



# Transportation Manual

## OVERVIEW

### PURPOSE OF TRANSPORTATION

The Arc of Tri-Cities Transportation Program is dedicated to assist individuals with intellectual and developmental disabilities to participate in programming and recreational activities, to interact with the community, and to increase their choices and independence.

The Arc of Tri-Cities transportation program is further committed to quality of service, safety, consumer satisfaction, and expanding community awareness.

### DESCRIPTION OF SERVICES

The Arc of Tri-Cities provides door-to-door or pick-up point transportation for approved and designated programs. The Arc of Tri-Cities also provides transportation within its own programming providing individuals we serve increased opportunities to participate in the community.

### BEN FRANKLIN TRANSIT

Since 1992, Ben Franklin Transit and The Arc of Tri-Cities have worked together as partners to provide transportation for persons with developmental and intellectual disabilities.

This partnership has benefited the community by increased opportunities for community integration and participation. Increased community awareness has resulted along with a greater understanding and acceptance of persons with developmental disabilities. In 1999, The Arc of Tri-Cities partnered with Columbia Industries, Goodwill Industries, and Adult Day Services to form Coalition Transportation Service (CTS). CTS provides door-to-door subscription service to members of the coalition attending these programs.

## **SAFETY**

The Arc of Tri-Cities is committed to safety. No other concern is more important than to ensure the prevention of hurt, injury or loss to those we serve, our staff, our members, and the general public.

### **VEHICLE SECUREMENT**

In order to insure no passenger is left on the vehicle The Arc of Tri-Cities requires that all vehicles be checked for passengers before securing vehicles for breaks, end of shift, or prior to departing their drop off point.

Vehicles are to be parked in their designated spots in The Arc parking lot or the Children's Center parking lot. Drivers will insure that all doors are locked and that the battery switch is turned off on vehicles with such switches. Diesel vehicles are to be plugged in when the weather is below freezing. Prior to leaving the vehicles they are to be inspected for articles left behind by clients.

Vehicles parked at Ben Franklin Transit inside the fenced in area for servicing are to be left unlocked, with the keys in the vehicle. Diesel vehicles are to be plugged in when the weather is below freezing.

### **SEVERE WEATHER POLICY**

In the event of severe weather, The Arc of Tri-Cities may provide limited transportation services within The Arc's programs, after consultation with Ben Franklin Transit dispatch and/or management. The Transportation Manager will coordinate with The Arc of Tri-Cities Director and department managers to determine any delays and cancellation of services. This will be disclosed on either KORD or KONA radio stations. Program participants that are scheduled for The Arc's programs will be notified by the program manager of any delays or cancellations.

### **TWO-WAY RADIOS**

Two-Way radios are provided in each vehicle for the drivers to use for communication with the Transportation office (dispatch). It is the responsibility of the drivers to use this two-way radio to communicate with dispatch. The following are examples of proper communications:

- To receive a radio check upon leaving the lot
- To receive instructions from dispatch
- To get directions to/from a clients pick-up/drop-off point
- To report an incident on a vehicle
- To report an accident with another vehicle

## **CELL PHONES**

Personal cell phones may only to be used by drivers in the event of an emergency, and are never to be used while the vehicle is in motion

## **EMERGENCY DEFINITION**

An emergency is as any situation that requires outside and/or additional assistance to provide service.

## **EMERGENCY PROCEDURE**

- Stay Calm.
- Concentrate on driving until you come to a safe stop on the side of the road.
- Reduce risk to other passengers by having them stay on the van even if you have to move them to different seats. Only if conditions are safe and absolutely necessary should passengers be removed from van.
- Call 911 if a medical need is determined.
- Call or use the vehicle's two-way radio to contact the Transportation Department, or the appropriate program manager immediately.

## **EXAMPLES OF EMERGENCY TYPE CALLS**

- Passenger behavior puts others at risk and/or prohibits the driver's ability to drive safely.
- Vehicle break down requiring Ben Franklin Transit assistance.
- Wheelchair lift not working properly.
- Wheelchair cannot be safely secured.
- Any accident where a BFT vehicle and/or passenger is involved.
- Accident involving any BFT property damage and/or any passenger injuries.
- Complaints that may include serious illness, heart attack, or seizure.
- Any incident requiring paramedic or police notification, which may include assault, theft, etc.

## **INCIDENT REPORTING**

A report must be completed whenever an incident occurs on or near The Arc of Tri-Cities vans. If the incident prevents normal operation of the van, notify The Arc of Tri-Cities Transportation office immediately. Incidents require a report when:

- A passenger refuses to comply with seat belt law. Immediately notify The Arc of Tri-Cities Transportation office. Do not transport the passenger if the individual is not complying.)
- Vandalism occurs.
- Driver or passengers are assaulted or threatened.
- Ben Franklin Transit is called to render assistance.
- An intoxicated, unruly, or verbally abusive passenger is on board.
- There is a complaint from a client and or parent.
- There is a medical emergency.
- There is damage to a vehicle.
- The van strikes a domesticated animal.
- Actual and/or potential personal injury occurs.
- Non-contact accident perceived/reported by a third party occurs.
- Anything of concern that needs to be reported to staff occurs.

### **ACCIDENT REPORTING**

The Accident Reporting Procedure (BFT Event Report) is to be followed when an accident occurs that involves a passenger, and anytime the van is involved in an accident with another vehicle(s), pedestrian, or stationary object. Follow the instructions in the accident packet.

### **COURTESY CARDS**

Courtesy cards are to be utilized when a passenger and/or vehicle accident occurs.

Obtaining courtesy cards at the scene of an accident can be a challenge. Normally, traffic is interrupted and confusion occurs at the scene of an accident. The driver's attitude and approach are key factors in encouraging others to cooperate:

- Never refer to the cards as "witness cards" or to people as witnesses.
- Communicate that it is your duty to secure the names of all persons who are nearby.
- Look for a friendly person to complete the card first, because others will usually follow their example.
- Don't pass up a person who says, "I did not see the accident."
- Ask courteously for the person's name and address. Do not ask, "Did you see or witness the accident?"
- Be sure you can read the writing when you pick up the card. Correct the card with the individual if the card is illegible. Thank the individuals for their help.
- Be yourself, and use the method that is most successful for you.

## EMERGENCY NOTIFICATION

Any passenger involved in an incident or accident must have his or her emergency contact called when there is a possibility of injury or trauma having occurred. Should an incident or accident occur, drivers should contact The Arc of Tri-Cities Transportation office, who will make the necessary contacts.

## EMPLOYMENT

### STATEMENT OF EMPLOYMENT

The Arc of Tri-Cities is committed to hiring qualified persons to provide safe and quality transportation. The following are qualifications for employment with The Arc of Tri-Cities transportation program.

### HIRING REQUIREMENTS

Potential employees must be able to meet and maintain the following criteria:

- Ability to lift 50 pounds.
- 5 years of verifiable licensed driving experience.
- Ability to pass a Washington State Background Check.
- CPR/First Aid (*Must be certified before the end of probationary period*)
- Ability to pass drug screening.

### LICENSE REQUIREMENTS

Drivers must adhere to the following license requirements while operating an agency vehicle:

- They will have in their possession a valid Washington State License or, for Commercially Licensed van drivers, a Washington State Class C license with a P2 passenger endorsement.
- While driving, commercially licensed drivers must be in possession of the Medical Examiners Certificate obtained from the Department of Transportation.
- All drivers must notify The Arc of Tri-Cities Transportation office immediately if their license is suspended, revoked, cancelled or if they are disqualified from operating a vehicle.
- All drivers must notify The Arc of Tri-Cities Transportation office immediately of all traffic citations. This includes those in the driver's private automobile. (Ben Franklin Transit will be notified in writing within 30 days of a conviction.)
- A Commercial Drivers License requires the driver to notify the Department of License of all out-of-state traffic convictions within 30 days.

## **BEN FRANKLIN TRANSIT RIGHTS AND RESPONSIBILITIES**

Ben Franklin Transit is the legal owner of the vanpool vehicle and, therefore, has specific rights and responsibilities under contract. Ben Franklin Transit reserves the right to revoke the use of their vehicles, as detailed in the following sections

### **. INSURANCE**

Ben Franklin Transit provides appropriate insurance coverage for vanpools through the Washington State Transit Insurance Pool (WSTIP). The premiums for this coverage are paid by the monthly passenger fares. The insurance rates charged for vanpools are a reflection of market trends and the accident history of the transit program. Please remember, **only drivers and back-up drivers authorized by Ben Franklin Transit may drive vanpool vehicles.**

### **DRIVER ELIGIBILITY CRITERIA- MINIMUM STANDARDS**

Driver eligibility for driving Ben Franklin Transit vehicles is governed by BFT and its insurance carrier. Currently, minimum standards are:

Within a three-year period, prospective drivers shall have:

- No more than one minor, non-cited accident and one minor moving violation
- No more than two minor, non-cited accidents with no minor moving violations
- No major moving violations
- No major at-fault accidents
- No seat belt violations
- No cell phone violations

For existing drivers, eligibility will be terminated if within a three-year period they have:

- More than one minor, non-cited accident and one minor moving violation
- Two minor moving violations
- Any major moving violation
- Any major at-fault accident, cited or non-cited
- More than two minor accidents
- Any seatbelt violations

## Definitions

1. "Minor accident" shall be defined as involving less than \$2,500 in total damage and no bodily injury.
2. "Cited" means an accident in which the driver was given a traffic citation for a violation of a law or regulation in connection with an accident.
3. "Verifiable" means that the Vanpool Coordinator is provided with copies of documents that establish damages, facts, and legal outcomes.
4. "Major moving violations" shall be defined as those in which an accident resulted, also including any and all felony traffic convictions (DUI – alcohol or drugs – careless reckless, or negligent), failure to appear, leaving the scene, suspensions or revocations, speed greater than 10 mph over the limit, passing/center line violations, failure to stop, failure to yield, disobeying school patrol/officer violations, following too close, disobeying road signs, and over-driving road conditions.
5. "Minor moving violations" are listed as any violation less significant than those referenced as major violations.

## REVOCATION OF CONTINUED DRIVING PRIVILEGES

- Operating the van in a manner inconsistent with the agreement
- Unsafe driving (reckless, negligent, or illegal)
- Involvement in an "at-fault" accident
- Citation(s) for traffic violation(s)
- Complaints; based on frequency or severity. Complaints from a Police Official.
- BFT reserves the right to hire a private/confidential 3<sup>rd</sup> party to investigate)
- Using the van for hauling, towing, or other unapproved purposes
- Using the van to push or jump-start another vehicle
- Driving the van outside Ben Franklin Transit's 50 mile radius boundaries
- Removal of seats
- Personal use of the van
- Operation of the vehicle under the influence of drugs or alcohol
- Unreported accident or incident in a vanpool vehicle
- Consistently late or unreliable service
- Failure to abide by Ben Franklin Transit's no smoking policy
- Failure to accurately submit revenues (fares) in accordance with reporting requirements and comply with accounting deadlines
- Cell Phone use of any kind, unless the vehicle is parked.

## **TRAINING**

### **STATEMENT OF TRAINING**

Drivers for The Arc of Tri-Cities cannot operate or assist any vehicle, including lift operation and strapping without proper training. Drivers will be trained by Ben Franklin Transit and/or The Arc of Tri-Cities and are required to pass Ben Franklin Transit competency tests to be eligible to use Ben Franklin Transit equipment.

### **PRE-TRAINING CRITERIA**

Employees who operate Ben Franklin Transit vehicles must have completed the following before the start of training:

- Current Washington Drivers License.
- Passed DSHS Background Check.
- Current Motor Vehicle Report- Showing Driving History.
- Eligibility approval from Ben Franklin Transit. (*BFT Driver Orientation*)
- Department of Transportation Physical. (*For Commercial Driver's License only*)
- Pre-Employment DOT/FTA Drug Test.

### **SECUREMENT DEVICES**

The Arc of Tri-Cities is responsible for securement (wheelchair tie-down) training. Employees must ride in and drive with someone secured in a wheelchair to get the feel of both environments. There are several different securement systems in the BFT vehicles and the employee must become familiar with all of them before The Arc Transportation department certifies the employee for client transport.

### **LIFT OPERATION**

The Arc of Tri-Cities is responsible for proper lift operation training. Employees will be trained in the proper operations of lifts at the time of wheelchair securement training, including manual operation of van lifts. Certification will be required before allowing The Arc of Tri-Cities Transportation department employees to transport clients.

### **BEN FRANKLIN TESTING**

Prospective drivers are given two opportunities to pass the competency (ride and drive) test administered by Ben Franklin Transit. Unless the test is passed, they will not be authorized to operate Ben Franklin Transit equipment.

## OPERATING PROCEDURES

### OPERATION STATEMENT

The Arc of Tri-Cities adheres to standard transportation safety operations. This is done to increase safety and to reduce risk to passengers, staff, equipment, and the community.

**PLEASE FOLLOW THE 5 MPH RULE WITH FLASHERS ON  
WHEN DRIVING ON BFT PROPERTY AND AT THE ARC**

### SEAT BELT POLICY

**UNDER WASHINGTON STATE LAW RCW 46.61.688(3), IT IS MANDATORY THAT "ALL PASSENGERS IN ALL VEHICLES WEAR A SEAT BELT SAFETY DEVICE, IN A PROPERLY ADJUSTED AND SECURELY FASTENED MANNER."**

The driver is legally responsible (and citable) for all passengers under age 16 to wear seat belts in any vehicle.

All adult passengers are personally responsible (and citable) to wear seat belts in any vehicle. The Arc of Tri-Cities is responsible for supplying seat belt safety devices to all passengers.

The following applies to all programs:

The Arc of Tri-Cities will not provide service to any individual who refuses to wear a seat belt. Drivers are to notify The Arc of Tri-Cities immediately of any person who is not complying with the seatbelt policy. Transportation will not be provided without a safety/behavior plan being implemented to ensure seatbelt compliance.

### CHILD RESTRAINT LAW- CAR SEATS (RCW 46.61.687)

Effective June 1, 2007, children less than eight years old must be restrained in child restraint systems, unless child is four feet nine inches or taller. A child who is eight years old or older, or four feet nine inches or taller, must be properly restrained either with the motor vehicle's safety belt or an appropriately fitting child restraint system. Children under thirteen years old must be transported in rear seats where it is practical to do so.

**The fine for improperly restrained children in motor vehicles is at least \$112 per child.**

**Key Provisions of Washington's Child Restraint Law:**

- Children under the 13 years old should be transported in the back seat where it is practical to do so.
- Children up to their 8<sup>th</sup> birthday, unless they are 4'9" tall (whichever comes first), must ride in a child restraint. (For example a child car seat, booster seat, vest, or other restraint that is federally approved for use in the car.)
- The restraint system must be used correctly according to the care seat AND vehicle manufacturer's instructions.
- Vehicles equipped with lap-only seat belts are exempt from the requirements to use a booster seat.
- Children 8-years of age or at least 4'9" who wear a seat belt **MUST** use it correctly (**NEVER UNDER ARM OR BEHIND THE BACK**) or continue to use a booster.

**Shoulder belts must be used with booster seats at all times! A child is exempt from the booster seat law requirement, only when a child weighs 40 pounds or more and is in a vehicle with lap-only belts.**

**ACCIDENT PROCEDURE****AT THE ACCIDENT SCENE:**

1. Protect the scene. **Turn on the hazard flashers.**
2. Determine if any injuries have been sustained. Exercise cautious judgment if you must move passengers to safety. Identify geographical location of accident so that help can be dispatched. Collect your thoughts, be calm, know what you want to say before you place any call.
3. Secure medical assistance for any injured persons and traffic support by dialing emergency phone numbers **911**
4. **Radio your Supervisor at The Arc of Tri-Cities immediately**
5. Do not move the vehicle or pick up vehicle parts that may be lying on the ground unless absolutely necessary to avoid another collision. Both actions could certainly destroy evidence.

**6. Exchange Information. DO NOT ADMIT FAULT**

- Within 24 hours of the occurrence, the driver involved in the accident must prepare and submit an Event Report to Ben Franklin Transit detailing what happened. This form is found in the Accident Packet in your white notebook.
- All witnesses, including all of the van passengers, must be asked to fill out a Witness Courtesy Card. These cards are found in the Accident Packet. **Make sure that any injuries are listed on the individual's completed Courtesy Card.**
- The driver must also fill out a Ben Franklin Transit Vanpool Body Damage Report. This form is also found in the Accident Packet.
- All completed paperwork should be delivered to Ben Franklin Transit immediately. Make sure you stock a new Accident Packet in your van in case there is need again in the future.

**If any Law Officers are at the scene they will fill out a State Report. We will need a copy. This is mandatory.**

7. If only minor property damage is involved or the accident is on private property, no police officer will respond. Please remember that even if both vehicles can be driven the **vanpool staff wants to hear about the accident** and discuss what to do next. Exchange names, addresses, insurance companies, driver's license numbers, and vehicle license plate numbers with the other driver.

**Rule:** If the accident involves \$500 or more in damage, or there is an injury or death, notification must be made to:

- 1) Local city police if the accident occurred in city limits.
- 2) The Sheriff's Department if the accident occurred in the county.
- 3) The Washington or Oregon State Patrol if the accident occurred on a state highway or outside the city limits.

**During and After the Accident**

- 1) Drivers should refrain from discussing an accident, either at the scene of the accident or at a later time, except with the police or a Ben Franklin Transit representative, insurance adjuster, or the Ben Franklin Transit attorney. All other parties not listed above should be referred to the offices of Ben Franklin Transit.

- - **Never admit responsibility or assume liability for the accident except to the parties listed above.**
- 2) When collecting the Witness Courtesy Cards remain professional, but never coach a person on what to write. Remember that a witness could be the deciding factor to an accident. Their support in a case could be very crucial. Here are some tips:
    - Advise that it is your duty to secure the names of all persons who are nearby.
    - Do not pass up a person who says, "I did not see the accident." Adapt your personality to a friendly, persuasive style to get the information needed.
    - Make sure you can read their writing when you pick up the card, then thank them for their help.
  - 3) Your van will be replaced with a spare, until we can have a complete safety check, get estimates of damages and order parts for repairs as necessary.

### **MORE SAFETY ADVICE**

Take all precautions necessary to protect the scene of the accident from further collisions. The State of Washington Department of Licensing *Commercial Driver's Guide* recommends the following actions:

- Be visible. When your vehicle is disabled at the side of the road, turn on the 4-way emergency flashers. This is important at night. Do not trust the taillights to give warning. Drivers have crashed into the rear of a parked vehicle because they thought it was moving normally.
- If you must stop on a road or the shoulder of a road, you should also put out your reflective triangles within ten minutes. When putting out the triangles, hold them between yourself and the oncoming traffic for your own safety (so other drivers can see you). Place your devices at the following locations:
- On the traffic side of the vehicle, within ten feet of the front or rear corners, to mark the location of the vehicle.
- 100 feet ahead of the vehicle, 10 feet behind the vehicle, and 100 feet behind the 10 foot marker in the lane you are stopped in.
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- Back beyond any hill, curve, or other obstruction that prevents other drivers from seeing the within 500 feet.
- If you must stop on or by a one-way or divided highway, place warning devices 10 feet, 100 feet, and 200 feet toward the approaching traffic.

**USE YOUR HORN WHEN NEEDED.** Your horn can let other know you're there; it can help to avoid another accident if visibility is poor.

### **BACKING UP**

Backing up is highly discouraged at The Arc of Tri-Cities. Drivers should do everything they can to park in such a manner that they do not have to back up before exiting. Should backing be necessary, the driver should always consider the following:

- Backing up GREATLY increases the risk of an accident. The Arc of Tri-Cities reduces risk to vehicles and passengers by limiting backing up. Backing up should be avoided unless absolutely necessary.
- Drivers must make sure that all conditions are safe before backing.
- Drivers must perform a 360 degree inspection of their surroundings to make sure they will not back into something.
- Drivers that have additional staff available (ride-a-longs) will utilize them for **all** backing maneuvers.
- Drivers will honk their horn twice to warn others in the vicinity that they are backing up - even if they have a back up warning device on their vehicle.

### **USE OF HORN**

The horn should always be sounded when backing up. The horn also should be used any time it is needed to alert persons of the vehicles presence. However, the horn is not to be used to signal passengers of the vehicle's arrival. The horn is always to be used when backing; two honks to indicate they are about to back up.

### **STRICT COMPLIANCE WITH SPEED LIMITS**

- Drivers for The Arc of Tri-Cities must comply with the speed limits at all times.
- During times of inclement weather, speeds must be reduced and following distances increased to match the prevailing road, weather and visibility conditions.
- Reducing speed is the single most effective way to drive in adverse weather conditions

## **DISTRACTIONS**

Anytime the vehicle is in motion drivers must not complete reports, read, drink, utilize cell phones, talk unnecessarily, or otherwise become distracted.

## **EATING/DRINKING**

- Passengers are not allowed to consume food or beverage on the vehicle.
- Drivers are never to eat in the vehicle.
- Drivers are never to consume a beverage while the vehicle is in motion.

## **ALCOHOL POLICY**

It is expressly forbidden by Washington State Law (RCW 46.61.519) in Ben Franklin Transit policy, and in The Arc of Tri-Cities' policy, in compliance with Washington State law, to consume alcohol on a publicly owned vehicle.

## **HEADLIGHT USE**

Headlights are to be on at all times the vehicle is in motion.

## **BRAKING**

The following apply when braking:

- Heavier vehicles require greater braking distances.
- Higher speeds require greater braking distance.
- Road conditions can increase braking distance. This may include, but is not limited to; wet, icy, snow covered and/or gravel roads.

## **FOLLOWING DISTANCE**

The elapsed-time guidelines apply to following distance:

- Four (4) seconds, 40 miles per hour and under.
- Five (5) seconds, 40 miles per hour and over.
- Add a few seconds for adverse weather conditions, and/or night driving

## STOPPING DISTANCE

When stopped, the vehicle should be far enough behind the vehicle in front of it for the driver to be able to maneuver around the vehicle in front of it if the vehicle stalls or is inoperable.

## RAILROAD CROSSINGS

The following rules apply when encountering a railroad crossing:

- Activate four-way flashers 100 feet before crossing.
- Stop the vehicle 15 to 50 feet before the crossing.
- Quiet passengers; turn off radios and fans for better hearing.
- Open window and passenger door for better visibility and to listen for approaching train traffic.
- Observe left and right ensuring the tracks are clear, and then proceed with caution.

## SKIDDING

Skidding can result from changing vehicle speed too quickly for the existing road conditions.

## HYDROPLANING

Hydroplaning occurs any time water builds up under the leading edge of the tires. If the vehicle begins to hydroplane, the driver should reduce pressure on the accelerator. Do not apply the brakes. If the brakes are applied even a little, the wheels can immediately lock up, causing a skid and the loss of vehicle control.

be at 5,000 miles. These are the **maximum standards**. Drivers are asked to assist the vanpool service staff in the delivery and scheduling of their vans.

If a van requires repair or develops mechanical problems between service dates, the driver should call the vanpool service staff immediately. Staff will then schedule service as needed. Most likely, you will be assigned a spare vehicle. Loaner vans are located at the eastside of the maintenance shop. Please do not just take any spare, ask first.

- Know your vehicle so you can alert us to possible mechanical problems
- Read the van's owner manual
- Learn the characteristics of your van so you can feel, hear, see, or smell when something is wrong
- Know where all emergency exits are, how to open any hidden latches, and the location of the red triangle kit, fire extinguisher, spare tire, and jack
- Know how to use the fire extinguisher and triangles

## ROUTINE MAINTENANCE AND REPAIRS

Vanpool vehicles are on a preventive maintenance program, which requires that they be brought in for maintenance: **every 5,000 miles or 180 days, whichever occurs first.** Some routes' vans will accrue the mileage within 70 days; some will go the full 180 days.

### SAFETY-RELATED DEFECTS

A van sometimes has troubles that dictate that it is unsafe to drive. Unsure? Ask! Ben Franklin Transit trusts your judgment.

### PREVENTATIVE MAINTENANCE

There are some simple techniques that will ensure safe, reliable performance of your van. They are habits that, if performed daily, will keep you on top of possible maintenance problems that could arise.

- Check your van's oil each time you fuel the vehicle.
- As you approach your van or leave your van, be aware of any fluid leaks. Check the ground under the engine for any drips that are fresh. Try to identify the color or placement. Call the vanpool service staff for advice if you spot any fluid leaks.
- Pre-trip your van. Walk around your vehicle and check for body damage, low or flat tires, mirror adjustment, the proper operation of all lights, and any obstacles that may be in the driving path.
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- Allow your glow plugs to cycle. In cold weather, you may need to cycle twice, which could avoid hard-start or dead battery problems.
- Watch your gauges. The dash has indicators to alert you to potential problems.
- Listen to your van. Sound O.K?
- **Do not run your van out of fuel.** A good safety net is to refill at the one-quarter mark on a single tank, if you are traveling a long route. Switch tanks at one-quarter full if you have a front and rear tank system. **PLAN AHEAD.**

## TIRES

If you have a question about the condition of your tires, please note it in Part II of the Vanpool Monthly Report **or call the vanpool office**. Items to be concerned about are uneven tire wear, tread depth, cupping, vibrations, and air pressure. (Tire pressure ranges are listed on a plate mounted in the driver's doorjamb.)

## QUICK FIXES

Need your windshield washer reservoir topped off, a new set of wiper blades, or a headlight replaced? For any quick repair, just stop in at the shop's Door #1. Let the Vanpool service staff know you are coming, to coordinate a five minute repair.

## WINDSHIELD REPAIRS

Please report star rock chips and short cracks to the Vanpool staff right away. Windshields are usually repairable if the damage is filled soon. Windshields must be replaced if cracks run through the driver's line of vision.

If your van's windshield gets a star crack from a rock, please call immediately before moisture or dust seeps into it. A glass repair company can make a mobile service call to repair the chip at your site. If the crack should impair the driver's vision the windshield must be replaced. It is easiest to catch the damage early before it runs, to prevent higher costs.

## BREAKDOWNS

**If your van should fail you in route, we will rescue you. Please pull the van off the road as much as possible, and out of traffic.**

- Turn on the hazard flashers.
- Set up red warning triangles, if necessary, to alert other commuters.
- Report by radio, the exact location to your ARC Supervisor.
- STAY with your passengers and re-assure them that help will arrive shortly.

## PREVENTABLE ROAD CALLS

Valuable time and money are lost when a mechanic is called for maintenance assistance, and a vanpool group can be put at risk, or at least inconvenienced, in heavy traffic areas. Drivers should be alert to the following preventable breakdowns:

- Interior or exterior lights left on resulting in a dead battery.
- The Master battery switch left on in the Lift vans. **TURN THE SWITCH OFF.**
- Keys locked inside the van and no spare keys available, back-up drivers should carry their own set. **WATCH OUT** for electronic door locks!
- ARC Transportation Manager and or P-N-P Director will also have spare keys.
- The van was not plugged in during cold weather and will not start. This is a particular risk over long weekends.
- Wrong type of fuel for your van. You will not get far putting unleaded fuel in a diesel van.
- Running out of fuel. No excuses, please be aware!

## SERVICE DELIVERY

### BOUNDARIES

The Arc of Tri-Cities provides passenger pick up at homes or pick up points only within the Ben Franklin Transit approved service area. Passengers outside these boundaries will be evaluated on a case-by-case basis to determine feasibility and cost.

### BOARDING/ALIGHTING PASSENGERS

When picking up and dropping off passengers:

- Drivers are to pull in as close to the curb or sidewalk as possible
- Passenger pick-up and drop-off should not require the passenger to cross any street or intersection.
- Drivers will provide assistance with all boarding and/or alighting of passengers.
- Drivers are only permitted to drop off passengers at approved locations. Approval must have been obtained by The Arc of Tri-Cities Transportation Manager.
- Drivers will not leave a passenger until the passenger has entered his/her designated residence.
- Drivers will provide assistance to the threshold (door-to-door service) of the door if requested by passenger or family/care provider or if dictated by route log.

- All Adult Day Service passengers will be assisted to the threshold (door-to-door service) of the door.
- Drivers should not transfer wheelchair bound passengers from their wheelchairs or move the chair up more than one step not to include the threshold of the door.
- Wheelchair passengers must be securely fastened using the approved 4-point tie down procedure.

## **PASSENGER RESPONSIBILITIES**

### **TRANSPORTATION CODE OF CONDUCT**

Passengers are expected to follow the Transportation Code of Conduct while participating in The Arc of Tri-Cities programs. (See Code of Conduct Program 4.2 attachment)

The Code of Conduct states that the following conduct is required from staff members, participants, and volunteers while participating in The Arc of Tri-Cities transportation program. The Transportation Code of Conduct provides an environment where teamwork, respect of others, and community can be the focus. Following the Code of Conduct will assure:

- No disruptive behavior.
- Respect of others and their property.
- No smoking.
- Passengers stay in their seats.
- Seat belts are worn at all times.
- Ben Franklin Transit rules are followed
- No food or drink

### **DISCIPLINARY ACTIONS**

Transportation staff members use the following actions to redirect and/or distinguish disruptive behavior and/or infractions of the Transportation Code of Conduct.

- Verbal Warning - Passengers will be notified verbally that their actions are not in compliance with transportation guidelines.
- Assigned seat – With supervisor's approval.

## **DISCIPLINARY PROCEDURE**

The Arc of Tri-Cities uses the Disciplinary Procedure to assist passengers in being successful when accessing transportation.

When an infraction occurs that poses a risk to others, equipment, and/or program and/or direct staff member intervention has not been successful, the staff member must notify his or her immediate supervisor in writing.

In order to comply with ADA guidelines The Arc of Tri-Cities will follow Ben Franklin Transit's policy on passenger discipline. This will be handled by the Dial A Ride Manager or designee and is subject to approval by the Executive Director.

## **NO-SHOW**

A no-show occurs when the passenger is not present at pick up time and/or not ready to leave within three minutes of the driver's arrival and the agency has not been notified in advance. No-Shows should be kept to a minimum and passengers that develop a pattern of no-shows may be subject to suspension of services.

## **CANCELLATIONS**

Passengers are responsible for immediately notifying the agency of any cancellations. A passenger failing to notify the agency of cancellations will be considered a no-show.

## **PICK UP AND DROP OFF DESTINATIONS**

The Arc of Tri-Cities vehicles will only pick up or drop off at pre-approved locations. If a passenger requires a different pick up or drop off location, approval must be given in advance by the Transportation Manager/Transportation Coordinator/Dispatcher.

## **NO ONE HOME AT DROP OFF**

If no one is home at drop off time, and passenger is designated as needing assistance, the driver will call The Arc of Tri-Cities immediately and wait five minutes. After that time, the driver will leave a note at the door and continue on the route. If it is convenient drivers may return to the residence after dropping off the remaining passengers. If no one is home then the drivers are to drop off the passenger upon completing route at The Arc of Tri-Cities, where they will be looked after, and wait for family to arrive.

The Arc of Tri-Cities expects parents/caregivers to be home for persons needing assistance when the persons are dropped off at the scheduled time. Persons not deemed independent, under the age of 12, and/or who have not signed Transportation Release will not be dropped off unless parent and/or caregiver is home.

## **SPECIALIZED TRANSPORTATION**

### **WHEELCHAIR TRANSPORTATION**

The following information applies to wheelchair passengers:

- Caregivers are responsible for meeting the vehicle as it pulls up to the residence.
- Exceptions must be made through the The Arc of Tri-Cities transportation staff.
- Drivers may ride the lift to accompany a wheelchair passenger.
- No vehicle shall be moved with the platform unfolded or in a lowered position, or with wheelchair doors open.

### **LIFT OPERATION**

The following applies to lift operation:

- Only drivers and/or driving assistants who are trained may operate the lift.
- Vehicle should be parked on level ground.
- Vehicle must be in park and have emergency brake set before the lift can be operated.
- Wheelchair platform shall not be unattended in a lowered position.

### **BOARDING WHEELCHAIR PASSENGERS**

- Park the vehicle between two and six inches from curbside, activate four-way flashers and/or overhead warnings.
- Place vehicle in park and set emergency brake.
- Open wheelchair lift doors; deploy and lower platform.
- Remove safety strap on front of wheelchair lift.
- Release wheelchair brakes and pull wheelchair onto platform with passenger facing curbside; lock both wheel brakes. Buckle lift strap.
- From side of platform, raise the lift or ride the lift with passenger.
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- Enter vehicle and move passenger from lift platform to wheelchair station and lock both wheel brakes.
- Install four-point securement.
- Do not under any circumstances move the bus without having first secured the wheelchair using four-point securement.
- Stow lift platform.
- Close ambulatory entrance doors and deactivate four-way flashers.

### **ALIGHTING WHEELCHAIR PASSENGERS**

- Park the vehicle as close as possible to curbside; activate four-way flashers.
- Place vehicle in park and set emergency brake.
- Ensure vehicle is parked on level ground.
- Open ambulatory doors and exit vehicle.
- Open wheelchair lift doors and deploy platform.
- Enter vehicle and remove four-point securement devices from wheelchair and lap belt and shoulder harness.
- Disengage wheelchair brakes and move wheelchair onto lift platform with passenger facing curbside and lock both brakes.
- Lower lift with/or without driver on lift.
- Remove safety strap (if provided) on front wheelchair lift.
- Disengage wheelchair brakes and move passenger to an area away from the lift platform and secure wheelchair breaks.
- Raise, stow and secure lift platform and lift close doors.
- Remove wheelchair brakes and move passenger into residence.
- Board vehicle, close ambulatory entrance doors and deactivate four-way flashers.

### **WHEELCHAIR/MOBILITY AIDS**

The Arc of Tri-Cities provides limited transportation to persons requiring wheelchair and/or mobility devices. The following considerations apply:

- Wheelchairs must be considered safe The following wheelchair conditions are considered unsafe:
- Wheels or other parts are loose or dangerous.
- Headrests or wheelchair straps are loose or dangerous.
- One or both brakes do not hold wheels securely.
- Footrests are missing.
- Battery on an electric wheelchair is dead.
- Tie-down points are weak and/or cracked.
- Wheelchairs can only be transported with 4-point securement in place.
- Walkers can be transported, but they must be secured
- Strollers can be transported, but they must be secure

## **EQUIPMENT**

### **ARC RESPONSIBILITIES**

Ben Franklin Transit provides vehicles for use by The Arc of Tri-Cities. The Arc of Tri-Cities is responsible for the following:

- Vehicles are to be parked at approved locations only.
- Vehicle interiors are to be kept clean..
- Drivers will conduct a daily inspection of the vehicles, using the Pre-Trip Checklist
- During winter season, diesel vehicles will be plugged in.

### **FUELING**

- All fueling will take place at BFT unless otherwise directed by a supervisor or Vanpool staff.
- Fuel tanks should be filled when the tank is less than 1/4 full before parking the vehicle for the night.

### **PUMP OPERATION AT BEN FRANKLIN TRANSIT**

Always pull forward to the furthest pump to make room for others. Turn off your engine

Go to the gray posts in the center of the island that have 10-key pads on them, and:.

- Enter van number. Arc-assigned vehicles typically begin with a “9”. All van drivers are “9999”
- Enter the mileage on your vehicle’s odometer
- Enter quarts of oil as “0” – zero.
- Enter the pump number
- Flip the pump handle to turn on the pump – begin fueling
- **FLIP THE PUMP HANDLE TO TURN ON THE PUMP- BEGIN FUELING**
- **COMPLETE FUELING – THEN FLIP PUMP HANDLE OFF**

### **SEAT BELTS/TIE DOWNS**

- Ben Franklin Transit provides The Arc of Tri-Cities with seatbelt extenders and tie downs.
- Tie downs are van specific and cannot be interchanged with other vehicles.
- Tie downs that are loose or broken must be turned into Ben Franklin Transit for repair or replacement.

### **VEHICLE USE**

Operation of the Ben Franklin Transit vehicles must adhere to the following:

- Use of a vehicle is restricted to The Arc of Tri-Cities approved drivers.
- Authorized drivers can utilize commercial driver's license vehicles with current commercial drivers license on file.
- Authorized vanpool drivers can only use 12-passenger vans and small lift vans.
- Any unauthorized use of a vehicle is cause for termination.
- Vehicles are not to be driven off-road, on beaches, in fields, or outside of Washington State.
- Ben Franklin Transit must approve any trips outside of the Tri-Cities, Finley and West Richland.
- Personal use of Ben Franklin Transit vehicle is not allowed, nor authorized under any condition.

### **DEFICIENCY REPORTING**

If you find anything wrong with the vehicle, you should notify Vanpool or Maintenance staff at BFT as soon as possible. If a vehicle has a deficiency that prevents you from operating the vehicle safely, do not operate the vehicle. Contact your supervisor for arrangements for a substitute vehicle.

## **CUSTOMER SERVICE**

### **DEFINITION**

Customer service is an attitude of putting others' needs before our own. Our customers include passengers, their families/caregivers, the agencies we serve, the public at large, and our fellow staff members.

### **COURTESY**

Safety and a pleasant ride are the priorities in all aspects of transportation. The following rules are designed to assist in the safety and ensure that transportation is an enjoyable experience for everyone:

- Drivers are polite and courteous to the public at all times.
- Greet all passengers with a smile and a warm welcome.
- Never touch a person's wheelchair without asking his or her permission first.
- Do not smoke in proximity to others.
- Language should be positive and appropriate.

### **RADIO**

The Arc of Tri-Cities uses a radio on its vans to make travel a more enjoyable experience for passengers. The following applies if a van is equipped with a radio:

- Volume should be an appropriate level as not to disrupt the safe operation of the vehicle by the driver or disrupt passenger conversation.
- Radio stations should be appropriate for all passengers. Music that is loud or has offensive material is not allowed.
- Passengers should have input as to what is listened to.

## **COMPLIANCE**

### **RECORD KEEPING**

The Arc of Tri-Cities maintains Daily Mileage Logs, Manifests, and Route Logs for a period of at least three years

## **INFORMATION REQUIRED ON THE TRANSPORTATION FORMS**

- Name of person(s) served.
- Pick-up and drop-off times.
- Address or pick-up/drop-off location of person being served.
- Vehicle used.
- Odometer readings at each pick-up/drop-off.

### **MILES TRAVELED**

The mileage the vehicle travels is divided into two categories: commute and non-commute. The vehicle's monthly rate is determined by the commute miles only.

### **COMMUTE MILES**

Commute miles are those miles traveled from the starting of the engine when beginning the route until the time the vehicle stops at the end of the route.

### **NON-COMMUTE MILES**

Non-commute miles are the miles traveled for fueling, cleaning, and or servicing the vehicle.

### **BOARDING**

Boarding refers to each time a passenger gets in the vehicle to make a trip. Boardings must be tallied on your log sheet at the end of the day on both Daily Mileage Logs and Daily Program Transportation Logs. Boardings are the measurement device used for billing purposes, and for other reporting purposes as required.

## **BILLING**

The Arc of Tri-Cities rents vehicles from Ben Franklin Transit. The Arc of Tri-Cities uses the following forms to accumulate information concerning billing and the number of clients served.

- Mileage Log - Records which driver used the vehicle, odometer readings, number of boardings by agency, and fueling .
- Driver's Daily Summary– Records time sheet information, boardings by agency and beginning & ending odometer readings.

Drivers are responsible for filling out Mileage Logs and Driver's Daily Summaries. The Transportation Manager and/or Transportation Coordinator are responsible for collecting logs and ensuring log accuracy.

## **MANAGEMENT RESPONSIBILITY**

### **COMMUNICATION**

The Arc of Tri-Cities and Ben Franklin Transit use e-mail or other written communication in the following matters:

- Scheduling Training.
- Requesting additional equipment.
- Verifying service delivery questions.
- Contractual matters

All communications with Ben Franklin Transit must be approved by and/or reported to the Transportation Manager, Transportation Coordinator or Dispatcher.