanLink Agencies by maintaining a positive appearance of our fleet of vans.

Kitsap Transits designated van washing facilities are as follows:

Express Car Wash

6301 Hwy 303
Bremerton, WA 98311

Burwell Landing Car Wash (Union 76 Station)

2556 Burwell St.
Bremerton, WA 98312

Mike's Car Wash

19774-7th Ave. N.E.
Poulsbo, WA 98370

Madison/Mike's Car Wash

499 Madison Ave N.
Bainbridge Island, WA 98110
(206) 842-7167
Hours of operation: Mon-Sat 8:00AM-5:30PM, Sunday 9:00AM-5:30PM
(Hours may change during inclement weather)

Olympic Ten Minute Oil Change and Auto Wash

1445 Olney Ave.
Port Orchard, WA 98366

The Cruise Car Wash

Bethel Rd
Port Orchard, WA 98366

At these facilities, you will need to write down the date, van number, and sign your name on a form that the car wash attendant gives you. **You will also need to ask for tokens so that you may vacuum your van.**

IN CASE OF ACCIDENT/INCIDENT

1. Secure Coach
2. Check for injuries. (Do not move injured unless in danger of further injury.)
3. Report Accident to 911
4. Report Accident to Dispatch if between 4:00a.m. and 9:00p.m. Call and follow instruction of dispatchers. Other hours call 911 and accident/emergency numbers.
5. Ask passengers to fill out "Courtesy Cards."
6. Exchange information with other driver. (There is a card to give him with your information on it and a card for the other driver to complete for you.)
7. COMPLETE ACCIDENT REPORT AND RETURN TO OUR OFFICE NO LATER THAN 24 HOURS AFTER ACCIDENT.
8. COMPLETE "STATE ACCIDENT REPORT" WITHIN 24 HOURS IF DAMAGE EXCEEDS \$500.00 OR IF THERE ARE ANY INJURIES.

Kitsap Transit Dispatch

(360) 479-6966

Kitsap Transit Vanpool Coordinator

(360) 478-5858

Kitsap Transit Maintenance

(360) 478-6221