



SAFETRACK FREQUENTLY ASKED QUESTIONS

Solutions for Commuters

Where can I find the most updated SafeTrack information for each surge?

Metro's dedicated SafeTrack page will have current information relating directly to surge timelines, service disruptions and specific station impacts.

 www.wmata.com/rail/safetrack.cfm

Where can I find information about alternative commuting options during SafeTrack?

For each surge that impacts Arlington stations, ATP's SafeTrack page lists alternative travel options and additional changes to services such as ART bus and Capital Bikeshare. The page also provides more information about programs such as telework, flexible schedules, carpooling and vanpooling.

 arlingtontransportationpartners.com/safetrack/

Can I use my transit benefit for my SafeTrack commute?

In addition to Metrorail, your transit benefit can be used on local buses, commuter buses, commuter trains like VRE and even vanpools (*see below*). While carpoolers cannot use the transit benefit to cover their commuting costs, they may be eligible to receive up to \$2 per day through Commuter Connections' regional Pool Rewards program (*see below*).

Where can I learn more about joining a vanpool?

For employees interested in joining a vanpool, ATP's Vanpool Connect program offers assistance, financial incentives and rewards for creating a new vanpool or joining an existing van. Visit JoinAVanpool.com for more details and how to get started.

 JoinAVanpool.com

What information is available for carpools and are there any rewards?

Employees interested in carpooling to work can visit Commuter Connections to find ride matches or register for the Pool Rewards program. Pool Rewards offers \$2 to commuters who start or join a new carpool and who previously drove alone to work. Participants must register with Commuter Connections and log their commute information to receive rewards.

 www.commuterconnections.org/commuters/ridesharing/pool-rewards/pool-rewards-carpools/

How does Capital Bikeshare single-trip fare work?

During SafeTrack, Capital Bikeshare is offering a new \$2 single trip fare for non-members that allows riders to check out a bike at any station for one trip. The first 30 minutes of the trip are \$2, after which standard usage fees still apply. Users can approach any station kiosk and select "Single-Trip Fare" to purchase.

 www.capitalbikeshare.com/pricing

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Solutions for Arlington Businesses and Properties

How can Arlington Transportation Partners help my business during SafeTrack?

ATP works directly with employers and commercial properties to provide customized transportation services based on the commuting needs of your employees and tenants. These can include informational materials, ridematching assistance and “traveling workshops” to speak one on one with employees and answer specific questions they have about SafeTrack’s disruptions. For updated information and service changes, visit ATP’s SafeTrack page.

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Tell me more about the traveling workshops. How can I set one up for my business?

Traveling workshops are a great way to share updated and detailed information about SafeTrack with your employees or tenants. ATP staff can talk directly with employees or tenant representatives about surge details, how it will impact individual commutes and alternative transportation options. To set up a traveling workshop for your business or property, you can contact us at solutions@transpartners.com, or fill out the online form on our SafeTrack webpage.

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How can my business implement a telework policy?

To implement a formal telework policy among employees, Telework!VA has several resources available to Virginia businesses to help set up a telework program. These include sample policies and telework agreements as well as suggestions for determining telework eligibility, creating guidelines and evaluating the program.

 www.teleworkva.org/resources/index.aspx

How can my property provide incentives for vanpools/carpools?

Commercial office buildings can coordinate with their parking garage operator to designate reserved parking spaces for carpools and vanpools, as well as offer discounted or free parking to these vehicles. Properties can also offer temporary incentives during specific surges, such as discounted rates or account credits for those who carpool to the building. This can help alleviate traffic on local streets and highways and avoid potential overcrowding in the building garage. For individuals interested in joining a vanpool, please visit JoinAVanpool.com

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My business is interested in Capital Bikeshare corporate memberships for employees. How do we get started?

To get started, contact ATP at solutions@transpartners.com. A representative will be in touch with you to explain the various levels and pricing for corporate memberships as well as how to set up an account. ATP can also do on-site events for employees, such as lunch and learn seminars or demonstration workshops to explain benefits and how Capital Bikeshare works.

