

Most Frequently Asked Questions

Q. *If I join a vanpool, what type of commitment am I making?*

A. Vanpoolers make only a month by month commitment to be part of a vanpool group. Each rider is required to give 15 days prior notice to their driver, if they decide to leave the group. This notice allows the vanpool group time to recruit a new rider to fill the empty seat and keep the fares stable for everyone.

Q. *How much do riders pay?*

A. Vanpool fares are based on the number of vanpool riders, the size of the van (7, 12 or 15 passenger) and the daily round-trip mileage. Vanpool fares are paid on a monthly basis and are due to Community Transit by the 7th of each month.

Q. *Do vanpools pick up riders at their front door?*

A. The route and schedule for each vanpool are decided by the group. Some vans go door-to-door, but most vanpools have one or two pick-up points. Often vanpools use local Park and Ride lots as convenient meeting points for the group.

Q. *What happens to the vanpool group when the driver is sick, on vacation, or has to work late?*

A. Each vanpool group should have at least two approved Back-up Drivers who can take over in case of an emergency.

Q. *What happens when a rider is sick or on vacation?*

A. Payment of the monthly fare reserves your seat whether you ride or not. Riders do not receive a refund for missed days. If a rider is planning a vacation, the rider can sublet the seat to a temporary rider from the vanpool waiting list. Part time riders can also ride in a vacant seat and pay a daily fare.

Q. *What about insurance coverage?*

A. In the event of an accident or injury, all vanpool drivers and riders are insured through the Washington State Transit Insurance Pool.

Q. *How do we find new riders?*

A. Community Transit offers a free computerized RideMatching service to assist with names of potential riders. Just call your Vanpool Coordinator and request a RideMatch or visit www.rideshareonline.com to run your own RideMatch whenever the vanpool has a vacancy. Vanpool group members can recruit new riders through company newsletters, posting signs around the worksite, or through word of mouth.

Q. *Can Community Transit accommodate riders in wheelchairs?*

A. Community Transit has 2 lift equipped vanpool vehicles which can accommodate a wheelchair. These vans can carry a total of 9 people, including the driver.

Q. *If I work a compressed schedule, can I still join a vanpool?*

A. Yes. Many of our vanpool groups operate on a 4/10 or 9/80 compressed work week schedule. In such cases, all members of the group work the same schedule and monthly fares are pro-rated.

Q. *Who is responsible for routine maintenance of the van?*

A. Maintenance is a joint effort between the vanpool group and Community Transit. The Primary Driver completes daily, weekly and monthly inspections and all riders should report anything unusual. Community Transit's Maintenance Department performs the van's routine preventive service every 5,000 miles and handles emergencies as they arise.