

Community Transit's Vanpool Program

Community Transit operates a vanpool program serving commuter groups with an origin or destination in Snohomish County. Our professional vanpool staff offers personalized support to forming and current vanpool groups. Members of Community Transit's Vanpool Program enjoy a flexible, convenient and cost-effective commute to work destinations throughout the Puget Sound region.

Vanpool Program Facts - Community Transit currently operates a fleet of over 400 vanpool vehicles, including 7, 12 and 15 passenger vans. We also have 2 vans which are lift-equipped to accommodate one rider in a wheelchair.

Roles in CT's Vanpool Program - Each person in a vanpool group has a role. All drivers operate the vanpool vehicle and are approved by Community Transit. The *Primary Driver* operates the van every day and back up drivers fill in when needed. The *Bookkeeper* collects monthly fares and completes all paperwork for Community Transit. *Riders* include all persons who ride in the vanpool vehicle. Everyone helps out with recruiting new riders, keeping the van clean and abiding by all rules.

Community Transit's vanpool staff includes a *Vanpool Supervisor and Vanpool Coordinators* who assist vanpool groups with monthly bookkeeping, maintenance, emergencies and group conflict issues. A Vanpool Coordinator is on call 24-hours a day, to respond to vanpool group emergencies such as accidents or breakdowns.

Criteria to become a CT Vanpool Driver - Safety is our top priority and good drivers are the single most important ingredient in our vanpool program. All vanpool drivers must have at least 5 years driving experience and possess a valid driver's license. A preferred vanpool driver has been accident-free and had no major moving violations for the past three years. All drivers must provide proof of personal insurance and are responsible for obtaining a copy of their **COMPLETE DRIVING RECORD**. A processing fee will be charged for the record. Once approved, all drivers must successfully complete our Vanpool Orientation Class before receiving approval to operate a vanpool vehicle.



CT Vanpool Driver Incentives - Every vanpool group is allowed 80 free bonus miles each month which are shared by drivers for personal use. In addition, all vanpool drivers are allowed to use the vanpool vehicle for personal use in the evenings and on weekends, up to a group total of 160 miles per month at a rate of \$.51 per mile. All new vanpool drivers are given 25 extra allowable miles to get acquainted with the van.

Operating a CT Vanpool - Each vanpool group is encouraged to operate in a democratic manner. The vanpool's route, schedule and pick-up-points are established by the group and are often included in the van's operating rules. Community Transit provides each group with a Vanpool Program Manual to assist with operating the vanpool. All groups are encouraged to maintain at least 3 qualified drivers, to ensure the van can be operated each day.

CT Vanpool Fares - Each vanpool group pays a monthly fare to Community Transit based on daily round-trip miles and van size. The group fare is divided among all vanpool members. The fares cover all operational and insurance costs of the vanpool vehicle. Many employers provide a subsidy to their employees to help cover the cost of the vanpool.

Maintaining a CT Vanpool - Community Transit vans are maintained in an extensive preventive maintenance program every 5,000 miles. Our vanpool mechanics carefully perform all routine and emergency maintenance to ensure a safe, comfortable ride. While the van is being serviced, each group is issued a loaner van to use until the group's regular van is again ready for commuting. Vanpool drivers are expected to perform daily, weekly and monthly inspections of the vehicle and report any problems to their Vanpool Fleet Coordinator immediately.

Marketing a CT Vanpool - Marketing the vanpool program is an on-going, joint effort between the vanpool group and Community Transit. All group members play an important part in promoting their vanpool and recruiting new riders. Community Transit can provide flyers, posters and ideas to groups, in addition to RideMatching through the regional RideMatch System. You can produce your own RideMatch by visiting www.rideshareonline.com. We also work closely with Snohomish County employers to identify and recruit new vanpool riders.