

# KITSAP TRANSIT VANLINK ADMINISTRATIVE INSTRUCTIONS

## Contact Information

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Kitsap Transit Dispatch 360-479-6966 or 360-479-6967

Maintenance 360-478-6221

## VanLink paperwork is a requirement of all drivers. You will need to include the following;

- Summary report
- Ridership reports for Weekdays, Saturdays, and Sundays
- Passenger list along with how the passengers pay. All passengers must pay fare.
- Vehicle inspection report.
- There is a \$30.00 late fee if paperwork is not to me by the 5<sup>th</sup> of the month.

## VANLINK MONTHLY FARES

Acceptable fare for VanLink riders

- \$2.00 for a one way fare- (Checks must be made out to Kitsap Transit. A note must be included with the passengers name, the name of your agency and for which month.
- Monthly bus pass
  - Paperless Pass
  - Orca card with a pass loaded on it. **VanLink does not accept the Orca E-purse.**

# EXAMPLE OF SUMMARY REPORT FORM

<b>Your Agency Name</b>		For Kitsap Transit Use Only	
<b>(1-5)</b>			
<b>Month</b>	1) Enter Month	<b>(6,10,11)</b>	
<b>Van Number</b>	2) Enter Van #	<b>Start Miles (First day of the Month) 6)</b> Beginning odometer reading	
<b>Spare Van Number</b>	3) Enter Spare Van #	<b>End Miles (Last trip of the Month) 10)</b> Last trip of the month odometer reading	
<b>Primary Drivers Name</b>	4) Primary Driver Name	<b>Total Miles 11)</b> End miles minus start miles = Total Miles	
<b>Phone Number</b>	5) Phone #		

<b>Weekdays (12-13)</b>		<b>(7-9)</b>	
<b>Number of Weekdays Used</b>	12) Total # of weekdays	<b>Spare Van Number</b>	7) Spare Van Number
<b>Total Number or Weekday Riders</b>	13) Total # of weekday riders	<b>Start Miles</b>	8) odometer reading when you picked up the van
		<b>End Mile</b>	9) odometer reading when you dropped the van back at maintenance

<b>Saturdays (14-15)</b>		<b>Total Miles</b>	
<b>Number of Saturdays Used</b>	14) Total # of Saturdays used	<b>List Van Damage or Mechanical Problems (18-19)</b>	
<b>Total Number or Saturday Riders</b>	15) Total # of Saturday riders	<b>**** ALL ACCIDENTS MUST BE REPORTED IMMEDIATELY****</b>	
		<b>18) List any problems with heater, seats, windows, ect...</b>	
		<b>19) List all damage to van</b>	

## EXAMPLE OF RIDERSHIP REPORT FORM

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**\*. All trips must be broken out into the day of the week in which they rode. Weekdays, Saturdays and Sundays.

\*Please count all trips, each direction. Total people = All riders plus any staff and driver.

Date	Day	Van	Total people	Driver	Start Odometer	End Odometer
1) 3/23/15	Monday	551	6	Bill Smith	1325	1355
2)			6		1355	1370
3)			6		1370	1375
3/3/2015	Tues		4	James Moe	1375	1380
			4		1380	1385
3/4/2015	Wens		8	Betty James	1385	1399
			8		1399	1402
			8		1402	1425
<b>Total Days</b>	<b>3</b>	<b>Total Boardings</b>		<b>50</b>		

**A trip is a one way ride. All one way trips need to be logged individually.**

**Example:**

1) Home to the Mall is one trip.

2) The mall to the bank is another trip.

3) The bank to the home is another trip.

You need to count **everyone in the van** including passengers, staff and driver. That is the total people in the van.

## EXAMPLE OF PASSENGER PAYMENT FORM

VanLink Passenger Payment		Kitsap Transit	Comments:		
Agency	Your agency's name	Dee Williams			
Month	Current Month	360-373-2586			
Contact Person					
<b>PASSENGER NAMES</b>	<b>Total number of one way trips</b>	<b>Orca Card #</b>	<b>Paperless Pass</b>	<b>Agency Purchase</b>	<b>Check</b>
Joe Smith		10010100			
Billy Jones			X		
Lucy Lane				Name Agency that purchased the pass	
Mary Martin					\$8.00

# Kitsap Transit Vehicle Inspection Report

Vehicle \_\_\_\_\_ Date \_\_\_\_\_

Driver \_\_\_\_\_

Yes No

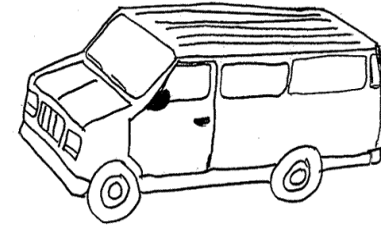
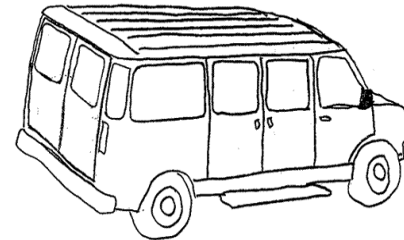
- Parking brake holds on incline
  
- Headlights operate and are aimed properly
- Stop, tail and signal lights are operational
- Windows/windshield free of chips and cracks
- Windshield wipers and washer in good condition
- Tires properly inflated, tread depth over 1/16"
- Tires with no breaks, cuts or bulges/wearing evenly
- Heater, defroster and air conditioner OK
- All safety belts operational/in good condition
- All seats in good condition/ No holes or tears
- All belts and hoses free of cracks/bulges
- Horn operational
- Exhaust system & muffler OK
- No vibration when steering
- Gauges registering properly
- Proper coolant/antifreeze level
- Proper engine oil level
- Free of unusual noise

- All emergency equipment in van
- Free of exterior body damage
- Free of fluid leaks under van
- Upon braking, van stops in a straight line

Explain each "No" answer

\_\_\_\_\_

\_\_\_\_\_



Van Washed and Vacuumed

Date \_\_\_\_\_ Driver \_\_\_\_\_

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Van Washed and Vacuumed

Date \_\_\_\_\_ Driver \_\_\_\_\_

# VANLINK POLICIES AND PROCEDURES

## 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.

## 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 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 read the Administrative Instructions. Drivers must also obtain a copy of their complete 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.

## 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 agency. The unauthorized driver and/or the agency will be responsible for any damages made by an unauthorized driver.

## 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.

### **FUELING**

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. Kitsap Transit staff must fuel your vehicle for you at our bases. If you have a gasoline vehicle, you will need to use the fuel card issued to the van to fuel. You will enter the van number located on the side of the vehicle, and the current odometer reading. Make sure to enter the correct information as that is how we pull our vans for service.

### **FERRIES**

Riders of VanLink 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.

### **MAINTENANCE/BREAK DOWNS**

We will call your agency as the van comes due for maintenance services. Please schedule a time and date for your van to be serviced. One of the VanLink 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 VanLink's monthly Vehicle Maintenance Report.

### **COLLISIONS**

If you and the van are involved in a collision or have any other emergency, notify **911**, call your **VanLink Coordinator at 360-373-2586**, if no one is not available call **Kitsap Transit Dispatcher at (360) 479-6966/6967**. Accident kits are in a white envelope in your van. Please check and make sure your van has one. Fill out the required paperwork and turn it in to your VanLink Coordinator. If you have a cell phone that is able to take pictures, please do so. We will want pictures of the van and the other vehicle, or object in which was involved in the accident.

### **INCIDENTS**

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

### **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.**

### **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.**

### **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.

### **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.

### **OUT OF COUNTY USE**

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

### **UNSAFE DRIVING**

Kitsap Transit occasionally receives reports of unsafe driving by VanLink drivers from other motorists, and from VanLink 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 VanLink 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 VanLink 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.

**CARGO**

Cargo is not allowed in any Kitsap Transit van.

**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.

**Disabled Placards**

Kitsap Transit may issue your van a disabled placard upon request. You will need to make sure when you are using it that you follow all State laws.

## Van Washing Facilities

It is Kitsap Transit's policy to wash and vacuum your van once a month. Kitsap Transit wants to maintain a positive appearance of all of our vans. Kitsap Transit has contracts with the following facilities for you to take your van in to get it washed.

**Express Car Wash**

6301 Hwy 303  
Bremerton, WA 98311

**Mike's Car Wash**

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

**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

**Burwell Landing Car Wash (Union 76 Station)**

2556 Burwell St.  
Bremerton, WA 98312

**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)

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 VanLink Coordinator**

(360) 478-5858

### **Kitsap Transit Maintenance**

(360) 478-6221



## **ACKNOWLEDGEMENT OF RECEIVING KITSAP TRANSIT VANLINK'S INSTRUCTIONS**

I \_\_\_\_\_, acknowledge that I have read and understand the Kitsap Transit VanLink Administrative Instructions. I agree to hold harmless Kitsap Transit and its employees from any liability arising from an accident, injury, theft, or damages to myself, or my property accept as covered by Kitsap Transit's current Washington State Transit Insurance policy. I have received a copy of Kitsap Transit VanLink Programs Administrative Instructions and will adhere to them strictly. This agreement shall continue until terminated by either party.

The terms of this agreement form shall be construed as the entire agreement. It may not be altered, amended, or modified except in writing and signed by both parties. The terms of this agreement shall be governed by the laws of the State of Washington.

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_