

# State of Wisconsin VANPOOL PROGRAM

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AUTHORITY

**16.82 Powers of the Department of Administration**

In addition to other powers vested in the Department of Administration, it and its duly authorized representatives:

(5) Shall develop and implement a comprehensive group transportation program for state employees, in cooperation with all agencies as defined in Section 16.52(7), and shall promote and encourage participation in the group transportation program. The program may include carpooling and vanpooling service. In addition, the department shall promote and encourage alternate means of transportation for state, municipal and federal employees and persons in the private sector including but not limited to mass transit, and bicycle commuting. The department may provide contract group transportation of state employees from designated pickup points to work sites and return in the absence of convenient and public scheduled transportation. Any driver of a van that is utilized by the department for a vanpool shall have completed a driver safety training course approved by the department. Non-state employees may be permitted to participate in vanpools when necessary in order to provide viable vanpool service for state employees. Group transportation shall be provided for a fee which recovers the full cost of administration, maintenance, operation, insurance and depreciation of the group transportation program, plus interest for general purpose revenues utilized for the program, except as provided in Section 16.843(2)(bm). The department shall calculate interest recoverable under this subsection by applying the average earnings rate of the state investment fund for each quarter to the average general purpose revenues utilized under Section 20.903(2)(b) from the appropriation under Section 20.505(1)(im) for group transportation purposes in the same quarter. No less often than annually, the department shall assess the interest payable under this subsection as of the most recently completed quarter and shall deposit the amounts collected into the general fund. No person is deemed to be in the course of employment while utilizing group transportation.

Wisconsin Statutes

## **1 Introduction**

### **1.1 RIDESHARING**

#### **1.1.1 Ridesharing Defined**

Ridesharing is traveling with others from one location to another in a single vehicle. It offers reduced costs, freedom from the stress of daily driving and parking, and other advantages to commuters. It means fewer single occupant vehicles on the roads and reduced competition for parking spaces. It is the most cost efficient means of conserving fuel consumption in transportation. Ridesharing programs promote vanpooling, carpooling, and public/private transit.

#### **1.1.2 Origin of Ridesharing Programs**

The oil embargo of 1973 brought a new awareness of energy-related problems to the people of the United States. For many, commuting meant congestion and ever-increasing prices for gasoline. The state of Wisconsin faced the possibility of losing many dedicated employees who were accustomed to long commuting distances, but not to rapidly increasing commuting costs. The Department of Administration, in confronting this problem, focused on ridesharing as a viable solution offering several alternatives. Demonstration projects were developed for government use and for emulation by private sector employers.

#### **1.1.3 Trans-plan**

A contract between the Department of Administration (DOA) and the Department of Transportation (DOT) enabled DOA to receive federal grant funds which led to the development of the Transplan project in 1978.

The federal funding provided administrative costs to develop an alternative transportation program. Several options were considered and Trans-Plan was designed to include two major components--carpooling and vanpooling, and promotion of transit services. For carpooling, Trans-Plan offers a free, computerized matching service for all Dane County residents who wish to share rides in their own vehicles. Vanpooling, the larger program, is an extension of this carpool concept and coordinates services for commuters living in outlying areas.

As of Fiscal Year 90 the Trans-plan project was changed to Group Transportation Office.

#### **1.1.4 Vanpooling and the State of Wisconsin Vanpool Program**

A vanpool is a group of people living along a common commuting route, riding to and from work together in the comfort of a passenger van. In the state's program each rider pays a fare calculated to cover all administrative overhead, operating and capital costs, thus making the vanpool program self-supporting. The van is driven by an employee who, in exchange for driving and maintenance services, is not required to pay a fare. Participants are predominantly state employees, but vans may have

a majority of non-state riders providing they have a driver and backup driver that are qualified and willing to alternate days off to insure that the van can operate each day.

The State of Wisconsin Vanpool Program evolved from a demonstration project initiated in July 1978, when approximately 100 commuters began riding to and from work in eight vans. It was originally developed for the primary purpose of encouraging energy conservation. Additional reasons for the program's services are that it:

Reduces not only traffic congestion, but also air and noise pollution.

Reduces the need for parking space at the work site. Each van saves seven or more parking spaces.

Offers the opportunity to seek employment at locations that previously may have been inaccessible to people having no other means of transportation.

Enables state and non-state employees to participate in low cost ridesharing opportunities.

Provides an example for private sector employers to follow. Experience gained by the state vanpooling program can be shared with the private sector.

### **1.2 CURRENT STATUS OF NATIONAL VANPOOLING**

Employer-sponsored vanpooling was originated by the 3M Company of Minneapolis in 1973. Since then, vanpool commuting has continued to grow with more than 300,000 North Americans currently using organized van services. Wisconsin's Vanpool program enjoys similar interest and success, with approximately 950 commuters participating daily. Many of the state vanpools maintain a waiting list of persons who wish to join. After the original purchase of 8 vans in 1978, 24 vans were added at the end of 1979. By July 1980 there were 70 vanpools in such diverse areas of the state as Rhinelander, Madison, Milwaukee, Minocqua and Superior. The total number of vanpools remains relatively constant with 83 active pools.

Internationally, Vanpool programs are organized in various ways ranging from employers offering substantial subsidies to Vanpoolers, to totally self-supporting programs. The State of Wisconsin Vanpool Program is designed to recover all operational costs through fares charged to participants. These costs include administrative costs, gas, repairs, insurance, parking, purchase price of vans.

### **1.3 BENEFITS**

#### **1.3.1 Benefits to the Public**

- Reduces traffic congestion
- Alleviates parking problems
- Increases energy conservation
- Decreases pollution

The above benefits are achieved through the removal of more than 469 vehicles daily from Wisconsin roads. Each van replaces approximately seven automobiles. More than 460,000 gallons of gasoline are saved each year by eliminating over 7,000,000 vehicle miles. The Vanpool program prevents over 400 tons of pollutants from entering Wisconsin's air annually.

### **1.3.2 Benefits to Employers**

- The Vanpool program is self-supporting; therefore, benefits are obtained at minimum cost. These benefits include:
- Reduces parking requirements, thus lowering parking facility construction and maintenance costs.
- Reduces traffic congestion on or near the work site.
- Improves employee productivity through reduced absenteeism, improved punctuality, and reduced stress associated with commuting.
- Expands and stabilizes labor markets by providing reliable access from outlying districts.
- Reduces employee turnover and related training costs.
- Presents a favorable image for the Vanpool sponsor as a progressive employer attending to employee transportation concerns and reducing energy costs.

### **1.3.3 Benefits to Participants**

Savings:

- Costs less per person than operating an automobile.
- Reduces wear and slows depreciation on the family car.
- May eliminate the need for a second car.
- Can reduce the cost by 10 to 20 percent for car insurance premiums.
- Affords the driver free commuting trips and limited personal use of the van at a nominal rate per mile.
- Offers fare discounts to the back-up driver and van coordinator.

### Convenience:

- Picks up at rider's door or predetermined pickup point and delivers participants to the work site area.
- Frees riders to read, work, or relax while a designated participant drives.
- Releases riders from the frustration of locating and paying for parking spaces.
- Assures reliability, with pickup and drop-off points and times established by participants.
- Releases participant's private cars for use by other family members.
- Frees riders from the inconveniences of adverse weather conditions, such as scraping windshields or entering a cold vehicle, and affords air-conditioned comfort in the summer.

### Safety:

- All drivers, primary and backup, must participate in a defensive driving course. Call the Vanpool office at 608-266-5612 for details.
- Riders are required to wear seat belts.
- All vans are equipped with fire extinguishers, first aid kits, and other emergency equipment.
- Safety and maintenance tips are distributed periodically to drivers.
- Vans are maintained and replaced according to established schedules, which maximize safety, economy and reliability.

### Social Advantages:

- Participants have the opportunity to talk to each other and establish friendships.
- Participants establish their own rules on internal matters such as use of the radio, waiting time for members, etc.
- Participants have the opportunity to meet and know employees from other work sites.

## **1.4 ORGANIZATION AND ADMINISTRATION**

Management and promotion of the Vanpool program is the responsibility of the Department of Administration and is assigned to the Group Transportation manager and staff. State of Wisconsin DOA sponsorship provides for:

### **1.4.1 Group Transportation Manager and Staff**

The manager is administrator of the Vanpool program and provides the following:

- Coordinates ridesharing promotional activities for participants and heightens public awareness of commuting options.
- Acts as advocate and informational resource person for ridesharing programs.
- Evaluates need for new vanpools, coordinates workshops, match applicant contacts and handles other details for forming vanpools.
- Provides referral services to facilitate vanpool/rider matching.
- Facilitates the arrangement of backup vans in emergencies.
- Schedules defensive driving courses through MATC. All new drivers and backup drivers are required to sign up. Call the Vanpool office for details.
- Performs day-to-day administration of program and supervises other administrative employees.
- Oversees financial aspects of the program.
- Procures the equipment and contracts the services necessary for operation of the program.

### **1.4.2 Equipment**

Selection and purchase of vans and equipment occur through the bid process overseen by the Group Transportation Manager and the DOA Bureau of Procurement. All vans carry standard safety equipment. Vans may be replaced based on a combination of miles and years of service.

### **1.4.3 Finances and Determination of Fares**

As established in Section 16.82(5), Wis. Statutes, Vanpooling "shall be provided for a fee, which recovers the full cost of administration, maintenance, operation, insurance and depreciation." The program assumes coordinating and administrative responsibility for collecting fees; hereafter called fares, from participants.

The following basic formula is used to determine fares:

- The total number of vanpools in operation multiplied by the biweekly pay periods in a year & annual miles.
- Per day cost is determined by the daily commute miles, number of riders, driver/coordinator discounts, if any, and fixed and variable costs as specified per vanpool annual operating budget.
- The number arrived for the daily round trip mileage, based on a 5-day work week schedule, Monday through Friday, is rounded up to the nearest five-mile increment. For example, an actual daily round trip commute of 46 miles becomes 50 round trip miles in the rounding process. Rounding mileage up to the nearest five-mile increment establishes a small buffer allowance to cover miscellaneous expenses, such as mileage for servicing vehicles and a grace period for recruiting when a participant leaves the pool.
- Daily full-time rider fare is determined by dividing the per-day cost of operation by the number of paying riders. The rider number does not include the driver/s, which in most cases receive discounts. It does, however, include a fare reduction for the backup driver and coordinator, as described in Section 2.2 of this handbook. In some vans the driver has elected to pay to keep the costs down.
- Two consecutive months of commute miles driven are used to determine any changes in the existing daily average round-trip commute mileage; this comparative average is rounded up to the nearest mile. Any necessary adjustment in fares is made at the end of this period. Fare changes necessitate the signing of new Payroll Deduction Forms (DOA-3202) by state employees, as stated in Section 2.4 of this handbook.

Individual vanpool rates vary according to van size (12 or 15 riders), total daily average round-trip miles, and the number of paying riders. Due to variations in these factors, two vanpools servicing the same community might have different rates. Fares are reviewed regularly, with adjustments made as the number of riders and/or the number of commute mile change. The total vanpool program is reviewed periodically in order to adjust the base fare to maintain a positive program position.

Each full-time rider essentially rents a seat on the van. During extended absences of over 10 days up to three months, the seat is reserved for the rider without charge when he/she is on a verifiable maternity, sick, or military leave. The absent rider's seat may be sublet to a temporary rider to allow the vanpool office to recoup some or all of the fare not being paid.

During a short term absence or vacation (of 10 days or less), the rider remains responsible for his/her seat's fare; the vanpool may sublet the seat, however, and collect additional funds. All receipts are deposited with the State of Wisconsin.

A vanpool rider is responsible for her/his fares during overtime or job training away the normal job site. The only refund that will be made will be for military duty and then only for two weeks duty. A reimbursement form must be filled out by the rider with an attached copy of a set of orders from her/his military organization.

#### **1.4.4 Insurance**

Department of Administration Risk Management covers all vans with collision and comprehensive insurance. The Bureau of State Risk Management is also responsible for securing liability insurance contracts through a private sector vendor.

#### **1.4.5 Driver and Route Selection**

A potential vanpool driver may be identified from among vanpool participants when a new pool is formed, or may be selected from among individuals known to be available by the Vanpool Manager. Selection is based on:

- Geographic location relative to riders.
- Work attendance record and work travel schedule.
- Driving record and physical condition.
- Willingness to abide by the state Vanpool Driver Agreement.

Routes are established through negotiation and mutual agreement among the participants of each Vanpool. The factors to be taken into consideration with guidance through the vanpool manager are:

- Achieving the maximum rider load.
- Commuting over the shortest distance.
- Keeping commute time to a minimum.
- Increasing energy conservation.

The vanpool manager may require route and/or participation changes to maximize utilization of the van.

#### **1.4.6 Maintenance**

The state of Wisconsin Vanpool program assumes responsibility for coordinating arrangements for routine and major repairs and vehicle maintenance, currently ARI. The driver and the Vanpool Manager establish appropriate maintenance and repair arrangements to achieve the most convenient and economical service. The driver bears the final responsibility for assuring that all required and routine maintenance is secured and completed each 5,000 miles. The driver must take the van to the appropriate service center. (See Section 2.6 on Vehicle Maintenance)

#### **1.4.7 Communications**

The Vanpool Manager provides information relevant to all aspects of vanpooling through memos, newsletters, this handbook (updated as needed), informal discussions, questionnaires and day-to-day contacts with program participants. Periodic questionnaires, such as the May 1984 survey of all participants, provide a means of addressing some of the program's informational needs. In addition, each vanpool is required to establish internal policies and regulations, which may be unique to their own circumstances. Participants are encouraged to communicate informally among themselves so as to foster positive relationships and good will.

#### **1.4.8 Advisory Council**

The Vanpool program Advisory Council can be organized when needed to provide input and generate recommendations from vanpoolers to assist in defining program directions. The volunteer members of this council will represent a cross-section of program participants.

## **2 DRIVER AND COORDINATOR INFORMATION**

### **2.1 INTRODUCTION**

#### **2.1.1 Driver and Coordinator Selection and Orientation**

The driver, who can be a state or private employee, is the vanpool's central figure. He or she sees to the ongoing details of van operation from maintenance, on-time pickup, delivery and scheduling of riders and works with the backup driver and coordinator. All new Vanpools starting during and after 1987 must have a driver, backup driver and coordinator.

The driver occupies a unique position within the vanpool. This individual not only accepts the responsibility of caring for the vehicle, delivering riders in a safe and timely manner, but also establishes the "character" of the van. Maintaining a harmonious atmosphere within the van is equally as important as a well-tuned engine. It tends to require a special person who can continually assume safety responsibility for many, give of personal time, and still maintain a disposition conducive to dealing with people who are just awoken or have just completed another workday. A sense of humor and "people skills" are necessary characteristics of a successful driver.

The driver's importance, as provider of dependable service to others and as caretaker for an expensive piece of state-owned equipment, necessitates a careful driver selection process. A safe driving record, a valid Wisconsin driver's license, and a work schedule compatible with those of others in the vanpool are prerequisites. (See Section 2.3 for details.

The van coordinator is the bookkeeper of the vanpool, handling the financial aspects, including the collection of personal checks and the

processing of payroll deduction start/stop slips. Additional duties may include serving as the referral point for new riders, keeping a schedule of who is riding on which days, and updating the waiting/substitute rider list. The coordinator also serves as the liaison to the driver and discusses questions and concerns with the riders while the driver is driving. (See Section 2.4 for details).

When a new vanpool is formed, the Vanpool Manager meets with the driver, backup driver and coordinator to answer questions. He also provides all necessary program information, including the Vanpool Program Handbook, and to facilitate the establishment of the vanpool.

### **2.1.2 Teamwork Approach**

Once established, a vanpool has considerable autonomy in determining its internal policies and procedures. Pool participants, under driver and coordinator leadership, decide on mutually agreeable schedules, routes, seating and traveling style (use of radio, heat, air conditioning). Together they arrive at policies to deal with the absence or tardiness of a rider, rider recruitment, backup rider fares and contingency plans in the event of breakdown or emergencies. These internal van policies should be written, periodically reviewed and discussed, and kept in this handbook in the van. Teamwork, planning, mutual consideration and consensus assure a safe, harmonious and reliable commute.

For Vanpools having an internal disagreement, a cooperative decision based on the input of all pool participants may be needed. Drivers and coordinators must consult with riders on all van matters other than maintenance. Riders who perceive a problem should speak up for open discussion. If group discussion does not resolve the problem, a written vote must be taken. Riders do not need to sign the ballot. The driver or coordinator should tally the votes and all participants must abide by the majority rule.

If this process does not end the difficulty, the vanpool office may become involved by reviewing all of the relevant information, including the ballots. In most instances, the majority vote will prevail. For further guidance call the Vanpool office.

## **2.2 PRIMARY DRIVER/BACKUP DRIVER AND COORDINATOR BENEFITS**

*In exchange for assuming the responsibilities involved in driving a van, the primary driver:*

- Rides to and from work typically paying a reduced fare.
- Use the van for limited personal trips, typically during non-working evening and weekend hours is permitted within specified limitations at a mileage rate calculated to reimburse the program for the cost of operation. Trips should be limited to doctor appointments, getting to a work site away from the driver's normal daytime work location, or general errand. (See Section 2.3)

*In exchange for performing backup driving service, the primary backup driver:*

- Typically receives a 10 percent fare discount. When there are multiple backup drivers, the 10 percent discount is to be divided among the backups, using whatever distribution formula the pool deems equitable.
- Backup drivers may operate the van for limited personal use under the same terms listed in Section 2.3

*In exchange for assuming the responsibilities involved with administering the van, the coordinator:*

- Receives a 10 percent fare discount. The coordinator does not have the personal use privilege of the van.
- When the backup driver also serves as coordinator, the fare discount typically is a combination of the 10 percent allotments for the backup driver and the coordinator. Thus, an individual serving as both coordinator and sole backup driver receives a 20 percent discount in his/her fare. This may happen on vans established prior to 1987.

### **2.3 PRIMARY DRIVER/BACKUP DRIVER AGREEMENT AND RESPONSIBILITIES**

The driver and backup driver(s) sign the Vanpool Driver Agreement (DOA-3203) which lists the basic obligations accompanying the driver/backup driver role.

Driver obligations include:

- By state statute, all drivers and backup drivers can be state or non-state employees.
- Drive the van to and from work locations, picking up and delivering the riders. Only the driver and backup drivers, all of who have signed the Driver Agreement, are certified to drive a van. ALL MUST WEAR SEAT BELTS. Both the driver and backup driver are responsible for maintaining the daily van mileage log. This log must be filled in each day and submitted to the Vanpool office with the Van Usage Report (DOA-3208) by the first of the following month.
- It will be the driver's responsibility to make sure that doors are locked, credit card and extra keys are not left in van.
- Maintain the rider pool at or above the minimum of nine paying riders for a twelve-passenger van and eleven paying riders for a fifteen-passenger van, except when authorized by the Vanpool Manager. The driver should enlist all participants to assist in rider recruitment from unrestricted locations as defined in Section 2.7.1.

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- Supply or arrange for home community off-street parking for the van. This storage place should have an exterior electrical outlet for an engine block heater in the winter.
- The primary driver recruits and trains sufficient backup drivers to insure daily operation of the van. Most pools appoint a primary backup driver who regularly assumes driving duties when the driver is not available, plus an additional backup driver who is needed infrequently.
- Learn proper use of the van's safety equipment and train the riders in emergency procedures, so as to minimize confusion at the time of an emergency. Follow accident and emergency procedures as listed in Section 4 of this handbook.
- During limited personal use, observe mileage and distance regulations, which serve the best interests of the vehicle, the state as owner/sponsor, and the pool members. Personal mileage must be reimbursed at a rate set to recover costs. UTSA (Uniform Travel Schedule Amounts) sets the basic rules for reimbursement. Contact the Vanpool Office of the current per mile charge (plus applicable sales taxes). Advance written approval by the Vanpool Manager is required for exceeding the limits below.
  - Remain within the boundaries of the state of Wisconsin.
  - Remain within a 25 mile radius of the van's normal evening garage location.
  - Remain within a 25 mile radius of the van's normal workweek parking location (typically Madison site).
  - Note that family members may be carried in an emergency without approval.
- The van may not be used to pull trailers, nor may it be used for purposes requiring the removal of any seats.
- The van may not be used to carry passengers or freight, for hire or for nonprofit reasons, or for any purpose other than that for which the program was established.
- The van may not be driven off hard-surfaced public streets and highways and other normal access roads and driveways. It may not be driven on beaches, fields or frozen lakes and rivers, or in any other manner that would expose the vehicle to unsafe conditions.
- The use of alcoholic beverages or drugs by any individual while in the van is prohibited. There is to be no transportation of alcoholic beverages or controlled substances of any type in the state vans. There are to be no controlled substances or alcohol on state vanpool vans at any time.
- The van driver and back-up driver serve at the discretion of the vanpool office and the riders of that van. They can be asked to step down by the riders as a group or the vanpool office for any valid reason.

### 2.3.1 Driver/Backup Driver Agreement Form

#### State of Wisconsin - Vanpool Program Driver/Backup Driver Agreement

**DOA-3203**

**February 2004**

**Vanpool No. \_\_\_\_\_**

This agreement between the driver and the State of Wisconsin establishes the terms and responsibilities of a driver participating with the State Vanpool Program.

Drivers agree to adhere to the rules and regulations of the State of Wisconsin Vanpool Program Handbook, including but not limited to the following:

#### **Minimum Driving Standards**

- Obtain and maintain a valid regular Wisconsin driver's license.
- Must have a minimum of five (5) years licensed driving experience.
- Must have taken approved van driver training as required by the driver categories contained in this agreement.
- To remain a qualified driver, s/he must have met the active driver requirement contained in this agreement.
- Cannot have three or more moving violations and/or at-fault accidents in the past two years.
- Cannot have an OWI or DUI violation within the past year. (OWI/DUI violations are for operating while under the influence of an intoxicant, controlled substance or other drug.

#### **Driver Responsibilities**

- Report to the Vanpool office all moving violations occurring during van use or use of any other vehicle and all negative changes in driving record or status.
- Pay any fines resulting from parking tickets or moving violations for which the driver is responsible.
- Drive the van to and from work locations and pickup and deliver paying riders according to the agreed upon schedule.
- Work with the van coordinator to establish a contingency plan and a communication system to assure everyone gets to his/her destination when the van is unavailable for any reason.
- Be mindful that the van carries state government license plates, which are distinctive to the driving public, and therefore be careful to observe all traffic rules and regulations, road safety, as well as common courtesy when driving the van.
- Follow accident and emergency procedures as listed in the Vanpool Handbook, Section 4.2, and complete the proper forms included in the Vehicle Incident Kit contained in each van.
- Assist in fare collection and expense records for the van in cooperation with, or in the absence of, the van coordinator.
- Record the van odometer reading (mileage) on a daily basis in the mileage log.
- Primary drivers to submit the required monthly mileage log (DOA 3206) along with the van usage report (DOA 3208) within 5 working days after the end of each month.
- Assist in the recruitment of replacement riders in cooperation with the coordinator and the riders in order to maintain full capacity on the van.

- Communicate and cooperate with the coordinator, backup driver(s), and riders to establish and maintain harmony on the van.
- Observe all regulations in the Vanpool Handbook regarding personal use of the van.
- Primary drivers agree to cooperate in the recruitment and training of backup drivers.
- Primary drivers are also responsible for adhering to the required and recommended vehicle service and maintenance schedule including daily checks as outlined in the maintenance section of the Vanpool Manual.
  - Must wear seatbelts at all times.

Do not operate a 12/15-passenger van if your ability or alertness is so impaired, or so likely to become impaired, through fatigue, illness or any other cause, as to make it unsafe to begin or continue to operate the vehicle.

Within 8 hours prior to a drive and during a drive, do not possess, or be under the influence of, or use, alcohol or any of the following drugs or other substances:

- (i) Any 21 CFR 1308.11 Schedule I substance\*;
- (ii) An amphetamine or any formulation thereof (including, but not limited to, "pep pills" and "bennies");
- (iii) A narcotic drug or any derivative thereof; or
- (iv) Any other substance, to a degree which renders the driver incapable of safely operating a motor vehicle.

These include a variety of prescription and over-the-counter drugs (such as cold medicines) which may make a driver drowsy or otherwise affect safe driving ability. Pay attention to warning labels of legitimate drugs and medicines and to doctor's orders regarding possible effects. Do not use any drug that hides fatigue. Avoid medication, as many medicines can make one sleepy and have a label warning against operating vehicles or machinery. However, possession or use of a drug administered by or under the instructions of a licensed medical practitioner is permitted if the doctor has advised that the substance will not affect your ability to safely operate a motor vehicle.

### **INCLEMENT WEATHER GUIDELINES:**

If it is unsafe to drive, DON'T. The key is to determine whether the trip is essential or non-essential. Though you may be able to get there safely, can you get back home safely?

Listen to local road and weather reports and follow their recommendations. If a long-distance trip is planned, listen to the National Weather Service for the latest weather conditions along your route and follow the recommendations given. Stay informed on changing weather conditions throughout your trip, as well as road closures and conditions. The toll-free telephone number for Wisconsin road condition reports is 1-800-ROADWIS. The website for this information is <http://www.dot.wisconsin.gov/travel/road/winter-roads.htm>.

Do not drive in inclement weather unless absolutely necessary. Even then, wait for the weather and roads to clear. Allow extra travel time. Always use your headlights. Decrease speed. If you cannot see the edges of the road or other vehicles at a safe distance, stop at a protected area.

### **DRIVER CATEGORIES**

Five groups of van drivers will be identified. The groups and their definitions are:

1. **New Drivers** (Those who have never driven 12/15 passenger state vanpool vans).
2. **Suspended Drivers** (Those who no longer meet the minimum driving standards). A driver may also be suspended if the Vanpool manager deems it is in the best interest of the state to do so because of the driver's actions, such as failing to follow procedures, or being involved in a serious at-fault accident. The Vanpool manager will determine whether a driver suspended for the first time should again drive 12/15 passenger state vanpool vans. If they are approved to drive again, they are not eligible to reinstate for at least one year AND until they meet the minimum driving standards AND have at least one year with no moving violations and/or at-fault accidents. A van driver who has had their license suspended more than one time should not be allowed to again drive state vanpool vans.

3. **Restricted Drivers** (Those who have had two moving violations/accidents/validated complaints within two years).
4. **Experienced/Current Drivers** (Current 12/15 passenger van drivers without the conditions listed above under numbers 2 and 3, Suspended/Restricted Drivers). Drivers who meet the active driver requirement.
5. **Infrequent Drivers** (If these drivers fail to meet the active driver requirement, contact the Vanpool office to reschedule refresher van driver training).

**ACTIVE DRIVER REQUIREMENT**

Drivers must remain active in driving to ensure a safe van ride and currency shall be maintained through consistent driving. Primary drivers and primary back-up drivers, those who carry 8 passengers or more (including the driver) on a quarterly basis must accumulate the following driving experience of 6 hours or 300 miles. Mileage should include a combination of low and highway speed. Secondary back-up drivers those who carry 7 passengers or less (including the driver) on a quarterly basis must accumulate the following driving experience of 1 hour or 50 miles. If a driver does not meet the standard for two consecutive quarters, s/he should contact the Vanpool office to reschedule refresher van driver training. There must be an auditable trail that the driver has remained qualified; A driver log in the van will be used to accomplish this requirement. In the event there's an incident or accident, drivers may have to provide documentation that s/he was properly considered as qualified. Note: It is the driver's responsibility to make sure they log and document their driving time.

**TRAINING FREQUENCY:**

Van driver training should be taken by:

- *New drivers* - Those who have never driven 12/15 passenger state vanpool vans.
- *Suspended drivers* - After a suspended driver again meets minimum driving standards AND has had at least one year with no moving violations and/or at-fault accidents AND is approved by the Vanpool manager to again drive vans for the state, s/he must take van driver training.
- *Restricted drivers* - Those who have had two moving violations/at-fault accidents/validated complaints within two years.
- *Experienced drivers* - who volunteer to take it or if the Vanpool Manager recommends that they take it.
- *Infrequent drivers* - Who have not met the active driver requirement

Either party may terminate this agreement with a two week written notice delivered to the other party. In addition, it will terminate immediately and automatically on (a) loss of the required driver's regular license, (b) breach of the terms of this agreement by the driver, (c) loss of confidence in the driver by the van's members or the Vanpool office.

\_\_\_\_\_  
Driver's Name - Please Print

\_\_\_\_\_  
Accepted: State Vanpool Office

\_\_\_\_\_  
Driver's Signature

\_\_\_\_\_  
Authorized Van Office Signature

\_\_\_\_\_  
Driver's License Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

### 2.3.2 Coordinator Agreement Form

COORDINATOR AGREEMENT- State of Wisconsin Vanpool Program      Vanpool No. \_\_\_\_\_  
DOA-3204  
MARCH 2001

In exchange for a 10% fare reduction, as the Vanpool Coordinator, agree to perform the administrative and fiscal duties of the Vanpool and regularly coordinate these duties with the Vanpool Manager.

#### Orient New Riders

Explain rider agreement and obtain signature on the form.  
Introduce and answer any questions pertaining too the Vanpool handbook. Explain to new and prospective riders the van route, schedule, and any internal policies unique to riders assigned Vanpool group.  
Arrange initial fare payment. Payroll deduction form for state employees and personal check for non-state employees.  
Collect a two-week security deposit payment for both state and non-state employees when riding begins.  
Submit all documents and security payments to the Vanpool Office and follow up after two weeks to verify with the office that the rider is properly registered.

#### Collect Continuing Fares

Collect checks from non-state employees within one working day of riders payday according to payment due date.  
Submit all fares, along with proper documents, to the Vanpool Office within 3 working days after each pay period of payment due date from rider (s).  
Maintain accurate fare collection records.

#### Updated Rider Information

Complete a rider roster when changes occur, change payroll deduction forms, as needed, and submit to the office.  
Notify Vanpool Office within three (3) days of any increase or decrease in the number of riders on the van.  
Notify Vanpool Office within two (2) weeks before ridership drops below the required Vanpool minimum and employ recruitment efforts to maintain the minimum ridership level.

#### Implemented Fare Change

Monitor ridership level in order to adjust rates as advised by Vanpool Office.  
Notify riders of the new rates, reason for fare change, and how rates were determined.  
Obtain properly completed payroll deduction forms from all state riders within two (2) days after the fare change takes effect.  
Submit new payroll deduction forms (copy) to the Vanpool Office immediately.

#### Perform Additional Duties at Discretion of and by Agreement with Driver

Serve as liaison between riders and drivers.  
Maintain a current van rider waiting list.  
Respond to prospective rider inquiries and telephone calls.  
Monitor substitute rider subletting of temporarily vacant seats. See Vanpool Handbook Section 3.4 for sublet regulations.  
Work with riders and drivers to establish and periodically review the pool's contingency plan to accommodate getting riders to destination when van is unavailable.  
Establish formal communication system among riders for use during bad weather.  
Foster and facilitate cooperation and communication among riders and drivers.

#### Accepted Coordinator Agreement:

\_\_\_\_\_  
Coordinator name – Please print

\_\_\_\_\_  
Accepted: State of Wisconsin Vanpool Office

\_\_\_\_\_  
Coordinator Signature

\_\_\_\_\_  
Authorized Vanpool Office Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## **2.4 COORDINATOR AGREEMENT AND RESPONSIBILITIES**

The driver may delegate certain coordinating duties to another consenting van rider whom signs the Coordinator Agreement (DOA-3204). This individual need not be a state employee. The delegated duties might include:

Obtain the signature of new riders on the Rider Agreement (DOA-3201), after explaining its contents, provide orientation information, introduce this handbook, and answer questions from new riders. Follow up with the Vanpool office after two weeks to verify that a new rider is properly registered.

- Serve as liaison between the driver and riders.
- Handle financial matters related to the van, including collection of security payments and fares from participants. Submit collected payments and fares to the Vanpool office within three (3) working days after each pay period, or after rider's payment due date, as described in Section 3.4 of this handbook.
- Distribute and collect all program forms and written communications, including updates for this handbook. Update and obtain signatures on forms as needed, on a timely basis.
- Notify the Vanpool office two weeks before the van's ridership drops below the required minimum and work with other pool members to recruit additional riders.
- Maintain a current roster of riders.
- Maintain bookkeeping records of collections and disbursements of the vanpool.
- Serve as the vanpool's contact, including mailing address, for referrals from the Vanpool office and maintain the pool's waiting list according to specifications in Section 3.2.1 of this handbook.
- Put internal van rules, policies, procedures, schedules and route map into written form and update as needed.
- Work with the driver and riders to establish a contingency plan for emergencies or inclement weather. Review the plan periodically with the vanpool members.
- Establish a formal communication system among participants for notification of absences or breakdown.
- Foster and facilitate cooperation and communication among riders and drivers.
- Van coordinators serve at the discretion of the Vanpool office and the riders of the van. The group of riders or the Vanpool office can ask them to step down at any time.

## **2.5 RECORDKEEPING AND REPORTING**

Success of the program, including the establishment of realistic fares, depends upon maintaining accurate operating, income and expense records. Report formats, procedures, and schedules have been designed to meet the program needs, yet minimize the effort required for their submission.

## **2.6 VEHICLE MAINTENANCE**

### **2.6.1 Vehicle Maintenance Schedule**

Routine preventive maintenance is essential to the operation of a safe, dependable, and economical vehicle, and is the best way to avoid repair problems. The driver is the primary caretaker of the van, and must give attention to its ongoing and periodic needs.

Although vans vary somewhat, depending on driving route and other factors, a 5000/mile schedule serves as a guideline for routine maintenance. Each vanpool has a maintenance packet in the van at all times. For details, see Automotive Resources International (ARI) booklet, Preventive Maintenance Program.

## **2.7 GENERAL INFORMATION FOR DRIVERS**

### **2.7.1 Operation and Recruitment Area Restrictions**

The State of Wisconsin Vanpool is restricted from competing directly with already established mass transit and private commuter services. Several communities have pre-existing services where a van should not pick up a new rider unless the manager obtains written approval from the operators of these services. Van drivers must obtain written permission from the Vanpool Manager before recruiting or signing on a new rider from these areas.

### **2.7.2 Vanpool Parking Lot, Brayton Lot Downtown**

The Vanpool program currently rents approximately 29 parking stalls from the City of Madison at the corner of East Main and South Butler Street, Madison. Spaces are not currently assigned to any particular vanpool, but are available on a first come-first serve basis. Only vans that have a permanent City issued parking permit are allowed to park in primary section of the Brayton lot.

### **2.7.3 Parking for Personal Backup Autos**

When a van breaks down, drivers are responsible in locating a daily parking lot and purchasing a daily permit at driver's expense. Note reimbursement applies.

### **2.7.4 Holiday Pooling**

Holiday pooling usually mean few riders for a van. A single auto, in lieu of the van, may be more convenient and less expensive to run on those

days, but will not reimburse riders for any expenses or refunds of fares paid.

#### **2.7.5 Van Pickup Locations**

Drivers are expected to select safe, convenient and legal locations to pick up and drop off riders. Courteous driving habits and use of directional signals and flashers are mandatory for all stops.

The Vanpool program has received special permission from Madison Metro to use bus stops for rider pickup provided the van does not inhibit the operation of Madison Metro buses. Bus stops should be used only when absolutely necessary and with the utmost discretion. Bus drivers work on a tight time schedule in a pressurized environment and cannot be delayed by vanpools.

Zones reserved for handicapped parking may not be used by vans. Zones marked "No Stopping, Standing, or Parking" are enforced and the driver will receive a \$50.00 ticket. The Vanpool office will not pay these tickets, they are the driver's responsibility. (Note: These signs are posted in several locations on and around the square, including Martin Luther King Jr. Blvd., Wisconsin Ave., North and South Pinckney, North and South Mifflin, East and West Carroll, East and West Main, and East and West Wilson.

#### **2.7.6 State Agency Use of Vans**

State agencies may occasionally use Vanpool vans for state business, providing prior approval is obtained from the Vanpool Manager. The state agency's driver must record the mileage, date, and agency on the Van Log Form DOA-3206, so that proper billing can be determined. Revenue generated from agency usage is applied toward reduction of the program's operating costs. Contact the Vanpool Office on current rates. Of course, Vanpool Program needs take precedence over any agency use requests.

#### **2.7.7 Minority Vendors**

The state monitors its interactions with minority-owned businesses and requests information for updating records. When a vanpool conducts business regularly with a minority-owned firm, the Vanpool Manager should be advised of the name, address and phone number of the vendor. A firm is considered to be minority-owned if at least 50 percent of its ownership is by women, handicapped, or racial minority individuals.

### **3 RIDER INFORMATION**

#### **3.3 WHO MAY PARTICIPATE**

##### **3.3.1 Program Requirement**

Most riders are State of Wisconsin employees. Originally the program was intended for state employees only, but it became apparent that adding other riders gives state employees increased opportunities to start vanpools. As a result, the Wisconsin Statutes governing the State

Vanpool program have been expanded, and the quota of only one-third non-state employees has been eliminated. All riders participating in the program do so on a voluntary basis. State employees on a waiting list cannot bump a permanent non-state rider. If a driver is required, this may put he/she to the top of the waiting list. (See Section 3.2)

### **3.3.2 Definitions: State, Non-state, and Temporary Riders**

**State employee:** A person who works for the State of Wisconsin and is paid by the State of Wisconsin for services performed (as defined by state statute). Work-study students in the University of Wisconsin System are currently defined as state employees for purposes of this program.

**Driver and Back-up driver**

In order to insure that each van can operate every day there must be enough employees on each van that are willing to be the back-up and main drivers. These drivers must be willing to alternate days off to insure that there is a qualified employee to operate the van each day it is scheduled to run.

**Temporary rider**

Is a state or non-state employee who replaces a full-time existing rider who is on vacation or leave of absence. The temporary rider may replace the full-time existing rider for a period not to exceed three months. Which is the maximum time allowed for leave of absence. During this time the fares paid by the temporary rider are submitted to the Vanpool office. The temporary rider must submit a signed letter stating he/she understands the seat may only be available for three months or less. If the full-time rider is gone longer than three months, there are three options:

The full time rider resumes payment of regular fare to the Vanpool office in order to retain a reserved seat on the van until he/she can return. The full-time rider then takes responsibility for making a payment arrangement with the temporary rider.

The full-time rider resumes payment of regular fare to the vanpool office in order to retain a reserved seat on the van until he/she can return. The full-time rider leaves it up to the van coordinator to arrange for temporary rider(s) while the seat is empty. The fares collected from the temporary riders are submitted to the Vanpool office. Upon return of all permanent riders, the temporary rider must terminate from the Vanpool, unless space is available on a day by day basis.

The full time rider does not resume payment, thereby giving up their permanent position on the van. If at a future time this person wishes to rejoin the Vanpool, they must be placed according to the waiting list, if any. The space is then available for the temporary rider to sign on as a permanent rider. Temporary replacement for the seat must follow the order of the waiting list for that van. See section 3.2.2. for eligibility guidelines.

### **3.3.3 Occasional Rider**

This section applies to the occasional vanpool rider and does not apply to temporary riders as defined in Section 3.1.2 of this manual.

An occasional rider is anyone who rides less than 5 days in a biweekly period. An adjusted daily rate applies to these riders, which is 50% higher than the full-time rider daily rate and rounded to the next dollar.

Example: Portage van full-time rider daily rate \$3.92 x 1.50 = \$5.88 (round to \$6.00 day).

Two half-time riders may share one seat at regular fare. Technically, each should decide who rides alternately on which days. If one terminates, the full fare applies to the other.

## **3.4 RIDER SELECTION**

### **3.4.1 Waiting List**

Participation in the State Vanpool Program is entirely voluntary. Persons who would like to join should give their names to the driver/coordinator who serves their area. These applicants are added to a list of potential riders. For each individual waiting, this list should contain the name, address, telephone number, employer, and any other identifying information which seems appropriate, plus the date of contact.

### **3.4.2 Guidelines for Selection**

The driver/coordinator uses the following guidelines for the selection of riders:

- Date of placement on the waiting list. The applicant with the earliest contact date is given first consideration. All drivers have preference.
- Geographic locations for the driver and other riders. The Vanpool seeks to maintain the most efficient route while keeping the ridership at a maximum.
- Ability and willingness of the applicant to meet the schedule of established times and routes with current riders, and to abide by membership rules.
- Having been accepted as a full time rider, please note that non-state employees enjoy the same rider rights as state employees and cannot be "bumped" to make room for state employees.

## **3.5 RIDER AGREEMENT AND RESPONSIBILITIES**

The Vanpool's success rests in part upon the cooperation and communication efforts of its membership. Each rider must contribute responsibly to the necessary policy setting and problem-solving sessions engaged in by his/her co-participants. Each rider is expected to:

Sign and adhere to the Rider Agreement, Form DOA-3201. Read and adhere to the regulations of this handbook.

**3.5.1 Rider Agreement Form**

RIDER AGREEMENT- State of Wisconsin Vanpool Program  
DOA-3201  
June 2000

Vanpool No. \_\_\_\_\_

This agreement establishes the rights and responsibilities of riders as established by the State of Wisconsin Vanpool program. In consideration for being allowed to participate in this program, the rider agrees during the term of this agreement to:

- Read and adhere to the rules and regulations of the Wisconsin Vanpool handbook.
- Meet the van punctually within time limits set by the Vanpool group before and after work.
- Pay the required fare for seat rental each pay period.
- Make an initial two weeks, non-interest bearing rider fare deposit on the day riding begins.
- Authorize payroll deduction of fare if the rider is a state employee.
- Pay the coordinator by check within one working day after each payday if the rider is a non-state employee.
- Pay usual fare during sick leave of less than 10 days, for all vacation or personal holidays, and absence due to lateness, emergency or overtime.
- Notify driver three days in advance of planned sick leave or vacation.
- Find alternate transportation when work or personal schedules do not allow participation in the Vanpool.
- Abide by all day-to-day operational practices/guidelines of the Vanpool as established by a majority vote of the vanpool members. Individual group Vanpool guidelines shall not conflict with any rule established by the State of Wisconsin.
- At least two weeks written notice to the Vanpool coordinator will be given to coincide with the start of a pay period. This two weeks enables time to stop your deduction and allows you to ride the final two weeks on your security deposit. When transferring to another van, your deposit will also transfer over. When you terminate, you ride the last two weeks using the deposit. No refunds or reimbursements will be made if security deposit paid does not match the current rider fare.
- Cooperate with transportation arrangements during van breakdown or other emergency disabling the van.
- Assist with recruitment of new riders when ridership falls below minimum or when vacancy occurs.
- Wear seat belts at all times. No smoking in state vehicles.
- Contribute to Vanpool-related discussions. Respect the rights and peace of mind of fellow riders. Promote harmony and cooperation in the van.
- Agree to five days termination notice upon rider violation of this agreement.

**The State of Wisconsin Vanpool agrees during the term of this agreement to:**

- Provide a van for use in the program.
- Develop and maintain operational policies and procedures for the Vanpool Program.
- Provide liability coverage for all authorized drivers of the van.
- Provide a backup van or personal car reimbursement in the event of van breakdown.
- Arbitrate disputes arising out of established day-to-day operational rules of the Vanpool.
- Establish a fee schedule for participation in the vanpool.

\_\_\_\_\_  
**Rider Name – Please print**

\_\_\_\_\_  
**Rider start date**

\_\_\_\_\_  
**Work Address**

\_\_\_\_\_  
**Home Address**

\_\_\_\_\_  
**City State Zip**

\_\_\_\_\_  
**City State Zip**

\_\_\_\_\_  
**Work Phone**

\_\_\_\_\_  
**Home Phone**

\_\_\_\_\_  
**Rider Signature Date**

### **3.6 PAYMENT OF FARES**

#### **3.6.1 Fare Structure**

At the start of ridership, each Vanpool rider makes a two weeks security payment which is applied to his/her final two weeks of riding, should he or she leave the Vanpool program. Riders pay ongoing fares for a reserved seat after each two weeks of riding is completed, including the first two weeks of ridership. No refunds are made for occasional days on which riders do not use the van. Van fares remain low enough that riders can miss some days and still save money, compared to the cost of driving alone. Because all costs must be paid through rider fares, allowances cannot be made for vacation leaves since they would eventually lead to fare increases to recoup the lost revenue. Riders do receive refunds, however, for any fares paid during the approved extended sick, maternity, or military training leave. (See Section 3.4.4 on Absences and Leaves)

For an explanation of the formula used to establish fares, see Section 1.4.3 of this handbook.

#### **3.6.2 State of Wisconsin Employees**

State employees make the two weeks security payment of fare by personal check on the day riding begins. Thereafter they must pay commuter fares through biweekly or monthly payroll deduction. Monthly deductions may be taken only by employees in state employing units where paychecks are issued monthly. Employees who use this form of payment must sign vanpool Payroll Deduction Authorization DOA-3202. Checks are made payable to Department of Administration Vanpool.

#### **3.6.3 Non-state Employees**

Non-state employees make the two weeks security payment of fare by personal check on the day riding begins. They pay commuter fares after each two weeks of riding, including the first two weeks of ridership, by personal check within one working day of each state payday to the driver or coordinator of the van. The vanpool coordinator in turn submits all fares with the proper forms to the Vanpool office the Monday following each state payday. When no check has been received, and the vanpool office has not been notified, a rider will not be picked up until the fare has been paid. Checks are made payable to Department of Administration Vanpool.

#### **3.6.4 Absences and Leaves**

A vanpool rider who expects to temporarily miss riding in the van must abide by the Vanpool Program policy for giving advance notice. This should be three days advance notice to the driver or coordinator for planned vacation or leave. For unexpected same day absence, a telephone call to the driver, coordinator, or to the rider at the prior pickup point is necessary. A substitute rider who pays on a short-term basis may be solicited through the pool's waiting/substitute list.

A rider who takes a verified, extended sick, maternity, or military training leave of eleven consecutive workdays or more may retain his/her seat up

to three months with no financial penalty to the individual or his/her pool. In such cases, written notice and verification of need are required. For both state and non-state employees the state assumes the necessary subsidy for up to three months. State employees on payroll deduction sign a deduction stop for the leave duration; returning to Vanpooling after an extended absence, the employee must again sign the Payroll Deduction Form DOA-3202 to resume fare deductions. Non-state riders resume payment of fares by personal check. Riders on leave of ten days or less are responsible for their usual fares during absence.

The rider agreement states that the rider agrees to pay usual fare during absence due to lateness, emergency or overtime. Vanpoolers will not be compensated for overtime or training.

If the rider on approved leave continues to pay and the van calls a backup rider to fill the temporary vacancy, see Section 3.1.2 for details.

### **3.7 TERMINATION**

A rider leaving a vanpool permanently must give at least a two weeks written notice to the van's coordinator, which in turn relays a rider termination request immediately to the Vanpool office. Depending on how a rider's payment schedule is set up, this notice must coincide with the start of a biweekly or monthly state pay period and applies to both state and non-state employees. For those who are on monthly payment schedule, the two weeks written termination notice must coincide with the start of a monthly pay period which is the first of the month. This also applies to both state and non-state employees. The security deposit payment riders pay on their first day on the van is in effect the last two weeks of riding (ten working days) after coordinator receives the appropriate written termination notice from rider.

A 20-working day grace period prior to adjusting fares takes effect upon a rider's written termination notice given to the van's coordinator. During this time pool members is expected to put forth recruitment efforts. If no replacement is found, coordinators are required to then inform the vanpool office of results. In the end, vanpool participants experience an increase of fares for the remaining riders. Riders sign new Payroll Deduction Forms DOA-3202 within two days of the new fare's implementation.

When ridership falls below the required minimum of 8 people, the Vanpool office allows 30 working days for recruitment. If the minimum is not regained within that period, the vanpool undergoes fare adjustment to cover operating costs or the pool is disbanded within the next two weeks following a discussion between the Vanpool Manager and the van driver and/or coordinator.

The State of Wisconsin Vanpool Program reserves the right to terminate a rider's agreement upon five days notice following a violation of the Rider Agreement.

## **4 EMERGENCIES**

## **Department of Administration VanPool Program**

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Vanpool drivers must be responsible, safety-conscious people, endowed with ample concern for their fellow riders. Even so, accidents happen. The driver and all riders should review this section of the handbook periodically so as to minimize confusion in the event of an emergency.

### **4.3 SAFETY EQUIPMENT OF VANS**

The driver, backup driver(s), and any other participants the driver enlists to help during emergencies should learn the location and use of each of the following:

- First aid kit
- Fire extinguisher
- Reflector kit
- Van incident kit (forms and instructions)

### **4.4 ACCIDENT PROCEDURES**

Remain calm, others are relying upon you. Stop the van immediately in a safe place away from the traffic flow. Turn on the emergency flashers and send someone for help, if necessary. Use these procedures when handling and reporting all accidents and incidents involving Vanpool vans; followed in order, they will help you through the proper procedure.

#### **4.4.1 At The Scene**

Offer assistance to any injured persons.

Report all incidents to local police as soon as possible. This includes damage due to vandalism, fire, and damage to parked vehicles, state van included.

If police investigate the accident, the officers will file a Motor Vehicle Accident Report (MVD-4000) with the Department of Transportation. Tell the officer that the state is self-funded for insurance purposes.

Collect data for completing the State of Wisconsin vehicle accident/incident Report Form DOA 6496 (R08/2000), enclosed in the Van Incident Kit.

For accidents involving bodily injury or fatality, CALL TO REPORT IMMEDIATELY to the Vanpool office, (608) 266-5612. If you cannot reach someone there, telephone State Capitol Police at the 24-hour number (608) 266-7700. Then, the following workday, call the Vanpool Office to report the injury.

For property and/or vehicle damage incidents and accidents, call the office at the beginning of the next workday.

During the workday, from 7:00 a.m. - 5:00 p.m. call the Vanpool Office (608) 266-5612 or (608) 266-7665 for instructions.

After 5:00 p.m. or weekends call ARI at 1-800-227-2273 and have the van towed to a safe place close to the accident. Next workday, call the Vanpool Office for further instructions.

Call the Vanpool office the next work day for instructions as to who will obtain the required two estimates of vehicle repair costs.

If the van is disabled, activate your Vanpool's reimbursable private vehicle contingency plan to continue to destination or to pick up a backup van. See Section 4.3 of this manual for instructions on obtaining a backup van or call Capitol Police at (608) 266-7700 for assistance.

Within two (2) days of the accident, send the following completed forms to the Vanpool Office at 1704 South Park Street, Madison, WI 53713 and request a new Van Incident Kit. Completed forms listed below:

State of Wisconsin Vehicle Accident/Incident Report Form DOA-6496(R08/2000)

Reimbursement request for private vehicle contingency transportation, if applicable.

If it appears that there may be an uninsured motorist involved in the accident, the Department of Transportation will send an Evaluation of Motor Vehicle Damage (MVD-3046) to the owner's address (Vanpool Office) or in a few isolated cases, to the Driver's address. If the uninsured motorist (MVD-3046) Evaluation of Motor Vehicle Damage is sent to you, send it to the Vanpool Office immediately.

**DO NOT HANDLE YOUR OWN CLAIM: THE VANPOOL OFFICE AND DOA RISK MANAGEMENT HANDLE ALL CLAIMS FOR VANPOOLING VANS.** Refer all callers to the Vanpool Office.

**CLAIM RESOLUTION** - Contact the Vanpool Office at (608) 266-5612 or (608) 266-7665, if you have questions concerning repair of the vehicle, estimates, billing, etc.

**IF YOU ARE A STATE AGENCY USING A VANPOOLING VAN** - Please inform your agency coordinator(s) about the procedures listed below and provide the Vanpool Manager with the name, address and telephone number of your agency coordinator(s).

- DOA Risk Management

Will review and investigate incidents to determine if there is negligence on the part of state officers or employers. DOA Risk Management will make settlement on subrogation and property claims. If the negligence does appear to be the State's responsibility or if the negligence is questionable, DOA Risk Management will make a recommendation to State Risk Management for their determination.

- State Risk Management

Will handle the settlement with the claimant if the negligence is determined to be the State's responsibility or will formally deny the claim.

## **4.5 BREAKDOWN/BACKUP VANS**

### **4.5.1 Contingency Planning**

Drivers and riders should establish advance contingency plans for getting to and from work in case of inclement weather, breakdown or other unforeseen circumstances, which make the vanpool inoperable. **In the event of breakdown**, it will be necessary to find a safe and secure place for the van and riders, obtain assistance to repair or tow the van as described in Section 4.2, of this manual and implement the contingency plan for alternative transportation to continue to the destination. The vanpool office will reimburse mileage and parking costs incurred by personal vehicles.

### **4.5.2 Madison/Dane County Backup Options**

To arrange for a backup van during office hours, call the Vanpool Office (608) 266-5612 or 266-7665, 7:00am - 5:00pm

If no one is available at the Vanpool Office call Central Fleet at 608-266-8757.

The following suggestions and procedures should minimize inconveniences:

- Record the mileage of the disabled van on the log sheet from the disabled van. Keep track of the backup van mileage and include it in the monthly report for your own van. Also note on your van's log, which backup van you used. No need to start a separate log for backup van.
- The Vanpool Office will get in touch with you as soon as possible to let you know how long you can expect to use the backup van. They will call you again when they receive notice that your van has been repaired and is ready for pickup.
- Before returning the backup van, fill the gas tank, return the van to the lot from which it was obtained, fill in the log, lock the van, and return the keys to the shop manager.

### **4.5.3 Reimbursement For Cars When Van Not Available**

On days when the van is not available because of mechanical failure, van poolers drive their own cars to work. In such situations, van riders are required to car pool, sharing rides rather than each driving his/her own vehicle. For personal vehicle mileage reimbursement for such trips, contact the vanpool office of the current per mile rate to only the driver of each vehicle. For car pooling purposes, 1 car will carry up to 4 people: 2 cars up to 8: 3 cars up to 12: and 4 cars up to 15. EX: 4 people need to come in to work 2 cars drive in; only 1 car will be reimbursed. 2 cars driving, each with one person, one person works at the University, the other at the Square; one car will be reimbursed.

The purpose of the State of Wisconsin Vanpool Program is to conserve energy and decrease traffic and pollution by providing or promoting ridesharing, reimbursing individuals driving alone is not in keeping with the program's purpose.

We suggest that each van plan a personal vehicle back-up system and telephone call system. For most vans, each group of four people living nearest each other on the van route decides among themselves who will drive and how each will be notified. Please work with each other to design your van's personal vehicle back-up auto system. Drivers are reminded that both backup and the main driver cannot take vacation at the same time.

#### **4.5.4 Personal Vehicles as Backup**

Rate: Vanpoolers who drive their personal car because of van breakdown will be reimbursed at the rate established by the Vanpool Program. Mileage starts from van starting point or your pick-up point, whichever is less.

Twelve-Passenger Vans: Reimbursement is allowed for a maximum of up to three personal vehicles.

Fifteen-Passenger Vans: Reimbursement is allowed for a maximum of up to four personal vehicles.

Madison/Dane County Area: Reimbursement for personal miles is allowed only until a backup van becomes available.

Outlying Areas: Because backup vans are not readily available outside the Madison/Dane County area, drivers in outlying areas will be reimbursed for the entire time personal vehicles must be used, following the criteria in numbers 2 and 3 above. In addition, the Vanpool Office will attempt to provide a backup van for an extended period. The vanpool office considers the vans at Merrill and Southern Wisconsin Center to be in this category.