

Vantage Point

JANUARY – FEBRUARY 2011

Vanpool Best Practices

PT Vanpool Program Meets and/or Exceeds WSTIP Best Practices

We are pleased to announce that in November, Washington State Transit Insurance Pool (WSTIP) recognized Pierce Transit's Vanpool program as "efficient, productive, and serves as a model vanpool program for the rest of the 20 plus vanpool programs in the State of Washington."

What is WSTIP? Washington State Transit Insurance Pool consists of 24 Washington public transit agencies that pool their resources in order to provide and purchase insurance coverage, manage claims and litigation, and receive risk management and training. WSTIP reviews agency programs such as ours to ensure that we operate in accordance with their Best Practices for Vanpool Programs. Following WSTIP's Best Practices is an effective way to manage and mitigate risk. Managing risk equates to maintaining stable insurance rates, which is part of WSTIP's mission. The Association of Governmental Risk Pools recognizes WSTIP as a leader in public pooling.

WSTIP acknowledged our processes in several areas. Here are just a few: thorough and comprehensive application and outstanding volunteer driver orientation process, volunteer driver selection and retention criteria, as well as complaints and safety concern elements. They acknowledged that we have clearly written guidelines for volunteer bookkeepers to follow, a participant manual including safe driving tips, facility security policies, informative safety precautions, and 24-hour emergency procedures. WSTIP noted, "Pierce Transit's vanpool program has a commitment to safety and accountability marked by their organized and efficient procedures and emphasis on policy enforcement. They meet and/or exceed WSTIP Best Practices."

We applaud our long time volunteer drivers for an excellent accident record for the past 24 years. We are confident that the 237 newer volunteer drivers, trained and approved in 2010, received necessary defensive driving skills for safe commuting and will help maintain our low accident record. Vanpool accidents decreased from 55 in 2009 to 46 in 2010, averaging one accident for every 100,000 miles. Way to Go!



Vantage Point is a publication of Pierce Transit.

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NOVEMBER SNOW STATS...

*573 safely driven
vanpool trips over
three days without
incident.*

No Go or Snow Go?

To Drive or Not to Drive

Walk down memory lane to the three days before Thanksgiving, 2010. Some of you had a good idea what Monday, November 22, would bring and chose not to commute by van. Of our 291 groups, 36 vans remained parked the first day, 167 the next day, and 97 on the third and last day of snow. Whether it was an opportunity to work from home, take vacation days to prepare for Thanksgiving, or just stay home per WSDOT's advice, you made well thought-out decisions whether or not to travel. You listened to travel advisories and communicated alternate route plans with the riders. Good moves!

Those volunteer drivers who did commute by van on some or all of those three days, succeeded in safely transporting over 1450 riders with 573 trips. Thank you for taking it slowly, using chains when conditions were right, and applying safe and defensive driving skills.

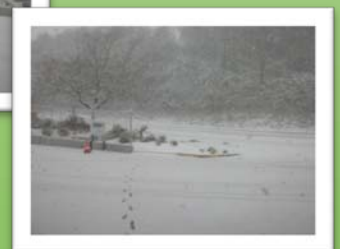
The vanpool team, already with a snow plan in place, was here for you with at least 50% staff and our 24/7 emergency phone fully charged! Our trusty mechanics, while busy supporting bus operations, were never too far in case of Vanpool emergencies. Local employers and other agencies took a closer look at their emergency procedures.

Winter driving tips or alternate travel links include:
Updated driving tips: wsdot.wa.gov/winter
PT snow routes: piercetransit.org/alerts/snow.htm
Understand Seattle's vulnerability to ice and snow: humantransit.org/2010/11/seattles-special-snow.html.

Hang in there—less than three months until spring!



Vanpool at rest, courtesy of volunteer driver S. Shaffer



TPU parking lot, courtesy of volunteer driver S. Shaffer

News and Views



Vanpool Appreciations

Letters from More Satisfied Vanpoolers

"Thank you for a very positive Pierce Transit experience. Pierce Transit in my opinion is the 'top notch' transit agency in which all others should be envious. Kudos to you and your PT Team!" Submitted to K. McGilvery by T. Waller 10/29/10.

"Jack has been my P/R guy since I started driving this van and has been a faithful back-up driver whenever I needed him, even when this meant that he'd have to not 'telecommute' and drive the van so other riders could still ride that day. Now that's dedication." Appreciation of J. Biles, as submitted to H. Hunter by T. Loewen 9/23/10.

"We got almost a foot of snow in Graham and had to use the chains for the first time. I just wanted to say that they were very easy to put on and take off and we felt extremely safe traveling to and from work. If it wasn't for the van, none of us would have made it. We love our vanpool and we all sincerely appreciate the support you have given us for the last almost TWO YEARS!" – Submitted to T. Apthorp by D. Anderson 11/25/2010.



WSRO Winner

Vanpooling has Other Rewards

Congratulations to Don Kreager, Pierce Transit vanpool volunteer driver, who won a \$100 American Express Gift Card in the Fall 2010 Wheel Options Campaign. Wheel Options is a statewide campaign presented by the Washington State Ridesharing Organization (WSRO). Wheel Options supports the WSRO mission by encouraging commuters to reduce their driving, which helps reduce air pollution, traffic congestion, and energy consumption. Way to go, Don!



Pierce Transit Proposition 1

Facts and Info: February 8, 2011, Election

Following a year of public involvement and comment from riders and general public, the Pierce Transit Board of Commissioners developed a Preservation Plan and a Reduction Plan. The Preservation Plan preserves current service levels with the goal of providing financially sustainable public transportation that the public values and uses. The Board directed staff to put forward a ballot proposition for the February 8, 2011 election that asks voters to approve using the final 0.3% sales tax authority available to Pierce Transit (0.3% is three cents on a ten dollar purchase) to fund the Preservation Plan. Ballots must be postmarked by February 8th.

For further factual information on Proposition 1, please visit www.PTtomorrow.org, or attend one of several open houses January 12 through January 26. The full list of open house locations and times can be found on PTtomorrow.org.

Updates & Reminders



VANPOOL

24/7 Emergency
253.381.3762

Direct Line
253.983.3377
7:30 a.m. – 5:00 p.m.

Fleet Supervision
253.905.5306
7:30 a.m. – 4:30 p.m.

Vanpool Fax
253.984.8227

Vanpool@piercetransit.org

RIDESHARE

1.888.814.1300
RideshareOnline.com

PIERCE TRANSIT

Customer Services
253.581.8000

Toll Free
1.800.562.8109

TDD Customer Service
253.582.7951

Piercetransit.org



Insurance ID Card 2011

Out with the Old–In with the New

Volunteer drivers, please check that the WSTIP 2011, Fleet Policy Insurance Identification card with effective dates of 1/1/2011 - 12/31/2011 is in the vanpool vehicle. We mailed a card to each primary volunteer driver mid-December. Feel free to remove and recycle the other card that expired 12/31/2010.

Participant Reference Manual

December 2010 Revised Edition

We updated the Vanpool Participant Reference manual and those updated pages are in the mail to primary volunteer drivers. Upon receipt, please remove and recycle the pages dated December 2009, and insert the new pages. The manual is available online at piercetransit.org/rideshare/pdfs/vp_manual.pdf.

Vanpool Reports

November 2010 Revisions

All volunteer bookkeepers: please ensure you are using the revised Fare and Payment Calculation, Ridership & Mileage Calculation, and Personal Use Mileage forms. The updated forms have a revision date of 11/1/2010. The forms are available in hard copy from your vanpool coordinator, and the Excel forms are available on the Tools page at piercetransit.org/rideshare/vp_tools.htm. The new Business Use Mileage forms, for volunteer drivers with a Business Use Agreement on file, are available from your Pierce Transit vanpool coordinator for authorized participants only.

Vanpool Group Roster

Good Time to Verify Participant Contact Info

Be sure you have updated contact information for all participants in the vanpool so that you can plan alternate transportation. Download a blank Ridership Roster form at piercetransit.org/rideshare/start_a_pool.htm under the Toolbox section and update your list today. Prepare for the next bout of inclement weather or other emergencies by considering a carpool plan. Reference the Alternate Transportation Plan on pages 55-56 of the new Vanpool Participant Reference Manual, and page 22 for a blank form to facilitate carpool planning.