

ANNEX 01
MEMORANDUM OF UNDERSTANDING
VEHICLE SHARING BETWEEN NGOS



Aligned with the purposes of efficiency and effectiveness of the initiative it is serving, as well as with the one of changing usage and practices, this document is edited using limited narrative and is privileging the use of bullet points instead.

1 - PROJECT OVERVIEW

This project lies on the volunteer collaboration of national and international NGOs operating in XXX, that agree to share movements by making their light vehicles fleet (or part of it) available to the rest of the community. That involves providing vehicles that are in good technical condition and maintained, scheduling and movements planning coordination, identifying drivers as per minimum requirements, ensuring costs tracking and recovery.

Scope: the initiative targets the shared transport of passengers and small cargos using light vehicles, in a form of systematic movements (intercity shuttles) or other shared movements on concurring routes between at least 2 different organisations.

1.1 - GUIDING PRINCIPLES:

- **Quality of service provision** (agencies' transport needs are met in optimal conditions).
- **Safety and security** (ensured for drivers, passengers and 3rd parties).
- **Collaboration** (the spirit of constructive coordination, cooperation, mutualization drives the initiative).
- **Mutual recognition** (each participating agency recognizes and trust other participating agencies guidelines and policies as well as their good faith in their implementation on a day to day basis).
- **Transparency** in cost tracking and recovery.
- **Change management** (of institutional approach to mobility including fleet managers, passengers).
- **Freedom of use of the initiative:** participating agencies are free to make the use they see most relevant to their operations (substituting their existing fleet, provide a backup in case of fleet capacity shortage...).

1.2 - OBJECTIVES:

- Reduce fleet operating costs by the end of the 1st year of operation.
- Reduce fleet environmental impact by the end of the 1st year of operation.
- Implementing practical sharing of mobility resources.
- Exploring new fleet usages.

1.3 - HOW OBJECTIVES WILL BE MET:

- By increasing occupancy rate of vehicles by opening available seats on a planned movement to other agencies passengers.
- By promoting the use of such shared services among our users/passengers (change management).
- By agreeing on common meeting points and departure times for shuttles movements
- By exploring change together.

1.4 - INDICATORS:

- Fleet cost reduction / avoidance.
- Fleet Co2 eq. emissions reduction.

2 - ACCESS, RULES OF ENGAGEMENT:

- In order to access or contribute to the service provided by the initiative, agencies should have signed the current MoU, and abide by the Minimum Requirements and SoP.
- This initiative follows the logic of Minimum Requirements: participating agencies should match them at minima but are free to implement more restrictive requirements if they wish to.
- There are no restrictions as per the volume and frequency of movements of an agency to allow its access to the initiative: Even in the case that there is only one movement per month and the agency cannot provide a vehicle, they can still make use of the initiative.
- SoP are meant to capture the day-to-day practicalities of the initiative and are therefore subject to regular modification while we explore the vehicle sharing modality.

3-AGENCIES RESPONSIBILITIES

Coordination

- Active participation, collaboration and problem-solving mindset.
- Facilitating and participating to meetings on a regular basis (coordination, governance...).

3 - AGENCIES RESPONSIBILITIES (continued)

Fleet provision (in the case the agency chooses to provide vehicles to the initiative)

- Register vehicles to the pool.
- Insure vehicles as per minimum requirements.
- Inspect and maintain vehicles as per minimum requirements and following the approach of 'mutual recognition'.

Drivers (in the case the agency chooses to provide vehicles to the initiative)

- Provide drivers which records are aligned with the project minimum requirements (i.e driving record, drug testing).
- Ensuring training and sensitization of drivers on best driving and safety policies.
- Ensuring that drivers complete the vehicle log for each trip.

Planning / Booking:

- Compile weekly movement planning and provide it to the initiative every Friday using the determined tool.
- Identify vehicle sharing opportunities among others agencies movements.

Costs (see also section 4)

- Agree to the cost sharing model.
- Provide transparent data allowing to establish average costs.
- Running costs will be followed-up and billed on a regular basis back to the agency.
- Pay the bills.

Passengers/users sensitization:

- Contributing to the institutional/ passenger's /user's change management.
- Assuring dissemination of joint rules and procedures in shared movements (safety...).
- Contributing to the complaint/feedback mechanism of the service.

4 - COSTS FOLLOW-UP AND RECOVERY

- The principle of full costs recovery applies to the initiative (vehicle's rental/depreciation, insurance, drivers, maintenance, fuel).
- During 1st phase of utilisation, all agencies agree not to recover costs until the cost sharing model and payment modalities are agreed upon. The present MoU will then be subject to an addendum. However, in the meanwhile tracking of movements per agencies will be systematic.

5 - BOOKING AND SCHEDULING

- Current existing booking practices from agencies are not modified, they are simply put in common (agencies needs are compiled by Thursday, and put in common on Fridays).
- Dispatchers/fleet managers are coordinating/pooling movements on Fridays.

6 - SECURITY AND SAFETY

6.1-SECURITY/SAFETY RESPONSIBILITY AND FOLLOW-UP:

6.1.1 - BUSINESS AS USUAL:

The agency leading the movement (providing the vehicle and driver) is de facto ensuring security/safety follow up, namely:

- Proper mechanical and maintenance state of the vehicle (daily check, general maintenance plan).
- The proper training and minimum requirements for drivers.
- The movement clearance, tracking and follow-up, (including harsh weather conditions).
- The protocols implementation in case of accident/indicent (road, context, security).

The other agencies abide by the rules of the leading agency.

6.1.2 - IN CASE OF INCIDENT/ACCIDENT:

- The emergency protocols of the agency leading the movement abide.
- The leading agency's protocols and action are followed/implemented.
- Communications to partner's agencies to be made as soon as possible (dedicated Whatsapp Group).
- Incident report to be shared with partner's agencies focal points.

6.2 - COVID 19 SPECIFICS:

- Covid specific rules are systematically compared and will be monitored and adapted based on the situation.

6.3 - INSURANCE POLICY AND WAIVER:

- All agencies providing vehicles to the initiative should guarantee that their insurance coverage is matching the minimum requirements.
- The use of waivers of liability is not implemented on the initiative.

6.4 - TRACKING DEVICES

- Although most agencies' fleet are equipped with such devices, that doesn't constitute an access condition to the initiative, particularly meanwhile the focus is on intercity shuttle movements.

6.5 - DATA PROTECTION

- Agencies signatories of this MoU abide by personal data protection standard rules and principles.
- See non-disclosure data agreement document.

6.6 - COMPLAINT AND FEEDBACK MECHANISMS:

- Each and every passenger of a shared movement is following its own agency complaint mechanism in case of issue happening during the shared movement.
- Passenger's belonging to agencies not equipped with complaint mechanism should use the movement leading agencies' one.
- Service users can provide feedbacks on the service provision to their respective fleet manager/dispatcher, as if the service provided is to be considered as one of their own organisation.

7 - GOVERNANCE AND STEERING

- Self-sustainability: the initiative is meant to be self-sustainable among participating agencies and aim at avoiding the creation of a parallel entity.
- Leadership and management of the initiative is to be allocated to one participating agency, for the time being: XXX that acts as part time project coordinator. Costs of the project coordinator are assumed by the fleet forum.
- The allocation of the management of the initiative should be reallocated at the reconduction of the MoU.
- Authorship, ownership: agencies contribute to the shaping of this initiative following a participative, collaborative approach.

8 - BREACHES TO THE INTENT OF THIS PROGRAM

- Failure to participate in coordinated efforts.
- Non respect of the agreed scheduling process.
- Non respect of the minimum requirements.
- Non respect of the cost recovery model.
- Non respect of humanitarian principles.

The present MoU is signed for a period of one year.