

**UTAH TRANSIT AUTHORITY  
VANPOOL OPERATIONS MANUAL**



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## SECTION 1: UTA VANPOOL PROGRAM

### Introduction

Welcome to the Utah Transit Authority “UTA” Vanpool Program. Vanpools are a service provided by the UTA Rideshare Department which was formed to assist businesses, schools and individuals in the community find and use alternate modes of transportation. Our mission is ***to educate the community concerning alternative transportation options and promote those options that reduce single occupancy vehicle usage, improve mobility, enhance air quality, and conserve energy.***

The Rideshare Department is a non-profit organization focused on reducing commuter trips through the use of carpool matching services, the vanpool program, UTA’s transit pass programs and promoting teleworking, alternative work schedule options and the use of the Internal Revenue Service “IRS” pre-tax transit benefit. The program offers a free online commuter database to assist individuals with ride matching services for carpool, vanpool and bicycling options. Today, UTA supports the operations of approximately 400 vanpools each month and over 3,500 vanpool participants who travel over 50 million passenger miles a year.

This Vanpool Operations Manual is designed to provide you with important information regarding the vanpool program. This includes participant’s roles and responsibilities, how to report your monthly ridership, how to pay your monthly vanpool fares, how to properly maintain your vehicle and how to better ensure your vanpool operates as smoothly and safely as possible.

### Civil Rights Act of 1964

In accordance with Title VII of the Civil Rights Act of 1964, UTA is committed to ensure to the best of its ability that no person is subjected to discrimination in the conduct of the vanpool program on the basis of race, religion, color, sex, age, national origin, or disability in any manner contrary to applicable local, state and federal laws and regulations.

### American’s with Disabilities Act of 1990

In accordance with the American’s with Disabilities Act of 1990, service animals are welcome on board the vanpool vehicles. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. Pets however, must be in a cage or container, and are the responsibility of their owner. Any cleaning of the vehicle due to the transportation of a pet will be the sole responsibility of the owner. UTA may collect cleaning charges from the pet owner.

### Natural Disaster or Civil Emergency

In the event of public emergency such as a natural disaster or Homeland Security alert, UTA reserves the right to recall, restrict or re-assign all UTA vehicles, including vehicles used in the vanpool program. Any such decision will be dictated by the situation, but the priority will always be safe vehicle operations during such emergencies. Your vanpool group will not be responsible for vehicle operational costs incurred from such an event.

## Safety

Safety is a core value and our highest priority. Our employees work hard every day with a goal of keeping you and all of our passengers safe. UTA has four departments focused on maintaining safe transit services. These departments include UTA Police, Safety, Emergency Management and Security. Each department oversees different elements of safety. You can learn more about these departments and missions by visiting [www.rideuta.com/Rider-Info/UTA-Public-Safety](http://www.rideuta.com/Rider-Info/UTA-Public-Safety).

## Report a Safety Concern or Crime

See Something? Say Something! If you see a safety concern, crime or another matter you feel needs an immediate UTA Police response, please report it:

- Call 9-1-1—if there is an emergency, it is best to call 9-1-1
- Call UTA Police Dispatch—to reach UTA Police by phone, call 801-287-3937 (801-287-EYES)
- Text us—send text messages to UTA police at 274-637 (CRIMES). Start your message with UTATIP and then include your message.

If your concern is not urgent, you can report them by visiting [www.rideuta.com/Rider-Info/UTA-Public-Safety/Safety-Concern-Form](http://www.rideuta.com/Rider-Info/UTA-Public-Safety/Safety-Concern-Form).

## SECTION 2: UTA SUPPORT STAFF

### Contact Information

UTA's Rideshare Department is the workgroup that manages and supports the Vanpool Program. Our normal business hours are Monday through Friday from 7:00 am to 3:30 pm. You may contact your Vanpool Support Specialist, Maintenance Support Specialist or the Accounting Department for any questions you may have.

Some support staff may work alternative work hours and you should contact your support specialist in accordance with their work hours. All UTA Rideshare staff contact information can be located online under the **My Vanpool Account** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool).

### Online Resources

The following resources can be located online under the **My Vanpool Account** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool).

- Access to the Xpress Bill Pay system
- Applications, agreements and ridership forms
- General vanpool information
- Monthly ridership reporting, forms and instructions
- Vanpool and vehicle safety information
- Vehicle maintenance information and requirements

## UTA Roles and Responsibilities

UTA's support staff is available to assist in the safe operations of your vanpool. You may contact a member of UTA's support staff depending on your specific needs.

### Vanpool Support Specialist:

- Supports the vanpool group
- Maintains vanpool records
- Reviews and approves driver applications
- Assists in finding new participants
- Helps new participants establish online payment accounts
- Supports basic accounting questions
- Assists the bookkeeper with monthly ridership reporting

### Vanpool Maintenance Specialist:

- Supports maintenance concerns, questions or issues
- Assists in vehicle rotation when necessary
- Manages the yearly safety and emissions testing

### Vanpool Maintenance Office Specialist:

- Supports maintenance Inquiries, safety and Inspection Information
- Provides yearly vehicle registration
- Manages vanpool vehicle records
- Conducts annual motor vehicle records review for all approved drivers

### Vanpool Customer Accounts Specialist:

- Manages the monthly billing process and procedures
- Resolves fuel card issues
- Supports accounting questions, concerns or other billing issues

## SECTION 3: VANPOOL PARTICIPANTS AND GROUPS

### Vanpool Roles and Responsibilities

There are several important roles and responsibilities required to ensure the safe and successful operation of your vanpool. Your vanpool group is responsible for determining who will assume one or more of these vanpool roles.

#### Backup Driver:

- Responsible for operating the vehicle when the primary drivers is unavailable
- Accepts all primary driver responsibilities when acting in this role

#### Bookkeeper:

- Responsible for tracking the daily ridership
- Responsible for submitting the online monthly ridership report



**Participant:**

- Pays their monthly fares on time
- Arrives at the pick-up points on time
- Responsible for keeping the vehicle in a clean and presentable condition
- Helps to maintain a positive and safe commuting experience
- Notifies the driver regarding absences (planned and unplanned)

**Point of Contact for the Vanpool:**

- The official representative of your Vanpool to UTA
- Responsible for receiving requests to join the vanpool
- Notifies UTA when a participant leaves the vanpool
- Provides important information to current and potential participants and UTA support staff

**Primary Driver:**

- Responsible for the daily driving of the vehicle
- Conducts daily vehicle inspections
- Ensures the vehicle is safety operated and maintained according to UTA requirements
- Coordinates all vehicle fueling, maintenance, service and cleaning

## Group Dynamics

It is important to foster good group dynamics and cohesion to ensure longevity and success among all vanpool participants. Your success depends upon:

- Healthy group dynamics
- Open communication
- Good operating rules which are followed by all participants
- Response to complaints and resolving issues
- Retaining and recruiting participants, bookkeepers and drivers

## Operating Rules

Vanpool groups should establish their own operating rules and discuss potential problems in advance, as well as other concerns or issues the group feels necessary. After discussion, the group should develop possible solutions to concerns by majority vote and incorporate them into group operating rules. However, please note that no operating rule may contradict any UTA vanpool operations policy.

## Minimum Required Participants

In order to establish and maintain a vanpool, UTA requires a minimum number of participants based upon the size of your vehicle. If your vehicle is not full, your vanpool group must make all reasonable efforts to accommodate new or additional participants who commute within your established route and schedule.

- 7 Passenger Vehicles: Minimum of four (4) participants including the driver
- 9 and 10 Passenger Vehicles: Minimum of six (6) participants including the driver
- 11 and 12 Passenger Vehicles: Minimum of seven (7) participants including the driver
- 15 Passenger Vehicles: Minimum of nine (9) participants including the driver

Any vanpool that falls below the minimum required participants must locate a new participant, exchange their vehicle for a smaller capacity vehicle or return their vehicle to UTA. Your Vanpool Support Specialist is available to assist in finding new or additional participants. At its sole discretion, UTA may determine to allow vanpools below the minimum required participants to continue operating for an extended period of time.

## Guaranteed Ride Home Program

Your vanpool group may be eligible for UTA's Guaranteed Ride Home Program (GRH). In the event of an emergency, UTA will provide a GRH for eligible participants who cannot take their established scheduled vanpool trip. In the event of an emergency, eligible participants must contact UTA's Customer Service Department at **801-RIDE-UTA**. UTA, at its expense, will provide alternative transportation from the participants business to the participant's home or other reasonable location where an immediate family member requiring emergency help is located. Participants are eligible for up to six (6) GRH in any calendar year.

## SECTION 4: RIDERSHIP REPORTING

### Monthly Ridership Reporting

All vanpools are required to submit monthly ridership reporting to UTA no later than the 5<sup>th</sup> of the month for previous month's ridership. Ridership reports should be completed by the bookkeeper who is responsible for tracking the daily ridership.

#### Submitting your Monthly Ridership:

1. Log in to [www.utacommuter.com/uta2](http://www.utacommuter.com/uta2)
2. Select **New Monthly Report**, then the month and year for which you will be reporting. Click **Open**
  - a. If the report has already been opened, select **Find Monthly Report**, then select the month you want to edit
3. On the **Commute** tab if the vehicle isn't already listed in the report search by entering the vehicle # (5 digits) in the **Vehicle ID** field, Click **Enter**, when the search results return the description of the van you want then click **Select** to add the vehicle to the report
  - a. Enter the start and end days and odometer readings by vehicle used. Click **Save**
  - b. If more than one vehicle was used for the month, repeat steps 2 and 3 for each vehicle
4. On **Non-Commute** tab if a vehicle was used for a personal or maintenance trip, select **Add Trip** and enter start and end days and odometer readings by trip
  - a. If a vehicle used is missing from **Vehicles assigned this month**, return to the Commute tab and add that vehicle
  - b. Return to the Non-Commute tab to enter the trip information. Click **Save**
5. On **Ridership** tab edit the Ride Code per each day per participant as needed. Click **Save**
  - a. In the collective report only the total number of trips is submitted to the National Transit Database, the individual names of vanpool participants are not shared
6. On **Submit** tab Click **Submit**
7. To logout and/or change your password, click on Account then **Logout**

## SECTION 5: VANPOOL FARES AND PAYMENTS

### Vanpool Fares

Vanpool fares are based upon the total miles the vehicle travels each month. Current vanpool fares can be located online under the **My Vanpool Billing** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool). Vanpool fares are evaluated by UTA on a quarterly basis and may be adjusted if required to reflect changes in operating costs. If UTA determines to adjust vanpool fares, 30 days' advance notice will be provided via email to the email address provided to UTA.

#### Corporate Fares:

If your organization sponsors and pays for your vanpool, UTA will bill your sponsoring organization based upon the number of miles the vehicle travels each month. No individual payment is required and all fares are pre-paid for the upcoming month. Monthly fares are due in full within 30 days of the date of invoice.

#### Individual Fares:

Individual fares to participate on a UTA vanpool are based upon the number of miles the vehicle travels each month. Monthly fares are based upon a fixed rate per seat for federal employees (Fare Example A) or are proportionate to the number of participants in the vanpool for all other participants (Fare Example B). All fares are pre-paid for the upcoming month. Monthly fares are due in full by the 5<sup>th</sup> day of each month.

#### Fare Example A: Individual Fare Based Upon a Fixed Rate per Seat

All participants in the vanpool pay the same monthly fare based upon their monthly miles. If you add a new participant or lose an existing participant your monthly fare will not change.

Vanpool Monthly Miles: 750  
Monthly Participant Fare: \$95.00

#### Fare Example B: Individual Fare Proportionate to the Number Participants in the vanpool

If you have seven (7) vanpool participants, each participant pays 1/7<sup>th</sup> of the vanpool cost per month:

Vanpool Monthly Miles: 750  
Vanpool Monthly Cost: \$574.00  
Vanpool Participants: 7  
Monthly Participant Fare: \$82.00

#### Individual Fare Exemptions:

Some vanpool groups may elect to distribute the vanpool monthly cost in other methods besides equal payments proportionate to the number of participant in the vanpool. If your vanpool group elects to pay their monthly payments using an alternative method, your vanpool group must provide a Vanpool Payment Distribution Form to UTA located online under the **My Vanpool Billing** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool). Once received, UTA will bill your vanpool group each month as you have determined until further notice is received. :

**Employer Provided Fare Subsidies:**

Some vanpool participants receive a vanpool payment subsidy provided by their sponsoring organization which pays for a portion of their monthly vanpool fares. **If you receive a partial subsidy, you are responsible for the monthly fare difference.**

## Monthly Vanpool Payments

Individual monthly payments are pre-paid for the upcoming month. Billing invoices are available on or around the 25<sup>th</sup> day of each month for the upcoming month's fares. **All payments are due in full by the 5<sup>th</sup> day of each month** and no refunds will be provided for a participant's absence or vacation.

**Xpress Bill Pay:**

UTA uses the online Xpress Bill Pay system for all individual participants billing. Each vanpool participant will receive their own unique account number from their Vanpool Support Specialist to be used for the billing and payment processes.

On Xpress Bill Pay you can:

- Set up multiple payment methods
- Set up reoccurring payments
- View monthly invoices
- View billing and payment history

For frequently asked questions or additional information regarding Xpress Bill Pay, please visit [www.xpressbillpay.com](http://www.xpressbillpay.com) or you may contact customer support at **(800) 766-2350**.

**First Time Xpress Bill Pay User Set Up Instructions:**

1. Contact your Vanpool Support Specialist to receive your unique account number
2. Go to [www.xpressbillpay.com](http://www.xpressbillpay.com)
3. Click on **Create a New Account** option in the login section
4. Enter your email and create a password, and then click **Next**
5. Fill out the account form, and then click **Next**
6. Xpress Bill Pay will send a confirmation email to your email account
7. In your email inbox find the confirmation email from Xpress Bill Pay and follow the instructions
8. Once you confirm your email account your Xpress Bill Pay account will be activated
9. Select your payment options and pay your bill

For frequently asked questions and detailed instructions please visit [www.rideuta.com/Rider-Info/Vanpool/My-Vanpool-Billing](http://www.rideuta.com/Rider-Info/Vanpool/My-Vanpool-Billing)

**Late Payments:**

UTA will charge a one percent (1%) per month late fee on participant balances which remain unpaid after the 5<sup>th</sup> day of each month. Failure to make the full payment may result in suspension or termination of a participant's ridership on the vanpool. UTA will terminate the participant's agreement for any unpaid balance of sixty days or more.

UTA may suspend fuel card privileges for any vanpool that has a participant with an overdue balance until the balance is paid in full. Fuel purchases made after the suspension are not eligible for reimbursement by UTA.

**Vanpool Roster Changes:**

In order to ensure all participants in the vanpool are billed correctly, **any participant or roster changes are required to be reported to your Vanpool Support Specialist by the 15<sup>th</sup> day of each month.** Changes to the roster reported after the 15<sup>th</sup> day of each month will not be reflected until the following month's billing cycle.

**Federal Transit Benefit:**

If you are a federal employee and use a Federal Benefit Card, please contact your employer's Transit Benefit Manager to receive an increase or decrease to your benefit according to your vanpool fare. When using a Federal Benefit Card, you can set up automatic payments with Xpress Bill Pay, however you will need to specify the exact dollar amount, which is equal to or less than your benefit limit, otherwise the payment will be rejected and you will have to pay your monthly fare with your own funds.

Please note **UTA does not manage the Federal Benefit Card and cannot setup or make changes to your monthly benefit.** If you have questions regarding your Federal Benefit Card, please contact your Transit Benefit Manager.

**Departing Participants:**

Departing participants must notify the vanpool point of contact and provide UTA 15 days' advanced notice prior to departure of the vanpool. Participants who fail to provide advanced notice will continue to be billed for vanpool services until such notification is received.

## SECTION 6: VANPOOL DRIVERS

### Vanpool Drivers

Each vanpool group is required to designate a minimum of two (2) participants to be a driver and backup driver. All drivers must meet UTA driver eligibility requirements and be approved by UTA.

**Driver Eligibility Requirements:**

All drivers and driver applicants in the UTA vanpool program must meet the minimum driver eligibility criteria in order to be approved by UTA to operate a UTA vehicle:

1. Submit a vanpool driver application form
2. Successfully complete UTA's required driver training program
3. Be at least 21 years of age
4. Have a current and unrestricted driver's license
5. Have driven in the United States for at least five (5) years
6. Have no more than two (2) moving violations in the past three (3) years
7. Have no more than one (1) at fault accident in the past three (3) years

**Driver Ineligibility:**

Participants in the vanpool program with any of the following conditions will be considered ineligible to operate a UTA vehicle:

1. The suspension or revocation of a driver's license within the past five (5) years
2. A conviction within the past ten (10) years for reckless driving, hit and run, leaving the scene of an accident, driving under the influence "DUI", driving while intoxicated "DWI", felony, or concurrent violations of lane changing
3. A medical condition or use of prescription medication that impairs a driver's ability to operate a vehicle safely
4. A person who has filed a Certificate of Financial Responsibility (SR-22) due to his or her personal driving record

Drivers must notify UTA within two (2) business days if they no longer meet the driver criteria and immediately stop operating the vehicle.

**Driver Background Check:**

UTA will confirm driver eligibility by reviewing the applicant's Motor Vehicle Record "MVR" and driving history through the Utah Department of Public Safety. Out-of-state drivers are required to request and submit a current copy of their MVR as part of the application process. Thereafter, they must submit an annual MVR on the month following the driver's date of birth.

**Driver Training Program:**

All driver applicants must successfully complete UTA's driver training program and all testing requirements. The driver training program will be provided by UTA and is accessible online. Once the driver applicant has completed the driver training program and UTA receives confirmation of successful completion, UTA will notify the driver applicant they are eligible to operate a UTA vehicle. Applicants who do not fully complete the training will not be authorized to operate a UTA vehicle.

**Annual Driver Eligibility:**

UTA will request and review a copy of MVRs for drivers with Utah issued drivers' licenses on a monthly basis to confirm annual eligibility. Out-of-state drivers must submit an annual MVR to UTA on the month following the driver's date of birth.

**Driver Recertification Training Program:**

All drivers must participate in UTA's driver recertification training program every five (5) years. Failure to complete the driver recertification program will result in the suspension or revocation of driving privileges.

**Citations:**

Drivers are responsible for resolving any citations resulting from the operation, parking, or towing of a UTA vehicle.

**Complaints:**

UTA's Customer Service Department receives comments and complaints from the general public regarding UTA services including UTA Vanpool vehicles and drivers. UTA takes all customer complaints seriously and any complaint regarding your vehicle will be documented and tracked regardless of fault or lack thereof. If a pattern of complaints develop, UTA may address driver behavior through several remedial actions including reviewing motor vehicle records, driver re-training, use of a global positioning system "GPS monitoring device on the vehicle or the revocation of a drivers privileges.

## SECTION 7: VEHICLES

### Use of the Vehicle

It is important that you only use and operate your vehicle in accordance with UTA policy as defined below. Proper use of the vehicle will reduce the wear and tear on your vehicle and reduces the costs of the vanpool program. Improper use may result in additional participant costs, suspension or termination from the vanpool program.

**Commuter Miles:**

Commuter miles (or revenue miles) are the daily commute miles your vanpool group is allowed to travel given the monthly fixed rate paid by the vanpool group. Commuter miles may vary with the number of operating days in the month.

**Non-Commuter Miles:**

Non-commuter miles (or non-revenue miles) are miles used for maintenance requirements and personal use of the vehicle as defined below.

**Excess Miles:**

When the commuter miles exceed the total allowable miles, a fee may be assessed. Any fee assessed for excess miles will be calculated at the IRS standard mileage rate plus the calculated costs per mile rate per the currently monthly fares. In order to ensure your vanpool does not exceed the total allowable miles, it is important to identify the best mileage bracket for your vanpool group's needs.

**Use of the Vehicle:**

- Drivers shall operate the vehicle in accordance with all federal, state and local traffic laws and ordinances
- Drivers shall only use the vehicle for transporting UTA vanpool participants to and from the vanpool's established destination, picking up and discharging participants in accordance with mutually established routes and schedules (see Personal Use of the Vehicle for exceptions)
- Drivers shall only operate the vehicle on hard surfaced streets, highways and maintained roads and driveways
- Drivers shall observe width and height clearance requirements for the vehicle (i.e. bridges, carwash, drive thru, etc.)

### **Prohibited Use of the Vehicle:**

- Drivers may not transport individuals who are not part of the vanpool program
- Drivers may not use the vehicle for commercial purposes
- Drivers may not use the vehicle for hauling garbage, debris, excessive loads, pulling trailers, boats, etc.
- Drivers may not operate the vehicle off-road, including on beaches and in fields
- Drivers may not operate the vehicle on bridges or roads that prohibit vehicles with weight loads in excess of four (4) tons
- Drivers or participants may not remove any seats or seatbelts in the vehicle
- Driver and participants shall not allow accessories, including window or bumper stickers, or additional equipment to be added to or removed from the vehicle without prior UTA approval

### **Personal Use of the Vehicle:**

Each vanpool group receives a **maximum of 50 personal miles per month**. These miles are for the use of approved drivers only and may not be accumulated over time. These miles must be reported separately on the monthly ridership report. Primary drivers should allow backup drivers reasonable access to the vehicle for personal use as defined.

Drivers may use personal miles for:

- Fueling the vehicle when stopping along the vanpools established route is not convenient
- Taking UTA vanpool participants to lunch, work events, etc.
- A personal trip, for example, going to the grocery store, running an errand, etc. which does not conflict with the Use of the Vehicle and Prohibited Use of the Vehicle as defined

### **Parking:**

UTA prefers an approved driver park the vehicle at his or her place of residence. Vehicles may also be parked at park and ride lots owned by UTA, the Utah Department of Transportation “UDOT”, counties, cities and in some cases in lots where UTA or the vanpool group has an agreement with a church or other business (please confirm these locations with your Vanpool Support Specialist before using the lot). Vanpool participants are solely responsible for the payment of any parking citations or the inability to use a vanpool because of the location in which it was parked.

## **Fueling Your Vehicle**

Primary drivers are issued one (1) **Utah Official Fuel and Service Fueling Card** for fueling UTA vehicles at any location bearing the Fuelman logo. Drivers are assigned a unique personal identification number “PIN” number for fueling purposes and should safely secure the fuel card. The PIN number should also be kept secure and separate from the card. If the primary driver will not be driving (due to vacation, sick, etc.), he or she will need to provide the fuel card to the backup driver.

Your UTA issued fuel card is accepted at any location bearing the Fuelman logo.

To find participating locations please visit: [www.sitelocator.fleetcor.com/Site/Index](http://www.sitelocator.fleetcor.com/Site/Index).





### **Fuel Card Instructions:**

1. Slide the card
2. Input your vehicles odometer reading
3. Enter the driver's PIN number

Note: If using a service loaner vehicle, you will enter the loaner vehicle information when fueling.

### **Fuel Card Problems:**

After two unsuccessful attempts to swipe the card, the card may be locked for 24 hours. **If the card does not work the first time you swipe at the pump, take the card to the station attendant and the attendant will process the transaction.** If you are experiencing problems with your fuel card or your fuel card is lost or stolen, please contact UTA's Accounts Receivable Department or your Vanpool Support Specialist.

### **Fuel Reimbursements:**

All fuel for the vehicle (regularly operated vehicles and service loaner vehicles) should be purchased using the vehicle's assigned fuel card at participating Fuelman locations. In the event your fuel card does not work, cash or a personal credit card should be used by the vanpool group, limited to \$50.00.

To receive reimbursement for your fuel purchase you must complete a **UTA Fuel Reimbursement Form** which can be located online under the **My Vanpool Account** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool). A completed Fuel Reimbursement Form along with a copy of the receipt must be included in your reimbursement request and submitted to your Vanpool Support Specialist. Vanpool groups who have outstanding balances due and fuel cards have been suspended will not be eligible for reimbursement.

## **Insurance**

UTA maintains a general automobile liability policy on your vehicle and all costs are included in your monthly fares. UTA's primary policy has liability coverage of \$2 million combined single limits with \$25,000 per person, \$500,000 per accident for uninsured and uninsured motorist coverage, \$3,000 personal injury protection coverage and a \$1,000 medical payment coverage included. The excess policy is \$2 million each occurrence in excess of the underlying policy limits. UTA is self-insured for the damage to any vehicle involved in an incident or accident.

Organizations that sponsor a vanpool may choose at their expense to provide supplemental insurance.

Only approved drivers are insured under UTA's general automobile liability policy. Anyone who operates the vehicle without UTA authorization, except in an emergency, will not be insured and could be held personally liable for any incident or accident while operating the vehicle.

## **Registration and Proof of Insurance**

UTA will provide registration and proof of insurance documentation for your vehicle which must remain in the vehicle at all times. The vanpool group will be responsible for ensuring the safety inspection and emission tests are performed at the request of the UTA maintenance staff.

## Maintenance Supplies

Approved maintenance vendors will provide basic maintenance supplies, top off fluids, change wiper blades or replace burned out lights on your vehicle at no cost to you. UTA will provide ice scrapers and other safety supplies upon request. Participants should make all reasonable efforts to first obtain vehicle maintenance supplies from an approved maintenance vendor or from UTA. A list of approved maintenance vendors can be located online under the **My Vanpool Account** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool).

In the event you are unable to obtain any maintenance supplies from an approved maintenance vendor or UTA, you may purchase such supplies with advanced UTA approval using cash or a personal credit card. To receive reimbursement you must complete a **UTA Maintenance Supply Reimbursement Form** which can be located online under the **My Vanpool Account** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool). A completed UTA Maintenance Supply Reimbursement Form along with a copy of the receipt must be included in your reimbursement request and submitted to your Vanpool Maintenance Specialist.

## Vehicle Cleanliness

The appearance of the vehicle is important and it affects your passengers' comfort and satisfaction. A well-kept vehicle is more likely to attract new riders and to create a favorable impression with the general public. Remember, more riders means lower cost to you.

All participants on your vanpool should assist in maintaining a clean vehicle. Make sure that interior of the vehicle is cleaned regularly, free of debris, garbage is removed daily and spills are cleaned up immediately. Please provide a litterbag and a place to store small articles.

### Exterior Washes:

Each vanpool group should wash the exterior of their vehicle once per month using their **Utah Official Fuel and Service Fueling Card** at any location bearing the Fuelman logo. Carwashes are limited to \$10.00 per month.

## Tobacco Products

**UTA prohibits the use of all tobacco products on UTA property and in UTA vehicles.** At no time shall vanpool participants use tobacco products including cigarettes, electronic cigarettes, cigars, pipes, smokeless tobacco, chewing tobacco or any other products containing tobacco while in a UTA vehicle.

## Additional Information

UTA offers others services which can enhance your commuting experience. Please contact your Vanpool Support Specialist or Vanpool maintenance Specialist with any questions you may have.

### Vehicle Keys:

UTA will provide up to four (4) keys per vehicle. Additional keys can be made at the group's expense. The same number of keys issued by UTA should be returned with the vehicle at the end of the agreement.

### **Vehicle Modifications:**

Only UTA approved vehicle accessories are allowed to be added to the vehicle. Participants may not make any modifications to a vehicle without prior approval from UTA.

### **Bike Racks:**

UTA will provide a bike rack at no cost to vanpool groups who make a request and upon availability. Bike racks must be installed and used according to manufacturer specifications and all bikes must be properly secured at all times. All reasonable care should be taken to ensure bike racks remain in good operating condition. Bike racks should be returned to UTA if they are no longer in use or at the end of the vanpool group's agreement. Failure to maintain or return bike racks will result in a fee being assessed to the vanpool group. Vanpools transport bicycles on a UTA provided bike rack at their own risk. UTA is not responsible for any damage to or theft of bicycles being stored or transported on a UTA provided bike rack.

### **Vehicle WI-FI:**

At the request of the vanpool group, UTA will provide a WI-FI service for your vehicle at an additional monthly fee. Adding vehicle WI-FI is a great way to improve your commuting experience and some organizations will count your commute time as work time. Please contact your Vanpool Support Specialist for further information regarding vehicle WI-FI.

### **Tire Chains:**

UTA vehicles do not come equipped with tire chains. If a vanpool requires tire chains, participants must purchase the tire chains and assume all liability for the use of the tire chains for any damage done to the vehicle and/or other people or property as a result of the use of the tire chains. Participants must complete a Vanpool Tire Chain Agreement prior to installing tire chains on the vehicle.

## **SECTION 8: SAFE OPERATING HABITS**

### **Safety First**

The safety of our employees, customers and the public is a core value at UTA and our number one priority. Safety should always be your first priority and all reasonable efforts should be made to ensure your vanpool group and members of the public remain safe when your vehicle is in operation.

### **Safe Driving Habits**

Driving a van is very different from driving a car. A van's increased height, length and weight means you need to be especially careful to ensure the safety and comfort of your passengers. You should read the vehicles owner's manual to understand the operations and safety features of your van. In addition, below are some simple driving habits to help you when operating the van.

#### **DRIVING HABIT #1: Use Seatbelts for Drivers and Passengers at All Times**

1. Drivers and passengers must use seat belts at all times as required by Utah State law

2. You are responsible for seeing that everyone in the vehicle has and uses their seatbelts
3. Drivers must ensure a passenger is always in the front passenger seat when the vehicle is in operation, unless the driver is operating the vehicle alone

Tips for Drivers:

- Make sure all seatbelts are in good operating order
- Make sure they are available for use
- Make sure they are fastened
- **Make sure a passenger is in the front seat**

**OPERATING HABIT #2: Use of Electronic Devices**

1. Utah State law and UTA policy prohibit the use of electronic devices while operating a UTA vehicle. Drivers may only use cell phones that are voice activated or connected to a hands free device when operating a UTA vehicle
2. Drivers may not use cell phones to manually text message, send an instant message or email, dial a phone number, access the internet, view a video, or enter data while operating a UTA vehicle. Using a cell phone while driving, except in an emergency will cause a driver to lose their driving privilege

**DRIVING HABIT #3: Give Yourself Plenty of Turning Room**

The turning radius that is required is greater than that of a regular vehicle

The things to remember are:

- Reduce your speed
- Start your turn farther forward into the intersection
- Make a square or wider turn
- Look through the turn

**DRIVING HABIT #4: Height and Width Restrictions**

1. Observe carefully at all times the height and width restrictions on the vehicle
2. Be constantly aware of the height and width of your vehicle. Some parking garages may not meet the height requirements for UTA Vehicles

Remember that vans:

- Are taller: clearance of at least 7 feet 3 inches
- Are longer than the average car: over 19 feet
- Are wider because of the mirrors on each side: at least 8 feet
- Are harder to see around the corners
- Are heavier with a less stable rear end

**DRIVING HABIT #5: Backing Your Vehicle**

1. In general, you should avoid backing at all times
2. If you must back up your vehicle, ask your riders to help see other vehicles or obstacles

If you must back-up, remember to:

- Ask for help or use a spotter
- Use your mirrors
- Get out of the vehicle and look at what's behind you
- Use hazard warning flashers

**DRIVING HABIT #6: Merging in Traffic**

Ask your riders to help see other vehicles or obstacles when merging into traffic

When merging into traffic, remember to:

- Ask for help
- Create space around you by reducing or increasing your speed
- Signal your intentions early
- Use the merge lanes
- Use your mirrors
- Yield the right of way

**DRIVING HABIT #7: Use your Mirrors**

1. You should always use your mirrors to help see what's happening to the side and rear of the vehicle
2. The vehicle has three (3) mirrors, one (1) inside and one (1) on each side of the left and right front
3. You should be scanning your mirrors every five (5) seconds for traffic, hazards, etc.
4. You should also be scanning the roadway in front of you. Look at least twelve seconds ahead for hazards, traffic, pedestrians or changing road conditions

**DRIVING HABIT #8: Securing Your Vehicle**

1. Secure your vehicle before you leave it
2. Never leave your vehicle running in gear

You need to make sure that you:

- Park off the street
- Choose a parking space with plenty of room
- When parking on a hill, turn the wheels so the vehicle will roll against the curb
- Secure your vehicle by following these steps:
  - Apply the parking brake first
  - Put the transmission in park
  - Turn the electrical accessories off
  - Close all the windows
  - Turn the engine off and remove the keys
  - Lock all doors
- When leaving a parking space, release the parking brake last

### **DRIVING HABIT #9: Stopping and Following Distance**

Allow longer stopping and following distances. Following distances between you and other vehicles are different in a van. Vehicle speed and weight are two factors that affect your ability to stop in time

Remember:

- The van weighs over 9,000 pounds and takes longer to stop than a car
- Allow a 3-4 second following distance between your vehicle and the vehicle in front
- Increase your following distance when driving under adverse conditions or on poor roads

### **DRIVING HABIT #10: Loading and Unloading Passengers**

Always use extreme caution when loading and unloading passengers

When loading and unloading passengers, you should follow these rules:

- Move out of traffic
- Turn on hazard flashers
- Park the vehicle on a level surface and apply emergency brakes
- Never leave the driver's seat with the engine running
- Assist riders, if necessary
- Have riders walk behind the vehicle to get to their cars
- Check if the passenger door is closed
- Check if baggage is under seat
- Wait for riders to get to their cars, if possible

### **OPERATING HABIT #11: No Idling Policy**

1. UTA is committed to protecting the environment as required by law. The purpose of UTA's no idling policy is to reduce air pollution and increase fuel savings by eliminating unnecessary engine idling
2. UTA's no idling policy requires drivers turn the engine off after 10 seconds or less unless the outside temperature is above 85° or below 40°. This allows the operation of the defroster, heater, air conditioner or other equipment to prevent a safety or health concern for passengers

## **SECTION 9: VEHICLE MAINTENANCE AND INSPECTIONS**

### **Vehicle Inspections**

The maintenance of the vehicle is important to prevent costly mechanical repairs, inconvenience and breakdowns and delays to you and your passengers. Regular vehicle inspections will give you greater confidence in your vehicle and can avoid more serious repairs. Use the vehicles owner's manual for a list of items to inspect, item location and inspection intervals.

There are three (3) kinds of inspections that should always be completed prior to use of your vehicle. These include a daily inspection, weekly inspection and monthly inspection.

### Daily Inspection:

You should inspect your vehicle daily before starting it and should be able to answer these questions:

- **Exterior:** Is there any observable body damage? Are there any obstacles in the path of the vehicle?
- **Gauges:** Are they operating correctly?
- **Mirrors:** Are they clean and clear of fog, ice and/or snow? Are there any cracks?
- **Seatbelts:** Are they operational and easily accessible?

While you are driving your daily commute, you'll be able to check the following mechanical equipment:

- **Brakes:** Are the brakes working properly? Is there any squeaking, grinding or other unusual noise?
- **Steering:** Is the power steering operating correctly?
- **Exhaust System and Muffler:** Is the exhaust making noise?
- **Fuel:** Are there any fumes from the fuel system?

### Weekly Inspection:

Once per week you should perform the following fluid level inspections:

- **Oil:** Are there any evident leaks in the motor area or on the ground?
- **Coolant/Antifreeze:** Is the coolant level sufficient?
- **Windshield:** Is the windshield fluid sufficient?
- **Power Steering:** Is the power steering fluid level sufficient?
- **Transmission:** Is the transmission fluid level sufficient?
- **Brakes:** Is the brake fluid level sufficient?
- **Tires:** Are the tires the correct pressure? Check when they are cold. Use a tire gauge. Are they worn? Replace tires when the wear bar is showing. Is there any damage, uneven wear, cuts, bulges, exposed ply or cord?

### Monthly Inspection:

Once per month you should conduct a thorough inspection of your vehicle and should be able to answer these questions:

- **Wipers:** Are the blades worn or stiff? Is the wiper arm tight against the windshield?
- **Belts and Hoses:** Are the belts tight? Are the hoses in good repair? Are the clamps tight?
- **Lights:** Are the head and tail lights, direction signals and emergency flashers operating properly?
- **Battery:** Is the cable tightly attached to the terminals and free of corrosion? Is the water level sufficient? (Check if the battery has a removable cap).
- **Climate Control:** Are the heater, defroster, and air conditioning working properly?
- **Other Equipment:** Are the spare tire and jack serviceable?

Remember when doing any inspection:

- Be thorough
  - Don't assume anything

- Don't rush
- Have someone else check with you
- Don't wait to fix a problem

## Scheduled Preventive Maintenance

UTA's goal is to maintain vehicles to avoid or reduce equipment failure and extend the useful life of the vehicle. By performing scheduled preventative maintenance your vehicles reliability increases and your commute is safer. Regular preventative maintenance is based upon miles and time and must be performed as part of your participation in the Vanpool Program. All vehicles are due for service every 5,000 miles or every six-months, whichever comes first. All maintenance costs are paid for by UTA and included in your monthly vanpool fares.

### Maintenance Schedules and Vendors:

UTA provides a preventative maintenance schedule for your vehicle and a variety of approved maintenance vendors throughout the Wasatch Front regional area where you may take your vehicle to be serviced. Most maintenance vendors maintain a service loaner vehicle which you may use on a first come/first served basis while your primary vehicle is being serviced. If you are unable to use an approved maintenance vendor, you must contact your Vanpool Maintenance Specialist to receive authorization to use a non-approved maintenance vendor.

When your vehicle is due for scheduled preventative maintenance, it is the primary driver's responsibility to have the vehicle serviced with an approved maintenance vendor. A list of maintenance schedules by vehicle model and approved maintenance vendors can be located online under the **My Vanpool Account** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool).

If you have any questions regarding scheduled preventative maintenance requirements please contact your Vanpool Maintenance Specialist.

## Unscheduled Maintenance

If you are experiencing a specific problem with your vehicle, the maintenance support staff will make a determination if repairing the vehicle is appropriate, depending on the age and/or mileage of the vehicle. To get guidance for mechanical failures or undetermined issues contact your Vanpool Maintenance Specialist first.

## Service Loaner Vehicles

Service loaner vehicles are provided to vanpool groups on a first come/first served basis by reservation when their primary vehicle is in for service. Service loaner vehicles are used by many different groups, often one right after the other. Special care should be made to keeping the vehicle clean and returning it with a full fuel tank.



## Vehicle Breakdowns

A breakdown is any event which disables your vehicle. Common types of breakdowns include flat tires, fluid leaks and dead batteries. Adhering to our inspection and maintenance guidelines as well as following safe driving habits greatly reduces the likelihood of a breakdown. However, in the event of a breakdown you should follow the instructions below.

If a breakdown does occur, first ensure the safety of your passengers and the van. If the breakdown occurs during regular business hours, you can contact a member of the Vanpool Maintenance staff for further instructions. If a breakdown occurs after regular business hours, you may attempt to contact a member of the Vanpool Maintenance staff for further instructions. If you are unable to contact anyone, you will have to make all reasonable efforts to safely resolve the issue. If necessary, you may need to contact a towing company on the approved maintenance vendors list which can be located online under the **My Vanpool Account** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool).

## Flat Tires

In the event you encounter a flat tire, you are responsible for ensuring the tire is changed and/or fixed appropriately. Safety is the top priority and extreme safety precautions should be taken if it is necessary to change a flat tire on the roadside. If you are able to safely get the vehicle to an authorized maintenance vendor without incurring damage to the vehicle or tire, you should do so.

### Changing a Tire:

1. **Find a safe place to pull the vehicle over:** If you're on the freeway, taking the next exit is the safest bet, even if you have to drive on a flat tire. Otherwise, pull as far onto the shoulder as possible.

Don't park in the middle of a curve where approaching cars can't see you. Choose a solid flat spot when jacking up your vehicle. Also, jacking up your vehicle on a hill is unsafe. Be sure to set your parking brake.

Set your triangles or cones according to the 10/100/100 rule. Place the first set ten (10) feet behind the vehicle. The next one 100 feet behind the vehicle and the last one 100 feet behind the second set of triangles or cones.

2. **Turn on your hazard lights.**



CHEVY



FORD



TOYOTA

**All tire and jack locations are located at the right rear corner of the rear passenger wall**



**CHEVY**



**FORD**



**TOYOTA**

3. **Use the wrench to loosen the lug nuts:** You may need to remove the hubcap. Don't remove the lug nuts at this point; simply loosen them by turning the wrench to the left (counter-clockwise).
4. **Use the jack to lift the vehicle off the ground:** Consult your owner's manual for specific jack locations for your particular vehicle. Use the jack to lift up the vehicle until the tire is about two (2) inches off the ground.
5. **Remove the lug nuts and pull the tire off the vehicle:** Make sure to place the lug nuts in a pile that won't get scattered, and pull the tire straight toward yourself to remove it from the wheel base.
6. **Place the spare on the vehicle:** Line up the lug nut posts with the holes in the spare, and push the spare all the way onto the wheel base until it can't go any farther.
7. **Put on the lug nuts:** Ensure the rim is centered on the hub. Tighten the lug nuts enough to secure the wheel onto the hub.
8. **Secure lug nuts:** Lower the vehicle just enough for you to completely secure the lug nuts without the wheel turning. Tighten the lug nuts using a star pattern. Lower the vehicle and remove the jack from underneath the vehicle. For safety, recheck that all the lug nuts are tight.
9. **Put your flat tire and tools back in your vehicle:** Make sure you don't leave anything on the side of the road.
10. **Have your tire repaired at one of our preferred maintenance vendors.**

## **SECTION 10: INCIDENTS AND ACCIDENTS**

### **Incidents and Accidents**

Incidents and accidents range from minor fender benders without injury to major, sometimes multiple vehicle collisions and possibly serious injuries. Report any incidents involving the vehicle or participants of the vanpool to the Vanpool Maintenance Supervisor within 24 hours. In the event you are involved in a collision or serious accident, do not panic. Act promptly, but calmly. If you can, pause for a couple of seconds to gather your thoughts and decide on the appropriate course of action.

#### **Accident Procedures:**

- Protect the scene
- Turn on the hazard flashers
- Move the vehicle out of traffic if possible
- Make sure all riders are in a safe location

- Set up the reflector triangle/ cone kit (located in the vehicle)

**If there are injuries: Obtain medical assistance for injured persons by dialing 911 immediately**

Notify the police and the Vanpool Maintenance Supervisor at 801-512-5665 (After hours or if there is no answer, leave a message). If police are on the scene, obtain the officer's name, badge number, and jurisdiction. This information may be found on the Police Accident Report.

**Do not admit fault to the accident.** Exchange information with the other driver and only give out the following information:

- Your name
- The vehicle's make, model, year, color and VIN#
- The name of our insurance company, as well as the Vanpool Maintenance Supervisor's name and telephone number
- Insurance policy number
- **DO NOT** allow your license to be photographed
- **DO NOT** provide your address or contact information to other drivers, passengers, or witnesses
- Only ask for contact information if the other drivers do not provide insurance information

**Insurance Information:**

You are insured by UTA. A copy of UTA's certificate of insurance is in the visor pocket with the vehicles registration. In the event the other driver cannot provide you with insurance information, notify the police immediately, regardless of the amount of damage. Also notify the Vanpool Maintenance Supervisor.

Ask all witnesses from inside and outside the vanpool group to provide a statement. Complete an **Incident/Accident Form** located online under the **My Vanpool Account** section at: [www.rideuta.com/vanpool](http://www.rideuta.com/vanpool). Submit the **Incident/Accident Form** to the Vanpool Maintenance Supervisor within 24 hours.

**Incident and Accident Repairs:**

If the vehicle is not drivable, contact a member of the Vanpool Maintenance staff for instructions. If a staff member cannot be reached, call the towing company on the approved maintenance vendor list closest to the location of the accident. If your vehicle needs to be repaired, UTA will either provide a service loaner vehicle until your vehicle can be returned to the group or in some cases you will receive a different vehicle to replace the vehicle that was damaged.

**Theft and Vandalism:**

Other emergencies may occur from theft of vandalism of the vehicle. Never leave wallets, purses, briefcases, backpacks, shopping bags, electronics, or other valuables in the vehicle. If your vehicle is stolen, or damaged due to theft or vandalism be sure to do the following:

- Call your local law enforcement agency and file a report with them

- Contact the Vanpool Maintenance Supervisor within 24 hours to report such theft or vandalism and receive further instructions

## SECTION 11: SUMMARY

By utilizing the information provided in this Vanpool Operations Manual, participants can better ensure a safe, reliable and comfortable commute to and from work each day. Vanpool participants and the public's safety is UTA's number one priority. All reasonable efforts should be made by vanpool participants to ensure your vanpool operates in a safe and efficient manner each day.

The UTA Rideshare Department is dedicated to providing the highest level of customer service and providing a safe and cost efficient commute to our dedicated vanpool participants. All participants are welcome to contact a member of the Rideshare support staff for any questions or concerns regarding UTA and the Rideshare and Vanpool Programs.

Thank you for your participation in the Vanpool Program, your efforts contribute to making a better community to the citizens of the State of Utah by improving air quality and reducing traffic congestion.

<b>Revision History</b>	
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