

Metro Share

Agency Participation Agreement

Introduction:

The Metro Share 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 and 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 Central County Transportation Authority (CCTA) 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 Metro Share vans:

- Government agencies within Kalamazoo County
- Non-profit agencies serving senior or disability populations within Kalamazoo County

Federal Transit Administration Regulations:

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

Individuals who operate the Metro Share vans, including employees who volunteer driving time, are subject to the CCTA Drug and Alcohol Prevention Program. The FTA required procedures begin with an initial training program and pre-employment drug screen. In addition, 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.

CCTA Regulations:

The Central County Transportation Authority and Metro Share may revoke a driver's right to drive a Metro Share van 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 Metro Share 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 CCTA'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 Metro Share an application process must be completed that may take up to 30 days. All applications will be reviewed by the CCTA'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 Driving Record
 - ✓ Criminal History Background Check
2. Attend a Driver's Orientation - **All documentation must be submitted before attending Orientation**
 3. Attend a Drug & Alcohol Prevention Program

Approved Van Uses:

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

Location of the Vans:

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

Van Use Requests:

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

Hours of Availability:

- Vans are available for use at any time.
- Sunday use allows a pickup as early as 8:15 a.m. with a return before 6:00 p.m.
- Extended Sunday and Holiday use require the following:
 - Sunday extended use requires a Saturday pick-up with a return before 8:00 a.m. Monday.
 - Holiday use requires a pick-up the day before with a return before 8:00 a.m. the next business day.

Trip Limits:

Vans can be used to travel up to 60 miles from the Metro facility located at 530 N. Rose, Kalamazoo, MI, and cannot leave the State of Michigan.

Agency Responsibilities:

It is the agency's responsibility to confirm and maintain that the individuals they have chosen to drive Metro Share are capable and in compliance with the rules and regulations of the Federal Transit Administration (FTA), Michigan Department of Transportation (MDOT), and the CCTA. 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 who are either 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 Driver's Responsibilities:

1. Drivers shall prohibit passengers from eating or drinking on the vehicles unless required due to a medical condition. Drivers are prohibited from eating, drinking or using a cell phone while driving the vehicles. There is no smoking on the vehicles.
2. It is the driver's responsibility for signing out the vehicle with the Metro Dispatcher.
3. The driver 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 User Log and/or Computer Tablet must be filled out completely and accurately by the driver. Record the date, destination, times, mileages and passenger counts. Data reported is critical for continued funding of the program.
7. The driver is responsible for returning the van at or before the agreed upon return time. Drivers 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. A parking pass is required and is available in Dispatch.
2. When picking up the van, come to the garage entrance of Metro facing North Rose Street. The driver's lounge is on the left when you come in the building. Check in with the Dispatcher to receive the box, keys and parking pass.
3. All Metro vehicles are equipped with two-way radios. This allows immediate contact with Metro.
4. In the event of an accident or emergency involving a Metro Share van 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, and 7:30 a.m. and 5:30 p.m. Sunday, 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 Maintenance - **217-8953** or **353-7494**
- Metro Maintenance Department - **337-8236**

6. If you have any questions, please call (269) 337-8222 or (269) 337-8858.

1. What will be your primary use of Metro Share? _____

2. How frequently will you utilize Metro Share? _____

3. Will you have a regular travel area, or will you travel 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 from Metro Share. 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 CCTA**

Authorized Signature

Date

Richard G. Congdon
Program Manager
(269) 337-8395

Vivian Dobbins
Program Coordinator
(269) 337-8858

Metro Share

530 N. Rose Street Kalamazoo, MI 49007
www.kmetro.com | 269-337-8858 phone | 269-337-8211 fax





RESERVATION REQUEST FORM
Please complete a form for each van you are requesting.

Agency: _____

Address: _____

Contact: _____ Phone: _____

Fax: _____ Email: _____

Today's Date: _____

Date of Reservation: Day: _____ Date: _____

From: _____ AM / PM To: _____ AM / PM

Authorized Driver's Name: _____

Number of Passengers: _____

All Metro Share vehicles have a capacity of 10 ambulatory passengers, plus the driver, or 1 to 3 mobility devices with 3 to 6 ambulatory passengers, plus the driver.

Purpose: _____

Destination: _____

Please return by the 20th of each month. Reservations are taken on first-come, first-served basis.

Office Use Only		
<input type="checkbox"/> Hours when Public Transit is not available	<input type="checkbox"/> Pickup/destination out of service area	<input type="checkbox"/> Demand cannot be met by Metro Connect due to financial or capacity constraints