

SECA

Policies & Procedures



**State Employees Commuter Association
PO Box 14373, Albuquerque, NM 87191**

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Mission Statement

The State Employees Commuter Association (SECA), a private, member owned nonprofit organization, was established in 1976. Its mission is to provide safe, comfortable, economical, reliable and time-efficient transportation service to van members commuting long distances between area communities including Santa Fe, Albuquerque, Las Vegas, Los Alamos, Espanola, Taos and surrounding areas.

Chapter 1: SECA Vans

What is a Vanpool?

A vanpool/carpool consists of two or more persons who share a common destination and wish to decrease the expense of commuting by traveling together. Given the size of SECA's vehicles, our vanpools consist of seven or more people who are commuting to a common destination. Vanpools carry a maximum of seven passengers on any given day. Each member of a SECA vanpool is responsible for its existence and, as such, shall share in the expense of its operation. This means that each of our vanpools is a self-sufficient entity and therefore cannot expect to be subsidized by the rest of the organization. Each SECA member must collectively ensure the van is fully operational, functional, and safe.

Commuter Hours

Core commute hours are from 5:00am - 9:00am and 3:00pm to 7:00pm. Other hours can be served if sufficient need exists.

Organizational Roles and Responsibilities/Chain of Command

Board of Directors

The SECA organization is governed by a Board of Directors. The Board shall be comprised of a President, Vice-President, Treasurer, Secretary, and 2 or more Project Directors. The Board shall employ an Administrator and other employees according to the needs and funding of the organization. The Board of Directors shall be compensated in accordance with the Bylaws. The Board of Directors shall establish the compensation and duties for the SECA Administrator. The duties of the Board of Directors are outlined in the SECA Bylaws (June 2002) on file with the Corporation Commission. No person may be both a Board member and a paid SECA employee at the same time.

SECA Administrator

Each SECA van shall have a Van Coordinator. The Van Coordinator will report to the SECA Administrator. Problems and/or requests for maintenance shall be handled first at the Van Coordinator and SECA Administrator level. If the problem cannot be resolved in accordance with the SECA Policies and Procedures at the SECA Administrator level, the Project Director will become involved in resolution of the problem. If a problem cannot be handled by the Van Coordinator, SECA Administrator, and Project Director, the full Board of Directors will become involved in resolution of the problem. To the extent possible, all problems will be resolved through the chain of command. If the SECA Administrator is not available when an emergency occurs, the Van Coordinator should contact his/her Project Director immediately for assistance. If the Project Director is also unavailable, the Vice-President shall be contacted.

The duties of the SECA Administrator are governed by an annual contract and include, but are not necessarily limited to:

- Handling telephone traffic;
- Maintaining computer records of Drivers, members, rider prospects, and vehicle maintenance;
- Ensuring payments and reports are received from vans and balancing/reconciling such reports;
- Recording corporate income and expenditures;
- Making deposits and payments for the organization;

- Preparing and filing financial reports and other documents as required by local, state, and federal entities;
- Managing grants/contracts obtained by SECA;
- Obtaining insurance for the fleet;
- Approving maintenance on vehicles;
- Reassigning vehicles within the fleet as needed;
- Advising Van Coordinators when required preventative maintenance is past due.

Van Riders/Members

On each SECA van there exists a Van Coordinator, one or more Drivers, a Treasurer, and Riders. A single member may take on more than one role in a vanpool group. Below are the definitions for each van member.

Van Coordinator

A member from each vanpool shall be designated as Van Coordinator. This person may be any member of the van. The Van Coordinator is responsible for:

- Serving as the general point of contact between SECA and the vanpool group;
- Ensuring that all SECA Bylaws and Policies and Procedures are followed and that all reports and payments are sent to SECA on the proper date;
- Receiving calls from prospective riders and making seating and routing accommodations as reasonable;
- Immediately notifying the SECA Administrator of any vacancy;
- Ensuring that all van maintenance needs identified by the Driver or van members have been promptly reported to the SECA Administrator or designated Project Director (within 2 hours of the time that any immediate safety hazard is observed or within 8 hours for any non-safety related problems);
- Having each prospective Driver complete a Driver Application Form (SECA DA, Revised July 2002, Appendix A-11) and ensuring that the SECA Administrator's written approval has been received prior to allowing any Driver to operate a SECA van;
- Providing the SECA Administrator with a revised Van Roster (SECA form VR, Appendix A-14) in December of each year or when any changes are made;
- Ensuring that preventative maintenance and inspections have been performed as requested/required;
- Completing a Van Routing Sheet (SECA Form VRS, Appendix 13) in December of each year or when van changes are made;
- Attending annual SECA meetings, and regular meetings as needed, so that the concerns of a vanpool group can be voiced (or appointing a representative to attend if the Van Coordinator cannot attend);
- Ensuring that all activities defined for each van worker are accomplished. (Although the work may be delegated, responsibility for the completion of the work remains with the Van Coordinator.);
- Receiving and responding to all correspondence from the SECA Board and the SECA Administrator;
- Signing and complying with the Van Coordinator Form (Appendix A-12).

Driver

Any person wishing to function as a primary or backup Driver shall first complete the Driver Application form (SECA form DA, Revised July, 2002) and be approved, in writing, by the SECA Administrator before driving a SECA van. In addition, drivers of vehicles obtained through 5309 funding from the New Mexico State Highway and Transportation Department, Public Transportation Bureau (NMSHTD, PTB) shall be required to complete a Defensive Driving Class (DDC), and CPR and First Aid training within 6 months of the date they begin driving a vehicle purchased with 5309 funds.

Drivers will be required to meet all requirements set forth by the Public Regulatory Commission (PRC). Drivers will be notified of changes in PRC requirements as they occur.

The Driver drives the assigned van and is responsible for performing a daily vehicle inspection and ensuring the van receives regular maintenance and fueling. The Driver will insure that both the conditions of the vehicle and the road are safe enough for the day's commute. When inclement weather exists, it is up to the Driver to determine whether the van will proceed to its destination. Sometimes during the winter, delays may occur due to roads being closed or temporarily blocked.

In addition to driving the assigned SECA van, the Driver will be responsible for:

- Taking daily attendance on the Daily Rider Log (SECA Form DRL 1, Appendix A-5);
- Providing Treasurer with receipts for all funds expended;
- Completing a daily van inspection and recording findings on the Driver's Daily Vehicle Inspection checklist (SECA Form DDVI, Appendix A-7);
- Immediately reporting to the Van Coordinator any maintenance problems observed (or in the absence of the Van Coordinator, reporting maintenance problems to the SECA Administrator or Project Director directly);
- Taking the assigned vehicle off the road until a spare van can be obtained or a repair completed if a maintenance problem presents a safety hazard;
- Determining if maintenance deficiencies are such that a spare van is required and advising the Van Coordinator to request a spare van when necessary;
- Recording maintenance costs and providing receipts for maintenance obtained and paid for by the Van Treasurer;
- Recording mileage for a spare van on the Monthly Expense Log (Appendix A-4);
- Obtaining oil changes (LOFs) and tire rotations every 5,000 miles, PRC safety inspections every 15,000 miles (Appendix A-8), and all other maintenance called for in these Policies;
- Obtaining maintenance on assigned vehicle promptly (or advising the SECA Administrator if a legitimate reason exists why maintenance cannot be performed on schedule);
- Cleaning the assigned van at least monthly and providing receipt for cleaning costs to Treasurer;
- Completing an Accident Report Form (SECA Form ARF, Appendix A-15) and obtaining a copy of the police report for any and all accidents involving a SECA van.

The Driver is responsible for notifying the SECA office within 24 hours of the receipt of any DUI citation, suspended license, school zone violation citation, reckless driving citation, careless driving citation, or speeding citation. Drivers will refrain from driving any SECA vehicle until any DUI, suspended license, school zone violation, reckless driving, or careless driving citation is resolved. No person may operate a SECA van who has: a suspended license, DUI conviction, or school zone citation within the last five years; a

reckless driving citation within the last 3 years; or a careless driving citation within the last 2 years. Persons wishing to become SECA drivers and who have speeding citations in the last 3 years will be reviewed on a case-by-case basis. No person may operate a SECA vehicle until they have completed a Driver's Application form, including the self-reported medical fitness statement, and, the Van Coordinator has been advised by the SECA office, in writing, that the person has been added to the insurance policy. This policy will not be waived under any circumstances.

The driver is responsible for immediately ceasing driving if there is any change in health condition related to the items listed in the Driver Application Form (SECA Form DA, Revised July 2002). If the change is permanent, the driver shall notify the SECA office of their inability to meet the health criteria and resign as a driver as soon as it is determined that the change in health is long-term or permanent.

Treasurer

The Treasurer is responsible for keeping a detailed record of all income and expenditures. The Treasurer is responsible for ensuring that proper accounting procedures are maintained by having two separate signatures on each check before it is rendered as legal tender. The Treasurer shall:

- Complete the Detail of Income form (SECA Form DI 1, Appendix A-6);
- Complete the Expense Log form (SECA Form EL 1, Appendix A-4);
- Obtain new or updated Membership Application forms and collect the check or money order member fees as needed (SECA MA, Appendix A-10) for each new rider on the Van;
- Calculate the upcoming month discounted fare for each member of the van according to the work they have performed for the current month (ensuring that the van collects the amount required for operations and that only a maximum of 1.5 free rider fees are taken);
- Make deposits, sign checks, keep copies of bank statements;
- Complete a Request for Reimbursement form (SECA RR1, Appendix A-9) for any maintenance the van has paid for out of the vanpool's account over the month;
- Collect, compile and forward to the SECA office, through the Van Coordinator, monthly reports required by SECA (see Reporting Requirements), ensuring that all reports and payments are postmarked by the 10th calendar day of each month or hand-delivered to the SECA office no later than the 15th calendar day of each month;
- In the event a van is discontinued for any reason, surrender all records and cash left in the van account to the SECA Administrator or the SECA Treasurer;
- Sign and comply with the Van Coordinator Form (SECA Form Coordinator Agreement, Appendix A-12).

The Treasurer, in consultation with van members, will also determine when temporary increases above the minimum amount set by the Board are necessary; the Treasurer will determine the amount of the increase. The Treasurer will determine if/when rates for the vanpool group will return to the minimum fare set by the Board. No Treasurer may reduce payments below the minimum set by the Board without Board approval.

Rider

A rider is anyone who rides a SECA van whether on a full-time basis or as a standby. All riders must comply with SECA Bylaws, Policies and Procedures, and all applicable local, state and federal laws. A rider is required to pay in advance for all rides. The van Treasurer will determine the amount and frequency of payments within the guidelines set

forth herein. All riders shall pay a one-time membership fee of \$10. Each rider is responsible for bringing any observed vehicle maintenance problems to the attention of the Van Coordinator. If such problem is not resolved promptly, the rider shall contact the SECA Administrator or assigned Project Director to ensure the maintenance problem is handled promptly.

Full-time Rider

Full-time riders are defined as those who are paying a regular fee to reserve a seat on the van. Anyone who regularly rides three or more times a week shall typically be classified as a full-time rider and make payments as such. As such, they will not be reimbursed for rides missed due to illness, vacation, holidays (see below) or failure to arrive at the pick-up point on time.

Full-time Standby Rider

A full-time standby rider is a full-time rider that cannot be guaranteed seating if the seven most senior riders elect to use the van's services on any given day. A full-time standby rider shall pay the full-time fare with the stipulation that they may be displaced if all seats are occupied by full-time riders. If a full-time standby rider is bumped, he/she shall be reimbursed for his/her ride for the date on which he/she was bumped. A full-time standby rider will convert to regular full-time status when a seat becomes available. (SECA's experience has demonstrated that it is generally feasible to carry up to 16 full-time riders on the roster at any time without exceeding a daily passenger capacity of 15 riders; vans are encouraged to maintain 16 full-time riders whenever possible.)

Standby Rider

A standby rider is defined as an infrequent rider. A person who rides less than three times a week is typically a standby rider. Standby riders shall pre-pay for their ride.

Code of Conduct for SECA Passengers/Members

Each SECA member is expected to conduct himself/herself in an appropriate manner while in a SECA van. This shall include, but not be limited to:

- Compliance with all SECA Policies and Procedures;
- Avoiding any actions, language, or noises which interfere with the performance of the driver or the comfort of other SECA van members;
- Being on time and at the proper location for van pickups;
- Wearing a seatbelt at all times while in a SECA van;
- Refraining from use of tobacco, alcohol, or any illegal substances while in the van;
- Refraining from use of profane, offensive, and/or discriminatory language while in a SECA van;
- Abiding with decisions made by a majority of the full-time members on a SECA van, provided those decisions do not violate any SECA Policies and Procedures or the SECA Bylaws;
- Complying with emergency directives issued by the Van Coordinator for the safety and welfare of the van members (e.g., early departures due to deteriorating road/weather conditions);
- Complying with all local, State, and Federal laws.

Van Roles and Responsibilities to the Organization

Van Management

The commuters that comprise the riders of SECA vehicles are a semi-autonomous entity of the formal SECA organization. The SECA organization, managed by a Board of Directors, secures operable vehicles, secures a universal insurance policy, administers overall warranty and maintenance agreements, holds in reserve operable vans, and assures that the registration and licensing documents are current.

The individual who comprise the riders of a single vanpool are a subgroup of the semi-autonomous entity of all commuters. The commuters of a single vehicle manage the day-to-day operation of their assigned vehicle in accordance with SECA policy. The riders of each van are collectively responsible for notifying SECA of any safety or mechanical deficiencies of the assigned vehicle that have gone unreported by the Van Coordinator or Driver. (For the purpose of this policy, the term "commuters" is defined as the current roster of riders who pay for a seat on the vehicle.)

Decisions

As a sub-group of the SECA organization, certain decisions and responsibilities for the day-to-day operation of the vehicle fall within the purview of those paying for transportation to and from their work site. Each vanpool group should review the following considerations and document how they plan to address these issues:

- Setting the fares within the parameters of the SECA organization fare structure. (The SECA Board of Directors sets the minimum fee allowable.)
- Departure point(s), time(s), and route(s).
- Selecting Drivers; a Van Coordinator, and a Van Treasurer, all subject to approval by the SECA Administrator.
- Defining the responsibilities of the Drivers and Van Coordinator within the parameters of these Policies and Procedures.
- Procedures for standby riders in accordance with SECA organizational policy.

Van Paperwork

Each Van Coordinator is responsible for maintaining and making available to all SECA members the following documentation:

- Current vehicle registration
- Verification of insurance
- Current SECA Bylaws and Polices
- Vehicle Owners Manual
- Current rider list with names; email addresses; phone numbers;
- Van Emergency plan and procedures

Each Van Coordinator must personally review, or assign a member to review the above items monthly to ensure they are accurate, up to date, and to ensure all new members are added to the documents and oriented with the procedures.

Holidays

When all members of a van do not share a holiday (e.g. State and non-State employees), the Van Treasurer shall determine if it is economically feasible for the van to be driven by the members having to work that holiday. This can be computed by multiplying the

number of riders for that day times their daily fare and comparing that figure to the cost for the amount of gas that would have been used to drive the van that day. If it is more expensive to drive the van, then those members should use their own vehicles or share a ride with another member. In this case, any member who uses his/her own vehicle to get to work shall be reimbursed one day's fare. Any member who rides in another member's personal vehicle shall not be reimbursed. The Driver of the personal vehicle shall receive the equivalent day's fare for any other member of his/her van who rides with him/her. On the other hand, if the Treasurer determines that it is less expensive to take the van that day than to reimburse riders, anyone who still decides to use their personal vehicle shall not be eligible for reimbursement.

Van Emergency Plan and Procedures

Each vanpool group must develop an emergency procedure that will provide van members with a mechanism to deal with emergency situations. The document should, at minimum, consist of the following information:

- What to do when a van breaks down; who to call to get the vehicle repaired; and how the maintenance is to be billed.
- What is to be done on "snow days"
- How to contact van members if the van needs to leave ahead of schedule.

Financial Authority

The Van Treasurer and Coordinator will be given authority to sign on a SECA checking account for the van on which they ride. The limits of authority extend to only the funds collected within that van and may only be used for purposes of commuting (gas, oil, oil changes, maintenance, accounting and administrative expenses).

No Van Coordinator, Treasurer, Driver, or member has the authority to in any way encumber the SECA organization without the written consent of the full Board of Directors. Credit cards may not be obtained in the name of SECA or used for any SECA van purpose without the written consent of the full Board of Directors. Any misuse of SECA funds will be treated as such and will be rectified by any means necessary.

A checking account will be initiated by the SECA Administrator on which the van Coordinator/Van Treasurer, one or two other van members, the Board Treasurer and the SECA Administrator will be signatory (maximum of five signatures per account including those of the SECA Administrator and the SECA Treasurer). The Van Treasurer will be given authority to make deposits and write checks. All accounts require two signatures on any check written. Statements may be addressed to the Van Treasurer and the original shall be remitted with the monthly report. If approved by the SECA Administrator, a debit card may be issued with the checking account for convenience in fueling. Credit cards may not be used to pay for fuel or any other SECA van expenses. To encourage all SECA accounts to be maintained in a single banking location thus facilitating eventual electronic transfer of monthly payments, debit cards will be permitted only for those vans banking at the preferred banking institution (currently the Bank of America, 5/2000).

Vans may not use this account for personal use. Any person on a van found to be using this account for personal benefit will be asked to leave SECA and the van shall assign another person to manage the funds. If this issue persists, the Board will take over the account until the Board can find a reputable person who will manage the account in the best interests of SECA.

Checks written on a SECA van account for which sufficient funds are not present will not be condoned as it reflects on the good standing of the entire SECA organization. This may require the Board to close the account and remove the van from the route.

Each vanpool group is individually accountable for any and all funds collected within the van, with the Van Treasurer is ultimately liable and accountable for any shortages.

Personal Use of SECA Vans

SECA vans may not be used for personal business or pleasure.

Reassignment of Vehicles

The SECA Administrator will reassign vans for use on SECA routes for the good of the organization. Reassignment of vehicles will not be made to reward or punish, but will be made only to achieve the best service and the lowest maintenance costs from the fleet over time, taking into consideration the coordinator's attention to maintenance and the number of miles traveled by the route.

Process for Resolving Member Issues

At times it may be necessary to consider terminating a member's affiliation with the organization for repeated violations of the member Code of Conduct or for creating a safety hazard for the other members. If an infraction results in an immediate safety hazard (e.g., making threats towards other van members or bringing illegal/prohibited substances on the van), the Van Coordinator is authorized to temporarily suspend a member while the following process is accomplished. Ordinarily, the Van Coordinator does not have the authority to suspend a member until the following process has been completed and the revocation of membership approved by the Board.

A memo shall be prepared by the Van Coordinator outlining the behavior which is creating the need to have a van member terminated and state the efforts made to resolve the problem up to the time the memo is being written. The memo shall be reviewed by the SECA Administrator before any other action is taken by the Van Coordinator. The SECA Administrator will assess the situation and determine if appropriate steps have been taken to resolve the problem and will offer additional suggestions for resolving the issue. Once the SECA Administrator is satisfied that all reasonable efforts have been made to resolve the issue short of terminating membership, he/she will present the issue to the Project Director for the van route. The Project Director and the SECA Administrator will determine if the van shall be permitted to take a vote of the van members to terminate membership rights of the passenger in question.

If approval is given to begin the termination process, the Van Coordinator will prepare a memo to the passenger in question outlining the problem and listing the steps already taken to resolve the problem. The member will be given 7 days to respond in writing to the memo before any further action is taken. Any written response shall be forwarded to the SECA Administrator and Project Director for review and input.

If the written response provides no further insight into how the problem might be resolved short of termination of membership, the Van Coordinator will be instructed to conduct a vote of the members of the van regarding termination of the member in question. A 2/3 majority of the full-time riders will be required to terminate a rider from a van.

If a member is terminated from a van, he/she has the right to appeal the issue to the Board at its next regular meeting. If appropriate, the Board will assist the displaced member in obtaining seating on the same or a different SECA van.

Progressive Discipline Process

Van Coordinator/Treasurers

The purpose of this policy is to work more closely with Van Coordinators/Treasurers who are not performing as required and, when necessary, to replace the Van Coordinator/Treasurer with the least amount of disruption possible. Normally disciplinary action will be progressive; however, sanctions may be initiated at any step in the process at the Board's discretion, depending on the problem, the type of conduct, or the nature of the offense involved.

Effective May 1, 2001, Van Coordinators/Treasurers will be required to sign a Van Coordinator Agreement (SECA Form Coordinator Agreement, Appendix A-12). The Van Coordinator Agreement form contains five (5) key items for which disciplinary action may be taken. Detail regarding each of the five (5) items is found throughout the Policies and Procedures; the five key items as listed in the Van Coordinator Agreement are presented below:

1. I am responsible for ensuring that passenger fares are collected and deposited into the assigned van account in a timely manner, but no more than 8 banking days from the date of receipt. I agree that all funds collected shall be accounted for in the proper manner outlined in the SECA Bylaws and Policies. Receipts will be given to any member paying for his/her ride in cash.
2. I am responsible for preparing the required monthly reporting documents and forwarding them along with receipts, supporting documents, and monthly payment to the SECA office no later than the 10th calendar day of each month if mailed, or by the 15th calendar day of each month if hand-delivered to the SECA office.
3. I am responsible for serving as the point-of-contact with the SECA Administrator, Project Director, and Board of Directors. As such, I agree to receive, read, and act/respond to all requests in a timely manner.
4. I am responsible for ensuring that all members of my van comply with the SECA Policies and Procedures. This includes, but is not limited to, policies regarding member conduct, vehicle maintenance, and safety and financial practices.
5. I am responsible that no person drives the assigned SECA van, even for short distances, until they have met all Driver requirements and have been placed on the SECA insurance policy as verified by the SECA Administrator. I further agree to ensure that the assigned vehicle is not used except to transport members to and from work and during assigned hours of operation and for maintenance.

Effective May 1, 2001, with the implementation of this policy, the following progressive discipline policy shall be followed:

- Step 1:
The Van Coordinator will receive a call and email from the SECA Administrator stating the deficiency and giving a deadline of 5 working days for the deficiency to be corrected. If the deficiency is corrected, no further action is taken.
- Step 2:
The Van Coordinator will receive a letter from the SECA Administrator stating the deficiency, the failure to comply with the step 1 call for correction, and giving a new 5 working day deadline for correction. A copy of the letter will be mailed to the Project Director for the van. Three Step 2 actions, even though resolved, will result in the Van Coordinator being placed on probation.

- Step 3:
The SECA Administrator will advise the Project Director that correction has not occurred. The Project Director will direct the Van Coordinator, in writing and within 5 working days, to prepare and submit to both the SECA Administrator and the Project Director a written plan to resolve the specified problem. The Project Director may require a meeting with the SECA Administrator, Project Director, and Van Coordinator to discuss possible alternatives for the Van Coordinator to consider in developing the written plan. One Step 3 action, even though resolved, will result in the Van Coordinator being placed on probation.
- Step 4:
The SECA Administrator will prepare a letter to the van members and the Van Coordinator with a copy to the full Board of Directors outlining the problem and the efforts taken for resolution through Steps 1, 2, and 3 of this policy. The van members and coordinator will have 5 working days to prepare a written plan to resolve the immediate deficiency and ensure that future deficiencies will not occur. This may involve replacing the Van Coordinator with another van member. The plan presented by the van will be reviewed by the SECA Administrator and the Project Director and either accepted, modified and accepted, or rejected and signed off on by the SECA President.
- Step 5:
The decision made by the SECA Administrator and Project Director may be appealed to the Board of Directors. Decisions of the Board of Directors will be final.

Probation (Van Coordinator/Treasurer)

A Van Coordinator will be placed on probation when three Step 2 actions or one Step 3 action have been taken in a rolling six-month period. Deficiencies that occurred prior to May 1, 2001, the implementation date of this policy, will not be taken into consideration unless a deficiency progresses to the Step 4 level; at the Step 4 level the full history of the Van Coordinator's performance will be considered by the Board. Probation will last for 90 days. During the 90-day probationary period, one additional violation at the Step 2 level will result in the process outlined in Step 4 of this process.

Handling of Complaints about Drivers

When a complaint is received about the manner in which a SECA van is being operated, the following procedure shall be followed:

- 1) The complainant will be asked to put their complaint in writing. If the complaint is received in writing, the complaint will be forwarded to the Van Coordinator of the van about whom the complaint was made along with a letter from the SECA Administrator asking for a written response from the Van Coordinator. The Van Coordinator will have ten days to determine the facts of the situation and respond, in writing, to the SECA Administrator.
- 2) If a complainant is not willing to make a written complaint, the SECA Administrator will prepare a letter to the Van Coordinator of the van about whom the complaint was received outlining the complaint. The Van Coordinator will determine who was driving the van at the time the incident occurred and make every effort to determine what happened. The Van Coordinator will have ten days to respond, in writing, to the SECA Administrator.
- 3) If the complaint is severe enough to warrant the SECA Administrator will determine who was operating the van at the time of the incident and poll the Board members to determine if that individual's authorization to drive the van will be temporarily suspended. If immediate, temporary suspension is directed, the Van Coordinator will be given the information by phone. A follow-up letter will be

sent to both the Van Coordinator and the affected Driver. The Driver in question will refrain from driving a SECA vehicle until the situation has been resolved.

- 4) Once the written response from the Van Coordinator is received, the Board will review the response to determine what, if any, action is needed. The Driver in question and the Van Coordinator will be advised in writing of the Board's decision in the matter.

Chapter 2: Fees

Fee Amount

The fee owed by vans each month is set according to the route and is based on expenses incurred for each van. The fee is comprised of a lease or purchase payment where appropriate, vehicle replacement fund contribution, shared overhead cost for SECA administrative services where appropriate, maintenance and insurance fees. The fee paid to SECA does NOT include the cost of oil changes, tire rotations, fuel or van cleaning; these expenses will come out of the individual van account. The fee paid to SECA is for the use of the van in the current month (e.g., the payment made on January 10th is for the month of January). Effective July 1, 2005, monthly van payments to SECA for vans are as follows:

Van	Monthly Fee to SECA
Abiquiu to Los Alamos	\$785
Albuquerque East Mountain to Santa Fe	\$755
Albuquerque/Rio Rancho to La Cienega	\$855
Albuquerque/Rio Rancho/Los Alamos	\$860
Albuquerque/Rio Rancho to Santa Fe	\$755
Espanola to Santa Fe	\$710
Espanola/Pojoaque to Los Alamos	\$695
Santa Fe to Los Alamos	\$710
Las Vegas to Santa Fe	\$785
Taos to Santa Fe (7 passenger minivan)	\$425

The van payment goes toward paying for the following expenses that make up the SECA overhead:

Leases: This is the payment required to pay for leased vehicles we use. This cost is divided evenly among all Routes in SECA not covered under a separate contract. Routes under contract may at times cover evenly the cost of leased vans that are used by those routes.

Vehicle Replacement: This portion of the van payment is used for purchasing new vehicles. Routes that have purchased vans and those slated to receive new vans will pay a higher rate than those routes with leased vans.

Administration: This cost is associated with the daily operation of the SECA office and the Board of Directors. Expenses covered may include the salary of SECA employees, Board member stipends, bank service charges, computer supplies, office expenses, postage, legal fees, professional fees, utilities, and rent.

Maintenance: A portion of the van payment is deposited into an account strictly used to pay for scheduled maintenance and to pay for emergency or unscheduled maintenance costs in accordance with current maintenance policy. The account is also used to pay for maintenance to our spare van(s).

Insurance: New Mexico law requires that all vehicles carry a base level of insurance to protect the owners and riders of the vehicle and to cover the cost of repairs in case the other party in the accident does not have

insurance. SECA shall carry a minimum of \$1,500,000 liability insurance to meet requirements for insurance set by the Public Regulatory Commission (PRC). In addition, SECA shall carry an errors and omissions policy for the directors and officers of the corporation.

When Due

The total fee described will either be automatically withdrawn from the van account or for special circumstances must be mailed to the SECA administrative office and be postmarked no later than the 10th of each month a van operates. Any payment not received by the 15th of the month may result in a forfeiture of the van. If a partial payment must be made, the shortage must be paid in full within 30 days. Any different arrangements for repayment of shortages must be approved by the SECA Board. Partial payments that represent less than 80% of the total amount due will be considered nonpayment. If it is clear that funds to make a payment exist, the Board may, at its discretion, replace the Treasurer and/or Van Coordinator rather than closing a route. The Board of Directors may elect to receive payments by electronic fund transfer. Reports may be electronically filed, but the monthly payment, all receipts, and manually completed forms (e.g., the Driver's Daily Vehicle Inspection Checklist) must be mailed to the office mailing address.

Where Mailed

A home-based office has been established for the business use of the SECA Administrator. All fees, monthly reports and correspondence, unless otherwise directed, must be mailed to either of the following addresses:

SECA
PO Box 14373
Albuquerque, NM 87191-4373

Hand carried documents shall be delivered to:

11524 Manitoba NE
Albuquerque, NM

Excessive Mileage Assessment

SECA vans are not to be used for personal business or for travel beyond the posted origination and destination cities. Monthly rates have been determined using actual map mileage from the Van's home city to its destination city plus 20 miles per round trip to allow for miles traveled in the destination city to drop off passengers and trips related to van maintenance and cleaning. Vans who exceed the number of miles covered by the basic monthly fee will be assessed an excessive mileage fee. The amount of the assessment will be \$1.00 for each mile traveled over the estimated number of miles for the route each month, calculated by multiplying the daily mileage allotment by the number of actual commuting days in the month. The excess mileage assessment collected will be placed in the vehicle maintenance fund.

Each van will be billed for their excess mileage assessment on a monthly basis. Payments due from the assessment are due within 10 days of the date on the bill.

The following chart shows the number of miles a van is permitted to travel each day to avoid an excessive mileage assessment.

Route	Daily Mileage Allotment
Santa Fe/Los Alamos	110
Albuquerque East Mountain to Santa Fe	140
Albuquerque/Rio Rancho/Bernalillo to Santa Fe	140
Abiquiu to Los Alamos and Las Vegas/Santa Fe	160
Espanola/Santa Fe and Espanola/Pojoaque/LA	80
Albuquerque/La Cienega	120
Albuquerque/Rio Rancho/Bernalillo to Los Alamos	210
Taos to Santa Fe	180

How fees for riders are determined

Minimum rider fares are determined by the Board of Directors. All vans must adhere to the appropriate fare fee policy. Vans have the right to raise fees to meet necessary expenses but cannot go below minimum fares set by the Board.

In setting fees, the Board considers contract funds being administered, the current actual costs of fuel, leases, insurance, vehicle maintenance, salaries, stipends, and administrative operations. In addition, projections are made regarding maintenance fleet maintenance. These figures are used to determine the actual amount of money each van must collect to remain independently financially solvent. Because the actual per gallon cost of fuel varies from month-to-month, actual fuel costs for a given month may differ significantly from the estimated fuel cost. Vans should increase rates as needed to address rising or falling fuel costs.

Rates are set based on the assumption that vans will make every effort to maintain maximum occupancy. Vans can seat 14 passengers (plus 1 driver) at any given time. It is unusual for all full-time passengers to utilize their seats on any given day, so it is feasible to carry 15 or 16 full-time passengers without exceeding the maximum seating capacity of 15.

Minimum Rates (effective September 1, 2005)

Van	Minimum Monthly Full-Time Rider Fare	Daily Standby Rider Fare
Abiquiu to Los Alamos	\$115	\$8
Albuquerque East Mountain to Santa Fe	\$105	\$7.50
Albuquerque/Rio Rancho to Los Alamos	\$135	\$9.50
Albuquerque to National Guard	\$105	\$7.50
Albuquerque to Santa Fe	\$105	\$7.50
Espanola to Santa Fe & Santa Fe to Los Alamos	\$85	\$6
Espanola to Los Alamos	\$80	\$5.50
Las Vegas to Santa Fe	\$115	\$8
Taos to Santa Fe	\$130	\$9

Funds Collected

Any and all funds collected by SECA Vans are the property of SECA. Each Van Treasurer is given the authority to collect and use these funds for the sole purpose of conducting commuting business as outlined in the SECA Policies and Procedures. The Board of Directors reserves the right to bring excess funds from individual accounts into the main organizational account when it is necessary or advisable to maintain or improve the solvency of the organization. Any funds in a van's account which are determined by the Board to exceed the money required for normal expenses may be collected by SECA to use for SECA business (i.e. purchase of vans, etc.)

Chapter 3: Safety & Accident Procedures

Laws

All SECA members are required to obey all applicable local, state and federal laws as well as the SECA Bylaws.

Safety Checklist

To ensure that a SECA van is safe to drive the Driver shall perform a safety check daily. The checklist to be used (SECA Form DDVI, Appendix A-7. Any unsafe conditions are to be corrected or referred to the SECA Administrator so that they may be resolved as soon as possible. If the SECA Administrator cannot be contacted, the SECA Project Director must be contacted immediately. If any passenger or Driver believes a SECA vehicle is unsafe to operate, the vehicle shall not be operated until such time as the van has been inspected/evaluated by a qualified mechanic.

Driver Eligibility

Any member who wishes to drive a SECA van, even for short distances along an established van, must complete a Driver Application Form (SECA Form DA, Revised July 2002, Appendix A-11) and which includes a medical self-evaluation statement. Any DUI, suspended license, pending DUI, or school zone violation in the last five years will automatically disqualify a member as a SECA Driver. A reckless driving citation will disqualify a member from driving a SECA van for a minimum of 3 years; a careless driving citation will disqualify a member from driving a SECA van for a minimum of 2 years. Any SECA Driver who receives a DUI citation, suspended license, school zone violation citation, careless or reckless driving citation, or speeding citation in a SECA Van, must, within 24 hours of receipt of the citation, notify the SECA office of the citation and cease operation of any SECA vehicle. If a DUI citation does not result in a conviction, the SECA Board will decide if driving privileges will be reinstated. Failure to notify the SECA office of citations may, as soon as discovered through random checks of motor vehicle records, result in disqualification of a driver on a temporary or permanent basis. Other moving violation citations (e.g., speeding) will be reviewed by the SECA insurance carrier, the SECA Administrator, and the SECA Board to determine if an individual will be permitted to operate a SECA Van.

No person who has a medical or physical condition as listed on the Driver Processing (SECA Form DA Revised July 2002, Appendix A-11) may operate a SECA van for the duration of the condition

Required Equipment

To be considered safe and road worthy, each van shall possess the following items in good working order:

- Headlights & running lights
- Signals
- Horn
- Emergency 4 way flashers
- Seat belts equal to the total rider capacity for the van
- Spare tire, jack and lug wrench
- Window scraper
- Side step or running boards (15 passenger vans only)

- Warning triangles or flares
- First aid kit
- Fire extinguisher
- Current proof of insurance and registration
- SECA Bylaws and Policies
- Accident Report Kit
- Tire chains (for vans traveling mountainous roads)

Alcohol/Controlled Substances

Under no circumstances may any member of a van consume alcoholic beverages or use any controlled substance while in a SECA van. Any member in violation of this policy will lose their privilege to ride/drive in a SECA van.

It is up to the discretion of the riders of a van to remove their Driver if they suspected that driver to be under the influence of alcohol, over the counter or prescribed medicine, or illegal drugs. The SECA Administrator shall be advised of the incident as quickly as is feasible should this situation occur.

Traffic Laws

Drivers of SECA vans must obey all traffic laws including, but not limited to, speed limits, traffic lights and signs, etc. Any Driver who receives a citation is responsible for all fines resulting from traffic violations. Moving violation citations received by any SECA Driver while driving a SECA or personal vehicle as described under the Driver Eligibility section of these and Policies and Procedures are to be reported to the SECA office within 24 hours of receipt of the citation.

Parking Violations

Parking violations issued to a van shall become the responsibility of the Driver who parked the van and may not be paid for out of van funds.

Accident Procedure

In the event a SECA van is involved in a ***minor accident without injuries***, the Driver or van representative should perform the following:

- Call police
- Obtain insurance information from the other party
- Fill out SECA Accident Report (SECA Form ARF)
- Contact the SECA office within 2 hours of the accident (or assigned Project Director if the SECA office cannot be reached)

In the event a SECA van is involved in a ***major accident or any accident involving injuries***, the Driver or van representative should perform the following:

- Call 911
- Call police if not done by 911 operator
- Obtain insurance info from the other party
- Fill out SECA Accident Report (SECA Form ARF)
- Contact the SECA office as soon as physically able to do so (or assigned Project Director if the SECA office cannot be reached)

Chapter 4: Maintenance Requirements

Regular Maintenance

To keep vans in proper running order regular maintenance is required. The Van Coordinator has the responsibility of ensuring that a van gets both scheduled and unscheduled maintenance. The Driver shall obtain oil changes and tire rotations at a qualified and approved vendor every 5,000 miles. Oil changes and tire rotations will be paid for from the individual van account. SECA will pay for all maintenance other than oil changes and tire rotations, which has been approved by the SECA Administrator or Project Director prior to receipt of the service; emergency services such as towing and tire repair are exempted from the prior approval process if the SECA office is not available by phone at the time the repair/tow is needed. The SECA Administrator or designated Project Director is responsible for approving unscheduled maintenance/repairs prior to the repair being done.

If service has not been scheduled by the Van Coordinator at the required intervals, the SECA Administrator will contact the assigned Project Director and advise him/her of the problem. If the required maintenance is not completed immediately, the SECA progressive discipline process shall begin. This is necessary to ensure the safety of the passengers and other drivers on the road. Vans will have a Public Regulatory Commission approved inspection and have the appropriate form completed at intervals set by the Board of Directors.

Drivers are encouraged to change bulbs, windshield wipers, air filters, top off oil, and clean the vehicle to save on costs. All other maintenance, including oil changes, must be provided by a certified vendor. Drivers may not perform oil changes or any other maintenance on their assigned van except as specifically stated above. Below is a maintenance schedule:

Maintenance Schedule

Receipts are to be submitted with the monthly report for any and all service done to the vehicle. This includes receipts for cleaning, oil, oil changes, tire rotations, etc.

- Daily:** Conduct Driver's Daily Vehicle Inspection (SECA Form DDVI, Appendix A-7)
- Each fill-up:** Check oil and add oil if needed; wash windshield and side-view mirrors
- Monthly:** Have vehicle cleaned inside and outside **at least once monthly**
Inspect tires for wear and replace as necessary
- At Every 5,000 miles:** Have oil changed and tire rotation done at approved vendor
- At 10,000 miles:** Have oil changed and tire rotation done at approved vendor
- At 15,000 miles:** Have oil changed and tire rotation done at approved vendor; have complete safety inspection performed; obtain approval from SECA Administrator for any needed services identified in the safety inspection

Inspect:

automatic transmission fluid level
brake pads/shoes/rotors/drums/lines/hoses/parking brake system
engine cooling system and hoses
steering linkage, suspension, driveshaft and ball joints
Inspect and lubricate 4x2 ball joints
Replace fuel filter
Inspect tires for wear and replace as necessary

At 20,000 miles: Have oil changed and tire rotation done at approved vendor

At 25,000 miles: Have oil changed and tire rotation done at approved vendor

At 30,000 miles: Have oil changed and tire rotation done at approved vendor

Inspect:

automatic transmission fluid level
brake pads/shoes/rotors/drums/lines/hoses/parking brake system
engine cooling system and hoses
exhaust systems and heat shields
steering linkage, suspension, driveshaft and ball joints
Replace fuel filter and air filter
Inspect/adjust 4x2 wheel bearings for end play
Inspect and lubricate 4x2 ball joints
Inspect tires for wear and replace as necessary

At 35,000 miles: Have oil changed and tire rotation done at approved vendor

At 40,000 miles: Have oil changed and tire rotation done at approved vendor

At 45,000 miles: Have oil changed and tire rotation done at approved vendor

Inspect:

automatic transmission fluid level
brake pads/shoes/rotors/drums/lines/hoses/parking brake system
engine cooling system and hoses
exhaust systems and heat shields
steering linkage, suspension, driveshaft and ball joints
Inspect tires for wear and replace as necessary

At 50,000 miles: Have oil changed and tire rotation done at approved vendor

At 55,000 miles: Have oil changed and tire rotation done at approved vendor

At 60,000 miles: Have oil changed and tire rotation done at approved vendor

Inspect:

automatic transmission fluid level
brake pads/shoes/rotors/drums/lines/hoses/parking brake system
engine cooling system and hoses
exhaust systems and heat shields
steering linkage, suspension, driveshaft and ball joints
Grease and pack bearings
Replace fuel filter and air filter
Inspect/adjust 4x2 wheel bearings for end play
Inspect and lubricate 4x2 ball joints

Inspect tires for wear and replace as necessary

At 65,000 miles: Have oil changed and tire rotation done at approved vendor

At 70,000 miles: Have oil changed and tire rotation done at approved vendor

At 75,000 miles: Have oil changed and tire rotation done at approved vendor

Inspect:

automatic transmission fluid level
brake pads/shoes/rotors/drums/lines/hoses/parking brake system
engine cooling system and hoses
exhaust systems and heat shields
steering linkage, suspension, driveshaft and ball joints
Inspect tires for wear and replace as necessary

At 80,000 miles: Have oil changed and tire rotation done at approved vendor

At 85,000 miles: Have oil changed and tire rotation done at approved vendor

At 90,000 miles: Have oil changed and tire rotation done at approved vendor

Inspect:

automatic transmission fluid level
brake pads/shoes/rotors/drums/lines/hoses/parking brake system
engine cooling system and hoses
exhaust systems and heat shields
steering linkage, suspension, driveshaft and ball joints
Replace fuel filter and air filter
Inspect/adjust 4x2 wheel bearings for end play
Inspect and lubricate 4x2 ball joints
Inspect tires for wear and replace as necessary

At 95,000 miles: Have oil changed and tire rotation done at approved vendor

At 100,000 miles: Have oil changed and tire rotation done at approved vendor

Inspect accessory drive belt(s)
Replace PCV valve
Replace spark plugs

At 105,000 miles: Have oil changed and tire rotation done at approved vendor

Inspect:

automatic transmission fluid level
brake pads/shoes/rotors/drums/lines/hoses/parking brake system
engine cooling system and hoses
exhaust systems and heat shields
steering linkage, suspension, driveshaft and ball joints
Inspect tires for wear and replace as necessary

At 110,000 miles: Have oil changed and tire rotation done at approved vendor

At 115,000 miles: Have oil changed and tire rotation done at approved vendor

At 120,000 miles: Have oil changed and tire rotation done at approved vendor

Inspect:
automatic transmission fluid level
brake pads/shoes/rotors/drums/lines/hoses/parking brake system
engine cooling system and hoses
exhaust systems and heat shields
steering linkage, suspension, driveshaft and ball joints
Replace fuel filter and air filter
Inspect/adjust 4x2 wheel bearings for end play
Inspect and lubricate 4x2 ball joints
Inspect tires for wear and replace as necessary

At 125,000 miles: Have oil changed and tire rotation done at approved vendor

Continue with oil change, tire rotation, and tire wear inspection every 5,000 miles and a safety inspection every 15,000 miles. Repeat 15,000 mile service at 135,000 miles and every 15,000 thereafter; repeat 30,000 miles at 150,000 and every 30,000 thereafter.

Non-scheduled Non-Emergency Maintenance

From time to time vans will require unscheduled maintenance. These repairs must be approved by the SECA Administrator in advance of the repair being done. If the SECA Administrator cannot be reached by telephone, the assigned Project Director may authorize the maintenance. Aesthetic repairs (e.g., detailing, repairing minor dents, adding a step) must also be approved by the SECA Administrator prior to being done. If a non-emergency repair is done without prior approval, the van will be responsible for the cost of the repair.

Emergency Repairs

Any problem that requires immediate attention such as windshield damage in the Driver's line of vision, out-of-round tires, exhaust leaks, dead battery, etc., constitutes an emergency repair. Any other problem left unresolved that would further damage the van and/or its occupants MUST be taken care of immediately. Emergency repairs are to be done as soon as possible and the SECA Administrator notified. The SECA Administrator should be apprised of the situation, if at all possible, prior to any repairs. If the funds exist to pay for an emergency repair, the van should pay for the repair and submit a request for reimbursement to the SECA office. If funds do not exist, contact the SECA office for payment to the vendor. If it is necessary for a van to be towed due to one of the above problems, the van shall be towed by a licensed towing company to either the home or work location, whichever is closest to the disabled vehicle. The SECA Administrator may be contacted 24 hours a day at the home number published in the front of this manual for emergency situations requiring **immediate** action.

Spare Vans

SECA maintains one or more spare vans. If a regular SECA van will be out of service for more than one working day, a Driver should make arrangements with the designated SECA Project Director to use a spare van. If the SECA Project Director is not available, contact the SECA Administrator. Spares are to be returned with at least as much gas as they had when taken out. One spare van will be maintained in Santa Fe. If SECA has more than one spare a second spare will be maintained in Albuquerque. The Southern Project Director should be contacted if the Albuquerque-based spare is needed or more convenient.

In the event a spare is used on a regular van for a month or more, the Driver shall ensure that the spare has a lube/oil change a tire rotation and any other maintenance falling due during the period of use. The spare van shall be inspected daily while in service using the appropriate daily inspection form.

Paying for Maintenance

Each van is responsible for paying for all maintenance. LOFs (oil changes), tire rotations, fuel, wiper blades, lights, and cleaning and other small items are not reimbursable. SECA will pay for all other maintenance, provided the maintenance is approved in advance (except emergency repairs as outlined above). Preventative maintenance and emergency repairs shall not be delayed by any van due to the lack of time to have such repairs/maintenance performed. If time is a problem, the Van Coordinator shall enlist the help of van members; as a last resort, the assigned Project Director should be contacted for assistance in obtaining the needed service.

If funds exist in the vanpool account to cover the entire cost of an emergency repair, a van should pay the bill in full. The original invoice will be submitted to the SECA Administrator with a request for reimbursement. If a van cannot pay for its repairs, the van should make arrangements with the maintenance vendor to have SECA billed or contact the SECA office for immediate payment. The Project Director must be apprised of the need to have SECA billed and approve any such arrangement before services is provided. At any time a Project Director cannot be reached, the SECA Administrator shall be contacted for approval/assistance. Cost of van cleaning is the responsibility of each vanpool.

Inspections

Van Coordinators will participate in annual van inspections performed by the Project Directors and other Board members. The purpose of the annual inspection is to ensure that SECA vans are equipped properly (i.e. safety equipment) and to check their physical condition. The SECA Board of Directors shall determine the date for the annual inspection. All vans will be given a month's notice prior to the annual inspection. If a van Coordinator cannot attend an inspection, prior arrangements must be made with another van driver so that the van will be present. The annual inspection in no way relieves SECA Coordinators, Drivers and members from daily vehicle inspections for safety and maintenance deficiencies.

In addition to the annual inspection of the physical condition of each van, a mechanical/safety inspection will be performed by a qualified mechanic every 15,000 miles. The Driver shall request that a PRC inspection form be completed by the vendor; the completed PRC inspection form shall be sent to the SECA Administrator with the monthly report. The purpose of this inspection is to ensure that a qualified individual checks the van for safety at regular intervals. The inspection will include, but not be limited to, an inspection of the braking system and tires. Van Coordinators will be notified of upcoming van inspections via email and the newsletter, The Commuticator.

Chapter 5: Recording & Reporting Responsibilities

What Needs to Be Recorded

A notebook should be kept in the van in which the Driver's Daily Vehicle Inspection Report, Daily Rider Log, Vehicle Operations Log, Detail of Income and Expenses forms, bank statements, membership/driver applications, etc. are maintained. All records shall be kept on a month-to-month basis and shall not span months. This means records such as the Rider and Expense Logs and Detail of Income shall start from the first day of a month and end on the last day of that month. If a bank statement does not report one complete month, the Treasurer shall have to determine the month beginning and month ending balances from the daily balances that are usually reported on the bank statements. This will enable the Treasurer to truly reflect income and expenses that were incurred for each month of van operation. Completed forms will be turned in with the monthly report for the van. If a Van Coordinator/Treasurer elects to file his/her forms by email, weekly posting to computer spreadsheets is encouraged.

Daily Riders Log (DRL 1) – Driver (Co-Driver)

Each day a SECA van commutes to its destination the Driver must take attendance and record it on the Daily Riders Log. The names of standby riders and those days they rode in the van must also be recorded.

Driver's Daily Vehicle Inspection Report (DDVI) – Driver (Co-Driver)

The Driver's Daily Vehicle Inspection Report is to be completed daily after the van has been inspected for the items indicated on the form. If a deficiency is noted during the daily inspection, it must be noted on the form and the SECA Administrator contacted. If the deficiency is a safety issue or one that may cause the van to have a mechanical breakdown, arrange with the SECA Administrator for the use of a spare van. If the deficiency is not of an urgent nature, contact the SECA Administrator and obtain approval to have the deficiency addressed as soon as possible.

Detail of Income (DI 1) - Treasurer

Each month, a Detail of Income shall be kept to record all income received by the van. Whenever funds are received, a transaction must be recorded on this form. Indicate in the appropriate columns the date funds were received, check number (or "CASH" if cash was received), who the funds were collected from, the amount collected, and the date when funds were deposited into the van checking account. Record only funds received during the current month of operation regardless of whether they are deposited in that month of operation. At the end of the month tally the amounts in each column and record them on the Monthly Financial Statement (MR 1).

Expense Log (EL 1) – Driver/Treasurer

Each month an Expense Log shall be kept to record all money spent by the van. Whenever funds are spent a transaction must be recorded on this form. Indicate in the appropriate columns the date funds were spent, check number (or CASH if cash was spent, DC if a debit card was used), who the funds paid to, mileage (for gas purchases or maintenance), the amount paid, and what the money was spent for (e.g., gas, van cleaning). Record only funds spent during the current month of operation.

At the beginning of each month the Driver will record the starting van mileage in the Expense Log. The beginning mileage will be the same number as the Ending Mileage

from the previous month. Whenever the van requires fuel and/or oil, record the mileage on the receipt. Provide all fuel and oil receipts to the Treasurer so that the information can be included on the Expense Log. Service station receipts are best kept by taping them to an 8 1/2" X 11" sheet of paper.

At the end of the month the Driver will record the ending mileage on the Expense Log. If more than one van is used during a month please indicate starting and ending mileage for the additional van(s) on the Expense Log.

Membership Application (MA) - Treasurer

Whenever a new rider, whether full-time or standby, starts riding a SECA van they are required to fill out a Membership Application form. The form is designed to obtain information about the rider's home and work locations. Along with the form a one-time \$10 fee must be paid to the Van Treasurer. Any membership fees and Processing Forms collected in a month are to be sent in along with the regular monthly report for that month. Previous SECA members who have already paid the \$10 membership fee at an earlier time should also complete a new Membership Application, indicating "update" at the top of the form.

Driver Processing (DA, Revised February 2001) – Van Coordinator

Anytime a new Driver is added to a van, a Driver Application Form must be completed. If there is a need to have the Driver begin immediately, the Driver Application shall be faxed to the SECA office for immediate processing. Under no circumstances shall a new Driver operate a SECA vehicle until approval has been received from the SECA office stating that the individual has been cleared and added to the insurance policy. The original of the Driver Processing Form shall then be forwarded along with the monthly report. All information on the form is required for insurance purposes and for records maintained for the PRC. The originals of these forms must also be turned in with the monthly report. Any person who drives a SECA van, even for short in-town distances, must complete the Driver Application Form and placed on the insurance policy before operating a SECA van.

Routing Sheet (VRS) – Van Coordinator

Whenever changes to a van's route have occurred, the Van Coordinator must inform the SECA office and submit a new Routing Sheet with the next monthly report.

Van Roster (VR) – Van Coordinator

In December of each year or in the month of any change, a Van Roster will be completed by each Van Coordinator and turned in. This will allow the SECA office to maintain up-to-date phone and mailing information for all active members.

Accident Report Form (ARF) – Driver (Co-Driver)

In the event an accident occurs involving a SECA van, an Accident Report Form will be completed by the Driver (Co-Driver) operating the vehicle at the time of the accident. The SECA office will be notified immediately of any accident, even if no injuries or damage were involved. A police report shall be made by the Driver for any and all accidents, including those occurring on private property and in parking lots.

Reporting Requirements

No later than the 10th of each month, each Van Coordinator is required to send the full monthly payment and report (either email or fax the forms or mail them in hardcopy) for the previous month of operation. If using email or fax, a check for the monthly payment, hardcopies of all receipts, and all non-electronically submitted forms must be mailed by the 10th; electronic filing must be done by the 15th of each month. Reports, payments and originals of documents must be received at the SECA office by the 15th day of each month whether filing on paper or electronically. The report shall include

1. Monthly Financial Statement (MR 1)
2. Fund Reconciliation Worksheet (FR 1) (1 & 2 are combined in the latest versions of these forms)
3. Daily Ridership Log (DRL1)
4. Driver's Daily Vehicle Inspection Report (DDVI)
5. Detail of Income (DI 1)
6. Expense Log (EL 1)
7. Original bank statement (online version of statement is acceptable), checks and deposit slips (or carbon copies if originals are not returned to you by the bank.)
8. Original invoices & receipts for maintenance items, gas & oil purchased and any other incidental expenses reported on the Monthly Financial Statement (keep copies for van records)
9. Membership and Driver Application Forms
10. Changes to van roster/van

If delayed receipt of the bank statement results in a Van Coordinator's inability to report by the date required, the Van Coordinator shall contact the SECA office by the 15th of the month to advise the SECA Administrator of the situation. For this reason an online bank statement may be substituted for the regular bank statement. Please mail the original (mailed) bank statement and canceled checks once you receive them or with you next monthly report.

Chapter 6: Starting a New Van

Whenever there is a minimum of thirteen (preferably 15) people on the waiting list for a given service area, the SECA Administrator may start a new route. A number of steps must be followed in implementing a new van route.

1. Find one or two common pick-up points and get permission to park at the location(s) selected.
2. Appoint a Driver, co-Driver(s), Treasurer, Van Coordinator. Submit paperwork for processing Drivers. Set up a time for Van Coordinator/Treasurer and Drivers to meet with SECA Administrator to review duties and responsibilities.
3. Fill out Membership Applications and Van Coordinator/Driver Agreements.
4. Establish a route and complete the Routing Sheet. Submit to SECA Administrator to facilitate additional passenger referrals.
5. Coordinate with the SECA Administrator to have a bank account opened.
6. Obtain a van and paperwork from the SECA Administrator.
7. Start van.

All new vans will pay a pro-rated fee for the partial month in which they begin operating if the route is started on other than the first working day of a month. The partial fee for the first month of operation will be discounted as needed based on the individual situation. Monthly reports are required to be filed for any partial month of operation and each month of operation thereafter.

Appendix A: Forms

On the next few pages are copies of the forms that van pools will need to conduct business and report to SECA on a monthly and yearly basis.

******* Please make copies of the forms on the following pages *******

Monthly Financial Statement & Reconciliation Form

VAN # _____

Month of Operation _____

Report Prepared By: _____

Monthly Financial Statement

Fund Reconciliation

1. Income

- a. Fulltime Rider Fares _____
- b. Standby Rider Fares _____
- c. Membership Fees _____
- d. Checking Interest/Dividend _____
- e. Maintenance Reimbursement _____
- f. Miscellaneous _____

Total

1. Bank Statement info

- a. Starting Balance on statement _____
- b. Deposits, Interest & dividends _____
- c. Total Withdrawn _____
- d. Ending Balance on statement _____
- e. Checking Gain or loss _____

2. Expenses

- a. Fuel _____
- b. Van Cleaning Costs _____
- c. Maintenance _____
- d. Van Payment to SECA _____

- e. Bank Service Charges _____
- f. Other Expenses _____

2. FARES collected this month
but not deposited _____

In next month's report put
this amount in #4 below

3. Checks Written last month
that cleared this month _____

4. FARES from last month that were
deposited this month _____

Put in \$ from #2 above from last month

5. Checks written this month that
haven't cleared _____

3. Total Expenses

Total Gain or Loss for the month

4. Gain or (Loss) this month

These two amounts need to be the same

Comments:

Monthly Expense Log

Van # _____

Month of Operation _____

Date	Check #, DC or Cash	Payee / Description	Mileage	Fuel	Oil / Oil Change	Vehicle Cleaning	Maint.	SECA Payment	Service Charge	Other Expense
		Beginning mileage								
		Ending mileage								
Totals										

Daily Riderlog

Van # _____

Month/Year _____

Name	F/S	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
TOTALS																																					

Driver's Daily Vehicle Inspection Report

VAN# _____

MM/YY: _____

ENDING MILEAGE: _____

**Brakes
Horn
Tires
Mirrors**

**Steering Mechanism
Instrument Panel
Windshield Wipers**

**Lighting Devices/Reflectors
Wheels/Rims
Emergency/Safety Equipment**

IF NO DEFICIENCIES ARE NOTED, INITIAL UNDER DATE INSPECTION PERFORMED

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

If no defect or deficiency is discovered or reported to the driver, the report shall so indicate by initialing the corresponding date block below. If a deficiency is noted, indicate the date, mileage, and nature of the deficiency below. If this is a **SAFETY ISSUE** or one that may **CAUSE THE VAN TO HAVE A MECHANICAL BREAKDOWN**, call your Project Director **IMMEDIATELY** to arrange for a spare so your van can go in for repairs. If it is not an emergency, call and make arrangements for the repairs to be completed as soon as possible. (Albuquerque-based vans, call Ken Thom at 833-1167 or 263-2123; all other vans, call Cecil Stark at 982-0413, 667-6486, or 670-2107.) These inspections **MUST BE PERFORMED DAILY** and turned in to the SECA office with the monthly report.

DEFICIENCIES NOTED:

Date: _____ **Mileage:** _____ **Problem Found:** _____

Date: _____ **Mileage:** _____ **Problem Found:** _____

Date: _____ **Mileage:** _____ **Problem Found:** _____

SCHEDULED AND EMERGENCY MAINTENANCE SERVICES COMPLETED DURING MONTH: (attach receipts to this form)

Type of Service: _____ **Date Performed:** _____ **Mileage:** _____

Type of Service: _____ **Date Performed:** _____ **Mileage:** _____

Record of PRC Inspection for SECA

This form is to be completed by a qualified mechanic every 15,000 miles and not less than once each year.

Van Number: _____ VIN# _____

Licene Tag Number: _____

Inspected By: (Vendor/Business Name, Inspector's Name, Date of Inspection)	
Vendor Company Name:	_____
Name of the INSPECTOR:	_____
Date of Inspection	_____
Mileage at Time of Inspection:	_____

INDEPENDENT REPORT ON CONDITION OF VEHICLE

	OK	Repair Needed	Repair Completed		OK	Repair Needed	Repair Completed
BRAKES				BODY			
Drums/Rotors				Windshield			
Brake Pads				Windshield Wipers			
Emergency Brake							
LIGHTING				MIRRORS			
Headlights				Rear View Inside			
Brake Lights				Driver Side			
Reverse Lights				Passenger Side			
4 Way Blinkers							
Turn Signals							
SAFETY EQUIPMENT				TIRES			
Jumper Cables				Tread			
Horn/Tire Jack/Lug Wrench				Inflation			
3 Waring Triangles				Damage			
Mounted Fire Extinguisher							
First Aid Kit				OVERALL RATING:	Circle:	EXCELLENT	GOOD OKAY

Request for Reimbursement

S E C A

P. O. Box 14373, Albuquerque, NM 87191-4373

Check Request or Request for Reimbursement

Today's Date _____

Invoice Date	Invoice #	Vendor	Service Performed	Invoice Amount	Amount Paid by Van	Balance Owed

For SECA Admin use only
Approved by _____
Entered into books _____
Paid when _____ Check # _____

Subtotal _____

Deductible -- _____

Reimbursement to van _____

Owed by SECA to vendor _____



State Employees Commuter Association. P. O. Box 14373. Albuquerque, NM 87191-4373 (505) 501-1308

Membership Application

Type of Application: New Update Email Address: _____

How did you hear about SECA? _____

Applicant's Name _____

Work Phone _____ Home Phone _____

Home Address _____

City _____ State _____ Zip _____

Employed by _____

Major cross streets closest to work _____ / _____

I work in the _____ building.

Rider Status: Full-time Stand-by Temporary / Seasonal

Scheduled work hours _____ a.m. _____ p.m. Date of Birth (optional) _____

I understand and agree that by applying for membership in SECA, I must abide by the By-laws, Policies and Procedures, and Code of Conduct of said organization. I further understand that a one-time, non-refundable fee of Ten Dollars (\$10.00) is required and entitles me to ride on a SECA van as long as I have paid in advance for that ride. I understand that I am responsible for promptly advising the SECA office of any illegal or unsafe situations occurring on a SECA van.

I, the undersigned, agree to pay Ten Dollars (\$10.00) to the SECA Driver or representative on the day that I begin riding a SECA van.

Applicant's Signature Date _____

For Driver or Van Representative only

Application accepted by _____ Date _____

Member on Van # _____ Membership fee paid on _____ \$ _____

Date received by office _____ Fee received? Yes No

Driver: Mail this form along with \$10 fee to SECA with your current month's report

SECA Form MA Oct 2002



**State Employees Commuter Association, PO Box 14373 Albuquerque, NM 87191-4373
1-866-732-2826 - (505)-501-1308 - secavans@abq.com**

DRIVER APPLICATION

Route# ____ Driver Will Be: [] Primary [] Co-Driver/Backup DDC attached or date, time, place scheduled _____

Applicant's Name (print) _____ email: _____

Cell: _____ work: _____ home: _____ emergency: _____

Home Address _____ City _____ Zip _____

Exact Night Time Location of Van: _____

Employed by _____ Where: _____ Exact Day Time Location? _____

New Mexico Driver's License # _____ Date of Birth: _____

Driving Record: If you have had an accident or moving violation citation in the last 3 years, you must submit a copy of your Motor Vehicle Record (available at any MVD office) with this application. **If you have a DUI or school zone violation, you are ineligible to drive a SECA van for at least 5 years after the conviction. If any charges are pending, you may not operate a SECA van until they are adjudicated.**

Statement of Responsibility

As a SECA Vanpool Driver, I recognize that I must: have a valid driver's license; be medically fit at all times to operate a SECA vehicle; comply with all requirements set forth by the Public Regulatory Commission for drivers of non-profit commuter vanpools; comply with SECA ByLaws and Policies and Procedures and maintenance requirements; and, comply with state, local, and federal driving laws. By my signature below, I affirm that I have no medical condition which could impair my ability to safely drive a SECA van and that I am not taking medication (prescription or non-prescription) which could impair my driving ability. I agree to report any accident, bodily injury, or property damage involving the vanpool vehicle promptly to the SECA office and obtain copies of any and all reports regarding any damage to the SECA vehicle or bodily injury to a member of SECA. Further, by my signature below, I authorize SECA to have my driving record checked at any time during the period I am a SECA driver. I agree to immediately notify the SECA office if given any moving violation citation of any kind whether received in a SECA van or in my personal vehicle. I know that I am not authorized to drive any SECA van until my Van Coordinator has been notified in writing of my approval and inclusion on SECA's insurance policy.

Applicant's Signature

Route # _____ Date _____

SECA Form DA Oct 2002

Van Pool Routing Sheet

Van # _____

Driver _____

Month _____, 20 _____

Route _____

Outbound Trip				Inbound Trip			
Location	Time	#FT	#SB	Location	Time	#FT	#SB

Van Roster

Van # _____

Driver _____

Month of _____, 20____

Name of Rider	Home Address	City	Zip	Home Phone	Work Phone

Van Roster Update Form

Van # _____

Driver _____

Month _____, 20 _____

Rider Additions	Rider Deletions	Comments

SECA RU 1 Jan 2000

Accident Report

Driver: _____ Van # _____ Date of Accident: _____

Location of Accident: _____

Road Conditions: _____

Estimated Damages: \$ _____

=====

Description of Accident (diagram on back)

=====

Analysis: What driver actions, failure to take action, and/or unsafe conditions contributed most directly to causing the accident?

=====

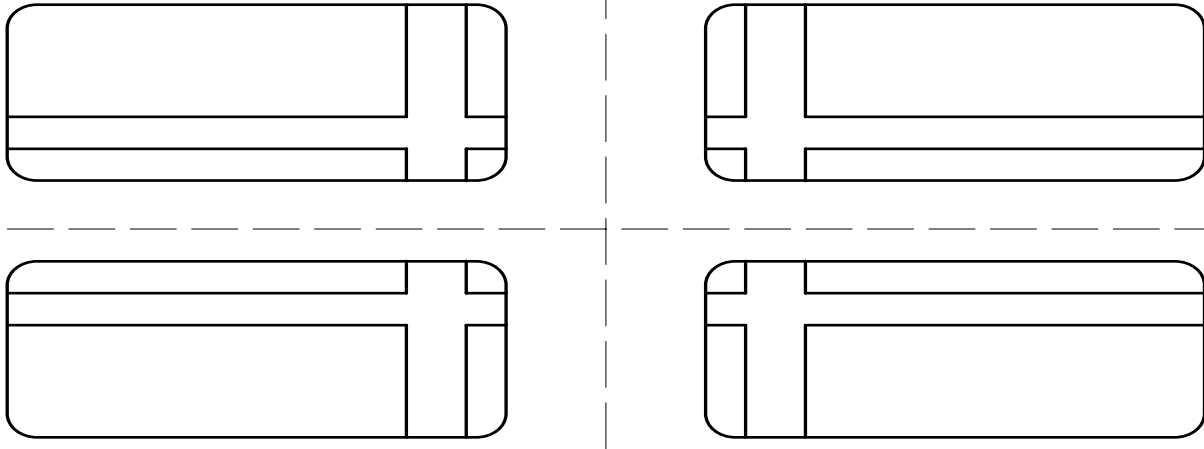
Prevention: What action has been taken to prevent recurrence?

Investigated by _____

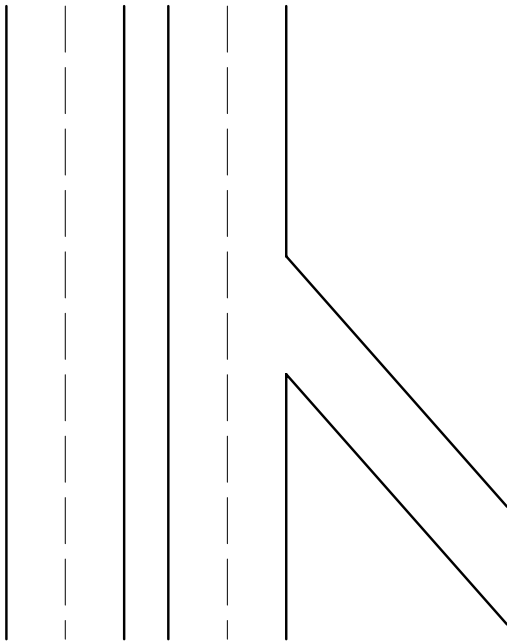
Signature _____

Draw vehicles involved. Indicate direction of travel, speed, other objects struck (such as a tree, light pole, guard rail, etc.)

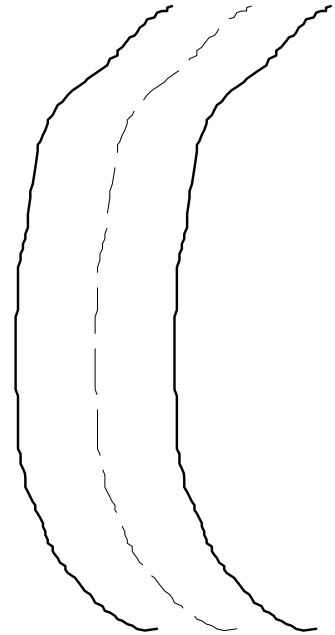
Intersection



Interstate



Curve



Appendix B: Maintenance

Maintenance Vendors

The following are Maintenance Vendors that are currently patronized by SECA:

Albuquerque/Rio Rancho Area

Action Alignment & Exhaust System
500-B Carmony Rd NE
ph: 345-4281

Dearholt Enterprises
1700 Eubank NE, Suite B
ph: 857-0868 office / 220-4027 mobile

Don Chalmers Ford
2500 Rio Rancho Blvd SE
Parts Dept - 890-2244
Service Dept - 890-2203

Firestone Tire & Service Center
1501 Juan Tabo NE
ph: 299-6177

Jiffy Lube *
Coors Blvd & Quail Rd NW
Eubank & Comanche NE
1600 Juan Tabo NE
6301 Lomas NE
Montgomery Blvd & Pennsylvania NE
1201 San Mateo Blvd. NE
2301 Wyoming NE

Tires Plus
Eubank & Manual
ph: 292-7000

Tires Plus
Second & Lomas
ph: 243-5587

Zip Lube *
3540 Coors Blvd NW
3601 Rio Rancho Blvd NE
5701 4th St NW
4802 Lomas Blvd NE
10508 Manual Blvd NE
7200 San Antonio NE
4220 San Mateo Blvd NE

Santa Fe Area

Alex Safety Lane
1370 Pacheco
ph: 983-5577

Capitol Ford
4490 Cerrillos Road
ph: 473-3673

Discount Tire Company *
1366 Cerrillos Road
ph: 984-0626

Expert Tire
1015 St. Francis
ph: 984-0124

Jiffy Lube *
1975 Cerrillos
ph: 982-5814

Zip Lube *
3143 Cerrillos Rd
ph: 471-0842

Los Alamos Area

RPM
1731 Trinity Drive
ph: 662-7721

* Discounts available for SECA vans

Appendix C: Rate Schedules

Below is a table with rates for SECA's routes:

Rate Schedule for Existing Routes

# of Full-time paying riders	ALB & RR/LA	ALB & RR/NG	ALB & RR/SFE	EMT / SFE	ESP / LA	ESP / SFE	Abiquiu/ LA & LV / SFE	SFE / LA	TAOS/ SFE
15	\$135	\$105	\$105	\$105	\$80	\$85	\$115	\$85	
14	\$135	\$105	\$105	\$105	\$80	\$85	\$115	\$85	
13.5	\$135	\$105	\$105	\$105	\$80	\$85	\$115	\$85	
13	\$140	\$109	\$109	\$109	\$83	\$88	\$119	\$88	
12	\$152	\$118	\$118	\$118	\$90	\$96	\$129	\$96	
11	\$166	\$129	\$129	\$129	\$98	\$104	\$141	\$104	
10	\$182	\$142	\$142	\$142	\$108	\$115	\$155	\$115	
9	\$203	\$158	\$158	\$158	\$120	\$128	\$173	\$128	
8	\$228	\$177	\$177	\$177	\$135	\$143	\$194	\$143	\$130
7	\$260	\$203	\$203	\$203	\$154	\$164	\$222	\$164	\$130
6	\$304	\$236	\$236	\$236	\$180	\$191	\$259	\$191	\$152
5	\$365	\$284	\$284	\$284	\$216	\$230	\$311	\$230	\$182
4	\$456	\$354	\$354	\$354	\$270	\$287	\$388	\$287	\$228