

Vanpool Policies and
Procedures Guide



Van # _____

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Section I

Vanpool Policies

Vanpool service is offered by the City of Colorado Springs Transit Services Division, Mountain Metropolitan Transit. Mountain Metropolitan Transit offers fixed-route bus service, specialized senior and disabled transportation services and alternative transportation services. The Mountain Metro Rides (MMR) vanpool program is an alternative transportation service designed to reduce single-occupancy vehicle commuting in order to reduce congestion, save energy and improve air quality.

- “MMR Staff” is defined as any City of Colorado Springs representative authorized to administer the Mountain Metro Rides vanpool program
- Participants in this program, regardless of driver authorization status, are not employees of the City, nor does participation imply any eligibility for City benefits or compensation
- This “Vanpool Policies and Procedures Guide” (Guide) supersedes any MMR policies, procedures, manuals and handbooks published and dated prior to July 1, 2019
- This Guide does not supersede any federal, state, county or municipal laws, codes, statutes or regulations regarding motor vehicles or use of roadways

1.1 Participation

- Anyone may apply to participate in the program by applying online at <https://rp.coloradosprings.gov>
 - Co-workers are encouraged to apply together as a vanpool group
- Participants must be at least 18 years of age to ride
- Only authorized vanpool participants may enter or ride in the van
 - This prohibition includes, but is not limited to, family members of participants, friends, co-workers or any other persons not authorized in writing by MMR

1.2 Use of Van

All vans and equipment in use, under the MMR program, are the property of the City of Colorado Springs, Transit Services Division and shall only be used for the intended purpose and in support of the program by authorized participants.

1.3 Van Capacity

MMR staff will strive to keep vans at full capacity to increase the efficiency and effectiveness of the program. When a van falls below minimum capacity for 60 days, the van may be disbanded at MMR’s sole discretion.

- 12-passenger vans (large van): Full capacity = 10 occupants
Minimum capacity = 7 occupants
- 8-passenger vans (minivan): Full capacity = 6 occupants
Minimum capacity = 5 occupants

1.4 Van Assignments

- Participants are matched according to work schedules and points of origin and destination
- Participation may be limited by seating availability
- Vanpool assignments are generally on a “first-come, first-served” basis, with the following levels of prioritization:

- Participants displaced from a low-ridership van are given priority (If no vans are available, then the participant may opt-out of the program or be placed on the waitlist)
- Participants on the waitlist
- Participants recruited by the vanpool group (must register online at <https://rp.coloradosprings.gov>)
- Participants are encouraged to recruit new riders if their van is at less than full capacity (see 1.11 Referral Program); however, applicants on the waitlist will be given priority over new applicants
- MMR will make all efforts to contact those on the waitlist
 - If MMR receives no response from the commuter on the waitlist within two business days, MMR will move to the next commuter on the waitlist
 - The next applicant will be given an opportunity to join the vanpool
- Participants may be reassigned to other vans for more effective and efficient routing, including combining compatible routes, with less than the minimum capacity, at the sole discretion of MMR staff
- MMR staff may alter routes, merge or divide vanpool groups, create new groups or assign individuals from one van to another for the most effective use of the vans and the program

1.5 Driver Approval

Primary and back-up drivers are approved, at the sole discretion of MMR staff, based on the review of their Motor Vehicle Record (MVR).

- Every vanpool group must have a primary driver and at least one back-up driver
- Drivers must be at least 25 years of age
- Participants are not required to become a driver
- Participants approved to be a driver may refuse assignment of that responsibility
- Volunteering to drive a van does not guarantee the assignment of that responsibility
- Participants must complete the “Driver Authorization Application” form and submit to MMR staff
- Participants with a valid Colorado driver’s license may submit a “Permission to Release Driver Record” to MMR, and MMR will obtain an applicant’s MVR free of charge
- Participants with an out-of-state driver’s license must obtain an MVR at their expense and submit to MMR for approval
- Approved drivers must submit a photo copy of their valid driver’s license to MMR staff
- Participants must have prior written approval, by MMR, before operating an MMR van
- Approved drivers must submit a “Record of Driving Violations” document to MMR staff by the end of January each year
- All drivers, including back-up drivers, must drive responsibly and maintain a clean driving record

1.6 Routes

The Vanpool Specialist coordinates with the primary driver to establish the vanpool route utilizing Google Maps in the RidePro software.

- The established monthly mileage is the initial basis for assigning the tier in the fare structure
- Routes are established as the regular commute and shall be followed for every trip
- MMR staff monitors mileage on a regular basis
- Any van driving outside the current tier is subject to being assigned to a different tier

1.7 Fares

MMR fares are based on a tier structure that is determined by the type of van and the monthly mileage.

Minivan			Large Van		
Tier	Max Miles per Month	Rate per Person	Tier	Max Miles per Month	Rate per Person
Tier 1	<1250	\$115	Tier 1	<1250	\$100
Tier 2	1251-1750	\$155	Tier 2	1251-1750	\$108
Tier 3	1751-2250	\$205	Tier 3	1751-2250	\$124
Tier 4	2251-2750	\$240	Tier 4	2251-2750	\$151
Tier 5	>2751	\$275	Tier 5	>2751	\$167

If actual van mileage falls in a different tier, participants will be notified via email, and the rate will be adjusted accordingly.

A new participant joining the program, between the 1st and the 15th of the month, pays the full tier fare for the first month of participation. A new participant joining the program, between the 16th and the end of the month, pays half the tier fare for the first month of participation.

A participant departing the program, between the 1st and the 15th of the month, pays half the tier fare. A participant departing the program, between the 16th and the end of the month, pays the full tier fare.

Participants are required to provide, in writing (letter or e-mail), a thirty (30) calendar-day notice of their intent to depart from the program. If no written notice is given, participants will be liable for monthly tier fare amounts owed.

1.8 Primary Driver Fare

For a full-capacity van, the primary driver's fare is waived, in exchange for safely operating the van, keeping and reporting accurate records, fueling and washing the van and ensuring it is available for scheduled maintenance. The primary driver will forfeit their monthly discount if the van does not meet these requirements.

If a van drops below full-capacity, the primary driver will forfeit their monthly discount, unless the vacancy is filled within 30 days. MMR staff will review the current waitlist and assign a new rider to the group. If there is no readily available rider, the participants will be asked to promote the program and try to fill the seat with a new member.

1.9 Payment

Each participant is responsible to make full payment, on or before, the first day of each month. Fares are non-refundable and may not be prorated or discounted based on absence or missed rides.

If full payment is not received by the 5th calendar day of each month, an invoice will be issued that includes the full tier fare plus an additional \$20 late fee.

- A participant, whose account is 15 calendar days past due, will be suspended from the program, until their account is paid in full
 - Any participant suspended, due to nonpayment twice in a 6-month period, will be removed from the vanpool program

- A participant, whose account is 30 calendar days past due, will be removed from the program
- A participant, whose account is more than 30 calendar days past due, will be sent to a third-party collection agency
 - Third-party fees are the sole responsibility of the individual participant

1.10 Participant Conduct

Complaints from other participants, or from the public, may result in removal from the program pending an investigation by MMR staff.

1.11 Referral Program

Active Metro Rides participants will receive a \$25 e-gift card for every vanpool applicant they refer to the Metro Rides program, once the referred commuter is placed in a vanpool and pay their first full monthly fare. Commuter must provide the name of the referring participant in an email to Metrorides@springsgov.com

The referring participant will receive an e-gift card from one of the following retailers:

- Amazon
- Home Depot
- Target

The e-gift card will be sent directly to the referring participant's personal email address.

Section II

Vanpool Procedures

2.1 Contact Numbers

Customer Service (during business hours)	(719) 385-7437
Maintenance (after hours)	(719) 719-385-7426 or 719-964-7241
Fax	(719) 385-5419
Email:	metrorides@springsgov.com

2.2 Mailing Address

Mountain Metro Rides
1015 Transit Drive
Colorado Springs, CO 80903

2.3 Emergency Ride Home

The Emergency Ride Home (ERH) program provides a safety net in case of an unexpected emergency. If you must return home early due to an emergency, MMR will reimburse you, according to the following procedures. The program cannot be used to travel from home to work.

ERH Reimbursement Procedure:

- Notify MMR by completing the ERH voucher at the following website:
<https://rp.coloradosprings.gov>
- Participant is responsible for arranging a taxi service, CDOT “Bustang” service, Uber, Lyft or renting a car to get home
- Participant must pay for the service or rental car and obtain a receipt
- Send a copy of the receipt and ERH voucher to the MMR office via US Mail, email or fax within 30 days
 - No reimbursement will be made without a receipt showing the date and cost of the ride
- Participant will be reimbursed for the cost of the ride
- MMR will not reimburse the participant for gratuities or tips
- MMR will provide reimbursement within 30 days from the date the receipt is received

The ERH program cannot be used more than twice in any calendar year and is not cumulative.

Section III

Rider Guide

3.1 Rider Participation

- Participants must commute a minimum of three times weekly using vanpool
- Participants are required to notify the driver prior to the scheduled departure time if they are not riding that day
- Two or more participants must ride in the van on each trip to and from work. Vanpool vans shall not operate with less than two commuters
 - MMR staff may authorize an exception under extenuating circumstances
- Participants who need to suspend participation for more than one month have the following options:
 - Pay the full monthly vanpool fare to reserve their seat
 - Participants may opt to be placed on the waitlist, but must contact MMR when they plan to return to the program
 - Absences for more than 30 days will forfeit the participants seat to the next available applicant on the waitlist

3.2 Vanpool Etiquette, Courtesy and Complaints

- Participants shall be courteous to each other at all times
- Be mindful and responsive to concerns and complaints
- Keep the audio settings of media devices to a minimum; use earphones
- Participants shall help maintain the cleanliness of the van
- Participants shall maintain proper personal hygiene to avoid body odor, clothing odor or other offensive or physically irritating conditions, including, but not limited to, excessive perfumes/cologne, air fresheners, aftershaves or the lingering scent of cigarette smoke
- Participants shall not smoke, chew tobacco, or operate electronic smoking devices (vaping) while on an MMR vehicle
- Non-courteous conduct, including, but not limited to, insults, whether verbal, physical or otherwise, profanity and/or disrespect will not be tolerated
- Participants are encouraged to resolve issues and complaints among themselves, if possible. As a last resort, complaints may be made to MMR staff in writing and will be addressed as follows:
 - MMR staff will discuss an initial complaint with the primary driver. This discussion will be followed by an email to the primary driver to document the conversation
 - MMR staff will address a second similar complaint with the vanpool group. This discussion will be followed by an email to the vanpool group to document the conversation
 - MMR staff will address a third similar complaint by reviewing the responsible parties' continued participation in the program. The findings of the review may result in the individual and/or group being placed on probationary status for 30 days. A second review will be conducted to determine continuation with or termination from the program or immediate termination from the program with no probation time

3.3 Public Etiquette, Courtesy and Complaints

- Participants shall be courteous to the public at all times
- Complaints sent to MMR staff will be addressed as follows:

- MMR staff will discuss an initial complaint with the primary driver. This discussion will be followed by an email to the primary driver to document the conversation
- MMR staff will address a second similar complaint with the vanpool group. This discussion will be followed by an email to the vanpool group to document the conversation
- MMR staff will address a third similar complaint by reviewing the responsible parties' continued participation in the program. The findings of the review may result in the individual and/or group being placed on probationary status for 30 days. A second review will be conducted to determine continuation with or termination from the program or immediate termination from the program with no probation time

3.4 Driving Violations

- Participants shall report any and all driving violations committed by the driver to MMR staff immediately
- MMR will monitor speed alerts daily. Drivers will be sent a notice of excessive speeding. Consequences could result in losing driving privileges for 90 days and or removal from the vanpool program

3.5 Alcohol, Drugs, and Smoking (including Vaping)

- Alcohol, drugs and smoking are not permitted in or near the van
- Participants shall not smoke, chew tobacco or operate electronic smoking devices (vaping) while on an MMR vehicle

3.6 Weapons and Dangerous Items

Possession of restricted dangerous items and replicas of dangerous items are prohibited at all MMR facilities and on all vehicles. Restricted dangerous items include, but are not limited to:

- Firearms
- Air guns
- Knives/swords/throwing stars
- Clubs/batons/nunchucks/other impact weapons
- Stun guns
- Metal knuckles
- Chemical irritant sprays
- Flammable liquids or gas
- Any other device traditionally used as a weapon

This policy does not apply to concealed weapon permit holders, who are carrying authorized concealed weapons.

3.7 Seat Belts and Seating

- Seat belts must be worn by all passengers at all times
- There is no assigned seating; participants seat themselves on a "first-come, first-choice" basis

3.8 Timeliness

- The van shall depart from the pick-up location at the designated time
- The driver is under no obligation to wait after the designated time
- If an unavoidable delay occurs, the participant may call the driver to request the van to wait, no longer than five minutes

- Participants left behind due to no-show are not eligible for the Emergency Ride Home (ERH) benefit

3.9 Payments

Acceptable forms of payment include:

- Credit/Debit Cards: TranServe Debit, Commuter Check Debit, Personal Credit/Debit
Online only at <https://rp.coloradosprings.gov>
- Personal Check:
Make personal checks payable to the “City of Colorado Springs” and mail, hand deliver or leave in the locked drop box located outside the gate at 1015 Transit Drive
 - A \$20.00 Non-Sufficient Funds fee will be assessed for all checks returned to the City as unpaid by the participant’s financial institution
 - The use of personal checks may be terminated at MMR’s sole discretion
- Money Order:
Make money orders payable to the “City of Colorado Springs” and mail, hand deliver or leave in the locked drop box located outside the gate at 1015 Transit Drive
- TranBen or Commuter Check:
Endorse and complete the back of the check accurately and neatly to ensure proper application. Mail, hand deliver or leave in the locked drop box located outside the gate at 1015 Transit Drive
- Cash:
Cash must be hand-delivered to 1015 Transit Drive during business hours of 8am-5pm Monday-Friday (closed on holidays) – **do not mail cash or leave cash in drop box**

MMR staff is unable to answer any questions regarding TranBen, TranServe, GoCard and Commuter Benefits; participants must contact their employer or benefits coordinator.

The participant is responsible for making the correct monthly payment in a timely manner. Incorrect payments may be returned to the participant, and late fees will apply, if an accurate payment is not received by the 5th calendar day of the month.

MMR will not carry over credits due to overpayment. Any overpayment will be refunded to the form of payment used.

MMR accepts subsidy cards as a form of payment. If there are insufficient funds on the subsidy card, remainder of vanpool fare is to be paid out of pocket. Late fee applies to all payments received after the 5th day of the month.

Section IV

Driver Guide

Primary and back-up drivers are responsible for safely operating the van, keeping and reporting accurate records, keeping the van clean inside and out, fueling the van and ensuring it is available for scheduled maintenance. The primary driver will forfeit the monthly driver discount if they do not meet these requirements.

4.1 Rider Participation

- Participants must commute a minimum of three times weekly using vanpool
- Participants are required to notify the driver prior to the scheduled departure time if they are not riding that day
- Two or more participants must ride in the van on each trip to and from work or school. Vanpool vans shall not operate with less than two commuters
 - MMR staff may authorize an exception under extenuating circumstances

4.2 Primary Driver's Absence

- If the primary driver is unable to drive the van for any reason, they must contact the designated back-up driver 24 hours prior to the first pick-up time
- Confirm the backup driver has a key and knows the location of the van
- Contact the other participants, if there will be a delay
- While the primary driver is absent, the backup driver assumes all responsibilities of the primary driver
- In the event of upcoming inclement weather, the primary driver must communicate departure times with the group for the following day

4.3 Personal Use of Vanpool Vans

- Vans are designated for commuting to and from work and school only
- Drivers and participants shall not use the vanpool vans for personal errands, such as driving to or from eating establishments, stores or any other non-commuting location
- Participants shall only be picked-up and dropped-off at designated stops along the approved route
- Vans are never to be used for personal gain and should not deviate from the established commute route
- The driver may fuel and wash the van at their convenience, using the most direct route

4.4 Mandatory Reporting

Accurate reporting is mandatory in order to remain eligible for the vanpool program.

All forms are found online at the following link: <https://rp.coloradosprings.gov>

The driver is required to accurately complete all fields in the following reports in the RidePro system and submit to MMR electronically on the first of each month:

- Monthly Report
- Mileage, including spare vehicle's mileage
- Ridership
- Non-Revenue Trips (see what is a revenue trip scenario below)

What is a revenue trip?

A revenue trip is essentially a commuting trip. Revenue service begins when the primary driver begins the trip from the van’s origin or parking location and ends when the van is parked at its final destination. Similarly, a revenue trip begins when the van leaves its destination and ends when it returns to its origin. Revenue trips do not include trips solely for maintenance, fueling, or washing the vehicle.

Scenario	Is this a Revenue Trip?
The parking location for van 50 is the primary driver’s home. The primary driver of van 50 leaves his house at 6:00 and travels to a park-and-ride to pick up other members of his vanpool group. At 6:15, the van departs the park-and-ride and drives to its final destination in Denver.	Yes. Because the purpose of the trip is commuting to Denver, this is a revenue trip.
The primary driver of Van 50 leaves his house at 5:30, stops on the way to get the van washed, and arrives at the park-and-ride to pick up the other members of his vanpool group. The van then travels to its final destination in Denver.	Yes. Even though the driver stopped to wash the van on the way to pick up his passengers, the main purpose of the trip was to travel to work in Denver so it counts as a revenue trip.
The primary driver of Van 50 decides to fuel the van on a Saturday when the vanpool group does not commute to Denver. He leaves his house, fuels the van, and returns to his house.	No. The main purpose of this trip was to fuel up the van; it is classified as a non-revenue trip.
The van is due for its periodic maintenance at the Transit campus. The primary driver drops his vanpool riders off at the park-and-ride and the primary driver goes home to drop off his work things. He gets back in the van and drives to the Transit campus.	There are two trips – one revenue trip (from work to home) and one non-revenue trip (from home to the Transit campus). Since the van driver returned to the origin before dropping the van off for maintenance, the trip to the maintenance garage is considered to be non-revenue. If the driver had dropped his passengers at the park-and-ride and then driven the van to the Transit campus, the whole trip would be a revenue trip.

If accurate mandatory reports are not submitted to MMR by the 5th calendar day of each month, the primary driver will be assessed a \$20 late fee.

4.5 Route Deviation

- Vans should not deviate from their established route
- The following may be approved deviations from the established route:
 - Medical emergency
 - Detour: the driver must follow the most direct route available
 - Heavy traffic: the driver must follow the most direct route available
- Any additional costs incurred while using a deviated route (such as toll road fees or excessive mileage) will be billed to the primary driver

4.6 Safe Operation of the Van

- Driver shall obey all traffic and motor vehicle laws at all times
- Participants must report incidents of unsafe operation of the van to MMR immediately
- Multiple, or significant infractions, may result in a loss of authorization to drive or removal of the driver from the program
- Drivers shall not use cell phones while driving
- Drivers shall not use any listening device with earphones while driving
- Drivers are responsible for any citations, fines, fees, assessments or other civil or criminal charges such as speeding, other traffic or parking violations

4.7 Pre-Trip Van Inspection

The driver should check the following before each trip, to keep the van in good working condition

- Lights
- Turn signals
- Oil spots or other fluid leaks
- Fuel gauge
- Fluid levels: Oil, Windshield Washer Fluid
- Exterior damage
- Tire inflation and tread
- Any tampering with fuel rings or GPS unit placed on the van by MMR staff will be grounds for dismissal

4.8 Vehicle Registration, Insurance and Keys

- MMR staff will mail the driver the annual registration and insurance documents to be kept in the van
- Two keys will be issued per van
 - Participants are not authorized to copy keys
 - The driver may request a replacement key
 - The driver is responsible for the cost of the replacement key
- Fuel Facility Entry Cards
 - Lost or stolen fuel entry cards must be reported immediately
 - Cost for replacement cards will be charged to the driver (currently \$100.00)

4.9 Required Items in Van (provided by MMR)

- VanBook (Binder)
- Tablet
- First Aid Kit*
- Fire Extinguisher*
- Ice scraper*
- Windshield Washer Fluid (extra gallon)
- Emergency Roadside Triangles or Flasher

**These items will be replaced during maintenance if missing, and the primary driver will be billed for the cost of missing item*

4.10 Recommended Items in Van (not provided by MMR)

- Driver schedules
- Back-up driver assignments
- Vacation schedules
- Blankets

4.11 Car Wash

The driver must bring the van to any of the following Colorado Springs Water Works Car Wash locations for a full-service car wash, no more than once every two weeks:

- 525 South Nevada Nevada Avenue and Moreno Avenue
- 1108 North Academy North Academy Boulevard and Galley Road
- 2253 La Montana Way North Academy Boulevard and Montebello Square Drive

Notify the attendant you are with Mountain Metro Rides and give them the van number, the license plate number and print your name on the sales slip. Water Works will bill MMR monthly for car washes and MMR will submit payment to Water Works directly.

MMR will not reimburse car wash services made at any other establishment.

4.12 Fueling

Vanpool vans must be fueled with unleaded fuel only, at one of the following City Fleet locations. You may be required to check-in with the guard after hours or when the gate is closed.

- City Fleet Complex (Fontanero & I-25)
404 West Fontanero Street (Open 24 hours)
Driver must call 668-7867 to enter and exit the facility
- Pinkerton Service Center (Powers & Woodmen, near School District 20 bus barn)
7710 Duryea Drive (Call ahead after 6pm: (719) 668-7867)
- Leon Young Service Center (Hancock Expressway, south of Fountain Boulevard)
1521 Hancock Expressway (Call ahead after 6pm: (719) 668-7867)
- Colorado Springs Utilities East Service Center (Circle Drive & Willamette Place, behind Fargo's Pizza Palace)
2910 E. Willamette Place (Open 24 hours)
- Transit Campus (Hancock Expressway, south of Fountain Boulevard)
1165 Transit Drive (When the gate is closed, use Leon Young Service Center)

Each van is equipped with a fuel sensor that tracks the number of gallons disbursed; therefore, a receipt will not be issued, and no further documentation is required from the driver. Contact MMR staff immediately, if there is a problem with the fuel sensor.

MMR will not reimburse fueling expenses from any other establishment.

4.13 Parking

- Park in a safe location
- Always lock the van
- Overnight parking at a Park-n-Ride or public parking lot, must be approved by MMR staff
- The participants are responsible for any metered or paid parking
- The primary driver is responsible for any charges incurred due to parking violations, such as fines, towing or vehicle impound fees

4.14 Unscheduled Van Maintenance & Repairs

If a problem arises before scheduled maintenance is due contact MMR staff at (719-385-7426 or 719-964-7241. MMR staff will determine whether the repair needs to be addressed immediately or if the repair can wait until the vehicles next scheduled maintenance.

4.15 Scheduled Maintenance

MMR provides all maintenance for the vanpool vans. MMR staff will contact the primary and back-up drivers, via email, to schedule maintenance for the van. If the driver cannot make the scheduled appointment, contact MMR staff within 24 hours of receiving scheduled maintenance email, to reschedule.

If the van is a no-show for the scheduled maintenance, the primary driver will be charged a \$150 fee.

The van must be dropped-off at 1145 Transit Drive, Colorado Springs, CO 80903, by 9 pm on the scheduled drop-off date.

- Report to Door #1
- Report to mechanic on duty
- Report any issues that need to be addressed to maintenance and complete the maintenance request form if necessary (form can be found under 'Documents' in the RidePro site)

When bringing in a van for scheduled maintenance:

- Remove all belongings and trash from the van
- Leave the VanBook in the van
- Document any concerns on the Maintenance Request form
- Check in with Maintenance staff to exchange the van
 - A replacement van will be assigned
 - All vans due for maintenance and completed vans from maintenance will be picked up at 1145 Transit Dr. Door #1

MMR staff will contact the driver, via email, once maintenance is complete. The van must be picked up at 1015 Transit Drive within 24 hours.

[4.16 Accident Procedures](#)

- Make sure everyone is safe
- Call 911 and follow their instructions
- Contact MMR staff at (719) 964-7241, or Maintenance staff at 719-385-7426 to report the accident
- Exchange information with other parties involved in the accident
- Complete a detailed Accident Report, Damage Description Form and Passenger List
 - Take pictures (relevant conditions, damage or lack of damage to both the van and other vehicles involved)
- Do not contact the insurance company
- Send all forms (including the police report) to the MMR office
 - Fax (719) 385-5419
 - Email metrorides@springsgov.com
 - Mail 1015 Transit Drive, Colorado Springs, CO 80903
- Roadside assistance is not for accident response

[4.17 Disabled Van Instructions](#)

For van issues, participants are to call Maintenance at 719-385-7426 for further instructions.

- When calling for assistance due to a disabled vehicle the following will be needed:
 - Location of disabled van
 - Type of issue with the van (i.e. Flat tire, etc.)
 - Maintenance will arrange for a tow, or will come to the location of the vehicle. Vans are to be towed to 1145 Transit Drive, Colorado Springs, CO, 80903
 - Lost key or lock out will not be reimbursed and is the responsibility of the primary/driver(s) for replacement cost of key or lock out

- In the event that the participants need a ride home due to a disabled van:
 - Participants may call a taxi service, Uber, Lyft, Zip Ride or car rental for a ride
 - Participants will pay out of pocket, and will be reimbursed for the cost of the ride
 - Tips will not be reimbursed only the ride
 - Emergency Ride for disabled vehicle will not count toward the emergency ride home usage allowed per calendar year

4.18 Additional Charges

- Any additional costs incurred by the van, will be the primary driver's responsibility
Examples include:
 - Excess mileage
 - Toll road fees
 - Traffic violations
 - Towing
 - Vehicle impound fees resulting from a violation
- MMR will invoice the primary driver for E-470 toll road charges incurred monthly for the primary and/or replacement van(s)
- If a vanpool group wishes to split the additional charges amongst participants, the primary driver is required to collect the funds and pay the monthly invoice. MMR staff will not split the invoice between the vanpool group members.
- MMR does not accept prepayment on additional charges, including E-470 toll charges
- E-Toll payments are due by the 5th day of the following month

Section V

List of Documents located on RidePro website

<https://rp.coloradosprings.gov>

Policies and Procedures Guide Signed Acknowledgement

Driver Authorization Application

Permission to Release Driver Record

Record of Driving Violations

Accident Report Form

Tablet Agreement

Tablet Agreement Signed Acknowledgement

Car Wash Locations and Fueling Locations

Policies and Procedures Guide Signed Acknowledgement

As a condition of participation in the Mountain Metro Rides Vanpool program, individuals are required to read, understand and acknowledge the Vanpool Policies and Procedures Guide by signing and returning this form to Mountain Metro Rides.

I acknowledge that I have received a copy of the “Mountain Metro Rides Policies and Procedures Guide,” dated July 1, 2019.

I understand and agree to adhere to all aspects of the guide.

I understand that failure to abide by the terms of the guide may result in immediate termination from the Mountain Metro Rides Vanpool Program, and no refund will be issued.

(Printed Name)

(Signature & Date)