



## ***VOLUNTEER DRIVER GUIDE***

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## INTRODUCTION

Welcome to commuter vanpooling with vRide, Inc. This Volunteer Driver Guide is being provided by vRide to help you organize and operate your commuter vanpool. Please keep this guide in the vehicle for quick reference.

### **Local Contact Information**

If you have questions about the vanpool program, please contact your local vRide Customer Service Center at: 816-759-8464.

### **vRide, Inc. Headquarters**

1-800-VAN-RIDE

[www.vRide.com](http://www.vRide.com)

If you've been involved in an auto accident or incident, please call the vRide accident management company, toll free at 866-278-6335:  
24 hours a day, 7 days a week, 365 days a year.

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## MAINTENANCE

**Local vRide Office**  
1-800-VAN-RIDE

**Maintenance Department (Headquarters)**  
1-800-223-8774

### **Maintenance Department Hours of Operation**

Monday - Thursday 8:15am - 7:00pm, Eastern

Friday 8:15am - 5:00pm, Eastern

Saturday 8:00am - 4:00pm, Eastern

Sunday Closed

Closed Most Major Holidays - Please contact your local vRide office, or call the Maintenance Department, for holiday hours of operation.

### **Preventive Maintenance Coupon Book**

Each vehicle has a vRide Preventive Maintenance Coupon Book securely attached to the vehicle glove box or map pocket.

### **Preventive Maintenance Coupons**

Each vehicle has preventive maintenance coupons for use at specified mileage intervals. Locate your coupon book and take a few minutes to familiarize yourself with the coupons and mileage intervals. Even if you are not new to the vRide program, you may be new to this vehicle and not all vehicles have the same preventive maintenance schedule. Each coupon has a mileage interval in the upper right hand corner and a list of services to be performed at that interval.

### **Coupon Instructions**

When your vehicle is within 750 miles of a specific coupon's stated mileage interval (for example, 30,000 miles), the vehicle should be scheduled for the service listed on the respective coupon. The service may be performed by any of the participating national account stores listed in this Guide (see page 3) or a service provider recommended by your local vRide representative. When you arrive at the service facility, tell the service writer you are a vRide customer. Let him/her know where your Preventive Maintenance Coupon Book is located.

The coupon lists which services are pre-authorized. There is additional billing information on the back of the coupon for the service facility. Call vRide if you encounter any problems.

1-800-VAN-RIDE **vRide** [www.vRide.com](http://www.vRide.com)

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## MAINTENANCE

### Emergency Coupons

Located in the back of the Preventive Maintenance Coupon Book are emergency coupons. These coupons may be used for a minor emergency repair after hours to get you back on the road quickly. This would involve such items as jump starts, flat repair, tire change, or any emergency repair, not to exceed \$50.00.

### Repairs

If your vehicle experiences poor drivability, loss of power, noises not heard before, or any of the warning lights become activated, you must have the vehicle checked by a qualified automotive repair facility. Please call your local vRide office for assistance in selecting the most appropriate facility to repair the vehicle. If your vehicle is less than three (3) years old and has less than 36,000 miles on the odometer, the repair may be covered under warranty and must then be serviced by an authorized factory warranty repair center (i.e., a Dodge or Ford dealer). If your vehicle is beyond the warranty period, the vehicle may be serviced by the nearest participating national account store or preferred vendor for your area. Tell the service writer you are a vRide customer and request that they call 1-800-223-8774 to obtain repair authorization.

### Out of Pocket Expense

If you pay for required items such as engine oil, wiper blades, flat tire repair, headlights, bulbs or fuses, you may be eligible for reimbursement. You may obtain a maintenance reimbursement request at [www.vride.com](http://www.vride.com). Simply complete the form and attach the original receipt along with your monthly remittance. Once the vRide maintenance department approves your out-of-pocket expense, a credit will be posted to your account. If, for some reason, you are not entitled to reimbursement, a vRide representative will contact you.

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## NATIONAL ACCOUNT STORE LOCATOR

When making an appointment for service, be sure to confirm the store's ability to process a national account billing and thereby accept the preventive maintenance coupons. Call 1-800-VAN-RIDE or 1-800-223-8774 if you need assistance.

**Bridgestone/Firestone:**

[www.bridgestonetire.com](http://www.bridgestonetire.com) (1-800-706-8473)

**Goodyear:**

[www.goodyeartires.com](http://www.goodyeartires.com) (1-800-GOODYEAR)

**Michelin:**

[www.michelin-us.com](http://www.michelin-us.com) (1-800-847-3435) press 1, then press 2 for locator

**Pep Boys:**

[www.pepboys.com](http://www.pepboys.com) (1-800-PEPBOYS) press 2 for locator

**Jiffy Lube:**

[www.jiffylube.com](http://www.jiffylube.com) (1-888-995-4339)

**Aamco Transmissions:**

[www.aamco.com](http://www.aamco.com) (1-800-GO-AAMCO)

**Ford Service Centers:**

[www.fleet.ford.com/dealer\\_locators](http://www.fleet.ford.com/dealer_locators) (1-800-34-FLEET)

**Dodge Service Centers:**

[www.fleet.chrysler.com/fleet](http://www.fleet.chrysler.com/fleet) (1-800-992-1997)

**GMC Service Centers:**

[www.gmbuypower.com](http://www.gmbuypower.com) (1-800-462-8976)

**Toyota Service Centers:**

[www.toyota.com/dealers](http://www.toyota.com/dealers) (1-800-331-4331) press 3

**Valvoline Instant Oil Change:**

[www.vioc.com](http://www.vioc.com) (1-800-327-8242)

**1-800-VAN-RIDE**  ***vRide*** [www.vRide.com](http://www.vRide.com)

## TIRES

### **Tire Inflation**

vRide recommends drivers check and adjust tire pressure (including the spare) to the vehicle manufacturer's specifications on a weekly basis. Locate the correct tire pressure on the sticker attached to the driver door post, door edge, glove box, or fuel door. This information can also be found in the vehicle owner's manual. Please be mindful that some vehicles, especially larger commuter vans, have different tire pressure recommendations for the front and rear tires.

The recommended tire pressures for your vehicle are "cold" tire pressure levels. For accuracy, always check your air pressure with a tire gauge when the tires are cold. Driving, even relatively short distances, heats up tires and can affect the accuracy of tire pressure readings. If you are uncertain about where to locate tire inflation information, or cannot find the vehicle manufacturer's tire pressure recommendations, call your local VRIDE office.

### **Tire Replacement**

Tires are replaced on an as-needed basis. If the tread depth is 4/32 of an inch or less, or the tires show uneven wear, cupping or sidewall damage, the tires may need to be replaced. If you notice anything questionable with the tires during your pre-ride inspection or inflation check, the tires should be inspected at the nearest national account tire center (Firestone or Goodyear). The national account tire center will follow regular repair authorization procedures for tire replacement.

Call your local vRide office if you suspect your tires may need to be replaced.

## TOWING AND ROADSIDE ASSISTANCE

### **Important Towing Instructions**

If you require roadside assistance or towing, it is important to contact the local vRide office at 1-800-VAN-RIDE. A vRide Customer Service Representative will make recommendations based on your vehicle needs.

When calling for roadside assistance, regardless of vehicle manufacturer, the caller will need to have ready the complete Vehicle Identification Number (found on the driver door post or the dashboard), odometer reading, and location of the vehicle. Knowing a mile marker or nearest cross street will help speed up the process. Suppliers providing towing services will also need access to the van keys if the vehicle is left unattended.

### **Ford Warranty Roadside Assistance - 1-800-241-3673**

The Ford Roadside Assistance Program covers flat tire change, lock-outs, fuel delivery (must pay for gas), and, if your vehicle is inoperable, towing to the nearest Ford authorized service center. *Coverage: 3 years/36,000 miles bumper to bumper*

### **Dodge Warranty Roadside Assistance - 1-800-521-2779**

The Dodge Roadside Assistance Program only covers mechanical breakdowns and will tow the vehicle to the nearest Dodge Service Center.  
*Coverage: 3 years/36,000 miles bumper to bumper*

### **GM Warranty Roadside Assistance - 1-800-462-8782**

The GM Roadside Assistance Program covers flat tire change, lock-outs, fuel delivery (must pay for gas), and, if your vehicle is inoperable, towing to the nearest GM authorized service center. *Coverage: 3 years/36,000 miles*

### **Non-Warranty National Account Tow Supplier - 1-800-328-7272**

National Automobile Club:

vRide account # 8500012000

The National Automobile Club will arrange the following services: battery jump start, flat tire change, lock-outs, fuel delivery (must pay for gas), and towing to the nearest service facility recommended by your local vRide office. Services rendered to vRide vehicles will be billed directly to vRide.



## GLASS REPAIR

### **Glass Repair**

Call your local vRide office when you experience damage to any glass on your vRide vehicle. A vRide representative will arrange for the glass to be repaired or replaced.

The first sign of damage from road debris is often a small chip or "star" in the windshield glass. When caught early, a small chip or "star" can usually be repaired, eliminating the need for a more expensive glass replacement.

Please contact your local vRide representative as soon as you become aware of any damage. In most instances, glass repair/replacement can be done on-site by a mobile supplier.

## VANPOOL SAFETY

### **Introduction**

Every vRide approved volunteer driver, as well as any rider interested in becoming a volunteer driver, must read this section of the Volunteer Driver Guide. It has been prepared to assist in safe vanpooling by all vanpool participants.

### **Approved Drivers**

Only vRide approved volunteer drivers may operate a vRide vehicle. Be sure you have an approved volunteer driver ready at all times to drive. Anticipate vacation and holiday schedules and submit applications online at [vride.com](http://vride.com) and select “Driver Application” at the bottom of the page allowing up to 2 days for processing. Each applicant will receive an approval or denial email from vRide.

### **vRide Safety Video, “The Vanpool Difference”**

vRide, Inc. makes a large investment in vanpool safety. As a vRide approved volunteer driver, you play a significant role in the safety of your vehicle and your vanpool group. vRide has developed a vanpool safety video, “The Vanpool Difference” and makes it available to all drivers via the internet at [www.vride.com](http://www.vride.com). Simply scroll down and click on “Safety Video” at the bottom of the page. vRide also provides “The Vanpool Difference”, upon request, via DVD, in both English and Spanish. It is a requirement that all approved volunteer drivers view the safety video prior to driving a vRide Vehicle. The DVD is located in the vRide zippered pouch labeled *Important Vanpool Documents*, which can be found in your vehicle.

## VANPOOL SAFETY

### **Seat Belts**

Utilizing seat belts is the single most effective measure you and your passengers can take to reduce the risk of injury or death in the event of a serious accident. vRide mandates that seat belts be worn at all times, by all passengers, when the vehicle is being operated. As the driver, it is your responsibility to ensure that seat belts are operable and available for all seating positions, and for insisting that everyone buckle up. Should you experience any lack of cooperation from a rider, advise your local vRide office immediately.

*Seat belts must be worn at all times.*

### **Cell Phones and Other Wireless Devices**

Operating a cell phone or any wireless device has been determined to be a major distraction for a driver and increases the risk of an accident. **It is the policy of vRide that cell phone/smart phone use or the use of any wireless device by a driver is forbidden, even if the device is a hands-free unit.** Should a driver need to make or take a wireless call or message, another vanpool member can do so or the driver must pull off the road.

*Drivers should never use a wireless device while driving.*

*All important calls or messages should be made by passengers.*

## VANPOOL SAFETY

### **Tire Safety**

Checking and maintaining proper tire pressure is one of the most important safety precautions you can take. Even trained mechanics may have a hard time distinguishing between a properly inflated tire and one that is significantly under-inflated. For this reason, vRide includes a tire pressure gauge with each vehicle we provide. Please refer to the *Tires* section of this guide for more details on what you can do to ensure the tires on your vehicle are properly inflated.

*Check Tire Pressure Weekly.*

### **Clearances**

It is important to know the height, width, and length of the vehicle you are driving. This information is contained in the owner's manual in the vehicle's glove box. When you are driving a van that is taller, wider, and longer than other vehicles, you must operate it differently. Whenever possible, park in spaces where you are not required to back out. Allow extra space on both sides of your vehicle when approaching a gas pump or making turns in a parking lot. Approach overhead clearances with caution and be sure you know the height clearance of your van. Proceed slowly. See your owner's manual for specific information about your vehicle's clearance requirements.

*Large Vans Require a Minimum of 9' 7" (84") Clearance.*

## VANPOOL SAFETY

### **Following Distance**

Allow ample room between you and the vehicles around you. One difference between a large van and a car is the van's extra height. On one hand, the driver's position behind the steering wheel provides a great view of the road, but the van's height also obstructs the view for those drivers behind the vehicle. You need to provide the extra cushion of safety not only for yourself, but also for motorists behind you because they cannot see, as you can, traffic events developing ahead.

When the van is filled with passengers, the additional weight requires more braking time. When driving a van, using a minimum of a four second space cushion affords you the time required to start applying your brakes sooner than you would in a car in order to come to a smooth, complete stop. Vans don't respond as well as cars to abrupt steering maneuvers so make sure there is always ample room between you and others on the roadway.

*Allow at Least Four Seconds of Space Between Vehicles.*

### **Route Selection**

As the driver, you will need to select a safe and efficient route to and from work. Remember to utilize HOV or carpool lanes when the minimum occupancy level is met in your vehicle. Avoid, whenever possible, routes with left turns, left exit lanes, and high speed merge lanes. Consider alternate routes when weather or road repairs pose a problem to your regular route.

## VANPOOL SAFETY

### **Boarding and Exiting**

It is important to find a safe place to pick up and drop off passengers. Locate a well-lit area that is off the road and protected from traffic. When loading your vanpool vehicle, passengers should fill the front seats first to reduce the rearward shift of the vehicle's center of gravity. Instruct riders in the proper manner to board and exit a van. They should face the vehicle when entering and exiting and make sure their feet are firmly on a running board and then on the ground before letting loose of a safety handle or assist strap. Ask the front seat passenger to open the passenger side door and assist others in and out of the vehicle.

### **Changing Lanes**

Vans are longer and wider than cars and special care must be taken when changing lanes. Most vans are equipped with combination side-view mirrors and convex lenses to help eliminate blind spots. Check your blind spots frequently while driving. Think of your passengers as your co-pilots and ask them for guidance when you're changing lanes. Signal your lane change well in advance and begin your maneuver slowly.

## VANPOOL SAFETY

### **Driver Fatigue**

As the volunteer driver behind the wheel, you are the most important person in the vanpool group. Your task is to get your passengers to and from work each day in a safe and efficient manner. Fatigue has been determined to be a leading contributor to accidents. If you feel tired while driving, pull off the road. Ask an experienced vRide approved alternate driver to take on the task if you are feeling drowsy or you are taking medications that list drowsiness as a potential side effect. Your approved alternate drivers should keep in practice by driving on a regular basis. These drivers will gain valuable experience handling the van, thereby making each trip a safe one.

### **Curved Rural Roads**

Be especially cautious on curved rural roads and maintain a safe speed to avoid running off the road. Unexpected occurrences can happen to the best, most alert drivers in any type of vehicle. For example, if your wheels drift onto the shoulder of the road, slow down gradually, letting up on the accelerator while steering the vehicle straight ahead. If you must brake, do so gradually and gently. Hard panic braking or attempting to re-enter the flow of traffic too quickly could result in a dangerous loss of control. Pull back onto the roadway only when you have reduced your speed to a point where it is safe to do so and when traffic conditions permit.

### **Distracted Driving**

Eating, drinking, tuning the radio, using a cell phone, texting and handling a map are among the most common things that can distract a driver. You volunteered to be the driver and driving deserves your undivided attention.

### **Traffic Tickets**

Obey all traffic and speed laws. If you are ticketed for a moving or parking violation, you are responsible for the ticket and for letting VRIDE know that you were ticketed. vRide will not be responsible for tickets issued to drivers.

## VANPOOL SAFETY

### **Be Prepared and Start Each Commute Safely**

A well-prepared vehicle driven by a well-rested and qualified driver will safely get you and your riders to and from the job each day. Be sure that your vehicle is in great shape each time you start your commute. Check in, under, and around your vehicle for objects or obstacles each time before you operate it. Notice how close other vehicles are parked next to your vehicle. Before starting out, make sure all doors are closed securely, your passengers are wearing their seat belts, and that nothing blocks your visibility out of the front, side, or rear windows. Alert your riders that you are departing and ask for assistance with blind spots, if necessary, before putting the van in gear.

Establish a weekly routine to check safety and maintenance related items on the van. Ensure that the van is clean inside and out, that mirrors are clean and properly aligned for your view. Check the windshield wipers to verify that they are in good shape. Check all fluid levels, including windshield washer fluid, oil, and gas. Check the overall condition of your tires for any signs of damage or uneven wear. Make certain that seat belts are available and operable.

### **Drive with Care**

This *Volunteer Driver Guide* is intended to help you maintain, care for, and operate your vanpool vehicle. vRide is proud of the contributions made by our volunteer drivers. Congratulations on becoming a volunteer vanpool driver and please, drive with care.



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## ACCIDENTS, INCIDENTS, DAMAGE OR THEFT

### Introduction

The driver must report accidents, incidents, vehicle damage or theft of the vehicle immediately but in no event more than 24 hours, to the vRide accident management company, by calling toll free 866-278-6335.

Each vehicle contains accident reporting instructions to follow in the event of an accident. These instructions illustrate the important information which must be obtained from the scene of an accident. Accident reporting instructions can be found within the vehicle in the vRide zippered pouch labeled *Important Vanpool Documents*.

### Accidents

As a driver, do not discuss the facts of the accident with anyone other than law enforcement and **NEVER ADMIT FAULT**; simply tell law enforcement your observations.

When involved in an accident, if there is even a minor complaint of injury, immediately summon emergency medical personnel and local law enforcement (call 911).

- Even if there are no injuries resulting from the accident, contact local law enforcement.
- Activate hazard flashers if the vehicle is disabled.
- Secure the vehicle in a safe manner to avoid any secondary collisions and wait for professional emergency assistance.
- Exercise cautious judgment as to whether passengers should remain in the van or move to a safer location.
- If the vehicle contains safety reflective triangle kits or flares, and instructions for their use, use them accordingly.
- Cooperate with law enforcement. Do not leave the accident site until the investigating agency has completed its inquiry and officially released you.
- If the vehicle is drivable, drive vehicle out of traffic and on to nearest safe location.
- Get a copy of police report. Get a copy of law enforcement officer's business card.

## ACCIDENTS, INCIDENTS, DAMAGE OR THEFT

Call 866-278-6335 toll free to report a claim. Identify yourself as a vRide vanpool driver and a representative will guide you through the accident reporting process and answer any questions you may have. There are no forms to fill out.

With the assistance of the accident reporting instructions located in the vehicle, secure as much information as possible, and report the accident according to the instructions. Write down the names, addresses, and the driver license numbers of all persons involved in the accident and those of any witnesses. Write down the license plate number and insurance information for all vehicles involved in the accident.

If you are involved in a collision with another vehicle and the other driver does not stop or refuses to remain at the scene, record as much information as possible, including license plate number of the other vehicle, vehicle make, model, and color. Once you have obtained as much information as you can, contact local law enforcement and call 866-278-6335 immediately with this information.

### **Incidents**

Incidents include, but are not limited to, occurrences such as a rider falling or being hurt within the vehicle or while entering/exiting the vehicle; or any collision with another vehicle, pedestrian, property, or stationary object, whether the van is parked or mobile. These incidents or occurrences must be reported to 866-278-6335 immediately.

### **Damage or Theft**

Damages resulting from vandalism, unknown causes and thefts must be reported to the vRide accident management company promptly, by calling toll free 866-278-6335.

## VRIDE PAPERWORK REQUIREMENTS

Drivers wishing to participate in the VRIDE Commuter Vanpool Program are required to complete an application and other forms, such as:

- Alternate Volunteer Driver Agreement
- Disclosure of Intent to Obtain a Consumer Report

Helpful instructions and forms may be found on the web at **[www.vride.com](http://www.vride.com)**.

In some areas, applicants may apply, complete the agreements, and receive approval all on the web.

All volunteer driver applicants will receive written notification of the approval decision by vRide. A copy of the letter will be sent to both the applicant and the primary driver of the vanpool. As the primary driver, you must know who the other approved drivers are. Please contact your local vRide office if you have any questions as to whether someone is approved by vRide to drive.

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## VOLUNTEER DRIVER RESPONSIBILITIES

Following is a basic list of the responsibilities of a volunteer driver:

- Provide a safe, dependable commute by driving defensively.
- Provide a safe place to park the vehicle and be sure it is locked. Parking areas that may appear to be safe may not be so over weekends or holidays.
- Obey all traffic and speed laws. vRide will not be responsible for any citation a driver receives.
- Prior to signing a Volunteer Driver Application, view “The Vanpool Difference” safety video.
- Ensure that only individuals authorized (in writing) by vRide to drive are allowed behind the wheel of the vehicle.
- Wear your seat belt and insist all passengers wear seat belts.
- Follow the pickup and delivery schedule agreed upon by your vanpool group.
- Collect monthly passenger charges, including gas, tolls, and parking, if applicable, and remit payment for vehicle cost (leasing) according to the instructions provided by vRide.
- Arrange for scheduled (preventive) maintenance and any necessary repairs.
- Check the tire pressure and fluid levels weekly.
- Clean the vehicle regularly, both inside and out.
- Immediately report any vehicle accident or incident.
- Give vRide a 30-day written notice to terminate the vanpool agreement.
- Follow the terms of the Volunteer Driver Agreement.

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## MONTHLY INVOICES AND PAYMENT

### Monthly Invoices

Invoices are generated on or around the 15<sup>th</sup> of the month and mailed to the address of record. Invoices are also available by logging in to your online account.

### Payment

Payment is due by the 5th of the month.

You may elect one of the following payment methods:

- On-line at [www.vride.com](http://www.vride.com) where you can make a one-time payment or set up recurring payments.
- Mail payments (personal/company checks, Tranben checks, TransitChecks and CommuterChecks) to:
  - vRide, Inc.  
2091 Collection Center Drive  
Chicago, IL 60693

Be sure to include the top portion of your invoice with your payment and always write your customer account number in the memo field of any check to ensure proper posting to your account. Allow at least seven (7) days prior to the due date for delivery of payments.

CommuterBucks may be redeemed on-line at [www.vride.com](http://www.vride.com) by accessing your online account and selecting “redeem commuter bucks”.

If you or your passengers receive any type of subsidy, be sure the provider has your correct van and account number so that payments can be posted to your account in a timely fashion.

*Please note: if the benefit or subsidy is not received by the due date, you are still responsible for making the full payment.*

## CUSTOMER SERVICE CENTER INFORMATION

### **Passenger Charges**

To calculate individual passenger charges, add your estimated cost for gasoline, parking, tolls and vehicle cleaning to your monthly vRide vanpool fee. Divide this total by the number of paying passengers in your vanpool group. A local vRide representative will be happy to help you set up the process for calculating, collecting, and tracking actual costs for these expenses.

Helpful Hint: Consider establishing a separate checking account for your vanpool to better track monthly expenses.

### **Loaner Vehicles**

During extended maintenance on your vehicle or in the event of a breakdown, vRide will always attempt to provide you with a loaner vehicle. In the event a loaner vehicle is not provided and you are not able to use your regular vehicle due to mechanical failure or extended maintenance, vRide will credit your account for any days you are without a vRide vehicle. Contact your local office to arrange for a loaner vehicle.

## CUSTOMER SERVICE CENTER INFORMATION

### **Guaranteed Ride Home (GRH)**

Many localities offer programs to assist vanpool participants who ride on a vRide vehicle on their morning commute and experience an emergency that requires using an alternate means for their homebound commute. Contact your local vRide representative for information regarding the availability of GRH in your area.

### **Registration and State Inspection**

vRide is responsible for assuring that your vehicle is properly registered and complies with local inspection programs. You are required to have valid registration in your vehicle at all times. If you have questions or concerns regarding your vehicle registration, contact your local vRide office at 1-800-VAN-RIDE.

### **Local Preferred Repair Shops**

Some vRide offices maintain a list of preferred repair shops. These suppliers are equipped to handle your vehicle service and repair needs with the least amount of inconvenience to you. If you have any questions or concerns regarding a particular supplier, please contact your local vRide customer service representative at 1-800-VAN-RIDE or the vRide Maintenance Department at 1-800-223-8774.

## MAILING ADDRESS

***vRide, Inc.***  
*1220 Rankin Drive*  
*Troy, MI 48083*

*1-800-VAN-RIDE*

***www.vRide.com***



*1-800-VAN-RIDE* ***vRide*** *www.vRide.com*