

Policy and Procedures

1. DRIVER ELIBILITY REQUIREMENTS

Drivers and Backup Drivers must be at least 25 years of age and be permanent, non-probationary employees of their current employer. Drivers and Backup Drivers must have a current unrestricted license with 3 years of driving experience. Restrictions for glasses or contact lenses are acceptable. They must also possess minimum Collision and Comprehensive coverage for their own personal vehicle (s). No cancellation or non-renewal due to driver behavior can have occurred within the previous 5 years. Any condition which would impair a driver's ability to operate the van will result in rejections. A physical exam is required.

Driver and Backup Driver applicants will be rejected if a felony conviction or license suspension or revocation related to reckless driving, hit and run, leaving the scene, driving under the influence, driving while impaired or illegal lane usage appears on their record.

A vanpool driver will be accident fault-free for at least 3 years with no more than one moving violation in the past 3 years. Applicants will be required to pass a drug/alcohol screening prior to approval performed at a location established by the KCATA. The cost for the test will be paid by the AdvANTage Program.

All AdvANTage drivers/backup drivers must attend the AdvANTage Driver Training Course.

2. BACKUP DRIVERS

Each vanpool is required to have one Backup Driver. More than one Backup Driver per vanpool may be allowed. Backup Drivers will meet the same eligibility criteria as the regular Driver and will be required to complete the same driver training program, drug testing, insurance, and deposit requirements.

3. DRIVER TRAINING

Each AdvANTage Vanpool Driver and Backup Driver candidate will be required to attend a drivers training program administered by the AdvANTage Office. In the overview program, the Driver candidates will cover basic policy and procedures, familiarize themselves with the required forms and participate in a short driving evaluation in a vanpool vehicle. In addition each Driver and Backup Driver candidate will be required to complete several short modules on such topics as Driving Theory, Substance Abuse Awareness, and Vehicle Orientation.

All Drivers and Backup Drivers are required to attend the yearly AdvANTage Vanpool Drivers' Training. Failure to attend results in termination of driving privileges until confirmation of online drivers training is received in the AdvANTage office. AdvANTage will not assume any of the cost for online training.

4. DRIVER DEPOSIT

Drivers and Backup Drivers are required to post a non-interest bearing deposit of \$50. The deposit will be returned in full when the Driver notifies the AdvANTage office (in writing) 30 days in advance of planned termination of program participation and no accrued charges (i.e., late fees, returned check charges or unreported damage costs) are outstanding. Note: Drivers and Backup Drivers may be responsible for up to a maximum of \$250 for vehicle damage to an assigned AdvANTage Van resulting from an accident that, in the reasonable opinion of the AdvANTage, was the fault of the Driver/Backup Driver.

Policy and Procedures

5. RIDER DEPOSIT

Riders are required to post a non-interest bearing deposit of \$50. No interest will be paid on the deposit. The deposit will be returned in full when the Rider notifies the AdVANTage (in writing) 30 days in advance of planned termination of program participation and no fees (late fees, returned check fees or any other applicable charges) are outstanding.

6. FARE PAYMENT

AdVANTage riders are responsible for payment of monthly fare in a timely fashion. Fares are due by the 1st of each month. Fares received after the 5th of the month will be assessed a \$10.00 late fee. It is not the responsibility of the vanpool driver to collect and/or transfer fare payments.

7. MINIMUM OCCUPANCY

A vanpool must have a minimum of six participants in order to begin operation. Although maximum occupancy will keep the monthly fare at the lowest level per rider, there may be occasions when fewer riders than the maximum seats available on a van will be permitted. The AdVANTage Office will help keep ridership at the maximum level. However, should the remaining riders choose to pool their resources and "purchase" an individual seat space or two, the AdVANTage Office will work with the occupants of that vanpool to help meet that objective. Vanpools that fall below four or fewer participants will be terminated if after operating at this low ridership level for two months no new participants are identified.

8. ROUTING

Van routing, i.e., the direction the van travels to pick up passengers enroute to work and the reverse at days end, should be structured to minimize any excessive mileage. The Driver is expected to take the shortest and most expeditious route while operating the vanpool. Vanpool routing and mileage are to be reported to the AdVANTage Coordinator.

9. INSURANCE

The AdVANTage Office provides liability coverage for its vehicles. Each vanpool vehicle is provided with an insurance card that must be kept in the vehicle at all times.

Only drivers, backup drivers and riders approved by the AdVANTage Office have full insurance coverage in the event of an accident during the commute. Insurance coverage does NOT extend to drivers that are operating the vehicle in violation of AdVANTage policies, e.g., driving while impaired, suspended license, etc.).

Insurance coverage DOES extend to approved drivers and riders when they are adhering to AdVANTage policies for non-commute "Other" Miles.

Policy and Procedures

10. NON-COMMUTE (“OTHER”) MILES

Drivers receive up to 500 miles per month for maintaining the vanpool vehicle, driver training and personal use. The Non-commute miles are not cumulative and may not occur when the van usage is intended for regular rider service trips. Non-commute miles are to be noted on the monthly mileage vehicle report forms. Any miles in excess of the 500 non-commute miles per month will be assessed the current IRS mileage reimbursement rate.

Non-Commute miles cannot be used to transport groups or organizations to events.

11. ALTERNATIVE TRANSPORTATION

There may be occasions when the van will not be available for the commute. While the AdVANTage has established maintenance and operating procedures in order to provide a consistent and reliable means of getting participants to work, occasional interruptions are regrettably unavoidable. We encourage you and your group to establish backup plans to avoid travel frustrations.

ALTERNATIVE VEHICLES

The AdVANTage will attempt to make a loaner van available when the normally assigned van is in for repairs. If a loaner is not available, vanpool participants may have to carpool or find another way to get to work.

The AdVANTage Office will attempt to assist a group with securing alternative transportation while the van is disabled. However, at no time does either the AdVANTage or a vanpool driver bear the responsibility for finding alternative transportation for individual riders who cannot, on occasion, use the vanpool due to personal circumstances (e.g., temporarily conflicting work schedule, medical appointments, etc.).

BACKUP VANS

The AdVANTage has vans reserved for backup purposes (when the regular van is out of service for two or more days). They are located at 1350 East 17th in KCMO and are available by reservation on a first-come, first-serve basis. Generally, vans will need to be picked up at the location; however, in an emergency, other arrangements can be made. The driver must record the beginning and ending miles for the backup van. All program standards of care and record keeping apply to all AdVANTage vehicles. If a van is out of service for one day, the vanpool participants should carpool and the AdVANTage will reimburse the driver(s) of the carpool(s) for the miles used.

The procedure for recording carpool expenditures is:

- The Vanpool driver must notify the AdVANTage of the collision or mechanical breakdown that has caused the trip to be missed. The driver must also inform the vanpool participants of the problem and assist in the arrangement of alternative transportation plans.
- The drivers of carpools with four or more vanpool passengers will be reimbursed at the current IRS mileage reimbursement rate at the time of the service disruption. This reimbursement will be awarded for each day the carpool operates because of the unavailability of the van.

Policy and Procedures

- The reimbursement expense can be deducted from the carpool driver's next month's fare payment prior to submission of that payment to the AdVANTage. This payment should be accompanied by the names of the passengers carried on those carpool days for comparison with the appropriate vanpool passenger manifest.
- Carpool driver reimbursement from the AdVANTage will be made only if the AdVANTage is unable to provide a loaner van and the regular van is not available due to mechanical problem, breakdown, or accident. The AdVANTage will not reimburse

for non-vanpool commuting due to driver or passenger absence (e.g., lateness due to oversleeping, illness, etc.), weather, adverse traffic conditions or any other reason except as explicitly identified above.

EMERGENCY RENTAL CARS

On rare occasions, an emergency rental car may be a viable solution. Contact the AdVANTage Office to determine if this is a possible option.

GUARANTEED RIDE HOME

The Guaranteed Ride Home program is provided by the ADVANTage for the participant to help reduce the anxiety of feeling stranded without a ride home. The Guaranteed Ride Home program works as follows. In the event of an unexpected personal emergency, the vanpool rider simply notifies the AdVANTage Office of the need to arrange a Guaranteed Ride Home. The AdVANTage Coordinator will assist the rider with alternative transportation and the AdVANTage Office will either assume the cost directly or reimburse the rider directly or through monthly fare credit.

Situations in which the Guaranteed Ride Home program can be used include a vanpool rider's or family member's illness, working late unexpectedly, missing a usual ride home or other emergency situation. Examples of occurrences for which the GRH program is NOT designed include scheduled overtime, pre-scheduled doctor or other appointments, transportation of injured employees, and other instances where the employee (rider) could have scheduled transportation before hand.

Guaranteed Ride Home is provided under an agreement with Ride Share of The Mid-America Regional Council (MARC). AdVANTage participants are registered in Ride Share through regular data updates periodically sent to Ride Share.

12. EMERGENCY BREAKDOWNS

In the occasion that a van would breakdown, the Driver may contact an Emergency Roadside Assistance number that will be provided by the AdVANTage Office. However, the Driver's Primary responsibility in a breakdown is to protect the riders from possible harm. In general, if a breakdown occurs:

1. Keep Calm.
2. Turn on hazard flashers.
3. Move the van to a safe location.
4. Call for assistance.

Policy and Procedures

13. PERSONAL PROPERTY

All occupants of AdVANTage vehicles are responsible for their own property. The AdVANTage Office assumes NO liability for lost, stolen or misplaced personal items.

14. CELL PHONES

- Cell phones are not provided to AdVANTage drivers. However, drivers are encouraged to have cell phones of their own.
- Do NOT use cell phones or personal electronic devices (PED's) while driving the AdVANTage van.

IF YOU MUST MAKE OR ANSWER A CALL

- See if a Rider Can Assist
- If Not Find A SAFE Place to Pull Over
- Answer or Make and Finish Call
- Continue With Your Commute

Usage of PED's while driving may result in termination of driving priveleges.

15. ACCIDENTS

In the event of an accident, the following procedures are to be followed:

1. STOP IMMEDIATELY
2. REMAIN CALM
3. AVOID A SECOND ACCIDENT
 - If it is in Danger, Move Your Vehicle
4. PROTECT THE SCENE
 - Activate Your 4-Way Flashers.
 - Be Sure Riders Are in a Safe Location.
 - Set Out Warning Flares if Available.
5. GET ASSISTANCE
 - Call or Designate Someone to Call Police and Rescue Units.
6. ASSIST THE INJURED IF YOUR ARE QUALIFIED
7. Cooperate with police, but DO NOT MAKE ANY STATEMENT TO ANYONE ELSE OR SIGN ANYTHING other than a citation if you are given one.
DO NOT ADMIT FAULT IN AN ACCIDENT

Policy and Procedures

DO PROVIDE THE POLICE WITH:

- Your Name & Address
- Driver's License Number
- Insurance ID Card
- Vehicle Registration

If the police are not involved at accident scene it is your responsibility to exchange driver's license information, vehicle license information and insurance company and insurance agent name and address and file a police report.

8. USE ACCIDENT CAMERA TO TAKE PICTURES
DO NOT ENDANGER YOURSELF

- Take Pictures of Scene
- Take Pictures of Vehicles Involved and the Vehicles Damage

9. REPORT THE ACCIDENT TO LANCER AT 1-800-521-6155.

10. CALL THE ADVANTAGE 816-346-0800.

16. CATASTROPIC ACCIDENTS

- Severe, Life threatening injury or death.
- Follow Lancer Insurance guidelines
- During office hours call 816 346-0820 or 816 346-0311.
- After hours, weekends & holidays call 816 346-0243.
 - Introduce yourself as KCATA AdVANTage Vanpool Driver
 - Give location of accident
 - Give contact information

17. PARKING FEES

The AdVANTage does not pay for vanpool parking. Parking and other fees such as tolls, are the responsibility of the vanpool occupants.

18. PARKING TICKETS AND CITATIONS

The AdVANTage does not pay for vanpool parking tickets. If you receive a parking violation on your windshield when the vehicle is unoccupied, the ticket will be mailed to the AdVANTage. The Driver/Backup Driver will be notified by our office. Ticket must be paid immediately. Failure to pay may result in termination of driving privileges.

Safe driving habits and complete observance of all traffic regulations is of the utmost importance and is required of all Drivers. Any citation resulting from the operation of the van is the responsibility of the person driving the van at the time of issuance of the citation. The Driver or Backup Driver will report any citation resulting from a moving traffic violation to the AdVANTage Office within 48 hours whether received while driving the van or any other vehicle.

Policy and Procedures

19. CAR WASHES

The AdVANTage does not pay for car washes. Drivers are responsible for keeping the van clean inside and out. When vans are in the AdVANTage possession, car washes can be obtained at the expense of the AdVANTage.

20. VAN INTERIOR CARE

Do not use the compartments in the van (including the doors and pockets on back of seats) as a waste receptacle to tuck away used Kleenex, used paper towels, candy wrappers, soda cans etc. Cup holders are not to hold loose change and should be cleaned so that soft drinks do not build up a syrup base in the bottom of the holder. Vans are not your personal vehicle and should be treated with all possible care and respect.

Seats are not to be removed from van, nor stored in the back of the van or in a garage.

Windshields, dashboards and rearview mirrors should be kept clean from all items. Attaching Velcro to windshields and dashboards to hold parking passes, vanpool mascots, stuffed animals and the like is prohibited.

21. VEHICLE FLUIDS

All Vehicle fluids should be changed, added or replaced by one of the Contract Maintenance Providers for the AdVANTage. Consult your Coordinator before adding any fluids on your own.

22. PETS

ABSOLUTELY NO PETS ALLOWED

23. WEAPONS AND FIREARMS

All weapons and firearms concealed or not, with or without a permit are prohibited in the AdVANTage vans. Also, no Explosives, flammable liquids, acids, fireworks, other highly combustible materials, radioactive materials or biochemical material may be carried on or in any AdVANTage vehicle except as authorized by the AdVANTage.

24. DRUG AND ALCOHOL POLICY

It is the policy and goal of the AdVANTage Program and the Kansas City Area Transportation Authority that safety is the paramount concern of the organization and its employees and associates. The illegal or inappropriate use of alcohol, narcotics or any controlled substance may negatively affect the safe performance of the KCATA employees and associates. Therefore, the KCATA prohibits the use of alcohol or any controlled substance by associates in the AdVANTage Vanpool Program in any manner which may affect driving or operating performance.

25. SMOKING

NO SMOKING IN THE ADVANTAGE VANS. Driver may be held responsible for detailing fees for vans damaged by smoking.