

# RideShare Program Guide

512.389.7591



**METRO**

**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY**  
2910 East Fifth Street  
Austin, Texas 78702

Effective Date: 02/04/2010 (Revision 20)  
Replaces: All previous documents.



Dear RideShare Driver,

Welcome to the world of RideSharing! We're excited that your group will be joining the Capital Metro vanpool/carpool family. Your commitment to ridesharing will not only save you money, but will also contribute to cleaner air, longer lasting roadways and reduced traffic congestion.

As your car/vanpool group's primary driver, there are some things you will have to do in addition to driving the car/van. This Program Guide will assist you in feeling comfortable in your role as primary driver. It is provided to inform you of your responsibilities and to help you and your group have a rewarding, enjoyable and trouble-free experience as RideShare commuters.

The success of your vanpool or carpool depends on many factors including the members of your group, the operating condition of the vehicle and your communication with the Capital Metro RideShare office. Although some situations are unpredictable, with the use of this guide: phone numbers, addresses, procedures and policies you will be assured of safe and enjoyable commute transportation. This manual serves as a reference guide and you may also use it as a workbook for your specific needs. It is an ideal place to keep notes, maintain lists and file new or updated information. We suggest that the guide be kept inside the van/car so that back-up drivers and other members have access to it when you are not available.

Thank you, for volunteering to become a Capital Metro van/carpool driver. We value your contribution to the program and our community. We look forward to working with you and your group in the future. If we can be of any assistance, please contact our office at 512.389.7591.

Sincerely,  
RideShare Program Staff

**TOGETHER, WE CAN MAKE RIDESHARING WORK!**





Capital Metropolitan Transportation Authority  
2910 East Fifth Street  
Austin, Texas 78702

## ADDRESS AND TELEPHONE LIST

### STAFF MEMBERS

Accounts Specialist mary.conway@capmetro.org	Mary Conway 512.389.7513
Sr. Administrative Assistant joyce.simmons@capmetro.org	Joyce Simmons 512.389.7591
RideShare Office Fax	512.369.6064
Fax Notice Number	512.389.7591

**KEEP the original form that was faxed to our office for 2 weeks after calling the Fax Notice Number.**

### VEHICLE MAINTENANCE

Vanpool Representative Lead duncan.goodrich@capmetro.org	Duncan Goodrich 512.369.6005
Vehicle Maintenance Fax	512.369.6065

### ON-LINE FORMS

[www.capmetro.org/view/Vanpool\\_Drive\\_Forms/](http://www.capmetro.org/view/Vanpool_Drive_Forms/)

**Cedar Park Wrecker Service**

**512.267.5100**

### VALERO FLEET SERVICES

<http://www.valero.com/Retail+Marketing/StoreLocator/>

1.800.324.8464

### ACCIDENT/INCIDENT REPORTING

Call the Vanpool Representative to report the following

**512.369.6005**

**KEEP A COPY OF THE PHONE LISTING IN YOUR VEHICLE.  
GIVE A COPY TO YOUR ALTERNATE DRIVERS**

## NOTICE

Contact the **Vanpool Representative Lead** (512.369.6005) for:

- Maintenance and Repair Information
- Loaner Van Information
- Towing Resources
- Accident Reporting

Contact the **Accounts Specialist** (512.389.7513) for:

- Non-Commute Mileage Invoices and Payments
- Fares and Sales Receipt
- Guaranteed Ride Home Program
- Monthly RideShare Mileage/Ridership Log

Contact the **Sr. Administrative Assistant** (512.389.7591) for:

- Alternate/Primary Driver Applications
- Primary Driver Replacement (Driver Changes)
- Policy and Procedure Information
- Computer Match List (Potential Members for Recruitment)
- Route Description Changes
- Recruitment Materials  
(Flyers, posters, brochures, tips, employer access, etc.)

# **POLICIES AND PROCEDURES**

## **THE FINE PRINT**

The goal of the Capital Metro RideShare program is to reduce the use of single-occupant vehicles during peak travel times. To achieve this goal, a RideShare vehicle will be issued to a group of adult commuters and they will drive themselves to and from work. Each group must share home-origin, work-destination, work schedule and days-off.

Membership and participation in the RideShare program is a privilege and not a right. Members must be willing to abide by the policies and procedures of the program. These rules help protect the driver, van/carpool members, Capital Metro and the general public. They have been developed as part of the due diligence that Capital Metro must provide as a public agency. As stewards of this publicly funded program, the staff must always know the expected location of the RideShare vehicle as well as the riders. The RideShare program is a public transportation service provided by Capital Metro.

The RideShare office staff must do what is best for the van/carpool group, the vehicle and the available resources. The program staff is directed by what is reasonable and use basic logic in the application of these guidelines.

The primary driver is responsible to make a copy of the Program Guide available to all car/vanpool members. A copy may be requested from the RideShare office. Any concerns or questions should be discussed before entering into the RideShare program.

*Capital Metro reserves the right to amend these policies and procedures as needed.* Drivers will be notified of any changes.

## **THE RELATIONSHIP BETWEEN DRIVERS AND CAPITAL METRO**

1. Capital Metro provides the van/carpool vehicle, administrative support, insurance, gasoline and vehicle maintenance.
2. Car/vanpool membership is on a monthly basis based upon payment of the fare established by Capital Metro (All fares are subject to change.)
3. One group member must volunteer to become the primary driver and at least two (2) other members must be the alternate/back-up drivers. These drivers must attend a mandatory orientation before s/he can operate the car/vanpool vehicle.
4. Van/carpool members and drivers must sign a Capital Metro Driver Agreement. The terms and conditions of which are binding as are the Policies and Procedures outlined in this Program Guide and any additional policies created by Capital Metro.
5. When a van/car is issued to a van/carpool group, the primary driver must submit the first month's fare in advance to the RideShare office.

## **INSURANCE**

Capital Metro insures all vehicles operating in the RideShare program. The authorized primary and back-up drivers and approved RideShare riders will be covered under this policy. The insurance provides coverage for vehicle traffic accidents and non-traffic-related incidents causing damage to the car/van. Insurance coverage will have no deductible to ensure that drivers do not hesitate to report accidents and schedule repair for the vans/cars. In this fashion, all vehicles will be kept in their optimum condition, maximizing safety and positive public relations.

## **RESPONSIBILITIES**

All members of the RideShare Program have responsibilities. Capital Metro, the primary driver, back-up drivers and riders each play a role in helping the van/carpool group to operate smoothly and effectively. Listed below are the responsibilities with which each program participant is expected to comply.

### **CAPITAL METRO**

1. Provide a van or car for use by the van/carpool group.
2. Develop and maintain operational policies and procedures for the RideShare program. These procedures will include: provisions for annual licensing and registration of the RideShare vehicle, a fuel card, and an insurance report form. To ensure driver eligibility, the driving records of all primary and alternate drivers will be reviewed every eighteen (18) months.
3. Assist the driver to fulfill administrative obligations.
4. Assist the car/vanpool group in maintaining membership at its maximum level.
5. Provide loaner vans by reservation on a first come, first served basis. (Loaners are not available for carpool groups.)

6. Help to resolve disputes arising out of established day-to-day operational rules of the car/vanpool.
7. Establish a fare policy for car/vanpools. (All fares are subject to change.)

## PRIMARY DRIVER

1. Adhere to all of the Policies and Procedures contained in this guide, the Volunteer Driver Agreement and any policies/procedures established by Capital Metro. Submit accurate reports with true and correct data. Falsification of RideShare program data or information will result in termination of driving and membership privileges.
2. Ensure the safe operation of the van/car in accordance with all-applicable laws, ordinances, rules and regulations at all times. Drivers must maintain a driving record that meets the minimum requirements found in the Driver Selection and Retention Criteria.  
The regular inspection of the basic components of the van/car is a primary part of safe operation. Tire pressure, fluid levels, gauges, and mirrors are some of the items that the driver should inspect daily and when the vehicle is fueled.
3. Ensure that the riders arrive at the work location on time each day and depart at the agreed upon time.
4. **Be financially responsible for the fare collected each month. Only allow approved riders, drivers and cargo in the RideShare vehicle.**
5. Facilitate the establishment of riding rules as a group effort and deal with all car/vanpool issues in a democratic manner. The majority vote will be adopted. The driver and car/vanpool group should resolve van/carpool related disagreements jointly among the group. The Capital Metro RideShare staff may help if needed.
6. **Make timely payment for Non-Commute mileage within the established guidelines. The driver is responsible for proper use of the gasoline fleet purchase card. Failure to meet the requirements will lead to corrective action.**
7. Have the van/car fueled and ready to go before picking up riders, to avoid needless delays during the commute trip.
8. Have the annual vehicle state inspection and the annual vehicle registration completed at the designated service provider on time. There will be no reimbursements for consequences of not having the current vehicle state inspection performed.
9. Ensure that the commute route is entirely within the area(s) specified by the RideShare office. In-service-area groups may only pick-up and drop-off in the service area. Out-of-service-area groups may only operate in the city or areas authorized by the RideShare office.
10. Have and maintain a valid Texas Driver's license and a good driving record as defined by the Driver Selection and Retention Criteria (see Attachments).
11. Resolve any traffic citation(s) received while operating the RideShare vehicle. Capital Metro will not pay the cost of traffic citations received in the RideShare vehicle (including parking tickets). **Report all traffic citations to the Vanpool Representative at 512.369.6005. This includes all traffic tickets received in or accidents involving vehicles other than the van/car.**  
Report all accidents/incidents to the Vanpool Representative immediately if possible or within 24 hours. Follow the accident reporting procedures outlined in the Accident Procedure section of this Guide when necessary. Accident claim forms (Driver's Report) must be submitted within 24 hours of any accident or incident involving the RideShare vehicle.  
**Any costs incurred as a result of towing or impounding due to driver negligence are the sole responsibility of the driver.** Capital Metro will not be responsible for any costs in such situations.
12. Do not use a cellular phone while driving the car/van. This is an unsafe practice. Permanent antennas cannot be attached to the vehicle.
13. Schedule and arrange for routine maintenance according to the Maintenance Schedule. Other necessary repairs must be completed in a timely fashion. Our objective is to offer a safe and comfortable vehicle to all RideShare members.
14. Van/Carpooling is a shared-ride program and all members should assist with minor administrative duties, recruiting new members and distribution of RideShare Program information and completing required reports.
15. Maintain a clean van or car. At a minimum, the driver must wash the van/car and vacuum the interior once a month. **Additionally, all costs associated in keeping the interior and exterior of the car/van clean, as a result of Non-Commute use, are the driver's responsibility.** When the van/car is returned to Capital Metro or to another driver, it should be in a clean condition. **If the car/van is not clean, the driver will be charged for all cleaning expenses.**

16. Provide off-street parking for the RideShare vehicle overnight at the Primary Driver's home or an approved alternate driver's residence. The driver may park the car/vanpool vehicle in front of his/her house if parking is not available in the driveway of the home. The car or van may also be parked at a Capital Metro Park and Ride facility. **Parking the vehicle overnight at any other facility without advance approval is prohibited and doing so may result in corrective action.**
17. Notify the RideShare office when the driver changes his/her home address. If no new driver can be located, the RideShare group will disband. The RideShare office will work to locate another car/vanpool for displaced riders or will provide riders with a RideShare match report.  
In-service-area (ISA) groups: If the move is within the Capital Metro service area the driver may continue at the discretion of the RideShare office. Our goal is for the most direct van/carpool commute route. If the move is to a home out of the Capital Metro service area, a new primary driver must be recruited for the van/carpool to continue operation as an ISA group.  
Out-of-service-area (OSA) groups: If the move is within of the area originally approved for the group, the driver may continue at the discretion of the RideShare office. Our goal is for the most direct van/carpool commute route. If the move is to a home out of the approved area, a new primary driver must be recruited for the van/carpool to continue operation. OSA costs may be affected in these situations.
18. Operate with full car/vanpool membership, overbook the group and maintain a waiting list of potential riders. When riders leave the van/carpool group, a waiting list helps the group to fill seats easily.
19. Notify the Capital Metro RideShare office of any suspected misuse of the car/vanpool vehicle or any breach of RideShare policies.
20. The Driver shall cooperate fully in return of the RideShare gasoline fleet purchase card, RideShare records/materials, and all keys thereto.
21. Refrain from smoking, drinking or carrying alcohol, carrying or using illegal drugs or carrying or using a weapon or allowing anyone else to while on the van/carpool vehicle at any time. **This includes carrying alcohol in sealed or unopened containers.**
22. Abide by all RideShare Member responsibilities.
23. Indemnify and hold harmless Capital Metropolitan Transportation Authority, its authorized agents, employees and approved Drivers from all claims, actions, costs, damages or expenses of any nature whatsoever arising out of or resulting from any delays, tardiness, failure to make an appropriate or scheduled pick up, absence of the van/car or termination of the program. The driver also agrees to release Capital Metro and approved drivers from liability claims and demands for personal injury; for loss, theft, or damage to personal property; loss of income; consequential damages resulting from delays, tardiness, absence of the car/van on particular days; and, for termination of the program.

**A DRIVER, WHO FAILS TO COMPLY WITH ANY OF THE RESPONSIBILITIES LISTED IN THIS GUIDE AND/OR THE DRIVER AGREEMENT, WILL RISK LOSS OF DRIVING AND/OR MEMBERSHIP PRIVILEGES.**

### **ALTERNATE/BACK-UP DRIVER**

1. Adhere to all of the Policies and Procedures contained in this guide, the Volunteer Driver Agreement and any policies/procedures established by Capital Metro. This includes the Primary Driver Responsibilities when acting on the behalf of the primary driver. Falsification of RideShare program data or information will result in termination of driving and membership privileges.
2. Ensure that the commute trip pick-up and drop-off locations are entirely within the area approved for the RideShare group (In-service-area or Out-of-service area).
3. **Only allow approved riders, drivers and cargo in the RideShare vehicle.**
4. Assist with minor administrative duties because car/vanpooling is a shared-ride program. Participate actively in all car/vanpool group discussions and decisions.
5. Help the group operate with full membership, overbook the group and maintain a waiting list of potential riders. When riders leave the van/carpool group, a waiting list helps the group to fill seats easily.
6. Notify the RideShare office when the driver changes his/her home address.
7. Notify the Capital Metro RideShare office of any suspected misuse of the car/vanpool vehicle or any breach of RideShare policies.
8. The Alternate /Back-up driver shall cooperate fully in return of all car/vanpool records and materials and of all van/carpool keys.

9. Refrain from smoking, drinking or carrying alcohol, carrying or using illegal drugs or carrying or using a weapon while on the RideShare vehicle at any time. **This includes carrying alcohol in sealed or unopened containers.**
10. Abide by all car/vanpool Member responsibilities.
11. Indemnify and hold harmless Capital Metropolitan Transportation Authority, its authorized agents, employees and approved Drivers from all claims, actions, costs, damages or expenses of any nature whatsoever arising out of or resulting from any delays, tardiness, failure to make an appropriate or scheduled pick up, absence of the van/car or termination of the program. The driver also agrees to release Capital Metro and drivers from liability claims and demands for personal injury; for loss, theft, or damage to personal property; loss of income; consequential damages resulting from delays, tardiness, absence of the car/van on particular days; and, for termination of the program.

**NON-COMPLIANCE WITH ANY POLICY/PROCEDURE IN THIS GUIDE OR THE DRIVER AGREEMENT MAY RESULT IN TERMINATION OF DRIVING/MEMBERSHIP PRIVILEGES.**

### **VANPOOL OR CARPOOL MEMBER**

**DRIVERS ARE ALSO MEMBERS OF THE RideShare PROGRAM; THE FOLLOWING RESPONSIBILITIES APPLY**

1. **Pay the required RideShare fare\* on or before the first of each month to the car/vanpool driver.** Members may not ride in the RideShare vehicle until the fare has been paid each month.
2. Complete, sign and abide by the Member Agreement, Policies and Procedures in the RideShare Program Guide and/or as established by the Capital Metro RideShare program.
3. **Report any personal injury accident/incident occurring in or getting into or out of the van/carpool vehicle to the Vanpool Representative (512.369.6005) as soon as possible** or within 24 hours. A written report (see the Accident report form in the vehicle) must also be submitted.
4. Commute to work an average of three (3) days per week each month in the car/vanpool. Exceptions may be allowed for members who are not working due to illness, vacation or work-related travel.
5. **Notify the Capital Metro RideShare office (512.389.7591) of any suspected misuse of the Car/Vanpool vehicle or any breach of RideShare policies.**
6. It is extremely important that each member notify the primary driver and the RideShare office of changes to personal information: home or work address, home or phone telephone number, email address, etc. This information should be kept current each month. Without this information and in case of a serious accident, it will be difficult to notify a member's relatives. The Sales Receipt can be used as a change of address form for drivers and members.
7. Participate in all van/carpool group discussions and decisions. Car/vanpooling is a shared-ride program. All van/carpool members should assist with minor administrative duties: recruiting new members, distribution of RideShare Program information and completing required reports.
8. Help the group operate with full membership, overbook the group and maintain a waiting list of potential riders. When riders leave the van/carpool group, a waiting list helps the group to fill seats easily.
9. Be on time at the specified pick-up point. Do not keep the group waiting.
10. Give advance notice to the car/vanpool driver when not riding.
11. Notify the primary driver as soon as possible, before permanently vacating the van/carpool.
12. **Wear a seat belt while riding in the van/carpool vehicle.**
13. **Refrain from smoking, drinking or carrying alcohol, carrying or using illegal drugs or carrying a weapon while on the car/vanpool vehicle. This includes carrying alcohol in sealed or unopened containers.**
14. Help to maintain the cleanliness of the van/car interior at all times.
15. Comply with reasonable requests of the driver, van/carpool group, and/or Capital Metro.
16. Indemnify and hold harmless Capital Metropolitan Transportation Authority, its authorized agents, employees and approved Drivers from all claims, actions, costs, damages or expenses of any nature whatsoever arising out of or resulting from any delays, tardiness, failure to make an appropriate or scheduled pick up, absence of the van/car or termination of the program. The rider also agrees to release Capital Metro and drivers from liability claims and demands for personal injury; for loss, theft, or damage to personal property; loss of income; consequential damages resulting from delays, tardiness, absence of the car/van on particular days; and, for termination of the program.

\*All fares are subject to change.

**NON-COMPLIANCE WITH ANY POLICY/PROCEDURE MAY RESULT IN TERMINATION OF MEMBERSHIP PRIVILEGES.**

## TIPS FOR SMOOTH RIDING

1. RIDERS must PAY the driver ON OR BEFORE the 1<sup>st</sup> day of each month. Help the driver be on time with the fare payment to the RideShare office. Fares are due to Capital Metro on or before the 5<sup>th</sup> day of each month.
2. HELP Set Rules for the van/carpool Group (Along with the Program Guide). Set up the group's route, pick-up points and schedule first. How long will the group wait at the pick-up points? Agree to meet earlier on bad weather days so everyone gets to work on time.
3. TALK To the Other car/vanpool Members. Set a regular time for members to share group ideas, problems or suggestions. Each member should be a part of these talks
4. BE Courteous and Sensible About Personal Habits—It's the little things that matter. Nothing can break up a van/Carpool faster than a member who hogs the conversation. Be considerate of others, we're ALL human. Go easy with the cologne/after shave. Don't eat garlic sandwiches - Funny, but you get the idea
5. BE On Time To the Pick-up Location. Help the group arrive at work on time to work-get to the pick-up site a little early. Let someone know when you're not going to ride
6. PITCH IN and Help the Driver-car/vanpooling is a Shared Ride-DO YOUR PART. Ask the driver if you can help with any of the reports. Help keep the van/car clean inside and out.
7. BE SAFE – Wear your seat belt at all times. Take care getting into and out of the car/van
8. Smoking, Carrying/Drinking Alcohol, Carrying/Using Illegal Drugs and Carrying/Using Weapons is NOT allowed
9. FOLLOW Reasonable Requests of the Driver, Group or Capital Metro

## IN-SERVICE-AREA AND OUT-OF-SERVICE AREA GROUPS

An in-service-area group meets all of the following requirements.

- Primary driver lives within the Capital Metro service area
- All pick-up locations are within the Capital Metro service area
- All drop-off locations are within the Capital Metro service area
- Non-commute use of the vehicle is limited to the Capital Metro service area

An out-of-service-area group meets at least one of the following requirements.

- Primary driver lives outside the Capital Metro service area
- Any pick-up location is outside of the Capital Metro service area
- Any drop-off location is outside the Capital Metro service area

Out-of-service-area van/carpool group members must pay an additional cost above the regular fare. Even if the entire operation of the car/vanpool group is exclusively within the service area but the primary driver's residence is outside of that area, the group is considered an out-of-service-area group.

The out-of-service-area (OSA) cost is based upon the route from the primary driver's home and along the route the group will take to the Capital Metro service area. The RideShare database mapping program will be used to confirm the OSA mileage amount that will be used to calculate the exact amount due from the group each month. Most groups typically split the cost equally among the riders, however this is up to the group and our only concern is that the total amount is received each month. The out-of-service-area mileage cost is calculated on an annual basis.

## VEHICLE RECEIPT

Upon final approval, a Capital Metro staff member will schedule a time for the primary driver to pick-up the van or car. A Capital Metro RideShare staff member will provide a basic introduction to the vehicle and information about its operation. Any questions the driver may have will also be answered. Primary drivers sign the Vehicle Receipt/Return form to note the condition of the vehicle when received and upon the return of it to Capital Metro. **Primary drivers are responsible for the van/carpool vehicle and all required reports until the Vanpool Representative has released the driver and a Vehicle Receipt is completed.**

Vehicles (vans and cars) will be made available after final approval of the car/vanpool group and based upon the availability of vehicles. When vehicles are not available, the approved group(s) will be placed on a waiting list. As a vehicle becomes available, groups will be contacted according to the waiting list order. Groups complete and ready for placement at that time will be issued a vehicle.

## **OPERATIONS AND ADMINISTRATIVE FOLDERS**

Each primary driver will be issued an Operations and Administrative Folder. The Operation Folder is central for legal operation of Capital Metro RideShare vehicles. DO NOT put any other paperwork in this folder. The primary driver is responsible for keeping the information in this folder current. For easy identification, the folder will be green in color.

The Operation Folder should always be stored in the door bin on the driver's side of the car/van, dash bin or other secure location in the vehicle. It should always contain the following: fuel gasoline purchase card, the Accident Reporting form, Warranty card (if one is issued), Insurance card, Registration receipt, and Fire Extinguisher instruction sheet (the RideShare GREENride vehicles do not have an extinguisher).

The Administration Folder will be provided to each driver with a copy of all the RideShare Program Guide. The RideShare program forms are also available on-line as part of the Capital Metro web page: [www.capmetro.org/view/Vanpool\\_Drive\\_Forms/](http://www.capmetro.org/view/Vanpool_Drive_Forms/). Please help the RideShare staff better serve everyone, do not call the RideShare office for forms. They are offered in various formats for this purpose.

## **DRIVER REQUIREMENTS**

All primary and alternate/back-up drivers must complete a vanpool or carpool orientation/training course to become approved. A copy of the RideShare Program Guide and instruction about the policies, procedures and paperwork will be provided. It is the responsibility of each driver to read all of the Program Guide and materials provided at the orientation meeting. A question and answer session will also be offered to address the needs of the drivers. Drivers may also contact the RideShare office for support in the day-to-day operation of the van/carpool or for clarification of the Policies and Procedures.

All drivers are required to complete a driving refresher-training course every two years. These courses will ensure that each driver has current and up to date safe driving skills. The driver is responsible for the cost of the course and must provide certification to the Capital Metro RideShare office that s/he has satisfactorily completed the course.

The RideShare office staff will review each approved driver's Texas Department of Public Safety (DPS) Driving Abstract (driving records) every eighteen (18) months. Drivers must meet the Driver Selection Criteria to maintain eligibility to be a car/vanpool driver. Drivers who fail to meet the minimum requirements will lose her/his driving privileges.

All approved drivers must maintain insurance for her/his personal vehicles throughout the period s/he is an approved driver. If the driver does not own a vehicle, s/he must maintain a personal liability insurance policy to continue to be an approved driver. When the DPS record is requested every eighteen (18) months, the driver will be asked to provide a copy of his/her proof of insurance (insurance card). After reviewing the insurance card, the staff member will document that the insurance requirement has been met. The insurance card will be shredded after it is reviewed.

## **ROLES OF A DRIVER**

The driver takes the lead in making the car/vanpool a success. The members will catch the driver's excitement and enthusiasm if s/he is reliable and consistent. Providing a safe, on-time commute will result in riders who are more committed to the program and a van/carpool that operates smoothly.

The primary driver will act out many roles to promote and facilitate the car/vanpool group. Listed below are some of these roles to assist the driver in fulfilling his/her responsibilities.

### **1. LEADER/MANAGER**

As a leader/manager, the primary driver will need to do the following:

- Make decisions
- Provide guidance for group decisions
- Coordinate the activities of the group

While there are times to "take charge" and make sure decisions are followed through, the primary driver should also be aware that the van/carpool would operate more smoothly when people feel they have a personal investment and ownership in it. The way the driver manages and handles leadership is what matters.

### **2. FACILITATOR**

As a facilitator, drivers will need to do the following: \*Help the group make decisions and settle differences. \*Provide for involvement and contributions of ideas from the riders. \*Respond to the

individual riders' needs. \*Deal with the group's expectations and ask for feedback. \*Facilitate a congenial group atmosphere to maintain open and relaxed communication. Remember, as a facilitator the primary driver needs to focus on the issues and not the personalities.

### **3. COMMUNICATOR**

As a communicator, do the following: \* Relay information to and from the RideShare Office. \* Arrange and notify the group of car/vanpool meetings. \* Conduct meetings. \* Talk with individual riders. Remember make sure the appropriate people get the information needed to keep the car/vanpool group is running successfully.

### **4. PARTICIPANT**

As a participant of the group itself, drivers need to: \* Make sure to contribute to the group. \* Make sure everyone in the group participates.

Remember that the Capital Metro RideShare program is successful when all participants work together as a group.

## **COMMON PROBLEMS**

In all groups, there are times when individual agendas intrude upon the operation of the group. No matter how hard a driver tries to avoid problems, they still occur. How problems are handled is as important as the problem itself.

### **Typical problems that might occur include:**

- Tardiness
- Individual personality conflicts
- Seating arrangements
- Not wearing seat belts

A primary driver will have to deal with various problems that result from traffic conditions or rider activity. Special circumstances may cause drivers to become agitated and their normal response may be affected. These circumstances are things that produce an automatic, emotional response. By recognizing and "catching" them early on, successful drivers can prevent those small irritations from turning into major catastrophes.

## **TIPS FOR DRIVERS**

We recommend that drivers consider the following suggestions:

- Help the group develop some general ground rules/guidelines that are agreed upon by all riders.
- Orient members as they join the van/carpool group. Begin by providing the RideShare Program Guide. Make sure each person sees themselves as participants of the vanpool or carpool. Keep a copy of the Guide for quick and easy reference by any van/carpool member.
- Hold meetings at regular times. For some groups this may have to be frequently and for others only occasionally.
- Keep tuned to what is going on. Keep a personal "early warning system" in good operating order.
- Work to solve problems before they grow. It is always easier to prevent problems than to solve them. Consult the RideShare office staff. They probably have dealt with similar issues in the past.
- Talk to and with the riders in the car/vanpool group on a regular basis. Find out how they see the operation of the group progressing.

Although rider complaints are generally viewed as negative, they can be an excellent way to offer new ideas, bring about improvements in operating the car/vanpool, and identify areas that need attention. Complaints may be received through the RideShare office, Capital Metro's Passenger Assistance line or by the driver directly. Regardless of how they are delivered, complaints should receive prompt and diligent attention.

## **APPROVED DRIVERS, RIDERS AND CARGO**

Only approved primary or alternate drivers may drive the Capital Metro van/carpool vehicle. The RideShare office will send written notification to drivers as they become approved. A copy of the approval letter will also be mailed to the primary driver.

The primary or alternate driver who allows any person not properly approved to drive the van/car will automatically lose all RideShare program privileges. **Capital Metro is not liable if such unauthorized use results in a traffic or other type of accident and will prosecute the offender to the fullest extent of the law.**

Only approved car/vanpool riders may ride in any Capital Metro car/vanpool vehicle at any time.

Approved carpool/vanpool riders include:

- Current van/carpool members. The RideShare driver must sign the Member Agreement for a member to be considered current. (See the Member Agreement for directions.)
- Members of the approved primary/alternate driver's household\* (riding during Non-Commute miles) **\*Please note that this does not include all "Family" members. Household members must live at the driver's home address.**
- Registered Trial Membership Riders. The RideShare driver must sign the Trial Waiver for a member to be considered current. (See the Trial Waiver for directions.)
- Registered Lunch Period, non-vanpool/carpool member, Rider (the RideShare office must be in receipt of the Lunch Period Rider Waiver for the rider to be registered).

**Capital Metro is not liable for any rider, who is *not approved in advance*. Any driver who allows riders who are *not approved to ride in the car/vanpool vehicle will automatically lose all RideShare program privileges and Capital Metro will prosecute to the fullest extent of the law those involved.***

Van/carpool drivers may only carry suitable cargo in the vehicle at any time. Suitable cargo includes personal items such as brief cases, lunch carriers, lap top computers, umbrellas, (items typically carried to work) etc. During personal use of the RideShare vehicle, suitable cargo could include groceries, a gym bag, clothing from the cleaners, etc. Cargo that **is NOT suitable at ANY time** includes furniture, appliances, lumber, construction materials (items that are large, bulky, dangerous or damaging to the vehicle's interior).

## USING THE VEHICLE FOR COMMUTING

1. The primary use of the van/carpool vehicle is to provide public transportation for groups of adults commuting to and from work daily. The commuters must share similar origin, destination and work schedules. Only one commute trip may be made daily. Shuttling in the van/car is prohibited. Shuttling is defined as:
  - Carrying riders between work sites
  - Carrying riders for work purposes (training, seminars, etc.)
  - Driving more than 1 commute trip per day
  - Any approved driver transporting riders when not commuting to work his/herself
  - Carrying groups of people other than the driver's household members
2. Car/vanpool groups and drivers **CANNOT** refuse new van/carpool members, unless the addition of a new pick-up point or a change of schedule is requested which unreasonably disrupts the drive time or increases the commute mileage. The RideShare staff will determine whether or not the requested changes are reasonable. All determinations are final.
3. If there are no alternate drivers or if they are not willing or able to drive when the primary driver cannot, the van/carpool members *must find their own ride to work*. There is no reimbursement for RideShare fares in this type of situation.
4. RideShare vehicles **CANNOT** be used to conduct the driver's work or work for his/her employer. The car/vanpool vehicle cannot be used for transportation to second/part-time jobs.
5. Member's children may commute with the van/carpool group under the following conditions:
  - RideShare members agree to allow the child(ren) to ride during the commute trip.
  - The child's trip is secondary to the commute trip; it is along the established commute route; and it will not increase the commute trip mileage. Or the child(ren) is dropped off before the commute trip begins.
  - The child is not a regular RideShare member (s/he cannot be counted towards the minimum member requirement) and pays no fare. A child cannot ride if a new member wishes to join the group – members have priority over the child's ride.
  - Member parents must accompany children. Children under 4 years of age must travel in a Federally Approved child restraint seat secured in the van/car by a seat belt. Children over 4 years of age must be secured with a seat belt while riding in the car/vanpool vehicle.
  - The child's parent/guardian must sign an agreement specifying that the child will be properly secured in a child restraint seat or seat belt while riding in the car/van. The RideShare office must be in receipt of the agreement **BEFORE** the child may ride in the van/car.
  - Small children must never be allowed to ride in the front seat of the van/carpool vehicle at any time.

6. COMMUTE USE ALWAYS SUPERSEDES NON-COMMUTE USE OF THE RideShare VEHICLE.  
Any member of the group who needs to commute to the regular work site on a day other than a regularly scheduled workday may use the van or car (provided that an approved back-up driver drives). The members using the car/van during these times share the cost of gasoline used for that trip.
7. The car/vanpool group is typically approved to operate 4-5 days per week and not on the following days (without prior approval): New Year's Day, July 4<sup>th</sup> (Independence Day), Labor Day, Thanksgiving Day, and Christmas Day.

## COMMUTE ROUTE

Each van/carpool group must take the most direct and safest route to and from the home location to the work area. The route should not include any miles that backtrack or are unnecessary. Groups are expected to operate in a park and ride fashion. The car/vanpool commute trip begins and ends at the driver's home or a Capital Metro park and ride facility.

The primary driver must provide a RideShare Route Description form to the RideShare office. This description will include the names of all the streets the van/car travels from the primary driver's home to the pick-up locations to the final destination of the car/vanpool. The pick-up locations and drop-off locations and schedule must also be included. The RideShare staff will review the route to ensure that it meets the program requirements. Necessary changes to the proposed route will be coordinated with the primary van/carpool driver. *Only routes approved by the RideShare staff may be used. All decisions by the Capital Metro RideShare office staff are final.*

Submit a new RideShare Route Description form to request any permanent change to the route, schedule or pick-up/drop-off locations. It is very important that current and correct information about each van/carpool route and schedule be maintained.

A car/vanpool group may use temporary alternate routes as necessary based upon the situation. Traffic congestion, accidents, emergencies and weather conditions may require that a group use an alternate route. A change in the daily commute mileage as a result of a temporary alternate route being used is covered by the provision of **75 Non-Commute Administrative Miles**.

In an effort to control commute trip mileage; home pick-up of members can only be approved for a RideShare group whose members live within close proximity of each other, within 1/2 (one half) mile radius of the primary driver. All other groups must select convenient park and ride pick-up locations. These pick-up points could be Capital Metro parking lots, retail shopping centers.

### IN-SERVICE-AREA (ISA)

Groups that are approved as in-service-area may only pick-up and drop-off members within the Capital Metro service area. Listing the mileage from an area that is not in the service area to the first pick-up in the service area as Non-Commute mileage is considered unauthorized use of the vehicle. **Unauthorized use of the van/carpool vehicle will result in the loss of driving and/or membership privileges.** An alternate driver may only begin the route from his/her home if s/he lives within the Capital Metro service area. In an ISA group, a back-up driver who lives outside of the Capital Metro service area may not take the van/car home.

### OUT-OF-SERVICE-AREA (OSA)

Groups that are approved as out-of-service-area (OSA) may only pick-up and drop-off where identified when the group is placed into service. In OSA groups, an alternate driver may only begin the route from his/her home if s/he lives within the city or area that has been approved. Back-up drivers who live outside of the approved operating area may not take the van/car home.

## TOLL ROADS

A car/vanpool driver must receive advance approval by the RideShare office staff to use a toll road. If approved, the toll cost will NOT be paid by Capital Metro. In these situations, **drivers who use a toll road MUST pay each time the RideShare group accesses the toll road or have a valid Texas Tag with funds available in that account.** Corrective action will be taken if this policy is not followed.

Capital Metro vehicles (including carpools and vanpools) do not receive free or discounted use of the toll roads. The agencies that have toll road oversight take a picture of the car/vanpool's license plate when the vehicle does not pay the toll or have a valid Texas Tag with funds available in that account. The owner - Capital Metro in this case is mailed an invoice for the use of the toll road. When Capital Metro is billed for toll road use, an invoice for the amount due for the toll road use and a processing fee will be sent to the appropriate primary driver.

## FTA SAMPLING REPORT

Capital Metro must collect certain van/carpool data to comply with Federal Transportation Administration (FTA) guidelines. To accomplish this, the RideShare staff randomly selects groups to collect car/vanpool data each month. Randomly selected groups will be asked to complete this report **one-day** during the month. Once notified, the driver must complete the Sampling Report on the assigned day. Fax the report to the RideShare office (512.369.6064) the following business day. Complete instructions are printed on the reverse side of the report.

**PLEASE NOTE:** On the FTA report day, the Monthly Mileage& Ridership log entries must be made as usual. Please contact the RideShare office (512.389.7591) for information about the data, the form or the process.

## NON-COMMUTE MILEAGE

1. All van/carpool miles driven to and from work (according to the approved number of work days and the RideShare Route Description) will be Commute mileage. Any other miles will be Non-Commute mileage.
2. Capital Metro will provide each van/carpool group with **75-Administrative Non-Commute** miles each month at no cost to the driver. These miles are provided to complete Administration/RideShare related business (maintenance, repair, car wash, fueling miles, travel to Capital Metro, etc.) and for increased commute mileage (due to re-routing or alternate driver commute mileage differences). The driver must document all Non-Commute mileage. Some months the group may not utilize the entire amount of the **75-administrative** mileage and during other months may actually exceed the **75-mile** amount. Administrative Non-Commute miles do not accrue may not be carried over from month to month and are not transferable.

**Any mileage above the 75-mile amount will be considered Non-Commute Mileage and the driver will be charged accordingly.**

Any of the **75-administrative** mileage not used for Administration/RideShare related business are offered to the primary driver to provide limited transportation during the work shift as needed. Administrative Non-Commute miles do not accrue may not be carried over from month to month and are not transferable.

At the discretion of the primary driver, alternate drivers may also use the car/van for Non-Commute mileage. Car/vanpool members may also ride during these times.

The driver may also utilize the van/car during non-work shift hours within the approved area (based upon In-Service-Area or Out-of-Service-Area) for Non-Commute mileage. Only the driver's household members may ride in the van/carpool vehicle during this time. **Please note that this does not include all "Family" members. Household members must live at the driver's home address.**

Children must be secured in a federally approved child restraint seat according to the law or secured by seat belts. **Small children must never be allowed to ride in the front seat of the Vanpool or Carpool vehicle for safety purposes.**

An alternate driver may also utilize the van/car during non-work shift hours (at the primary driver's discretion). This is because the primary driver must rely upon the alternate drivers to drive when s/he is out sick or on vacation.

3. The primary driver must pay for all Non-Commute mileage of the RideShare vehicle above the **75-administrative** miles provided each month to the driver. Alternate/back-up drivers must pay the primary driver for their Non-Commute mileage. Capital Metro will not be responsible for collection of this cost from the alternate/back-up driver.
4. Non-Commute mileage is restricted to the area the RideShare staff approved for the group based upon whether it is an In-service-area or Out-of-service-area group  
Alternate drivers of In-service-area groups, who live outside the Capital Metro service area, may only drive the car/van within the Capital Metro service area. S/he may not take the van/car home at any time. Alternate drivers of Out-of-service-area groups, who live outside the area approved for the group, may only drive the car/van within the approved area. S/he may not take the van/car home at any time.

**No exceptions will be allowed for this policy! If the van/car is driven outside of the area approved for the group, the primary driver/alternate driver will be subject to the corrective action process.** No repair, maintenance or towing service is available outside the Capital Metro service

area. **Any charges incurred outside the service area, without the approval of Capital Metro, will be the responsibility of the driver incurring these costs.**

5. All RideShare vehicle mileage will be monitored. **Any car/vanpool vehicle found to be operating at any time outside of the approved operating area (ISA or OSA) will result in corrective action being taken.**
6. **The cost for Non-Commute mileage of the car/van will be announced annually and provided by email to all approved drivers.**
7. A Lunch-Time Waiver is available to allow non-RideShare members to ride in the van/car on an **OCCASIONAL** basis during the lunch period. Only upon **confirmed receipt** of the waiver by Capital Metro, may the rider accompany a primary or alternate driver in the car/vanpool vehicle during the lunchtime trip.

## **GASOLINE EXPENSES**

1. The driver will be issued a gasoline fleet card for all van/carpool gasoline purchases. The primary driver is responsible for ensuring that all alternate/back-up drivers use the fleet card for gas purchases. **Gasoline charges will revert to the primary driver for purchases of any type of gasoline other than self-serve regular unleaded.**  
Drivers should make every effort to keep the van/car fueled with at least 1/4 tank of gas. We want to ensure that the van/carpool group can get back and forth to work. There is a risk of running out of gas if a driver operates the car/van with a low amount of fuel.
2. The gasoline fleet card may only be used for fueling Capital Metro RideShare vehicles. **Misuse of the gasoline card will result in the driver's immediate dismissal from the RideShare program. Capital Metro reserves the right to prosecute anyone found guilty of card misuse.**
3. Gasoline costs for all Non-Commute mileage will be billed directly to the primary driver. Alternate drivers, who drive any Non-Commute mileage, are responsible for reimbursing the primary driver. **Capital Metro will not collect/bill alternate drivers for Non-Commute miles.** It is the driver's responsibility to do so.
4. Capital Metro will pay for the gasoline used for the approved commute trip mileage for a regular 4 or 5-day workweek for the Car/Vanpool group. The following holidays will be excluded: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
5. Capital Metro will provide each van/carpool group with 75-Administrative Non-Commute miles each month at no cost to the driver. These miles are provided to complete Administration/RideShare-related business (maintenance, repair, car wash, fueling miles, travel to Capital Metro, etc.) and for increased commute mileage (due to re-routing or alternate driver commute mileage differences). The driver must document all Non-Commute mileage. Some months the group may not utilize the entire 75-mile amount and during other months may actually exceed the 75-mile amount. Over time, the amounts will even out. Administrative Non-Commute miles do not accrue may not be carried over from month to month and are not transferable. **Any mileage above the 75-mile amount will be considered Non-Commute Mileage and the driver will be charged accordingly.**
6. Fueling at any participating fuel station is easy:
  - Pay at the Pump (preferred!)
    - A. Swipe the fuel card
    - B. Follow the on-screen prompts, pressing "ENTER" after each entry
      - i. Ensure correct odometer entry
      - ii. Regular unleaded gas only
    - C. Fill-up the tank
      - i. No partial fill-ups
      - ii. Stop when the pump clicks - don't top off the tank
    - D. Return the fuel card to the vehicle
  - Pay Inside (only if necessary)
    - A. Give the fuel card to the clerk
    - B. Tell the clerk regular unleaded gas
    - C. Fill-up the tank
      - i. No partial fill-ups
      - ii. Stop when the pump clicks - don't top off the tank
    - D. Sign the receipt inside (unnecessary to keep the receipt)
    - E. Return the fuel card to the vehicle

It is very important that the current odometer reading be entered correctly with each gasoline purchase. **Failure to enter the correct, current odometer reading will result in corrective action.**

7. The gasoline billing cycle ends on the last day of each month. Each primary driver will receive an invoice for gasoline purchased for personal mileage. Payment in full is due to be received by Capital Metro, according to the date listed on the invoice.  
**Late payment shall be dealt with based upon the facts discovered by Capital Metro and resolved on a case-by-case basis. The Capital Metro RideShare staff may follow a corrective action process including imposition of a late fee, termination of driving privileges and/or turning the file over to a Collection Agency.**
8. Each loaner van will contain a fleet purchase card. Simply follow the same steps when fueling the loaner van, entering the loaner van number, the odometer reading, the PIN and driver number.
9. Each car/vanpool group can control their gasoline expenses with a little planning. Some suggestions are listed below.
  - Examine the group's commute route. Is there a more direct route that could decrease the mileage?
  - Locate preventive maintenance and repair facilities and gasoline stations convenient to either the work or home location or along the commute route.

## MONTHLY MILEAGE AND RIDERSHIP LOG

1. Each primary driver must maintain the Monthly Mileage and Ridership Log (LOG) and ensure that all alternate drivers make regular entries as required. ALL COMMUTE TIME AND RIDERSHIP NUMBERS MUST BE RECORDED ON A DAILY BASIS. This log provides documentation of allowable commute mileage for each Van/Carpool.
2. The data from the LOG must be entered by the primary driver into the RideShare database each week. The database will be made available on the internet and each primary driver will be given a password to access it. A monthly report must then be submitted to the RideShare office as required. The weekly data is due to be entered by close of business on the next work day at the end of the group's work-week. **The monthly report must be completed and submitted on or before the fifth day of each month.**

Failure to follow this process, to maintain password security or to willfully damage or destroy Capital Metro data will result in corrective action being taken.

### EXAMPLES

**Work-week:** Monday through Friday

**Due date:** Close of business Monday

**Work-week:** Sunday through Tuesday and alternating Wednesday's

**Due date:** Close of business Sunday

**Work-week:** Tuesday through Saturday

**Due date:** Close of business Tuesday

3. **Capital Metro will charge the primary driver for the commute mileage if the monthly Mileage & Ridership log is not received.** The cost will be based upon the average commute mileage for the car/vanpool group for the previous three (3) months. The cost will be billed at the Non-Commute mileage rate.
4. **KEEP THE LOG IN THE VAN/CAR AT ALL TIMES.** When vans/cars are inspected, the log will be reviewed to ensure that the data is being entered as required. Corrective action will be taken if the LOG is not kept in the RideShare vehicle and if data is not entered into it after each trip (non-commute trips are included).
5. Directions are printed on the backside of each LOG.
6. At the top of each log the driver must fill in the Primary Driver's name, the Regular van/car Number, and the Current Month and Year.
7. The beginning odometer reading on the first day of the month, whether Commute or Non-Commute mileage, **must be recorded under the Regular van/car column** on the Begin Odom line.
8. The number of riders on both the Workbound and Homebound daily commute trip **must be recorded in the Daily Commute Trips section under the Riders & Driver column.** This should be the number of riders (including the driver) for that trip. *This should NOT be the total number of RideShare members.*

9. The beginning and ending Commute time on both the Workbound and Homebound Commute trip **must be recorded daily in the** Daily Commute Trips section (Begin Time and End Time columns).
10. All Non-Commute mileage **must be recorded as it occurs** under the Non-Commute Trips section. Enter the beginning and ending odometer readings and the Total Non-Commute Miles for each trip.
11. The driver must enter all necessary information from any loaner van upon receipt and return of that vehicle. The van number, beginning and ending odometer readings, whether Commute or Non-Commute mileage, **must be recorded under the** Loaner Van (#1, 2, 3) section. Tabulate the total miles driven in the loaner van and enter where indicated. Enter the same information for loaner vans as would be for the regular van for Commute and Non-Commute Trips (odometer readings, time and ridership numbers). Enter Non-Commute mileage odometer readings from the loaner van, too.  
By consistently recording accurate loaner van/car data, drivers will ensure that payment is made for any commute and/or Non-Commute mileage incurred in a loaner vehicle. **No payment can be made for Commute mileage driven in a loaner van if the proper data is not entered on the Commute Mileage & Ridership Log. The costs will be billed to the primary driver if not recorded properly.**
12. The ending odometer reading at the end of the last day of the month, whether Commute or Non-Commute mileage (for the regular van/car), **must be recorded under the** Regular Van/Car column on the End Odom line. The number of Commute days (days the car/van was driven to work) during that month.
13. Tabulate the Total Riders (including the driver) for the Workbound and Homebound Trips. Enter in the Total Boxes at the bottom of the form.
14. Tabulate the Total Non-Commute Miles (Trip #1 and Trip #2) for the month. Enter in the Total Boxes at the bottom of the form.
15. The log will be considered incomplete if the daily and monthly totals FOR ALL MILEAGE CATEGORIES are not calculated and entered where indicated.
16. **THE COMPLETED MILEAGE AND RIDERSHIP LOG MUST BE:**
  - **POST MARKED BY THE 2<sup>nd</sup> DAY OF THE MONTH**
  - **PUT IN THE DROP BOX ON OR BEFORE THE FIFTH DAY OF THE MONTH**
  - **RECEIVED IN THE RIDESHARE OFFICE BY FAX OR EMAIL ATTACHMENT ON OR BEFORE THE FIFTH DAY OF EACH MONTH.**

If the log is received after this date it will be considered late. If the log is not received, payment for gasoline purchased for commute trip mileage cannot be made. The log is used to calculate the allowable commute mileage for payment each month.

**Capital Metro will charge the primary driver for the commute mileage if the monthly Mileage & Ridership Log is not received according to the guidelines.** The charge will be based upon the average commute mileage for the van/carpool group for the previous three (3) months. The cost will be billed at the current Non-Commute mileage rate.

The driver's signature (regular or electronic) reflects that the information is true and correct as submitted. It is required that the driver always keep a copy of any report/form submitted to the RideShare office.

## **MEMBERSHIP AND RIDERSHIP**

### **1. MEMBERSHIP**

Capital Metro car/vanpool groups must maintain a minimum number of members each month, according to vehicle size. Minimum membership is: vanpool groups (5 members), carpool groups (4 members). If the number of members drops below the minimum required, the car/vanpool members may be given a grace period to recruit new members. Because the fare payment is due to the primary driver on or before the first day of the month, the driver will know whether or not the minimum requirement is met at the beginning of the month. The group will therefore only be given that month as a grace period\* to recruit new members. If a RideShare group only has 2 members (including the primary driver), Capital Metro reserves the right to terminate the group at that time without a grace period.

## 2. RIDERSHIP (RIDING REQUIREMENTS)

The goal of the Capital Metro RideShare program is to reduce the use of single-occupant vehicles during peak travel times. To ensure that this goal is achieved, all members (including the primary driver) must ride to and from work an average of three (3) days per week in the vanpool/carpool. The monthly ridership for a car/vanpool group should equal to three trips per member. If ridership is affected due to a member's illness, vacation or work-related travel, the driver should note this on the Mileage/Ridership Log. An exception to ridership requirements may be allowed in these cases. All RideShare staff determinations about ridership allowances are final.

To ensure the car/vanpool group meets the minimum ridership requirements, the RideShare office recommends that all members increase the number of rides made in the car/vanpool. If a member does not ride due to vacation, illness or work-related travel, s/he can ride more frequently before or after the time off. A car/vanpool group may wish to not use the vehicle if ridership numbers have been low, this will impact the final ridership numbers for the month.

If the minimum ride requirement is not met, a grace period may be offered. The grace period will be offered on a case-by-case basis. RideShare staff determinations are final.

### 3. CAPITAL METRO RESERVES THE RIGHT TO DISCONTINUE OPERATION OF ANY VANPOOL OR CARPOOL THAT DOES NOT MEET THE MINIMUM MEMBER OR RIDE REQUIREMENT.

4. RideShare groups should have membership equal to the size of the car/vanpool vehicle. Groups should also overbook the group and maintain a waiting list of potential riders. When riders leave the van/carpool group, a waiting list helps the group to fill seats easily. Full vanpools/ carpools are not impacted greatly when members drop out of the car/vanpool group.
5. Vanpool/carpool drivers must contact Capital Metro's RideShare office as soon as possible to report a drop in membership below the minimum requirement.
6. The office staff will assist with new member requirement. From time to time, RideShare office staff will refer prospective members to the primary driver. Car/vanpool members should also assist the driver in recruiting new members. "Word of mouth" is the best recruitment tool available.
7. RideShare groups and drivers CANNOT refuse new car/vanpool members, unless the addition of a new pick-up point unreasonably disrupts the drive time or increases the commute mileage.  
**Increasing membership is our objective.** Each member in a van/carpool reduces traffic congestion and smog. Adding riders also allows for the maximum use of resources and lets more citizens participate. Increasing the membership of each car/vanpool is our objective.
8. Approved drivers must allow any current car/vanpool member to ride the van/car on a space available basis if the member agrees to abide by the group's pick-up and drop-off locations, route and schedule. The driver must confirm the RideShare member is current with membership payment by calling the RideShare office at 512.389.7591.
9. RideShare members in a full van/carpool group with a waiting list, who go on vacation, should continue to pay the RideShare fare. Otherwise there is no reserved seating. An option in this scenario is to allow a person from the waiting list to ride while the regular member is away. From the onset the temporary member should be told the length of the regular member's absence and expected return date. When the regular member returns, the temporary member will resume his/her place on the waiting list.
10. Each group is required to have two members serving as back-up drivers. This will ensure that the group gets to work even when the primary driver does not make the commute trip (sick/vacation days, when the driver brings his/her car). The group must recruit new back-up drivers to replace those that leave the car/vanpool. Contact the RideShare office if help is needed to recruit an alternate driver.
11. Groups not meeting the minimum requirement of two (2) alternate drivers may be approved to operate. These groups agree that if no approved driver/alternate driver is available to drive, the van/carpool will not operate. Each member is responsible for his/her own transportation to work at these times.

**\*The grace period will be offered on a case-by-case basis. RideShare staff determinations are final.**

### "OVERBOOKING"

Since not everyone rides the car/vanpool every day, there are usually seats available even if the RideShare group is at maximum membership. Overbooking allows the group to travel at capacity without inconveniencing anyone, since the extra passengers ride on a space available basis. All members pay the low regular monthly fare.

These "Overbooked" riders can meet at the last pick-up location and board if seats are available. If no space is available, they simply drive in to work. Some vanpools/carpools maintain a calendar to log the dates that seats will be available. Other groups have riders who only commute part of the total trip distance or who only need to van/carpool occasionally. It's easy to work out a system for the group. Increasing ridership is our objective. Each rider in a car/vanpool means one less car is on our roadways. This reduces the traffic congestion with which we all have to deal. Adding riders also allows us the maximum use of our resources and lets more citizens participate.

### **WAITING LIST**

Each RideShare car/vanpool group is expected to operate with full membership to overbook the group and maintain a waiting list. Each person who requests membership in a full van/carpool must submit a signed Member Agreement. The primary driver signs and dates the agreement upon receipt. The date of signature will establish the order of the waiting list.

The primary driver maintains the agreements until group membership is available. The prospective member should be notified at this time to join the group. The driver fills in the Join Date on the Member Agreement, collects the fare and submits it to the RideShare office.

### **COLLECTING FARES**

1. **The driver is financially responsible for collecting the RideShare fare from each member every month.** Each car/vanpool member is required to pay the RideShare fare to the primary driver on or before the **1st day** of the month. There is no long-term membership commitment; members pay on a month-to-month basis. *ALL FARES ARE SUBJECT TO CHANGE.*

If any member of the car/vanpool fails to make payment on or before the first of the month, that person may NOT ride in the car/van until payment has been made. Members who pay late should be referred to the Capital Metro RideShare Account Representative (512.389.7513). The driver should NOT hold the monthly payment while waiting for members who pay late.

2. **The driver assumes financial responsibility upon receipt of the fares. Capital Metro may prosecute any driver who fails to submit RideShare fares as required.** Security measures, to prevent loss or theft should be taken upon receipt of the fares.
3. RideShare fares are never prorated and are not reimbursable. Anyone riding in the car/vanpool must pay the full monthly RideShare fare.
4. The total amount collected must be received by the Capital Metro RideShare office on or before the **5<sup>th</sup> day** of the month. Only one personal check, drawn on the primary driver's account with preprinted home address information, cashier's check or money order per car/vanpool group will be accepted.

#### **DO NOT SEND CASH.**

We recommend that the driver use certified mail to submit the monthly RideShare payment. This will ensure a record for the driver. Keep a copy of all paperwork submitted to Capital Metro.

THE FARE PAYMENT MUST BE POST MARKED BY THE 2<sup>nd</sup> DAY OF THE MONTH OR IN THE DROP BOX BY THE **5<sup>th</sup> DAY** OF THE MONTH. **Any late submission of RideShare fares shall be dealt with based upon the facts discovered by Capital Metro and resolved on a case-by-case basis.**

**The Capital Metro RideShare staff will follow the corrective action outlined below:**

- a) **PAST 5<sup>th</sup> day of Month** Late Fee
- b) **PAST 15<sup>th</sup> day of Month** Loss of driving privileges.

**Repetitive abuse of (a) or (b) may result in probation or loss of driving privileges. Probation will be for a 12-month period, during which any additional late fare submission will result in immediate loss of driving privileges.**

5. Car/vanpool members whose monthly RideShare fare is subsidized by their employer are responsible for payment of this amount should the employer fail to make payment of the monthly subsidy to Capital Metro.

\*All fares are subject to change.

### **ON-LINE MONTHLY MEMBERSHIP PAYMENT**

1. Members of van/carpools may pay the RideShare membership fare On-Line by accessing a secure site through a link on the Capital Metro website ([www.capmetro.org](http://www.capmetro.org)). Payments made on-line must be made on or before the first day of the month. Members may not ride in the car/vanpool vehicle until payment has been made.

Members who pay On-Line must print out the confirmation sheet and show this to the primary driver as proof of payment. Drivers should not allow members to ride if they do not have a confirmation sheet and have made payment On-Line.

2. If the payment fails, the member is responsible to report this situation immediately to the RideShare Program Account Specialist (512.389.7513) and find payment should be made directly to the primary driver.
3. New RideShare members must follow the procedure outlined in the NEW MEMBER REGISTRATION AND FARE COLLECTION section.
4. **Members who make payment On-Line must complete the Sales Receipt, enter the last four (4) digits of the confirmation number and initial where indicated.**
5. A car/vanpool member's initials on the Sales Receipt form are proof of payment of the monthly RideShare fare.
6. Members that do not have access to a computer may continue to pay the Car/Vanpool primary driver directly.
7. If any member of the van/carpool fails to make payment on or before the first of the month, that person may NOT ride in the car/van until payment has been made. Members who pay late should be referred to the Account Representative (512.389.7513). The driver should *NOT* hold the monthly payment and the unsold passes while waiting for members who pay late.

## **RIDESHARE SALES RECEIPT**

1. The primary driver is responsible for requiring all members to complete the information on the Sales Receipt each month.
2. **The driver's signature verifies that the information is true and fare payment is accurate. If it is found that the information is false or the fare payment is not correct, corrective action will be taken.**
3. It is extremely important that each member notify the primary driver and the RideShare office of changes to personal information: home or work address, home or phone telephone number, email address, etc. This information should be kept current each month. Without this information and in case of a serious accident, it will be difficult to notify a member's relatives. The Sales Receipt can be used as a change of address form for drivers and members.
4. The RideShare Sales Receipt will be sent to the primary driver, around the 23<sup>rd</sup> day of each month.
5. If the primary driver has not received the Sales Receipt by the last day of the month, the driver must contact the Account Representative (512.389.7513).
6. The driver should not exceed the due date for the Sales Receipt because current members have not completed the Sales Receipt. The form should be submitted in a timely fashion. Current members who have not paid nor signed the receipt may not ride in the van/car until they have done so. The primary driver should refer these members to the Account Representative (512.389.7513).
7. Capital Metro may accept electronic submission of monthly reports. The driver may NOT make any changes to the format of the forms.
8. The driver's electronic signature reflects that the information is true and correct as submitted. It is required that the driver always keep a copy of any report/form submitted to the RideShare office.
9. It is extremely important that each member notify Capital Metro of address changes and this information be kept current each month. Without this information and in case of a serious accident, it will be difficult to notify members' relatives. The Sales Receipt can be used as a change of address form for drivers and members.

## **NEW MEMBERS AND FARE COLLECTION**

### **IF THE FARE PAYMENT HAS NOT BEEN MAILED...**

1. The driver is responsible for requiring New Members to complete a Member Agreement. It is extremely important that the personal information submitted on the agreement be kept current by the member. Without this information and in case of a serious accident, it will be difficult to notify a member's relatives.
2. All New Members must also complete the required information on the Sales Receipt and make payment to the Primary driver. Fares are never prorated and are not reimbursable. Anyone riding in the car/vanpool must pay the full monthly RideShare fare.

3. **New Members MAY NOT ride in the van/car until Capital Metro has received the Member Agreement. This process must be followed regardless of when a New Member joins the van/carpool group.** The directions to submit a Member Agreement can be found on the form itself.
4. The driver is to mail all the above referenced items to Capital Metro along with the other payments as required.

**IF THE FARE PAYMENT HAS BEEN MAILED...**

1. The driver is responsible for requiring New Members who join the Van/Carpool group to complete a Member Agreement. It is extremely important that the personal information submitted on the agreement be kept current by the member. Without this information and in case of a serious accident, it will be difficult to notify a member's relatives.
2. All New Members must also complete the required information on the Mid-Month Sales Receipt and make the fare payment to the Primary driver. RideShare fares are never prorated and are not reimbursable. Anyone riding in the Car/Vanpool must pay the full monthly RideShare fare. It is extremely important that this information be kept current each month. Without this information and in case of a serious accident, it will be difficult to notify members' relatives.
3. The primary driver must mail the New Member's RideShare fare with the completed Member Agreement and Mid-Month Member Sales Receipt to:
  - Capital Metro
  - RideShare Account Representative
  - 2910 E. 5<sup>th</sup> St.
  - Austin, Texas 78702
4. **New Members MAY NOT ride in the van/car until Capital Metro has received the Member Agreement. This process must be followed regardless of when a New Member joins the van/carpool group.** The directions to submit a Member Agreement can be found on the form itself.
5. Please call the Account Representative at 512.389.7513 for assistance in registering New Members.

**RideShare DROP BOX AND MAIL**

A drop box is available at Capital Metro for submission of RideShare paperwork for the driver's convenience. The box is located on the West side of the Capital Metro Main Administration building at 2910 E. 5<sup>th</sup> St., Austin, Texas (facing Pleasant Valley St.). A driver may drop payments and paperwork into the box anytime day or night.

All information coming to the RideShare Department in a sealed envelope must come through either:

- Regular US mail; or
- The RideShare drop box located on the west side of our building.

**CAPITAL METRO CHECK POLICY**

If a driver submits a check to Capital Metro, which is returned by the bank, the member will receive written notification from Capital Metro. **In accordance with state law, the member will be allowed 10 calendar days to make payment which will include the amount of the check and a \$20.00 processing fee.** Money order, cashier check or cash will be the only acceptable form of payment at that time. **If payment is not received within the 10-day period, the collection process will be turned over to the office of the County Attorney. Failure to make the required payment is considered theft by check. Members failing to make such required payments will lose their car/vanpool driving privileges immediately.**

**TRIAL MEMBERSHIP**

Capital Metro offers a trial membership to prospective RideShare members. It allows commuters to experience the convenience of car/vanpooling and to decide upon membership. No more than one (1) trial membership per person may be utilized in any car/vanpool group per calendar year.

- Trial membership shall not exceed five (5) consecutive work days
- No fare is associated with the trial membership

A trial rider must sign (in ink) where indicated below. The driver must also sign the form. The prospective member may ride in the Van/Carpool vehicle as soon as the driver has signed the form.

1. The primary driver faxes or sends an electronic copy of the Trial Membership Waiver to the RideShare office.
2. **The driver *must* notify the RideShare office that the fax or email was sent (call 512-389-7591) leaving a telephone message is adequate.**
3. The driver keeps a copy of the fax confirmation form and the original agreement for two weeks.
4. The RideShare staff will only contact the driver if the form was NOT received.

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## VEHICLE ASSIGNMENTS

The Capital Metro RideShare office staff will accept requests from van/carpool groups to change the size of their RideShare vehicle. Based upon the following criteria, changes may be approved on a case-by-case basis:

- Vehicle availability
- Group history (timely fare submission, report completion, low membership, recruitment support)
- Group meets all minimum requirements for the RideShare program
- Determination if change is reasonable

## BICYCLE RACKS

Bicycle racks are available for the RideShare vehicle at no additional costs. Those riders that want to bike to the van/Carpool pick-up location or who wish to ride their bikes during their lunch break may do so by placing the bicycle on the rack. Depending on the rack, two to three bicycles can be accommodated.

## RideShare PROGRAM OPTIONS

Capital Metro may establish non-traditional, shared-use and flexible car/vanpools and reserves the right to utilize RideShare vehicles for such uses. Advance notice of the need for a vanpool/carpool vehicle for the flexible RideShare program will be provided to the van/carpool group.

The Capital Metro RideShare office will respond to all requests for RideShare vehicles that are equipped to accommodate passengers who use wheel chairs. The minimum membership for an accessible vanpool group is 6 members.

### **GREENride Carpool pilot program**

The GREENride pilot program only varies based upon the vehicle and membership requirements. The differences between the two programs are listed below:

1. The vehicle issued will be a Toyota Prius automobile.
2. The minimum membership requirement is four members (including the primary driver).
3. Each member is required to ride three days per week.
4. Eating in the GREENride vehicle will not be allowed.
5. Only beverages in closed containers will be allowed in the vehicle.
6. All drivers must sign an Agreement Addendum for the replacement cost for the Master Key.

## **SMOKING, ALCOHOL, ILLEGAL DRUGS AND WEAPON PROHIBITION**

Smoking will not be allowed at any time on any Capital Metro vehicle. This includes personal use of the RideShare vehicle. **Failure to follow this policy will result in immediate dismissal from the RideShare program.**

Carrying alcohol onboard or consumption of alcohol (in any form) is not allowed on any Capital Metro vehicle at any time. **Failure to follow this policy will result in immediate dismissal from the RideShare program. This includes carrying alcohol in sealed or unopened containers.**

At no time shall any van/carpool member/driver carry illegal drugs onboard or consume such (in any form) on any Capital Metro vehicle. **Failure to follow this policy will result in immediate dismissal from the RideShare program.**

The driver is required to operate the van/car safely and in accordance with all-applicable laws, ordinances, rules and regulations at all times. Driving under the influence of alcohol or illegal drugs is against the law and against Capital Metro RideShare policy. Any reports of a driver suspected of driving the car/vanpool vehicle in this state will be investigated. Driving the van/car under the influence of alcohol or illegal drugs shall result in immediate dismissal from the RideShare Program.

The possession of handguns and other dangerous weapons is prohibited in or on Capital Metro facilities or vehicles. Included are those weapons listed in Section 46.01 of the Texas Penal code. This rule excepts handguns and other weapons in the possession of duly certified officers acting within the course and scope of their official responsibilities. No exception is provided in this rule to a person licensed to carry a concealed handgun under Article 4413(29ee) of the Texas revised Civil Statutes.

## **ZERO TOLERANCE FOR PERSONAL CONFLICTS**

Capital Metro will not tolerate conflicts between van/carpool members or drivers that create problems for the group. All such issues will be investigated to determine whether or not any safety implications exist. Safety is one of the most important concerns of the RideShare program staff. Personal conflicts that have the potential to affect the safe operation of the car/van or member safety will not be tolerated. **All parties involved will be removed from the program immediately.**

If personal conflicts do not affect safety, the following process must be followed:

- Identify the issue - Tell the other rider about the problem/issue
- Let him/her know that a report will be made to the RideShare office if the problem/issue continues
- Make a report if the problem/issue continues
- An investigation will be conducted
- Corrective action will be taken
- All Capital Metro RideShare staff determinations are final

All threats to the personal safety of any Capital Metro RideShare Program participant will be taken seriously. It is the responsibility of participants to report such threats to the RideShare office. Retaliation taken against any car/vanpool member will be treated in the same manner. Such reports will be investigated and the appropriate agencies contacted if necessary. **Any person found to have made such threats or taken retaliation against any van/carpool member would lose all RideShare membership and/or driving privileges.**

## ***TOGETHER, We Can Make RideSharing Work!***

### **MONITORING AND INSPECTION**

Capital Metro monitors RideShare vehicles, ridership, commute route/mileage, pick-up/drop-off locations, safety and similar processes to verify that all van/carpool groups operate within the guidelines of the RideShare program. **Van/carpool groups, drivers, back-up drivers or riders may lose program privileges for failure to comply with any listed responsibility.** (See Responsibilities, Primary Driver section.)

**Capital Metro reserves the right to enter any RideShare vehicle at any time.** The car/vanpool vehicle will be inspected, at least once each year. The inspection will include the current Monthly RideShare Mileage/Ridership log, vehicle body, decals, wiper blades, tire tread, lights, horn, windows, running board, radio, AC/heater, brakes, fluid levels, jack and spare tire, condition of the interior, Insurance Report form, etc. A listing of the items that need repair will be provided to the driver. Follow-up on the completion of the repairs will follow the standard repair procedure.

RideShare program staff members may also ride with groups to perform on board surveys. Staff members will have Capital Metro employee picture identification for security purposes. Other items that the staffer may review will be the monthly Mileage/Ridership log, gas card, insurance card and report form. These opportunities will also allow us to take comments directly from the RideShare members.

### **GUARANTEED RIDE HOME PROGRAM**

The Guaranteed Ride Home program provides insurance against the need of emergency transportation. Because a car/vanpool only provides transportation once daily to and from work, members' emergency needs to travel at other times must be considered. Membership in this program provides reimbursement for cab fare used to travel between home and work in case of emergency. A low membership fee is required and membership is valid for the current calendar year. Valid reasons for taxi trip reimbursement may include: Illness that requires a member to go home from work; Normal work hours are extended with little notice; RideShare vehicle breaks down or is involved in an accident and there is a delay in the group's regular schedule.

Primary drivers must provide all new van/carpool members with a copy of the Guaranteed Ride Home application. For information and applications please call the RideShare office at 512.389.7513.

The Guaranteed Ride Home program will only provide reimbursement for *emergency* taxi rides. Reimbursement will not be made for taxi rides taken when the carpool/vanpool or Flyer/Express bus services DO NOT operate (holidays, weekends, after hours, etc.). Members should make arrangements for other transportation needs such as:

- A change to work schedule
  - Training is required away from the worksite
  - Meetings are held at different locations
1. Qualifications:
    - Current Capital Metro Carpool and Vanpool members
      - Members who ride at least three days each week
    - Current Capital Metro Express/Park & Ride bus riders
    - Current Capital Metro Flyer bus riders
  2. Membership:
    - \$5 fee
    - Begins upon approval of a completed application
    - Ends on December 31<sup>st</sup> of the current calendar year
    - Is only valid during a month that a bus/rail pass has been purchased
    - Is non-transferable and may not be shared
  3. Reimbursement information - CLAIMS MAY BE VERIFIED:
    - Maximum of four reimbursements allowed during calendar year
    - Emergency taxi ride MUST originate/end within the **Capital Metro service area**
    - Maximum of \$49.50 (cab fare and tip)
    - Maximum 10% tip
    - Limit pertains to EACH emergency taxi trip
    - Mileage and dollar amounts do not accrue and may not be carried over
    - There is a \$1 service charge on all reimbursements
    - The valid receipt is required for reimbursement, NO EXCEPTIONS.
    - A copy of current bus/rail pass must be included
  4. Each member has a free choice of a taxi cab company.
  5. Members must pay for all taxi charges. *NO BILLING FOR SERVICE WILL BE ACCEPTED.*
  6. A VALID RECEIPT IS ONE COMPLETED BY THE TAXI DRIVER AND INCLUDES:
    - Cab Company Name
    - Legible Cab Driver Signature
    - Taxi Cab Number
    - Date of Taxi Ride
    - Amount Paid
    - Trip Origin Address
    - Trip Destination Address
  7. Important details
    - Incomplete forms or forms with inaccurate information will be denied reimbursement
    - Attach the **ORIGINAL TAXICAB RECEIPT** and a copy of the current pass to the voucher. Mail to: Capital Metro RideShare Office 2910 E. 5th Street Austin, TX 78702-9973
    - Reimbursement requests must be received within 30 days of the date of the taxi trip. Requests received past this time will not be reimbursed.
    - Members must notify the Capital Metro RideShare office when there is a change in name, home or work address or work status. Failure to notify Capital Metro will result in delay or denial of reimbursement requests.

## **CORRECTIVE ACTION AND TERMINATION**

RideShare participants (drivers and members) are bound by all Policies and Procedures outlined in the RideShare Program Guide, Volunteer Driver/Back-up Driver Agreement, Member Agreement and any policy established by Capital Metro. **Non-compliance with any policy/procedure/term may result in corrective action, up to and including termination of RideShare membership or driving privileges. The van/car may be removed from service immediately, based upon the situation. Misuse of the RideShare vehicle or falsification of car/vanpool requirements may result in termination of a RideShare group.**

Any infraction may be dealt with based upon the facts discovered by Capital Metro and resolved on a case-by-case basis. Some infractions have special corrective actions established. The Capital Metro RideShare staff may follow a corrective process as outlined below:

<b>FIRST LEVEL</b>	<b>Retrain/Educate/Counsel</b>
<b>SECOND LEVEL</b>	<b>Verbal Warning</b>
<b>THIRD LEVEL</b>	<b>Written Warning</b>
<b>FOURTH LEVEL</b>	<b>Probationary Period</b>
<b>FAILURE TO COMPLETE PROBATIONARY PERIOD</b>	<b>Termination</b>

Due to the nature of some infractions, Capital Metro reserves the right to determine the appropriate action to be taken. The corrective action process, as outlined above, may be superceded due to the infraction. Immediate termination from the Capital Metro RideShare program may be required in some cases.

Reimbursement for any costs Capital Metro has incurred due to a driver's/member's non-compliance with any policy/procedure/term will become that person's liability. Capital Metro may take any action, authorized by law, including the filing of a lawsuit seeking recovery of damages and attorney's fees, against any car/vanpool driver or member in non-compliance.

## **FEEES**

Capital Metro will charge a processing fee to the primary driver for any invoices, bills or charges received by Capital Metro that are for or related to the RideShare vehicle issued to the driver (regular and loaner). The invoices could be for parking citations, toll bills, etc. The processing or late fee may typically begin at \$20 per incident. Capital Metro reserves the right to determine the appropriate amount to assess on a case-by-case basis. All determinations are final.

<b>PROCESSING FEE</b>	<b>Amount Varies</b>
<b>LATE FEE</b>	<b>Amount Varies</b>

## **NEW DRIVER APPLICATION PROCESS**

To determine whether a van/carpool member meets the Capital Metro minimum requirements for a Volunteer Driver please refer to the Driver Selection and Retention Criteria located in the Attachment portion of this guide. If an applicant meets the requirements s/he may complete the Volunteer Driver Application.

The Alternate/Backup and Primary Driver replacement application(s) is to be submitted to the RideShare office. Only properly completed applications will be processed. Always review the application to confirm that it is completed in ink and all required information is entered where indicated. We recommend that a copy is kept for the driver's files.

Each applicant is to read the Driver Agreement. Questions regarding the Agreement may be directed to the RideShare office (512.389.7591). The applicant is to then sign the Agreement Signature Page. This signed document must also be submitted with the application. Without the signed Agreement, the driver application cannot be processed.

Capital Metro RideShare staff members make all driver approvals. All determinations are final. The approval process for all driver applications will take one-month at a minimum. Please take this into consideration when submitting applications for approval. A letter of approval/disapproval will be provided to each applicant. A copy of the approval letter for Alternate Drivers will also be provided to the Primary driver.

## DRIVER TERMINATION

To end the Volunteer RideShare Driver Agreement, a written notice must be submitted to the Capital Metro RideShare office at least 30 days prior to termination (best efforts to give a 30-day notice is acceptable). A Driver or Backup Driver may terminate the agreement for any reason.

Capital Metro may terminate the driver agreement if, membership falls below the minimum required, operation of the van/carpool becomes inconsistent with the evaluation criteria established by Capital Metro, and/or the program is terminated. Capital Metro may also terminate any driver for involvement in an accident, failure to abide by any of the program's policies, unauthorized personal use of the car/van, failure to abide by any of the terms of agreement, or for other good cause. Termination notification shall be confirmed by telephone or by mail to the last address provided by the driver. All drivers shall cooperate fully in return of all car/vanpool records and materials and of the RideShare vehicle and all keys thereto.

## PRIMARY DRIVER REPLACEMENT POLICY

**When a volunteer primary driver wishes to resign from the role of a driver, it is his/her responsibility to notify the RideShare office as soon as possible (512.389.7591).** The RideShare office staff will first verify the viability of the car/vanpool group to determine whether the group will continue. The group is viable if the minimum number of required members and alternate drivers are maintained. Once this is determined, a replacement driver will be sought. The replacement driver must meet the driver qualifications and have a direct commute route to the work location(s). Alternate driver's who have not completed driver orientation must do so to become a primary driver. This replacement driver must sign a driver agreement addendum assuming responsibility for the RideShare vehicle as soon as possible.

## RETURNING A VEHICLE TO CAPITAL METRO

Vehicles are returned to Capital Metro when:

- The Primary Driver resigns (someone in the car/vanpool will replace the current Primary Driver)
- The van/carpool changes to another vehicle
- The car/Vanpool ends

The primary driver must do the following:

- A. Contact the Accounts Representative to close out his/her account (512.389.7513).
- B. Call the Vanpool Representative to schedule a walk-around for the return (512.369.6005)

**Vehicles are returned to Capital Metro at 2910 East Fifth St., at the corner of Pleasant Valley Rd. and E. 5<sup>th</sup> St.**

**When returning the van/car, please be sure:**

1. The car/van is washed and vacuumed at time of return.
  - A cleaning fee will be charged if necessary
2. Two keys are given back with the van/car
  - A key replacement fee will be charged for each key not given back. Please note an invoice will be charged even if a second key is mailed later. This is because two keys are issued to the next driver
  - Capital Metro does not reimburse for extra keys.

**Please note: responsibility for cleaning and returning keys rests solely with the Primary Driver; only the Primary Driver is billed, regardless of circumstances.**

## EMERGENCY TEMPORARY APPROVAL

In case of emergency, when no primary or alternate driver is capable of driving the van/carpool group home, a RideShare member may complete the form. The applicant must then call the RideShare office (512.389.7591) for temporary approval to drive the van/car home. Emergency approval **MUST BE** confirmed by a RideShare staff representative. This process may **ONLY** be used in cases of emergencies where no advance notice is available – it must be an unplanned event.

An emergency applicant must meet the minimum driving requirements. Based upon the information provided by the applicant and the circumstances of the situation, Capital Metro may approve applicants in such cases. The completed form and a copy of the member's Texas Driver's License must be faxed to the RideShare office (512.369.6064) immediately. Approval of this nature is only valid for one emergency commute trip. To gain approval as an alternate driver, the applicant must complete the entire approval process. **NOTE: This process MAY NOT BE USED to circumvent the regular application process for van/carpool drivers.**

## COMPLAINT AND SUGGESTION PROCESS

Despite the best efforts of the driver and the RideShare office, there may be times when car/vanpool members are dissatisfied and voice concerns or complaints. The concern/complaint may be internal - about a particular member, operational rule(s), failure to adhere to proper standards of personal conduct or a driver's ability as an operator - or it may be a concern/complaint from the public at large regarding an alleged unsafe practice witnessed during the commute or violation of the RideShare program policy/procedure/term.

To file a complaint, please call the **Capital Metro Customer Comment Line at 512.385.0190**. This service is provided Monday through Friday from 8:00 AM through 5:00 PM. If the complainant wishes to file the complaint with the RideShare program staff the information will be recorded and then provided to the Customer Comment department for processing and tracking.

These are the Capital Metro RideShare Program guidelines for handling a complaint:

All complaints are taken seriously. For any complaint that is received, several other similar complaints were not voiced. Although the complaint may seem trivial, it could possibly become a bigger issue if it is not taken seriously and handled in a professional, timely manner.

The person who files a complaint will be asked to supply her/his name, address and telephone number, however it is not mandatory. This information will remain **confidential, to the extent allowed by the law**. An investigation may then proceed.

Safety related complaints will be given priority and, to the extent possible, will be resolved in a timely fashion. Every attempt will be made to handle all complaints quickly and efficiently, with a minimum of disruption to all parties involved. The appropriate Capital Metro staff (this includes contracted employees) will conduct an investigation of the complaint. During the investigation, the person against whom the complaint is made will be contacted for an explanation of the specific circumstances.

Each complaint will be handled on a case-by-case basis. The specifics of each problem will determine the action to be taken. Common action may be dismissal of the complaint, or advice on a change of procedures. An adverse finding may result in a verbal or written warning notice, imposition of a probationary period, and suspension of driving privileges or dismissal from the RideShare program. Refer to the Corrective Action and Termination policy, listed above.

Complaints about Capital Metro RideShare staff should be directed to the **Capital Metro Customer Comment Line: (512.385.0190)**.

Comments, concerns, complaints or suggestions about Capital Metro RideShare Program Policies and Procedures should be directed to the **RideShare office (512.389.7591)**. Many changes to the RideShare program are a direct result of input from our van/carpool members. The staff looks forward to discussing suggestions with RideShare members and drivers.

## SAFE DRIVING TIPS

### HOW TO SAFELY DRIVE A RideShare VEHICLE

When the van/carpool driver is behind the steering wheel, s/he is the most important individual in the RideShare group. The driver's task is not only to transport the riders to and from work, but also to do so **safely and efficiently**. There are six questions the driver should ask her/himself when driving.

1. Am I driving in the safest possible manner?
2. Am I driving defensively?
3. Am I using my turn signals?
4. Am I keeping my distance from the vehicle in front of me?
5. Am I checking behind my van/car before backing it up?
6. Am I driving the posted speed limit and according to the weather, light, road and traffic conditions?

### BEFORE BEGINNING, BECOME FAMILIAR WITH THE VEHICLE

The Vanpool Representative will explain the controls and unique characteristics of the RideShare vehicle. The representative may accompany drivers on a short drive to acquaint him/her with the vehicle. Adjust the seat and all the mirrors and review the operations of the equipment before driving the car/van.

## **BE AWARE OF SIZE DIFFERENCES**

A van may have a longer wheelbase than those of regular passenger cars. Drivers must allow more room in which to operate. The front wheels of a van must be a greater distance from the curb or obstacle when making a turn. It may help to practice making sharp turns.

## **ALWAYS BE AWARE OF HEIGHT CLEARANCES!**

RideShare vans need at least seven (7) feet height clearance. Be careful in parking garages, near overhead signs, drive through lanes, etc.

## **BACKING THE VAN OR CAR**

The two most difficult maneuvers to master are backing and parking the van or car. More than one-fourth of all fleet accidents occur when a driver backs and parks the RideShare vehicle. Know what is behind the vehicle before releasing the parking brake or driving in reverse. If the vehicle is parked, walk around it before backing to locate any potential hazards (people, other vehicles, shopping carts, posts or other fixed objects, etc.). Good drivers use assigned riders in the left and right seats to assist and guide them while driving.

ALWAYS BACK SLOWLY! Honk the horn several times as a precautionary action. This will let those around the RideShare vehicle know it is about to move. Remember it's difficult to see objects immediately behind the vehicle. If in doubt, get out of the /car and check to be sure it's clear. The majority of the time, accidents caused when backing are **preventable**.

## **PARKING**

Try to park in a pull-through site if possible, which allows the vehicle to drive straight out of the space in forward gear. If the driver has a choice in a parking lot, it's preferable to back into a parking space. By backing into a space, the driver exits in the forward gear and has a clear view of all obstacles. If the driver backs-out in a parking lot s/he may not notice other vehicles that have parked while s/he was away, especially small cars and motorcycles.

### ***MOST ACCIDENTS OCCUR WHEN BACKING OUT OF PARKING SPACES***

When parallel parking, allow three feet between the side of the van/car and the vehicle that the driver is going to park behind. Turn the rear of the car/van as soon as the rear wheels pass the rear of the other vehicle. Begin turning the front into the parking space as the car's/van's body passes the rear corner of the other vehicle. Drivers should take their time and be deliberate and careful! Don't rush parking.

## **SIGNAL LIGHTS**

Signal lights alert other drivers of a driver's intentions to turn a corner or change lanes in traffic. They should be used well before a maneuver is attempted. Be sure the other drivers acknowledge the signal. Putting on the signal light does not automatically give the driver the right-of-way. Use turn signals when changing lanes, turning at intersections, entering and leaving freeways, leaving the curb or pulling over to the side of the road. Use them every time, even when another vehicle is not in sight. It's the vehicle a driver doesn't see that is the most dangerous.

Flashers should be used when loading and unloading passengers. They can be used to warn other driver to slow down or to alert them of changing road conditions. Driver must use them when parking the RideShare vehicle on the shoulder of the road. Never use parking lights without flashers when parked.

## **SEAT BELTS**

### ***SEAT BELTS SAVE LIVES!***

Of all the safety devices included on today's vehicles, none is simpler to use, or more effective, than the seat belt. Not wearing a seat belt doubles a person's chances of being seriously injured in the event of a crash. Driver and passengers must wear their seat belts at all times. It is the driver's responsibility to see that they do. By wearing a seat belt, the driver has more control of the vehicle during an emergency. Accidents can often be avoided by riders if they simply by having their seat belt secured.

Collisions are not the only time riders may be injured. Sudden stopping and abrupt maneuvers to avoid other vehicles/objects can cause injuries. (How many of riders sleep during the commute trip? They are at risk if they do not have their seat belt secured.) Most accidents causing death and injury occur at speeds under 40 miles per hour. In most states, mandatory seat belt use is the law. Seat belts are required in all Capital Metro vanpools/carpools. Passengers who do not properly use their seat belts can lose riding privileges immediately.

## **"Buckle Up For Safety"**

## DRIVER ATTITUDE

The most important variable when driving a RideShare vehicle is a driver's driving attitude. To be a good driver, a person must pay close attention to the complex task of driving. A driver's attitude directly affects his/her attention capabilities. It is necessary for a driver to have proper control of his/her attitude for good driving habits. Also, if a driver is courteous - others may also drive courteously.

A safe van/car driver must be mentally alert at all times. S/he must understand that most driving skills required to be safe are mental. And again, in order to be mentally alert drivers must have a good attitude. RideShare riders will feel more relaxed and comfortable when the driver's attitude is good because s/he will be an alert, safe driver. Factors that influence attitudes are the same as those, which affect a driver's emotions, his/her home and work environment and traffic. If a driver has problems in these environments they will carry over into his/her driving and make the driver a prime prospect for an accident. In the long run, how the passengers perceive the driver will determine the success of the van/carpool group.

Please remember to schedule enough time for the trip. This will prevent the driver from being rushed. Hurrying or rushing to save a few minutes may result in 2-3 hours lost as a result of a traffic accident. Plan extra time for trips taking into account the weather, traffic and road conditions. Construction may also be a factor. Taking a moment to plan the time needed to make your trip will ensure that you and your passengers arrive safely and soundly.

## BRAKING

Become accustomed to the braking system. All car/vanpool vehicles are equipped with rear anti-lock brakes. This is a computer generated braking system that can assist you in controlling the vehicle. "How do I apply the brakes?" Apply steady pressure when braking. Remember: Anti-lock brakes do not stop the vehicle any faster. They can only help in controlling the vehicle when braking properly.

As you pick up riders the vehicle will become heavier and braking pressure will change. **THE HEAVIER YOUR LOAD (THE MORE RIDERS YOU CARRY), THE MORE BRAKING DISTANCE IS REQUIRED.**

When braking on slippery or icy roads, **DO NOT SLAM ON THE BRAKES**, apply gradual pressure or you may lose control of your vehicle. Allow the vehicle to slow itself naturally, with plenty of distance to stop! In case of a skid, turn the steering wheel in the same direction as the vehicle is skidding.

## LOADING AND UNLOADING RIDERS

1. Never load/unload in a traffic lane
2. Use flasher signals
3. Put the transmission in park
4. Keep your foot on the brake
5. Put in gear only when all riders have fastened their seat belts
6. Heavy objects, should be stowed beneath the seats
7. Be sure departing passengers clear the vehicle before moving
8. Remind riders to take care getting into and out of the vehicle.

## DEFENSIVE AND OTHER DRIVING PRACTICES

Defensive drivers don't care who is right or wrong. They only care about arriving safely and preventing a traffic accident. Defensive drivers are always aware of the location of other vehicles on the road and anticipate what the other driver may or may not do. Defensive drivers adjust their own driving to compensate for unusual weather, road and traffic conditions and recognize the need for caution in situations conducive to accident involvement. By being alert to accident producing situations, a defensive driver recognizes the need for preventive action in advance and takes the necessary precautions to avoid being involved in an accident. A defensive driver knows when it is necessary to slow down, stop, or yield the right-of-way to avoid involvement.

### Defensive Drivers Expect Other Drivers To:

- \* Pull from the curb without warning
- \* Ignore stop signs
- \* Change lanes without signaling

### Defensive Drivers Do:

- \* Stay alert
- \* Allow room to maneuver
- \* Allow cars to merge into traffic
- \* Allow extra time to avoid rushing
- \* Predict problems and plan alternative action

- \* Drive through yellow signal lights
- \* Take chances
- \* Turn from the wrong lane

### Defensive Drivers Don't:

- \* Follow too closely
- \* Make jack-rabbit starts
- \* Force yellow lights
- \* Use the vehicle to show hostility to others
- \* Turn from the wrong lane
- \* Drive through yellow lights
- \* Take chances

## **DRIVER STANDARDS**

Capital Metro holds volunteer RideShare drivers to a higher driving standard than the general public. Even though Primary and Alternate drivers are volunteers, the drivers represent the agency when driving the RideShare vehicle. Car/vanpool drivers must use great caution and care because they are carrying a group of adult workers in a Capital Metro vehicle as part of a public transportation system. Driving under these conditions is very different from driving his/her personal vehicle with family and friends as passengers. The vanpool vehicles are larger than the average car and the dynamics can affect safety. All drivers are instructed to drive more slowly, carefully and courteously when driving the RideShare vehicle even during Non-Commuter trips.

Another factor drivers must consider is the perception that the general public has of Capital Metro RideShare drivers. Primary or Alternate drivers must drive in a manner that shows others that they are driving friendly and not only obey the laws, but the spirit of the laws and to drive in a way that does not add to traffic congestion as well. For example, a driver may make a legal lane change but the other driver may feel that s/he was cut-off by the car/vanpool driver and that the action was unsafe and/or unlawful. Another scenario is exiting a highway just to re-enter it further down the road to avoid slow-and-go areas.

## **MAINTENANCE PROMOTES SAFETY**

The driver is the person most familiar with the RideShare vehicle. Capital Metro requires drivers to check the van/car daily and complete a thorough monthly inspection to ensure that it is operating properly. The goal is to ensure the RideShare vehicle a safe and comfortable. Remember that a vehicle in need of maintenance or repair may not be reliable.

The preventative maintenance program must be followed to eliminate mechanical failure as a cause of accidents. In addition, drivers should follow the routine outlined below:

### **Pre-Trip 'Walk-Around' Routine:**

- Check to see if the vehicle is safe to drive
- Look for any damage to mirrors, windows or the body
- Check for clearance to move the vehicle
- Look for any obstructions to the exit route
- Check for anyone walking or standing in the rear

### **Daily Routine:**

- Keep the van/car in safe running order
- Remove clutter from car/van
- Visually check tires for cuts and inflation
- Check all lights and signals
- Clean the windows and adjust mirrors

### **Weekly Routine:**

- Check tire inflation pressure
- Don't forget to check the spare tire!
- Check fluid levels (oil, transmission, power steering)
- Check belts and hoses for cracks
- Insure that the spare and tire tools are secured
- Remove loose items that are hazardous at quick stops

### **Monthly Routine:**

- Walk around the van to inspect it
- Notice any unusual motor sounds/smells?
- Does anything look unusual under the hood?
- Look under the vehicle for leaks
- Do the brakes squeak when you are stopping?
- Get help checking the rear lights
- Check the gauges, do they work properly?

**DO NOT ATTEMPT TO DRIVE THE RIDESHARE VEHICLE AT ANY TIME IF YOU FIND IT IS NOT SAFE TO DO SO.**

# EMERGENCIES

## ACCIDENT PROCEDURES

### Protect The Scene

- Turn on hazard flasher lights
- Move the van/car out of traffic (if possible)
- Make sure riders are in a safe location
- Arrange for attention to any injured person at the scene

### Call 911

- When a driver speaks to a police officer, s/he must obtain the officer's name, badge number, and jurisdiction (city, county)
- Do not assume responsibility for the accident regardless of the circumstances
- Drivers must identify him/herself to the driver or owner of the other vehicle
- Obtain the full names and addresses of all parties witnesses, including the drivers/owners of the other vehicles and any passengers involved in the accident
- Obtain the license numbers off all vehicles involved
- Obtain the operator license numbers of all drivers involved in the accident
- Obtain the insurance information (company name, policy number, phone numbers)
- Drivers must identify the insurance carrier from the insurance card (it should always be stored in the van/car glove box) to the other drivers involved in the accident

### GROUP BACKUP-RIDE PLAN

Each RideShare member should have a backup ride in case the van/car is involved in a traffic accident. If work, childcare or other commitments must be met, members should be prepared. Capital Metro offers the Guaranteed Ride Home (GRH) program for RideShare members. Please refer to the GRH brochure or call the RideShare office (512.389.7513) for further information and applications.

### ACCIDENT OR INCIDENT

#### What:

An accident is any contact between the vehicle and any object or person, regardless if there is property damage or injury.

An incident is any occurrence/event involving the RideShare vehicle and/or member(s). The incident interrupts or is outside normal van/carpool procedure or is related to an emergency situation. Drivers must report the following:

1. Any accident/incident involvement (whether or not there is any damage, the police are notified)
2. Any time the van/car contacts anything (whether or not there is any damage, the police are notified)
3. Any damage to any other vehicle or property
4. Any damage or vandalism (interior or exterior) to the car/van
5. Any personal injury whatsoever

#### When to Report:

Immediately or within 24 hours

#### How to Report:

Call the Vanpool Representative 512 369.6005. If a driver must leave a message, it should include his/her name, van/car number, daytime telephone number and a brief description of the accident.

Then fill out and sign the Accident/Incident Report form (found in the Green Folder) and fax it to 512.369.6065.

Note: the written Accident/Incident Report form must be filled out completely. Do not leave any sections blank. If a section is not applicable, write in "n/a" in it.

#### Damage

If the van/car is NOT operable, have it towed to the nearest Lamb's Auto Care Center. Otherwise, drive to the nearest Lamb's location. Drivers may make arrangements with the Vanpool Representative for a loaner as necessary.

**FAILURE TO REPORT (AS REQUIRED) ANY ACCIDENT/INCIDENT INVOLVING THE VAN/CAR WILL RESULT IN CORRECTIVE ACTION.**

Collisions and accidents range from minor fender benders without vehicle damage to major and multiple vehicle collisions and possibly serious injuries.

A preventable accident is one in which the driver failed to exercise every **reasonable precaution** to prevent the accident/incident. This is irrespective of whether or not there is property damage or personal injury, the extent of the loss or injury, to whom it occurred and the location of the accident/incident.

The following situations resulting in an accident or incident are an example of the types of accidents considered preventable:

- Traffic violations
- Backing up
- Striking the vehicle ahead
- Failure to yield
- Mechanical defect known by driver
- Improper or illegal parking
- Improper or illegal lane changing
- Theft with keys left in vehicle
- Unauthorized (non-approved) driver or rider(s) using the vehicle with the driver's permission
- Failure to allow proper clearance when turning
- Excessive speed for the road conditions
- Following too close
- Failure to use signals

In order for a person to avoid being involved in a preventable accident, each driver must understand and practice the concept of defensive driving. "Defensive driving" is driving so as to prevent accidents/incidents in spite of the incorrect actions of others and adverse driving conditions; such as light, weather, road, traffic, vehicle condition and the driver's physical and mental state. Defensive drivers make no driving errors themselves and allow for the lack of skill or improper driving practices of other drivers.

It is impossible to describe in detail the many ways a driver might prevent an accident without being primarily or legally responsible. This Guide merely emphasizes the need to utilize safe, defensive-driving practices.

A driver (primary or alternate) responsible for any preventable accident will be required to successfully complete a mandatory probation period of one-year. During this time, the driver must comply with all policies and procedures contained in the Program Guide. If the driver has another preventable accident during the probationary period, s/he will lose driving privileges immediately. Capital Metro reserves the right to terminate any RideShare driver's driving privileges as a result of any one (1) vehicle accident, depending on the severity of the accident and the degree of the driver's negligence associated with the accident.

The Capital Metro staff will review each incident/accident to determine whether it is or is not considered preventable. The driver will then be notified of the determination and allowed to provide additional information for consideration. If the determination remains the same, the appropriate corrective action for the case will be selected and a written notification provided to the driver. A copy will also be placed in the driver's file. All staff determinations are final.

If a driver has a second preventable accident any time after successfully completing probation, s/he must successfully complete a driver refresher training course and complete a one-year probation to retain her/his driving privileges. The course may be offered at Capital Metro or be at the driver's own expense. The refresher course requirement will be determined based upon the type of preventable accident and on a case by case basis.

### **RIDER ACCIDENTS/ INCIDENTS (PERSONAL INJURY)**

All RideShare members should take care when getting into and out of the RideShare vehicle. When getting in the car/van, each person should have sure footing when stepping on the running board. Riders must use caution, take their time and always look before taking a step. The running boards are designed for getting in the vehicle and not for getting out of the van/car. We recommend that the running board is NOT used to get off (out of) the RideShare vehicle. Remember that the running board may become slippery when wet.

All RideShare members are required to use a seat belt when the van/car is moving. Members, who have not secured their seat belt before the car/van moves, may be injured or may injure others when the van/car stops. **Any personal injury accident, occurring as a result of a rider who did not use a seat belt, will result in corrective action. Any rider responsible for a second preventable accident caused by non-compliance with the seat belt policy will lose all membership privileges. Capital Metro reserves the right to terminate any Van/Carpool rider's privileges as a result of any one (1) personal injury accident, depending on the severity of the accident and the degree of the rider's negligence associated with the accident**

Any approved\* van/carpool rider who is involved in a personal injury accident/incident in a Capital Metro van/car or while getting out of the vehicle must report this to the primary RideShare driver and the Capital Metro Risk Management office. The report must be made as soon as possible or within 24 hours after ANY accident or incident. Even if the rider does not feel injured at the time, a report must be filed. A written report must also be submitted. This report is in the Accident Report form. **Failure by a rider to report an accident/incident or submit an accident claim form afterward will result in corrective action being taken.**

\*Refer to the Approved Driver and Rider section for a definition of approved riders.

## **REPORTING A PERSONAL INJURY ACCIDENT/INCIDENT**

### **How to Report:**

Call the Vanpool Representative 512.369.6005. If a rider must leave a message, it should include his/her, van/car number, daytime telephone number and a brief description of the accident.

Then fill out and sign the Accident/Incident Report form (found in the Green Folder) and fax it to 512.369.6065.

Note: the written Accident/Incident Report form must be filled out completely. Do not leave any sections blank. If a section is not applicable, write "n/a".

**A COMPLETED ACCIDENT CLAIM FORM MUST ALSO BE SUBMITTED TO THE CAPITAL METRO RISK MANAGEMENT OFFICE WITHIN 24 HOURS OF ANY ACCIDENT OR INCIDENT.**

## **WIDESPREAD EMERGENCY SITUATIONS**

In case of an emergency situation (weather related, power outages, etc.) that affects the nation, our region or where the Capital Metro offices are not operating, but telephone service is available please call 512.477.7433 during regular business hours (Monday through Friday, 8:00 am to 5:00 pm). Information will be provided to RideShare drivers and members regarding the RideShare program. For vehicle maintenance or repair, needed at any time please contact the maintenance contractor for instructions. Each van/carpool is required to have a Group Backup Ride Plan in case the van/car is not operational. This may be due to mechanical failure of the vehicle, a traffic accident or a widespread emergency situation. In any case, the Primary driver must notify each member that the car or van will not be available for the Commute Trip.

RideShare members should then plan to get another way to work. If work, childcare or other commitments must be met, members should be prepared. Plans should be made for another ride to work or home in case the car/van is not running. Capital Metro offers the Guaranteed Ride Home (GRH) program for car/vanpool group members. Please refer to the Guaranteed Ride Home brochure or call the RideShare office (512.389.7513) for further information and applications. Reimbursement for the RideShare fare is not available in any situation.

## **CARE, MAINTENANCE AND REPAIR**

### **PRIMARY DRIVER'S RESPONSIBILITY**

It is very important to the safety and comfort of all RideShare members that the vehicle is well maintained. The primary driver is responsible for ensuring timely vehicle maintenance. This includes scheduled or preventive maintenance, repairs, warranty work, body work and any other form of repair. Corrective action up to and including loss of driving and membership privileges will be taken if a driver fails to have regular preventative maintenance and needed repair of the car/vanpool vehicle completed on time.

Capital Metro does not allow van/carpool drivers or members to perform any type of maintenance service on the vehicles themselves. For any questions, please call the Vanpool Representative (512.369.6065).

## TAKING CARE OF THE VAN OR CAR

1. At a minimum, the van/car should be washed and vacuumed monthly. Van/carpool members, if they wish, may contribute to the cost of washing (it must be a group decision).
2. The primary or alternate driver should do a 'Walk Around' inspection of the van/car prior to each trip. If any problems are found, they should be reported to the maintenance contractor.
3. Before returning a RideShare vehicle to Capital Metro or turning it over to another driver, it should be washed and vacuumed. Please see "Returning a Vehicle to Capital Metro" for more information. If the carpet or upholstery shows wear and tear beyond normal use (i.e., requiring steam cleaning), the Primary Driver **may be charged for the expense**.
4. The car/vanpool group is responsible for avoiding unnecessary interior wear and tear. The members may be charged for any misuse.
5. Bumper and window stickers may not be affixed to the vans/cars. Parking stickers are permitted.
6. Loaner vans are also governed by these policies.
7. Smoking, carrying/consuming alcohol or illegal drugs or carrying weapons is not allowed at any time in any Capital Metro vehicle.

## MAINTENANCE CONTRACTOR

Your mechanic is Lamb's Tire & Automotive Centers, the maintenance contractor/service provider for the Capital Metro RideShare program. The contractor is a nearly one-stop shop for:

- Scheduled maintenance
- Repairs
- State inspections
- Tire repair and replacement
- Windshield replacement

ADDRESS	PHONE NUMBER	HOURS OF OPERATION	LOCATION INFORMATION
5001 B 290 West	891.9988	M-F 7:00 AM - 6:00 PM Sat. 8:00 AM - 5:00 PM	290 West
10740 Research #115	345.5556	M-F 7:00 AM - 6:00 PM Sat. 8:00 AM - 5:00 PM	Braker & 183 by HEB
2204 Slaughter Lane	280.5235	M-F 7:00 AM - 6:00 PM Sat. 8:00 AM - 5:00 PM	Slaughter & Manchaca by HEB
3564 Far West	345.6600	M-F 7:00 AM - 6:00 PM Sat. 8:00 AM - 5:00 PM	2 <sup>nd</sup> block off Mopac

## SCHEDULED OR PREVENTIVE MAINTENANCE

**What:** Scheduled maintenance (sometimes called Preventive Maintenance) is performed on a regular schedule based on mileage intervals.

**When:** Scheduled maintenance must be performed on a regular basis depending upon the type of vehicle issued to the driver. Primary drivers are allowed a range of 500 miles before or after the required mileage to have the maintenance completed. For example, the 24,000-mile service may be performed between 23,500 miles and 24,500 miles. This allows a window of 1,000 miles in which time the driver has to have a given scheduled maintenance performed. Note that performing services before or after this range will result in corrective action being taken.

**Where:** Maintenance contractor center performs all Scheduled or Preventive Maintenance

**How:** Please call the service provider to arrange a loaner for Scheduled Maintenance. Drivers may also contact the Vanpool Representative to arrange loaners or for any other questions or for further information. NOTE: loaners are not issued for any service that takes less than 45 minutes to complete (i.e., 4000 mile scheduled maintenance).

## REPAIR

**What:** A repair is any service not part of the regular scheduled maintenance (preventive maintenance) for the van/car.

**How:** Call the maintenance contractor to reserve a loaner if the repair will take more than 45 minutes. If the driver suspects the repair will take less time, s/he may go directly to a maintenance contractor location

to have it repaired. In most cases, drivers may want to contact the Vanpool Representative to help decide whether a loaner is needed.

**Drivers must notify members if the vehicle will be out of service for the next commute trip and/or if a loaner van is not available.** Until such time, members should make alternate commute arrangements.

## **WARRANTY WORK**

Some vehicles may be under the manufacturer's warranty. In most cases, the driver can take the vehicle to the nearest maintenance contractor where personnel will transfer the vehicle to the dealer.

## **ANNUAL STATE SAFETY INSPECTION**

Where: Capital Metro's RideShare maintenance contractor

When: During the month indicated on the State Inspection Sticker (located on the vehicle's windshield).

No appointment is necessary.

## **MINOR SERVICE - REIMBURSEMENT**

What:

Replacing a windshield wiper blade, belts or wear and tear items

How:

The driver can simply have the service done when s/he can at the most conveniently located maintenance contractor center. A driver can never perform any mechanical work on the RideShare vehicle.

What:

Rare circumstances may involve out-of-pocket expense. Reimbursement for such expenses is subject to approval by Capital Metro. Any reimbursement under false pretenses may result in corrective action.

NOT included for reimbursement are:

- Locksmith services
- Costs for cleaning the van/car
- Duplication of car/van keys
- Roadside services: lockout, fuel, jump starts due to driver error

How:

If possible, call the Vanpool Representative to discuss first. The Vanpool Representative can also email reimbursement forms to the driver or s/he may also download the form directly from the Capital Metro website.

- Fill out the form, sign, and date it.
- Fax the form and the purchase receipt to the Vanpool Representative at: 512.369.6065.
- If approved, a check will be sent to the address indicated on the form.

As examples, below are three situations that might come up and how it can be handled.

- The vehicle is low on engine oil. Proceed directly to the maintenance contractor center to have it checked.
- The RideShare vehicle is extremely low (i.e., there is no oil showing on the dipstick) on engine oil. Purchase oil and seek reimbursement from Capital Metro. Call the Vanpool Representative immediately to discuss any further steps that need to be taken.
- After fueling, the gas card cannot be found. Pay for the gas and seek reimbursement from Capital Metro.

## **CHECK TIRE PRESSURE REGULARLY**

Capital Metro greatly appreciates everything the drivers do to ensure safe operating conditions. In this, correct tire pressure is key. A tire gauge is provided with each vehicle.

Each month van/car drivers are required to verify correct tire pressure on all four tires (the spare will be checked by the service provider at normal, scheduled maintenance visits). **The RideShare staff encourages all drivers to check the tire pressure more frequently as a safeguard.**

This safeguard may be accomplished in two ways:

1. Take the RideShare van/car to a nearby maintenance contractor location
2. Use the tire gauge issued for the van/car

If the tire pressure is NOT correct, the driver must put air in the tire(s). Please note: Capital Metro will not reimburse the cost of using a fuel station's air machine.

## **LOANER VEHICLE POLICY**

Loaner vans are available at most maintenance contractor centers. Loaner cars are not available.

The loaner vans are available on first come, first served basis. They may be issued for any type of maintenance service requiring more than 45 minutes. Loaners are not available for services requiring less than 45 minutes (i.e., oil and filter change only). Call the Vanpool Representative for reservations and information.

Call the service vendor directly to make reservations on the day of the service or for the next day. Loaner reservations for a more distant date are not possible (i.e., a week from tomorrow).

When a loaner is picked up or returned, the service provider and the driver will perform a walk around inspection, after which both parties sign for the condition of the vehicle. Please note this inspection may take up to 10 minutes in addition to normal check-in time. Remember to:

- Take the Mileage/Ridership log when checking-out a loaner van. **ALL mileage, even in a loaner vehicle, is to be recorded on the log.**
- Drivers should treat all loaner vehicles as if they were his/her own vehicle. Inspect and keep it clean and report needed repair.
- As a courtesy to the next driver, please fill up the loaner before returning to the service provider.

#### **IN ALL CASES**

The Vanpool Representative can help with reserving loaners or to answer questions or concerns.

#### **WRECKER SERVICE**

Unless instructed otherwise by a law enforcement officer, do *both* of the following:

- **Call Cedar Park Wrecker Service at 512.267.5100. Follow the procedure below:**
  1. Drivers must identify him/herself as a Capital Metro van/carpool driver.
  2. Have the dispatcher tow to the nearest maintenance contractor center.
- **Call the Vanpool Representative at 512.369.6005. If no answer, leave a voice mail message.**

The towing contractor offers the following roadside services: tire change and jumpstarts (due to equipment failure). Capital Metro provides payment for these roadside services ONLY. Drivers utilizing other roadside services (lockout, fuel, jump starts due to driver error, etc.) will be responsible for all charges on these occasions. Loaner vans are available on a first-come-first served basis. Loaner cars are not available.

#### **GROUP BACKUP-RIDE PLAN**

If work, childcare or other commitments must be met, members should be prepared. Plans should be made for another ride to work or home in case the van/car is not running or breaks down on the commute trip. Capital Metro offers the Guaranteed Ride Home (GRH) program for van/carpool group members. Please refer to the GRH application or call the Account Specialist at 512.389.7513 for further information and applications.

#### **PLEASE DON'T PUT OFF NEEDED REPAIRS!**

### **PROGRAM GUIDE SUMMARY**

By following the simple guidelines presented here, and maintaining a positive, defensive driving attitude, Primary and Alternate drivers can ensure a safe, reliable and comfortable commute to and from work every day. Driver and rider safety and comfort are the number one priority.

The RideShare staff prides itself in providing the highest level of customer support. Members should feel free to call the RideShare office for any question or need. Our job is to help make the van/carpool group operate smoothly. Drivers and members are invited to contact the RideShare office (512.389.7591) with comments and suggestions to make the program even better.

#### **TOGETHER, WE CAN MAKE RIDESHARING WORK!**



**METRO**

Capital Metropolitan Transportation Authority  
2910 East Fifth Street  
Austin, Texas 78702  
512.389.7591

RideShare  
PROGRAM  
**ATTACHMENT**

512.389.7591



**METRO**

CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
2910 East Fifth Street  
Austin, Texas 78702



**METRO**

Capital Metropolitan Transportation Authority  
RideShare Program

## **Volunteer Primary or Alternate Driver Selection and Retention Criteria**

Driver selection and retention is critical to the safe operation of a Capital Metro RideShare Car/Vanpool vehicle. Individuals, indicating interest in assuming driving responsibilities, will be asked to complete a Driver Application, which will serve as a preliminary screening device. From this application, consideration of selection will be based upon the following criteria. Capital Metro RideShare staff members make all driver approvals. All determinations are final.

Additionally, all approved drivers must continue to meet these minimum requirements while they participate in the RideShare program. The driver's official state driving record will be reviewed every eighteen (18) months to confirm that these standards are met.

1. **Age** - At least 25 years of age.
2. **Residence - OUT-OF-SERVICE-AREA Car/Vanpool:** Residence or commute destination must be within 100 miles of the Capital Metro service area.
3. **Residence - IN-SERVICE AREA Car/Vanpool:** All **Car/Vanpool** Primary drivers must reside within the Capital Metro service area.
4. **Employment** - Employed by present employer for one year, or other indication of stable employment.
5. **Driver's License and Experience** - Must have proof of a current and unrestricted State of Texas Driver's License and have held a valid U.S. driver's license for the preceding five years. Applicant must have actually driven a minimum of 2,500 miles a year for the past three years or pass an acceptable driver's training and safety class. Restrictions for glasses or contact lenses are acceptable. Others must be reviewed in light of number 9 below.
6. **Traffic Violations and Accidents** - Eligibility will be confirmed by a review of state records.

**Definitions: Incident** - a minor moving traffic violation or a minor traffic accident. **Major traffic violation** - 21+ speeding (5 years); leaving the scene of an accident in which there is bodily injury (lifetime disqualification); school bus flag violation (5 years); Alcohol related ticket (DUI, DWI - 5 years); reckless driving (5 years); negligent driving (5 years). **Major traffic accident** - Any accident that incurs a claim of over \$15,000 in cost or one, which results in disability or death. **The Standard:** A driver may have up to two minor incidents within the last three years and no major incidents within the last five years to qualify. Additionally, there may be no more than one incident in the last eighteen (18) months.

A former RideShare volunteer driver who lost his/her driving privileges as a result of traffic violations or accident history may reapply to be a driver three years after his/her record is clear. The former driver must meet the selection criteria required of all applicants and drivers.

7. **Criminal History** – Applicant may not qualify if s/he has been convicted of a felony or received deferred adjudication or is currently on parole, probation, in a work release program or on conditional release as a result of a conviction or a guilty plea. A conviction may not necessarily be cause for disqualification, but a false statement will. Approval of these types of applicants will be made upon a case-by-case basis upon review of pertinent records provided by the applicant. Approval of applications with the above-mentioned violations will be made upon a case-by-case basis upon



**METRO**

Capital Metropolitan Transportation Authority  
RideShare Program

**Volunteer  
Primary or Alternate Driver  
Selection and Retention Criteria**

Continued

a review of records provided by the applicant. Capital Metro RideShare staff members make driver approvals. All determinations are final.

Applicants approved under these circumstances will be placed upon immediate probation for a two-year period. During this period any criminal involvement will result in immediate termination of RideShare driving eligibility. The driver will successfully complete the probation period by presenting certified records to that effect.

8. **Auto Insurance** - Must possess minimum Texas Liability insurance coverage for his/her own personal vehicle(s) or a personal liability policy even if s/he does not own a vehicle throughout the period s/he is a primary or an alternate RideShare driver. Notify the RideShare office (512-389-7591) of any changes.

Cancellation or non-renewal within the past three years will be closely analyzed. If the action is related to the applicant's driving behavior, applicant may not qualify. Approval of applications with the above mentioned cancellations or non-renewals would be made upon a case-by-case basis upon review of records provided by the applicant. Capital Metro RideShare staff members make approvals. All determinations are final.

9. **Medical Conditions** - The highest health standards are required of Capital Metro Car/Vanpool drivers. Any condition that would impair a driver's ability to drive the van/car may result in disqualification. Each applicant must complete and sign the Driver Application (including condition questions). Approval of applications with medical condition(s) resulting in physical or mental impairment or which may affect driving ability will be made upon a case-by-case basis upon review of records provided by the applicant. RideShare staff may require an applicant to provide a doctor's certification of his/her physical condition, at the applicant's cost, to make a determination of the applicant's driving capability. Capital Metro staff members make approvals. All determinations are final. Capital Metro reserves the right to select the physician used in these cases.

All drivers 65 years of age and older must provide an annual certification of their health signed by a licensed physician that s/he has no medical impairment making him/her unsafe to operate a public Car/Vanpool vehicle and will be required every three years to pass a nationally certified driving test (such as the National Safety Council Test). Additionally, drivers may be required to successfully complete a road test for driver's age 65 and older. Capital Metro staff will determine the driving test.

10. **Alcohol and Drugs** - An applicant may be rejected who reports any alcohol or drug related conviction within the last 10 years. Approval of applicants convicted of alcohol or drug related charges would be made upon a case-by-case basis upon review of records provided by the applicant. Approval of applications with the above-mentioned violations will be made upon a case-by-case basis upon review of records provided by the applicant. Capital Metro RideShare staff members make approvals. All determinations are final.

**Volunteer  
Primary or Alternate Driver  
Selection and Retention Criteria**

Continued

Applicants approved under these circumstances will be placed upon immediate probation for a two-year period. During this probation period any alcohol or drug related conviction would result in immediate termination of RideShare driving eligibility. The Car/Vanpool driver will successfully complete the probation period by presenting a certified report of compliance to the RideShare staff for the probation period.

11. **Certificate of Financial Responsibility** - An applicant who has to file a SR-22 due to his/her personal driving record may be rejected. Approval of applicants who have filed a SR-22 will be made upon a case-by-case basis upon review of records provided by the applicant. Approval of applications with the above-mentioned violations will be made upon a case-by-case basis upon review of records provided by the applicant. Capital Metro RideShare staff members make approvals. All determinations are final.

Applicants approved under these circumstances will be placed upon immediate probation for a one-year period. During this probation period any requirement to file a SR-22 would result in immediate termination of RideShare driving eligibility. The Car/Vanpool driver will successfully complete the probation period by presenting certified proof of compliance during the probation period to the RideShare staff.

12. **Personal Use of Van/Car** - Use of the Car/Vanpool vehicle to conduct business or for carrying of a group of people, other than Car/Vanpool members or household members, is not allowed (i.e., Cub Scouts, church groups, etc.). An applicant who expects to commit the car/van to such use will not be eligible.
13. **Off-Street Parking** - Drivers are expected to provide off-street parking at his/her residence at the end of the commute trip.
14. **Driver Training** - All potential drivers must successfully complete the Capital Metro Car/Vanpool driver training course and orientation prior to taking possession of a van/car. Additionally, approved drivers must be willing to complete a refresher training course every two years to maintain driving eligibility.

EFFECTIVE DATE 09/20/2008

**RideShare Program**  
512.389.7591  
alternative.transit@capmetro.org



**METRO**  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
2910 East Fifth Street  
Austin, Texas 78702