

VANPOOL **NEW DRIVER ORIENTATION**

Stress Less. Save Money.

Our mission is to provide and promote public transportation choices that support an accessible, sustainable, livable, healthy, prosperous community.

WELCOME!

This is the last step to being certified to operate our vans. Once you have completed the virtual orientation with a staff member at Intercity Transit, your fuel pin will be activated and you will be authorized to begin driving a vanpool vehicle with our agency.

This orientation meets best practices with Washington State Transit Insurance Pool (WSTIP).

Questions? Please email vanpool@intercitytransit.com or call 360-786-8800.

HELPFUL TOPICS

- **Vanpool Team:** Who are we?
- **Monthly Ridership Report:** When is it due?
- **Group Roles:** Which person in the group will be the Group Leader?
- **Vehicle Emergencies:** What to do if an accident/incident occurs?
- **Vehicle Insurance:** Where can I find a copy?
- **Vehicle Maintenance:** When will we need to have service done?
- **Fuel and Washes:** How do I pay for fuel or get a car wash?
- **Emergency Ride Home:** What if a personal/family emergency arises?
- **Winter Weather Driving:** Should we commute during this season?
- **Other Commute Trips:** How do we record an extra trip on a commute day?

IMPORTANT REMINDER

You are not authorized to operate an Intercity Transit vanpool vehicle until **WSTIP Defensive Driving for Vanpool Drivers** is completed and you have met with a Vanpool staff member for **Vanpool Orientation**. Please contact us immediately with questions.

GETTING TO KNOW OUR TEAM

- **Lynne Cunningham**, Vanpool Manager
- **Hauna Borja**, Vanpool Coordinator
- **Magic Aguinaga**, Sr. Vanpool Coordinator
- **Riley White**, Sr. Vanpool Coordinator
- **Sharon Stockwell**, Sr. Vanpool Coordinator
- **Kyle McPherson**, Sr. Vanpool Coordinator

HELPFUL OPERATIONS SUPPORT

- **Vanpool Coordinator – Fleet Management**

- Schedule van pick up/drop off, maintenance and first-line for incoming phone calls and emails to our VP hotline inbox.

- **Sr. Vanpool Coordinator – Operations & Financials**

- Monthly report troubleshooting, individual and employer statements, payments/reconciling, event reports, inquiries/complaints, website/account maintenance and group route/roster changes.

- **Sr. Vanpool Coordinator – Outreach & Engagement**

- New riders/groups, employer outreach, community events, speaking and presentations, ETC support.

MONTHLY RIDERSHIP REPORT

If you are a new Group Leader or Reporter, your group will submit a ridership of attendance, along with the mileage of the van no later than the 3rd of each month. Delaying in reporting may pause your vanpool group and make your statements past due.

Please reference the Documents tab and select the “Vanpool Reporting Guide” for guidance.

IMPORTANT GROUP REMINDERS

The Group Leader or Reporter is required to submit a monthly ridership report to us for each commute month. This information includes marketing ridership for each day, entering in mileage at the end of the month for your assigned van(s) during that month.

- **Monthly Report:** Due no later than the 3rd of each month following the commute month.
- **Monthly Statements:** Delivered to each commuter by the 6th of each month.
- **Monthly Payments:** Paid in full by the 9th of each month.

VANPOOL ONLINE PROFILE ROLES

- **Group Leader** – Primary to submit Monthly Ridership Report by the 3rd of each month.
- **Reporter** – Backup to the Group Leader in their absence to submit Monthly Ridership Report by the 3rd of each month.

If your group is already in-service, these roles have already been assigned. If there are changes to these roles as a new driver, please contact us immediately.

NEW DRIVER RESPONSIBILITIES

- Report any changes with your driving record to Intercity Transit Vanpool immediately.
- Operate the van in a safe manner, to and from the worksite locations.
- Communicate with your group and Group Leader when you will not be commuting, such as a vacation or other work obligations.
- Document an additional trip outside of the regular commute.
- Be a **Defensive Driver!**

SHARING KEYS AND FUEL CARD

- Each driver in a group will share a set of keys issued. If you are new driver and need your own, please contact us.
- Each van is assigned one WEX card to the group. Please use your individual fuel pin number/ID that you filled out for fuel or car washes.
- You **don't** need to print a receipt when using the WEX card.
- You **do** need to print a receipt and record the mileage on the receipt if you use your own card for fuel or car washes. The receipt for verification should be sent to vanpool@intercitytransit.com

WHEN OPERATING OUR VANS

- Report all accidents or incidents **immediately!**
 - Accident? Call 911 first. Then contact Intercity Transit Dispatch (360-705-5890) and Intercity Transit Vanpool (360-786-8800).
 - Other incidents? Call 911 if needed. Then contact Intercity Transit Dispatch (360-705-5890) and Intercity Transit Vanpool (360-786-8800).
- We will coordinate a tow-truck if needed, road-side assistance or our maintenance team anytime you contact us.
- If you see something, say something. Do not attempt to fix or replace anything with the vehicle.

VEHICLE INSURANCE

- As a Driver, you may show proof of insurance when requested by logging into your online commuter account and selecting the Documents tab, then selecting the WSTIP Insurance Card download link.
- Your van be also include a hard copy in the glove box.
- Please **do not** talk about the accident to a third party. All questions should be directed to our insurance provider, the Washington State Transit Insurance Pool (WSTIP) which is located on the back of the card.

Documents for Download

Show 10 entries

Search:

Document Title	Type	Description
New Driver Orientation	Instructional Document	Onboarding resources and information to certify as a driver.
Download New Driver Orientation		
Vanpool Reporting Guide	Instructional Document	Instructions for Vanpool Group Leaders to fill out their monthly reports.
Download Vanpool Reporting Guide		
WSTIP 2023 Insurance Card	WSTIP Insurance Card	WSTIP 2023 Insurance Card
Download WSTIP 2023 Insurance Card		

IDENTIFICATION CARD		
POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE
WSTIP 2023, FLEET POLICY	1/1/2023	12/31/2023
AGENCY/COMPANY ISSUING CARD		
	Washington State Transit Insurance Pool PO Box 11219 Olympia, WA 98508	2023
MEMBER		
Intercity Transit 510 Pattison Street SE Olympia, WA 98501 (360) 786-8585		SEE IMPORTANT INFORMATION ON REVERSE SIDE.
(V.2022.8)		

THIS CARD MUST BE KEPT IN THE
VEHICLE AND PRESENTED UPON DEMAND.

IN CASE OF EVENT

- Report all Accidents/Incidents as soon as possible.
- Follow instructions on your Courtesy Cards and Accident Reporting Envelopes
 - Name and address of each driver, passenger and any witnesses
 - Name of Insurance Company and policy number for each vehicle involved



Washington State Transit Insurance Pool
PO Box 11219, Olympia, WA 98508
Main Number: 360.786.1620
Toll Free Number: 888.515.7665
claims@wstip.org

INTERcity
TRANSIT

REPORTING AN ACCIDENT OR INCIDENT

Being involved in an accident or incident can be stressful. **Please report all accidents or incidents to us immediately.**

The Group Leader will be contacted within 1 business day to assist us with completing a required Event Report (driver) and Courtesy Cards (riders). If you are the involved driver, we will contact you to collect the additional information on the Event Report.

Need a spare? We will work with your group depending on the reported accident or incident.

VAN MAINTENANCE

All maintenance on your assigned van is done at 526 Pattison St. SE Olympia, WA 98501. Service is generally completed every 5,000 to 6,000 miles depending on the vehicle type or by time.

The Group Leader will be notified when the van is due for service.

- Please do not show up without confirming your drop off day with our Vanpool team. Your group will be issued a spare.
- Report all windshield cracks or dimples to us immediately before your van is due for service.
- Report all vehicle concerns to your Group Leader who will contact us.

VAN SERVICE: DROPPING/PICKING UP

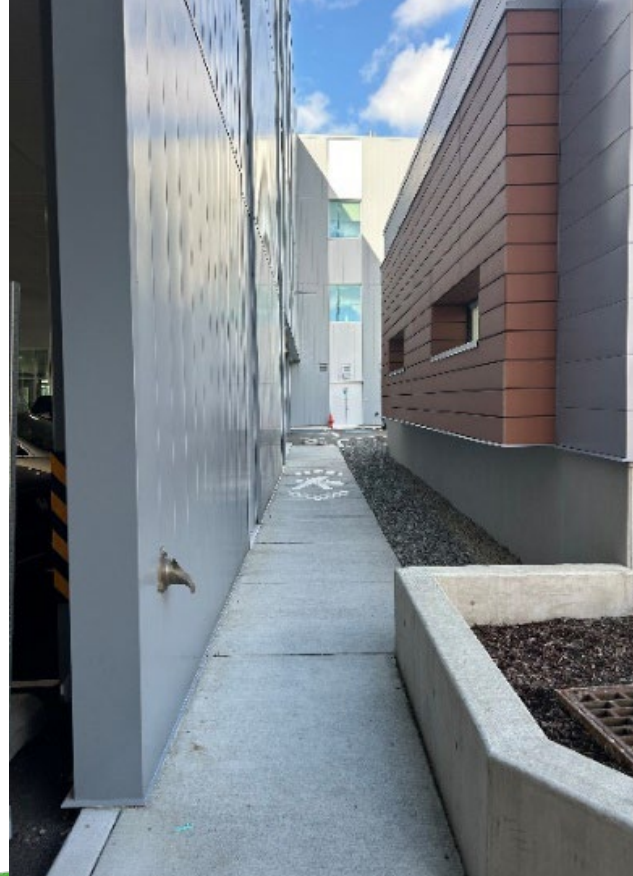
- **IMPORTANT: We've updated our maintenance process.**
Please read the new directions below. Using the designated walking path, proceed to the Intercity Transit building.
- Drive to our visitor lot at **510 Pattison St SE, Olympia WA 98506**. After entering the driveway, make an immediate right into the small, uncovered section of the lot and back the van into any Vanpool parking space (see stars on map).

510 Pattison St SE,
Olympia WA 98501

Please park in the
stalls labeled
“vanpool only”



WHEN YOU ARRIVE TO PARK & WALK



BEFORE YOU ENTER THE BUILDING

- To enter the building, wave your hand over the black sensor pad on the wall.
- If you are entering the building **outside** the hours of 8:30 am to 3:30 pm, you will need a key fob to enter the building.
- Only one key fob is assigned to each group. Please call 360-786-8800 if you unable to access the building.

WHEN ENTERING THE BUILDING



WHEN INSIDE THE BUILDING

- **Enter code 1982B.** Turn the knob counterclockwise, open the lockbox and take the key assigned to you in the Service Due email. Relock the lockbox by turning the handle clockwise.



WHEN LEAVING THE BUILDING

- Return to the visitor lot and locate your loaner van. Transfer employer parking passes and any other necessities to the loaner van. **Leave the fuel card in your regular vehicle** – all loaner vans have their own fuel cards that will work with your fuel PIN. Lock your regular van and keep your key, as you will need it when your vehicle is ready for pickup.
- **IMPORTANT:** Before leaving the lot, scan the QR code and enter the current mileage of the van you are dropping off AND the van you are picking up. This notifies us that your van is here for service.
- You can also find the QR code on an A-board near the vanpool parking stalls. If you're unable to scan the QR code, email van numbers and mileages to vanpool@intercitytransit.com or text to 564.233.9442
- **If you experience an emergency such as accident or vandalism, please call the Maintenance shop at 360-705-5873.**

USING THE WEX CARD

Every van is assigned one WEX card to use for fuel and car washes. If your group is assigned a spare van, your group will also be using a spare WEX card. Your pin number remains the same and should not be shared with any other driver.

- When stopping for gas, please insert the card and enter the current odometer, select the Enter button. The screen will then ask you to enter your current ID/pin number, then select Enter a second time and begin filling up.
- All vans are unleaded only.
- Forgot your pin? Contact us for assistance.

NEED A NEW FUEL CARD?

If your assigned WEX card is lost or stolen, the Group Leader should contact us immediately to have terminated and a new card will be mailed overnight to the Group Leader.

Have a smart device? Download the **WEX Connect app** and you can view all current fuel and car wash locations within 5, 10 or 25 miles of your current location.

DRIVING COMPLAINTS

Intercity Transit takes driving complaints from the public seriously. Your defensive driving training course is valid for 5 years from the time of completion.

You represent Intercity Transit when driving our vehicle.

- Watch your speed.
- Follow all driving laws.
- **Do not** text and drive or call and drive.
- **Do not** park the van in unauthorized parking locations such as park and rides or store parking lots.



OTHER COMMUTE TRIPS

As a certified driver, you are authorized for limited trips outside of the group route during or after your work commute. WSTIP **does not** cover “personal miles” rather trips as “incidental to the commute” such as a medical appointment trip or to the grocery store is authorized when the van is commuting that day.

- The Group Leader or Reporter will need to document the trip on the Monthly Ridership Report. These miles are debited from the revenue miles. Discuss this with your group on ensuring accurate records.
- Failing to report additional trips, means the Monthly Ridership Report may be denied for submittal and commuter Monthly Statements issued to the commuters may increase to a higher fare.

INCLEMENT WEATHER

Prepared for the winter weather? As a reminder, if road conditions are unsafe or members of your group are concerned about traveling, please **do not** operate the vanpool. Please err on the side of caution for the safety of your group and the van. We encourage you to plan ahead!

VANPOOL INCENTIVES

- First time joining the program get the 1st month fare **FREE**.
 - If new to vanpooling, rider will get the calendar month covered.
 - If returning:
 - Within 12 months the incentive does not apply
 - More than 12 month the incentive does apply (account must be in good standing)
- **“3 is Enough” Campaign**
 - Just 3 people to start
 - You can have your own van
 - Create your own schedule!

HAVE A BETTER COMMUTE!

vanpool@intercitytransit.com

360-786-8800 (Monday-Friday 8:00-5:00)

360-705-5890 (After Hours/Emergencies)