



VANPOOL

Frequently Asked Questions

► Why should I vanpool?

Vanpools help reduce stress and allow commuters to avoid traffic with a direct route consisting of minimal stops. Vanpools travel free in HOV/HOT lanes and can save riders 1 minute/mile traveled during their commute.

► Who is eligible to ride in a vanpool?

Anyone can ride in a vanpool and it's a great choice for riders who maintain a consistent work schedule and live 15 or more miles away from work.

► How much does a vanpool cost?

Pricing varies based on the type of van and the included amenities. Employees can use their commuter benefits to pay for their monthly fees (up to \$255) and new riders will receive a \$50 reward for their first six months. On average, out-of-pocket expenses are less than \$100 per month. The more people in your van, the lower the monthly cost for each individual rider; it's preferable to try and fill all of your van's seats, if possible.

► What does the price include?

The monthly vanpool cost covers gas, insurance and the monthly lease on the van.

► Is there financial help available for a vanpool?

Yes, Arlington Transportation Partners will help subsidize the cost of seats in new or existing vanpools for six months while we work with partners and clients to find additional riders. ATP is also offering a new rider reward, giving \$50 a month for a new rider's first six months. Riders can also earn rewards through rider referrals. To learn more about vanpool rewards, visit <http://bit.ly/VanpoolConnect>.

► How does vanpool billing work?

A vanpool provider is paid directly by a subsidy vendor (ie. WageWorks) when riders use their transit benefit to pay for their commute. Any out of pocket payments may be paid with a credit card or check.

► What kind of vehicle is included in a vanpool?

We work with partners like Enterprise Rideshare to provide comfortable van options. Depending on the size of your vanpool, you could have anywhere from 7 to 15 seats available in your van. Vans also come with customizable options, ranging from standard bench style seating to reclining captain's seats. Additional amenities are also available.



▶ Do I have to buy/lease a van?

No, all vehicles are leased on a month to month basis and the leasing cost is covered in your monthly price.

▶ How is vanpool maintenance handled?

Van providers, like Enterprise Rideshare, cover repairs for their vehicles. Vendors for service are coordinated for each van and a driver can simply drop off the van for scheduled or unscheduled maintenance.

▶ What happens if a van breaks down or has an accident?

Each van provider has a designated assistance program to guarantee riders will never be stranded in the event of a breakdown or accident. Additionally, our trusted van providers have comprehensive insurance coverage including auto liability, comp/collision and uninsured motorist.

▶ Where does a vanpool pick up and drop off?

Vanpools choose a central meeting point for riders where cars can be left for the day. Drop off is similar and usually most riders in the vanpool are headed to the same work destination or a building close by. In the evening, the van is either left at the original meeting point or a driver takes it home.

▶ Who drives the vanpool?

Vanpool drivers are designated by the riders. Often two to four drivers are chosen to share the responsibility.

▶ What happens if the vanpool loses a rider?

Arlington Transportation Partners will help fill the van with an additional rider until full. If you lose a rider, we'll subsidize the empty seat and work to replace the rider.

▶ What happens if a rider needs to work late?

Vanpools are best suited for people who have a fairly consistent work schedule. Riders who experience unscheduled overtime or an unexpected emergency can take advantage of the Guaranteed Ride Home program, from Commuter Connections. Guaranteed Ride Home provides vanpool riders with a free, reliable ride home, up to four times per year.

▶ How do I join a vanpool?

You can join a vanpool by contacting Arlington Transportation Partners at solutions@transpartners.com or 703.247.2417.

