

Community Service Van Program

Agency Participation Agreement

Introduction:

The Community Service Van Program began in 1996 through the Kalamazoo County Care-A-Van Program. It is funded in part by the Michigan Department of Transportation's Specialized Services Program. This program is administered through Metro Transit and it allows approved agencies to use the vans for customer trips at no cost to the agency. This procedural document is intended to describe the means for scheduling the use of the van and to identify those who are approved to use the van. All applications will be reviewed by the CCTA's Risk Management Team and approval is subject to their final determination.

Approved Agencies:

Upon clearance with the Michigan Secretary of State, and the Insurance Agency, members of the following Organizations have been approved to operate the Community Service Vans:

- Government agencies within Kalamazoo County
- Non-profit agencies serving elderly or disabled populations within Kalamazoo County

Federal Transit Administration Regulations:

All drivers are subject to the Drug and Alcohol testing as required by the Federal Transit Administration (FTA).

Individuals who chose to operate the community service vans (including employees who "volunteer" driving time) are subject to the Kalamazoo Metro Transit Drug and Alcohol Prevention Program. The FTA required procedures begin with an initial training program and 'pre-employment' drug screen. In addition, the drivers will be subject to both reasonable suspicion and post accident testing. There is no cost to the agency.

Michigan Department of Transportation (MDOT) Regulations:

All drivers who are representing your agency must follow the guidelines established by MDOT.

Michigan has adopted the Federal Motor Carrier Safety Regulations (FMCSR) into state law at 480.11a, so the FMCSR applies to transportation. And while the FMCSR exempts governmental vehicles, Michigan requires (480.13) government vehicles to comply with the following parts of the FMCSR:

1. Driver Qualifications, (49 CFR Part 391)

(1) *Is at least 21 years old;*(2) *Can read and speak the English language sufficiently to converse with the general public, to understand highway traffic signs and signals in the English language, to respond to official inquiries, and to make entries on reports and records;*(3) *Can, by reason of experience, training, or both, safely operate the type of commercial motor vehicle he/she drives;*(4) *Is physically qualified to drive a commercial motor vehicle in accordance with [subpart E—Physical Qualifications and Examinations of this part](#);*(5) *Has a currently valid commercial motor vehicle operator's license issued only by one State or jurisdiction;*(6) *Has prepared and furnished the motor carrier that employs him/her with the list of violations or the certificate as required by [§391.27](#);*(7) *Is not disqualified to drive a commercial motor vehicle under the rules in [§391.15](#); and*(8) *Has successfully completed a driver's road test and has been issued a certificate of driver's road test in accordance with [§391.31](#), or has presented an operator's license or a certificate of road test which the motor carrier that employs him/her has accepted as equivalent to a road test in accordance with [§391.33](#).*

2. Driving of Vehicle (49 CFR Part 392)

Every motor carrier, its officers, agents, representatives, and employees responsible for the management, maintenance, operation, or driving of commercial motor vehicles, or the hiring, supervising, training, assigning, or dispatching of drivers, shall be instructed in and comply with the rules in this part.

3. Vehicle Equipment Standards (49 CFR Part 393)

(a) The rules in this part establish minimum standards for commercial motor vehicles as defined in §390.5 of this title. Only motor vehicles (as defined in § 390.5) and combinations of motor vehicles which meet the definition of a commercial motor vehicle are subject to the requirements of this part. All requirements that refer to motor vehicles with a GVWR below 4,536 kg (10,001 pounds) are applicable only when the motor vehicle or combination of motor vehicles meets the definition of a commercial motor vehicle.(b)(1) Every motor carrier and its employees must be knowledgeable of and comply with the requirements and specifications of this part.(2) Every intermodal equipment provider and its employees or agents responsible for the inspection, repair, and maintenance of intermodal equipment interchanged to motor carriers must be knowledgeable of and comply with the applicable requirements and specifications of this part.(c) No motor carrier may operate a commercial motor vehicle, or cause or permit such vehicle to be operated, unless it is equipped in accordance with the requirements and specifications of this part.(d) No intermodal equipment provider may operate intermodal equipment, or cause or permit such equipment to be operated, unless it is equipped in accordance with the requirements and specifications of this part.

Kalamazoo Metro Transit Regulations:

The CCTA (Central County Transit Authority) and the Community Service Van Program may revoke a driver's right to drive a Community Service Vehicle in the event that the driver fails to meet the criteria, violates any provision, or fails to follow the requirements of this policy.

(1) Have a valid Michigan State driver's license and meet the insurability standards set by the CCTA's insurance carrier (4 points or less); (2) If their driver's license has been suspended or revoked, or has had limitations placed upon it, the Community Service Van Coordinator must be notified; (3) Report all accidents/ incidents in accordance with the procedures outlined on page 24(Accident/Incident Report); (4) Wear a seat belt at all times and ensure that all passengers abide by the Michigan Seatbelt Law; (5) Comply with Metro Transit's Drug and Alcohol Policy in accordance with The Federal Transit Administration; (6) Comply with the CCTA's Criminal History Background check required by the Central Records Division of the Michigan State Police; (7) Submit a completed Agency Participation Agreement authorizing the CCTA to check the driver's Motor Vehicle Record; (8) Maintain a vehicle log (paper or electronic) that meets the guidelines set forth in the Agency Participation Agreement.

Certification of Van Operators:

To become a certified driver for the Community Service Van Program, an application process must be completed; process may take up to 30 days. *(All applications will be reviewed by Metro Transit's Risk Management Team and approval is subject to their final determination).*

The application process is as follows:

1. Submit Documentation

- ✓ Driver Approval Request
- ✓ Agency Participation Agreement
- ✓ Agency Endorsement
- ✓ Copy of Driver's License

- ✓ Copy of Diving Record
 - ✓ Criminal History Check
2. Attend a Driver's Orientation
 3. Attend a Drug & Alcohol Prevention Program (*ALL APPLICANTS*)

Approved Van Uses:

- During hours when other public transportation services are not available **or**
- Either the pick-up and/or destination locations(s) fall outside the public transportation service area, **or**
- The demand for service cannot be met by the Kalamazoo County Connect due to financial and/or capacity constraints.

Location of the Vans:

All vans are stored at Metro Transit, 530 N. Rose Street, Kalamazoo, MI 49007. After arranging to pick up a vehicle, approved van operator should report to the Dispatch office at Metro Transit for vehicle assignment.

Van Use Requests:

1. Van use will be scheduled on a first-come, first-serve basis.
2. All requests must be made in writing, on the Community Van Request Forms.
3. Request should be submitted by the 20th of each month prior to the month of requested service; same day request are subject to availability.

Hours of Availability:

- Vans are available for use at any time.
- Sunday use allows a pick up as early as 8:15 a.m., with a return before 5:00 p.m.
- Extended Sunday and Holiday use require the following:
 - Sunday use requires a Saturday pick-up, with a return before 8:00 a.m. Monday
 - Holiday use requires a pick-up the day prior, with a return before 8:00 a.m. the next business day
 - Both require pick-up before 8:00 p.m.

Trip Limits:

Vans can be used to travel up to 60 miles from the Metro Transit facility located at 530 N. Rose, Kalamazoo, MI or to the state line, whichever is closer.

Agency Responsibilities:

It is the agency's responsibility to confirm, and maintain, the individuals they have chosen to drive the Community Service Vans are capable, and in compliance with the rules and regulations of the Federal Transit Administration (FTA), Michigan Department of Transportation (MDOT), and Kalamazoo Metro Transit. Drivers who are unable to meet the set requirements, or fail to comply with the terms of this agreement, will be prohibited from participating in this program.

Agencies are required to comply with the terms of the Agency Participation Agreement.

1. Recruit Drivers (Employees or Volunteers)
2. Complete the Agency Participation Agreement

3. Submit applications
4. Notify drivers of all program updates, Orientation & Refresher Course dates, and all relevant information.
5. Know what is expected of your driver before submitting their application.
 - Is your driver capable of meeting the requirements:
 - Physically capable of operating and securing a mobility device
 - Has knowledge of using computer Tablets (or able to learn)
 - Capable of following all rules and regulations

Van Operator's Responsibilities:

1. Drivers shall prohibit passengers from eating, drinking, or smoking in the vehicles, unless there is a verifiable medical reason. Drivers are prohibited from eating, drinking, smoking, or using a cell phone while driving in the vehicles.
2. It is the Operator's responsibility for "signing out" the vehicle with the Metro Transit Dispatcher.
3. The Operator is responsible for maintaining the security of the vehicle keys.
4. Driver's must complete a Pre-Trip Inspection Card and turn it in to dispatch before leaving garage.
5. An Equipment Defect Report should be completed any time the vehicle has damage or maintenance issues.
6. The Van Use Log and/or Computer Tablet must be filled out completely and accurately by the Operator. Record the date, destination, times, mileages and passenger counts. Data reported is critical for continued funding of this program.
7. The Operator is responsible for returning the van at or before the agreed upon return time. Operators who do not adhere to the specified return time risk being restricted from using the van.

General Information:

1. Parking for your personal vehicle is available in the Rose Street parking lot (across from Metro Transit.)
2. When you come to pick up the van, come to the garage entrance of Metro Transit facing North Rose Street. The driver's lounge is on the left when you come in the building. Check in with the Dispatcher there to receive the box, and keys.
3. All Metro Transit vehicles are equipped with two-way radios. This allows immediate contact with Metro Transit.
4. In the event of an accident or emergency involving a Community Service Vehicle between the hours of 5:00 a.m. and 12:15 a.m. Monday through Friday, 5:00 a.m. and 10:30 p.m. Saturday, or Sunday 7:30 a.m. and 5:30 p.m. you must:
 - Radio Dispatch
 - Remain calm and speak clearly
 - Identify your vehicle number and location
 - Report:
 - ✓ Accident or type of emergency
 - ✓ Number of vehicles involved

- ✓ Number of injuries
 - Listen for further instructions
 - Wait for Emergency Personnel
 - Never Leave the Scene of an Accident
 - Complete an Equipment Defect Report and an Accident/Incident Report.
5. In the event an accident or emergency arises **after** regular service hours, please contact the following:
- Kalamazoo Public Safety (*dispatch office*) - **337-8994**
 - Rob Branch, Metro Transit Maintenance - **217-8953** or **353-7494**
 - Scott Friedrich, Metro Transit Maintenance – **337-8487** or **517-414-1891**
6. If you have any questions, please call (269) 337-8222 or (269) 337-8858.

1. What will be your primary use of the Community Service Van? _____

2. How frequent will you utilize the Community Service Van? _____

3. Will you have a regular travel area, or will you travel inconsistently throughout the sixty mile radius? _____

TO BE COMPLETED BY AGENCY AND DRIVER

I acknowledge that I have read, signed and been furnished with a copy of the Agency Participating Agreement with the Community Service Van Program. I certify that I have complied with and will continue to comply with all of the requirements of the Agency Participating Agreement.

Note: "All Criminal History Backgrounds and Driving Records will be reviewed by CCTA's Risk Management Team and your eligibility is subject to their final determination".

Driver's Name (please print)

*Agency Representative's Name & Title
(Please print)*

Driver's Signature

Agency Representative's Signature

Date

Date

Agency Street Address

City, State, and Zip Code

Agency Phone Number

Agency Fax Number

DO NOT WRITE BELOW

TO BE COMPLETED BY AN AUTHORIZED REPRESENTATIVE OF METRO TRANSIT

Authorized Signature

Date

Yvonne Thrash
Deputy Director of Operations
(269) 337-8069

Missy Coulson
Para Transit Specialist
(269) 337-8858



Community Service Van Program
530 N. Rose Street Kalamazoo, MI 49007
269-337-8087 | www.kmetro.com

