



EVERY COMMUTE COUNTS

A KIPDA PROGRAM

Vanpool Guide

February 2024



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Vanpool Guide

Updated February 2024

Every Commute Counts

Regional Rideshare Program
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Contact Information

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Welcome to the Every Commute Counts Vanpool Program

Vanpooling Benefits

By ridesharing, you are helping not only yourself but also the community at large. When you vanpool, there are fewer cars on the road, which means less congestion and improved air quality for everyone. You also save money by having to spend less on commuting costs (fuel, vehicle maintenance, and insurance).

Suggestions, Questions, Concerns

Should you have suggestions, please let us know via email (info@everycommutecounts.org) or telephone (502-267-5400). As a vanpool member, you are in a unique position to let us know how we can improve.

Office Hours

Office hours for the Every Commute Counts staff are Monday through Friday from 7:30 a.m. to 3:30 p.m. The office closes in observance of the following:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day & the day after
- Christmas Eve, Christmas Day & the day after
- New Year's Eve

Vanpool Emergency Information

In the event emergency services are needed (police, fire, ambulance) due to an issue involving an Every Commute Counts van and/or vanpool member, call 9-1-1. Follow up with ECC staff as soon as possible after the emergency is over; you may wait until regular business hours as long as you are not in need of a replacement vehicle or other assistance.

In the event of a vanpool maintenance emergency, such as a flat tire, engine light warning, the van will not run, etc., please call our maintenance emergency number: 502-475-2196 outside of regular business hours.

Successful Vanpool Tips

One of the most important elements of a successful vanpool is the group. To this end, a vanpool should think about, discuss, and establish general rules and guidelines that all members agree on. Once decided, as long as they do not conflict with the Every Commute Counts rules and guidelines, these should be placed in writing and signed by each vanpool member, including any new members that are added over time. This helps to provide an understanding as to how the vanpool operates. Because vanpooling means that as many as 15 people may be riding together on a daily basis, it is important to have something in place to ensure the comfort of all vanpool members.

When deciding the rules and guidelines, the democratic approach works best. The Vanpool Leader / Point of Contact (POC) puts forth the question or policy, then members provide answers or make suggestions. If not everyone agrees with an answer or suggestion from the beginning, all members of the vanpool vote, and whatever gets the most votes is the policy or practice that is put into place. Rules and practices may be revisited as often as the group needs to, and Every Commute Counts (ECC) staff can help with the process if needed and/or desired.

The following are suggestions to consider:

Vanpool Point of Contact

Who is the vanpool's Point of Contact (POC)? This person acts as the go-between between ECC staff and the rest of the vanpool, and typically is the person responsible for getting the reporting submitted each month. A vanpool cannot exist without a POC.

Monthly Vanpool Ridership Information Collection & Submittal

Will the vanpool's POC be doing the reporting or will that be shared amongst members? Will a roll call sheet be passed around each morning and afternoon or will one person record who is on the van each day? What happens when the regular person is on vacation or is sick; how should the member let a designated person on the vanpool know?

Driving

Will there be a primary driver and a back-up driver or will driving be shared amongst vanpool members who are able and approved to drive?

Communication

If someone is unexpectedly running late or will not be riding with the vanpool unexpectedly, what is the process for contacting the POC to let them know? How should we communicate: text, telephone, email, etc.? What about emergencies -- should there be a phone tree or group text in place so that if there is an emergency that impacts the vanpool, all vanpool members could be informed as soon as possible?

Pick Up & Drop Off

Where will the van be in the morning? Is there only one pick-up point or more? If more than one, where are the other pick-up points, and what time will the van be at each of them? What time do you leave from work, and are there multiple pick-up and drop-off points involved on our way home? If so, what time is the van expected at each of them? How long will the vanpool wait for a person or persons before leaving the work site, and how many attempts will be made to contact the missing vanpool member before leaving?

Seating

Is seating assigned or is it on a first-come, first-serve basis?

Wait Time

If the vanpool is supposed to leave the parking lot at 6:00 a.m. for work, and a vanpool member has not yet shown up, called, or texted anyone in the vanpool about running late, how long does the rest of the vanpool wait before leaving for work? Five minutes? Ten minutes? In other words, what is the latest the vanpool is willing to leave for work, regardless of all members being on board?

Radio & Noise Level

Will everyone wear their own headphones (except the driver, for whom it is a safety hazard), or are all the members in agreement to tune in to one radio station? Will there be no radio in the morning but an agreed upon station in the afternoon? What is the agreed maximum volume? Does the driver have exclusive say over the station?

Vanpool Members

If a vanpool member does not follow the vanpool's rules and guidelines, what happens? Are they voted off of the vanpool? Are they warned then with the third warning are they voted off the vanpool? Are they given probationary status for a set period of time?

Turning Around

Will we go back for someone who is running late, and if so, how far? In other words, if we are pulling out as they are pulling in, do we stop? Will we turn around if we have not gotten on the highway yet? Does it depend on what time we agreed to leave and where we are?

Evaluation of the Vanpool's Rules & Guidelines

Is there a set time period for reviewing the vanpool's rules and guidelines, like once a year or every six months, as new members are added, or should we make changes only as needed?

In the unfortunate event that a vanpool has an issue that cannot be resolved with a majority vote after discussion, vanpool members may request staff to assist and mediate so a resolution may be reached.

Vanpool Membership

For more specific Terms and Conditions, see the *Vanpool Member Agreement Terms & Conditions*. This section is for general information purposes only.

Joining a Vanpool -- Two Free Trial Days

Any person interested in joining a vanpool may ride with that vanpool for free up to two (2) days, after coordinating with that vanpool's Point of Contact (POC). During this time, the person interested in joining the vanpool will be able to get a feel for what vanpooling is like, the other members of the vanpool, the rules for that specific vanpool, then make a determination as to whether or not to join that particular vanpool. During the trial days, existing vanpool members get the opportunity to meet the new potential vanpool member and determine if they will be a good fit for the group.

Joining a Vanpool -- Vanpool Membership Deposit & Signed Terms of Agreement

When an individual decides to join a vanpool, they are required to pay a \$75 non-interest bearing, refundable deposit to KIPDA. The deposit must be submitted **BEFORE** riding the two free trial days. A completed membership application must also be submitted **BEFORE** riding the two free trial days. When both a completed application and the \$75 deposit steps have been completed, ECC staff will inform the vanpool POC that the new member is approved and may ride as long as the vanpool has also approved the new member.

If a member is suspended for non-payment of vanpool fare, the member will be required to pay an additional \$75 rejoin deposit after paying their balance in full before they can be reinstated as a vanpool member. The rejoin deposit is also refundable to the member as long as their account is in good standing when leaving the vanpool program.

The purpose of the deposit is to prevent members from having large unpaid balances. When a member decides to leave the vanpool program and submits their cancellation form no less than 15 days prior to their last day, ECC staff will process the cancellation and issue a refund to the member in the form of a check after the last invoice has been paid in full. If the balance has not been paid in full within two months, any deposit(s) will be applied to the outstanding balance, and any overage not needed for the outstanding balance will then be refunded to the former vanpool member.

What to Expect as a Vanpool Member

Any member of an ECC Vanpool that has a signed agreement and has paid a membership deposit with an account in good standing is considered a vanpool member. Vanpool members are **NOT** required to become approved as vanpool drivers, although some vanpools prefer all of their members be approved as drivers. All vanpool members need to:

- Determine, by majority vote or consensus, the "house rules" for the vanpool and approve new members;
- Recruit additional vanpool members to keep ridership at acceptable levels; and,
- Help keep the van clean and tidy.

What to Expect as a Vanpool Driver

Vanpool drivers are vanpool members who have submitted additional information, requested approval as a vanpool driver, AND have received approval as a vanpool driver from ECC staff. Vanpool Drivers may get credit on their monthly invoices for the days they drive.

What to Expect as the Vanpool Point of Contact (POC) / Vanpool Leader

The Vanpool Point of Contact (POC), also known as the Primary Driver, has several responsibilities:

- Serve as the **liaison** between the vanpool members and ECC staff;
- Serve as the contact for potential vanpool members to coordinate the two trial days and take a vote of approval for a potential new member to join the vanpool;
- Fuel the van completely and assist ECC in facilitating oil changes and inspections every 9,000 miles;
- Complete and submit the monthly reporting requirements (daily ridership and driver roster, mileage log, fuel and expenses receipt form, etc.) no later than the 5th of each month or make sure that someone else on the vanpool is doing that; and,
- Is the vanpool leader for the purpose of holding vanpool discussions, votes, and settling disputes.

Switching to Another Vanpool

Hours change, jobs change, people move. Should you decide to switch to another vanpool, the steps are:

- 1) Coordinate with the POC for the new vanpool to organize the two free trial days to make certain it works for you and the new vanpool;
- 2) Complete a cancellation form for your current vanpool at least 15 days prior to the end of the month and submit that to ECC staff (the information about moving to a new vanpool is on the bottom half of the cancellation form). The cancellation form is available from the website in the Documents Section of the ECC website or you can request a copy via email at info@everycommutecounts.org; and,
- 3) Inform the POC of the vanpool you are currently riding at least 15 days before the end of the month.

If you submit your cancellation notice with a request to move to another vanpool with less than 15 days to go, you will be billed for the remaining 15 days with that vanpool regardless, unless the vanpool agrees to waive that requirement. In order for you to switch to another vanpool, besides informing ECC staff through the submittal of a cancellation form and letting your current vanpool's POC know at least 15 days in advance, your vanpool account must be in good standing.

Cancelling Your Vanpool Membership

We don't want to see you go, but understand these things happen -- and everyone looks forward to retirement! When you decide to move on for whatever reason, in accordance with the Vanpool Terms & Conditions, you are required to provide at least a 15-day notice to *BOTH* ECC staff and the vanpool POC. The cancellation form is available from the website in the Documents Section or you may ask us to email, fax or mail you a copy. Please note that billing is a monthly fare, no matter the date of cancellation; you are required to pay for the entire month.

The 15-Day Cancellation Requirement & Waiver Process

Switching vanpools and cancelling your vanpool membership requires at least a 15-day notice to ECC staff and the vanpool POC unless your vanpool decides to waive that for you. This 15-day requirement is not meant to penalize you but to give your vanpool time to find a member to fill your seat and/or adjust their budget. This is why we allow the vanpool to waive this requirement as opposed to staff. Please ask your POC if you would like the vanpool to consider waiving the 15-day requirement for you and end your membership at the end of the month.

Vanpool Membership Terms & Conditions

Note: This is the text from the Membership Terms & Conditions Agreement that ALL Every Commute Counts (formerly Ticket to Ride) Vanpool Members must sign/did sign before becoming a vanpool member. It is presented here for reference.

This AGREEMENT establishes the rights and responsibilities of Every Commute Counts Vanpool Members participating in the Every Commute Counts Vanpool Program.

The Every Commute Counts Vanpool Program, as referred to below, refers to the Every Commute Counts Program administered by the Kentuckiana Regional Planning and Development Agency (KIPDA). A Member, as referred to below, means any person who is authorized to be transported to and from work in a vanpool using the Every Commute Counts Vanpool Program. A Driver, as referred to below, is any person who has submitted the required information AND received approval from the Every Commute Counts Program to operate and drive the vehicles used in the Every Commute Counts Vanpool Program.

Section A: All Members

Members of the Every Commute Counts Vanpool Program agree to comply with the following Terms and Conditions:

1. The Member Agreement shall be effective as of the date signed by the Member.
2. Members acknowledge that the Every Commute Counts Program may revise these Terms and Conditions at any time with a 15-day notice, and that Members shall comply with such revisions in order to continue to participate in the Every Commute Counts Vanpool Program.
3. Members will comply with policies set forth in the Every Commute Counts Vanpool Guide, which is incorporated herein by reference.
4. The Agreement shall continue to be in force until one of the parties gives the other party written notice of fifteen (15) calendar days or more prior to the planned date of termination. Members may terminate their membership for any reason. Every Commute Counts may terminate the Member from the Program and/or the vanpool as a whole for any of the following reasons:
 - a. If the Member fails to fully pay his or her monthly invoice promptly; if the rider's monthly vanpool fare account becomes two months in arrears or the balance is not paid in full within two months, he/she will be terminated from riding in a vanpool until the outstanding balance is paid in full, including any late fees accrued, plus a \$75 rejoining fee. Payments received after the 7th of the month will be assessed a \$10.00 late fee, and a \$40.00 fee will be assessed for a returned check.
 - b. If the Member disrupts the operation of the vanpool;
 - c. If the Member's behavior is offensive or threatening;
 - d. If the Member fails to abide by these Terms and Conditions; or,
 - e. For other reasons as determined by the Every Commute Counts Program.
5. Members agree to abide by all day-to-day operational rules of their vanpool as established by majority vote of the vanpool members or as may be directed from time to time by the Every Commute Counts Program.
6. Members will notify the Primary Driver and/or Point of Contact of the vanpool of all anticipated non-use due to vacation, business travel, overtime, sickness, etc.
7. Members are responsible for helping to maintain and recruit additional Members to the vanpool.
8. Members will keep the van clean and tidy.
9. Members are not considered to be Primary Drivers or Back-Up Drivers in the Every Commute Counts Vanpool Program until their Driver application has been approved by the Every Commute Counts Program. As such, no Member of the Vanpool Program may operate as a Driver until notified of such approval or as otherwise directed by Every Commute Counts staff.
10. Members are responsible for finding alternate transportation on days when the vanpool is not in operation and when work or personal schedules do not allow participation in the vanpool.
11. Members will cooperate to ensure, to the best of their ability, that no person shall be denied the opportunity to participate in or be subjected to discrimination in the conduct of the Every Commute Counts Vanpool Program because of race, creed, color, sex, age, national origin, sexual orientation, religion, pregnancy, military rank or veteran status, or the presence of any sensory, mental, or physical disability in any manner contrary to applicable local ordinance, state, or Federal laws and regulations, specifically including Title VI of the Civil Rights Act of 1964; Title 49, Code of Federal Regulations, Part 21 - Nondiscrimination

in Federally Assisted Programs of the Department of Transportation.

12. Members will indemnify and hold harmless Every Commute Counts and its authorized agents and employees from all claims, actions, costs, damages, or expenses of any nature whatsoever arising out of or resulting from any delays, tardiness, failure to make an appropriate or scheduled pick-up, absence of the van, or termination of or from the Vanpool Program.
13. Members acknowledge that the Every Commute Counts Program provides ridesharing referral services without screening the character or background of Members or applicants. Every Commute Counts shall have no responsibility or liability for any acts or omissions of Every Commute Counts Vanpool Program Members or applicants except as otherwise provided in these Terms and Conditions.
14. Members agree if they do not pay the amounts owed to the Every Commute Counts Program for the participation in the Vanpool Program, Every Commute Counts may refer the debt to a collection agency in accordance with state and Federal laws.

Section B : Drivers

Each Driver, including Primary and Back-Up Drivers in the Every Commute Counts Vanpool Program, agrees to comply with the following Terms and Conditions, in addition to the Terms and Conditions set forth in Section A above:

1. The Driver Agreement shall be effective as of the date signed by the Driver.
2. All Drivers shall maintain a valid driver's license, keep ECC staff updated of any changes, and provide proof to the Every Commute Counts Program upon request.
3. All Drivers will obey all applicable Federal, state, and local statutes and regulations related to the operation of a motor vehicle, including the wearing of seatbelts for all Members, and refrain from using alcohol or drugs, which are illegal or prohibitive of proper driving, prior to or while driving the van during commute times or personal use. Any citation for a moving traffic violation resulting from the operation of a van is the responsibility of the Driver driving the van at the time of issuance of the citation. The cost of any parking ticket and/or impound fees resulting from improper parking of the van is the responsibility of the Driver. Within 48 hours, drivers shall report each citation they receive for a moving traffic violation, whether received while driving the van or any other motor vehicle, to the Every Commute Counts Vanpool Program.
4. No Driver shall engage in using an electronic device for talking, texting, or any other practice that would distract the Driver's full attention from the safe operation of the van. If such a task is required, any Driver shall safely pull off the road and bring the vehicle to a complete stop before engaging in such a task. These prohibitions may not apply in emergency situations where police, fire, ambulance, or other emergency entity must be contacted immediately; however, in such situations, caution is advised.
5. No Driver will allow another person to drive the van until Lancer Insurance and Every Commute Counts have approved them as a Driver.
6. All Drivers shall notify the Every Commute Counts Vanpool Program when they no longer meet the Driver criteria as established by Every Commute Counts.
7. All Drivers shall maintain accurate daily and monthly records as required by the Every Commute Counts Vanpool Program, submitting these records to the Program by the 5th of each month. These records include:
 - a. Monthly Mileage & Vehicle Assignment Log
 - b. Monthly Non-Revenue Trips Log
 - c. Monthly Fleet Card Purchase Report
 - d. Monthly Ridership & Driver Log
 - e. Monthly Vanpool Related-Expense Form (if applicable)
 - f. Any fuel and expense receipts

Any submittal following the 5th of each month will result in the forfeiture of any driver credits being awarded to the primary and back-up drivers of the vanpool. Any records found to be grossly inaccurate or constituting fraud will result in the loss of driving privileges immediately and possible termination in the Every Commute Counts Vanpool Program.

8. Primary Drivers shall help coordinate the maintenance, cleaning, and servicing of vans as prescribed in the Every Commute Counts Vanpool Guide.
9. Primary Drivers shall notify Every Commute Counts of any changes in the roster.
10. Backup drivers shall assume all of the responsibilities of Primary Drivers when acting in the capacity, which includes the completion of the Mileage Log entries and Rosters.
11. All Drivers shall drive vans to and from work, picking up and discharging riders in accordance with the mutually established

vanpool routes and schedules.

12. Primary Drivers will coordinate with Back-up Drivers to help ensure the continued operation of the vanpool in the absence of the Primary Driver due to vacation, illness, or other issue.
13. Primary Drivers shall coordinate the development of rules for the vanpool's day-to-day operations (e.g. wait times, radio, etc.).
14. All Drivers agree to abide by the operational practices as established by the vanpool group.
15. All Drivers shall enforce the wearing of seatbelts.
16. All Drivers shall prohibit the drinking of alcohol or smoking in the van.
17. All Drivers agree that a vanpool group may ask a Driver to step down due to a majority vote.
18. All Drivers will comply with policies as set forth in the Every Commute Counts Vanpool Guide, which is incorporated herein by reference.
19. Primary Drivers may receive up to 100 miles each month for personal use. They may, at their discretion, choose to share the 100 personal miles with other approved Back-Up Drivers. Any personal miles beyond the 100 miles allotted monthly will be billed to the Driver(s) and will result in the loss of driving privileges. Personal miles are included in the monthly mileage fare calculation.
20. Drivers shall not use vans for business purposes or for hire; to pull trailers, boats, etc.; to haul garbage, debris, or excessive loads; for any purpose requiring the removal of seats; or for any other purpose prohibited in the Every Commute Counts Vanpool Guide. Drivers acknowledge that they shall have full liability and responsibility if vans are used for anything other than permitted purposes or in a manner inconsistent with these Terms and Conditions.
21. Drivers shall promptly report any incident involving bodily and/or property damage to the Every Commute Counts Vanpool Program, including the completion of an Accident Report Form, providing Every Commute Counts with any police report information.
22. Drivers will ensure, to the best of their ability, that no person shall be denied the opportunity to participate in or be subjected to discrimination in the conduct of the Every Commute Counts Vanpool Program because of race, creed, color, sex, age, national origin, sexual orientation, religion, pregnancy, ranking or veteran status, or the presence of any sensory, mental, or physical disability in any manner contrary to applicable local ordinance, state, or Federal laws and regulations, specifically including Title VI of the Civil Rights Act of 1964; Title 49, Code of Federal Regulations, Part 21 - Nondiscrimination in Federally Assisted Programs of the Department of Transportation.
23. All Drivers agree to not alter the van in appearance or contents in any way unless previously approved by the Transit Authority of River City (TARC) and the Every Commute Counts Program.
24. Any driver receiving three (3) complaints within a 365-day period will lose driving privileges for a period of no less than three (3) months. Every Commute Counts reserves the right to suspend driving privileges for fewer than three (3) complaints in its sole discretion, depending on the nature and severity of the complaint(s) received. Every Commute Counts also reserves the right to extend the suspension period due to the number and severity of complaints and/or offenses.

Section C: Every Commute Counts Vanpool Program

The Every Commute Counts Vanpool Program agrees to comply with the following Terms and Conditions:

1. The Every Commute Counts Program shall provide vans for use by the Vanpool Program.
2. The Every Commute Counts Program shall coordinate the inspection, servicing, and repairs to vanpool vans.
3. The Every Commute Counts Program shall assist Drivers to fulfill their administrative obligations.
4. The Every Commute Counts Program shall help vanpools in maintaining ridership.
5. The Every Commute Counts Program shall provide back-up replacement vehicles in the case of needed maintenance and/or repairs.
6. The Every Commute Counts Program shall establish and maintain a billing system for the Vanpool Program.
7. The Every Commute Counts Program shall provide an online version of the Every Commute Counts Vanpool Guide outlining the policies and rules applicable to the Every Commute Counts Vanpool Program.
8. The Every Commute Counts Program shall provide all necessary forms online, including instructions for their completion and

submission schedule.

9. The Every Commute Counts Program shall attempt to resolve disputes arising out of the established day-to-day operational rules of vanpools when members of a vanpool are unable to resolve these issues on their own.
10. The Every Commute Counts Program will ensure, to the best of its ability, that no person shall be denied the opportunity to participate in or be subjected to discrimination in the conduct of the Every Commute Counts Vanpool Program because of race, creed, color, sex, age, national origin, sexual orientation, religion, pregnancy, ranking or veteran status, or the presence of any sensory, mental, or physical disability in any manner contrary to applicable local ordinance, state, or Federal laws and regulations, specifically including Title VI of the Civil Rights Act of 1964; Title 49, Code of Federal Regulations, Part 21 - Non-discrimination in Federally Assisted Programs of the Department of Transportation.
11. The Every Commute Counts Program shall provide liability coverage at statutory limits for the negligent operation of the van for and including bodily injury, property damage, comprehensive, collision, and uninsured motorist protection; provided the van was being operated by a Driver authorized by the Every Commute Counts Program and for a purpose permitted under these Terms and Conditions.

Personal Mile & Driver Complaint Policies

Personal Mile Policy

As stated in the Every Commute Counts (ECC) Vanpool Program Terms and Conditions for Members and Drivers on the previous pages, vans are to be used primarily for commuting to and from work. A vanpool van may be used for up to 100 personal miles by the Primary Driver/POC each month. For vanpools where driving privileges are shared, the POC must approve the usage by approved vanpool drivers in order to ensure the 100 mile limit is not exceeded. Any personal miles beyond the 100 monthly allotted miles will be billed to the POC and/or the other responsible parties, and may result in the permanent loss of driving privileges. Personal miles are included in the monthly mileage fare calculations.

Driver Complaint Policy

All Every Commute Counts (ECC) vehicles are clearly marked with a telephone number, website, and unique identifiers, such as license plate and vehicle number. People will and do contact ECC when they feel one of our vehicles is being operated in an unsafe manner. Follow all traffic laws and drive safely; this will eliminate most all complaints made.

When ECC staff receives a complaint, we contact the POC for the vanpool to determine who was driving at the time of the complaint. We will then contact that driver to discuss the complaint and ask for their side of the story, as well as to inform the driver that a complaint was made and the nature of the complaint.

Any driver receiving three (3) complaints within a 365-day period will lose driving privileges for a period of no less than three (3) months. As stated in the Terms & Conditions, Every Commute Counts reserves the right to suspend driving privileges for fewer than three (3) complaints within a 365-day period in its sole discretion, depending on the nature and severity of the complaints received. Every Commute Counts also reserves the right to extend the suspension period due to the number and severity of complaints and/or offenses.

Vanpool Maintenance & Fueling

Vanpool vehicles are regularly maintained in order to ensure a safe and reliable vehicle. Some of these responsibilities fall to the vanpool's POC, while others will be addressed by Every Commute Counts (ECC) and/or TARC staff.

Vehicle Inspections and Oil Changes: Required Every 9,000 Miles

All ECC Vanpool vehicles are inspected by the Transit Authority of River City (TARC) at their maintenance facility every 9,000 miles as part of our preventative maintenance program. When the 9,000 mile inspection is approaching, an ECC staff member will contact the vanpool's POC in order to coordinate the pick-up of the van in need of inspection and the drop-off of a back-up vehicle for the vanpool to use while the group's primary vehicle is being inspected.

Other Vanpool Maintenance & Repairs

If the "Check Engine" light or any other maintenance issues appear, please contact the ECC Maintenance Coordinator at 502-267-5400 ext. 106 (or if after hours, please call 502-475-2196). Minor issues, such as wiper blade replacements, may be purchased at Valvoline or any other location that accepts the current Fleet Card; however, authorization from ECC is required in advance. If there is a need to purchase an item related to the van and it is not covered at a location that accepts the vanpool Fleet Card, you may purchase the item(s) out-of-pocket and submit a Vanpool-Related Expenses Form with the original receipt (make sure to make a copy before sending it to us), and you will be reimbursed for that expense as long as it is vanpool-related. These reimbursements may take up to 45 days.

Using the Fleet Card

Fueling



Any fueling station that accepts a Thornton's Voyager Fleet Card may be used for fueling. This includes all Thornton's locations, and there is a discount of \$0.10/gallon when fueling at a Thornton's. Before stopping to fuel, be sure to have the Fleet Card and the PIN that goes with the card.

Basic Steps:

1. Pay at the Pump - Swipe your card on the pump card reader.
2. Select Credit - If offered a choice between credit or debit, select credit.
3. Enter the PIN - Enter the PIN that goes along with the Fleet Card when prompted.
4. Enter the Odometer - The pump may prompt for the odometer reading. Enter it as a whole number.

If you run into any issues, go inside and ask the attendant for assistance.

Please note that the third entry of an incorrect PIN will lock the card and it will not be able to be used until it is unlocked. Please call or email ECC staff to ask that your PIN be unlocked. Should the van need to be fueled and the Fleet Card is not available or is locked, you may purchase the fuel out-of-pocket and submit a Vanpool-Related Expenses Form with the original receipt (make sure to make a copy before sending it to us), and you will be reimbursed within 45 days.

Wiper Blades, etc.

If you need windshield wiper blades or a headlight replaced, please contact Patrick for approval.

Locating Vendors who accept the Fleet Card

To find locations where the Thornton's Voyager Fleet Card is accepted for fueling and/or maintenance, please go to: <https://www.fleetcommanderonline.com/app/public/merchantLocator.do>

You may also download the Voyager smartphone app available for iOS and Android systems -- simply search the Apple App Store or Google Play for the Voyager Mobile App. The app contains locations, current fuel prices for those locations, and directions to the station, should you need them.

If you have any problems at any locations with the Thornton's Voyager card, please call Every Commute Counts during regular business hours, or call Voyager Fleet Card Customer Service at 1-800-987-6591 at any time.

Vanpool Monthly Reporting & Submission

Each Every Commute Counts (ECC) Vanpool is required to submit information each month for reporting and billing purposes. This is usually done by the POC but can be completed by any member of the vanpool designated as a Vanpool Reporter. Reporting is required to be completed online using a computer, smartphone, or tablet; or dropped off, mailed, or faxed for those vanpool leaders who do not have access to a computer, smartphone or tablet. Monthly reporting consists of:

- Monthly Mileage Log & Vehicle Assignment
- Monthly Non-Revenue Trips Log
- Monthly Ridership & Driver Log
- Monthly Fleet Card and Purchase Report (Must be sent in via email/mail/fax with receipts -- CANNOT be submitted through the website).
- Vanpool-Related Expenses Report (only required if anything was purchased for the van that was not purchased using the Fleet Card; must be sent in via email or mail with original receipts --please make a copy of any receipts submitted for your records).

Reporting Via the Internet

For those that have access to the internet, log on at this address: <https://ttr.rideproweb.com/rp2/Home/Home>. Please see the the following pages of this guide for reporting using a smartphone, tablet, or computer.

Reporting Without the Internet

If you do not have access to the internet, you may fax or drop off the completed forms to us each month. The forms can be faxed to us at 502-266-6032. The forms may be dropped off at the box outside our office at: Every Commute Counts, 11520 Commonwealth Drive, Louisville, Kentucky, 40299, but they still must be received by the 5th of the month.

Monthly Reporting Due No Later Than the 5th of Each Month

Monthly reporting information must be submitted no later than the 5th of the following month (in other words, the information regarding July would be due no later than the 5th of August, and so on). If information is not submitted by the 6th of each month for the prior month, driver credit for the vanpool (this includes the primary and any back-up drivers) may be lost.

If you do not have access to the internet, please call us at 502-267-5400 and ask us to send you the needed forms for monthly reporting.

Logging On

Whether you are using a computer, smartphone, or tablet, log onto your account using your email and password at this address: <https://ttr.rideproweb.com/rp2/Home/Home>.

Only the named POC for the vanpool and those designated as a Reporter for the vanpool will have the ability to access the reporting section of the website, so if the POC is going to be out when monthly reporting is due, make sure there is someone on the vanpool who has been assigned Reporter permissions in our system. If no one has, contact us to add a Reporter so the required information can be submitted on time.

Switching Between the Mobile Version for Tablets and Smartphones, and the Desktop Version

On the mobile version, notice the gray box that says "Monthly Reporting" on the left side just below the navy bar. If you are in the mobile version but would like to go to the desktop version, click on the "Monthly Reporting" button, scroll to the bottom, and click on "Desktop View".

Likewise, if you are in the desktop version but would like to switch to the mobile/tablet version, look at the light blue bar at the top and click the last choice in the bar, which should read "Mobile Version" to switch to the view formatted for smartphones and tablets.

There are some items that may be easier to report on a daily basis using a smartphone or tablet, like daily ridership. There are other items that may be easier to report monthly using a desktop or laptop computer. It is now possible to use both versions interchangeably in order to provide you with a more customized (and, we hope, user-friendly) experience. Please note that in the desktop version, each screen has a set of instructions and/or reminders at the top to help you; these appear on the upper right next to the question mark should you need hints and help along the way. You can also call or email Every Commute Counts staff -- we are happy to help!

After logging on, these are the steps to complete for monthly reporting:

1. Finding or opening the current monthly report
2. Ridership & Driver Reporting
3. Vehicle Assignment & Mileage Information
4. Non-Revenue Trip Reporting
5. Fuel and other Expenses Reporting (NOT ONLINE; MUST BE EMAILED, FAXED or MAILED)
6. Submitting the Information to Every Commute Counts

1. Finding/Opening the Current Monthly Report

Smartphone/Tablet Version

In the smartphone/tablet version, all of the available reports that have been opened for the year are already listed according to the search parameters. If the link in the column to the left is to "View", the report may be viewed, but it has already been submitted and cannot be edited by you. If the link in the left-most column is to "Edit", the report is open, can be edited, and has not yet been submitted to Every Commute Counts.

If you do not see the current month you are reporting in, it means that the month in question has not yet been opened in the system, and that has to happen before any information can be input for that month. To open a month in the smartphone/tablet version, click on the gray "Monthly Reporting" button just under the navy bar toward the top on the left then select, "New Report." You will be asked to review and verify the vanpool route and the roster before you get to the monthly reporting information. If any of the route or roster information is NOT correct, please contact Every Commute Counts staff to make the needed changes. If all of the information is correct, please check the box confirming that and make certain the month and year you want to open appears correctly then click on "Create" to open that month.

Desktop/Laptop Version

In the desktop/laptop version, once you log in, the Reporting Page is the default view. Click on "Search" after defining the month and year you are looking for, and you will be able to see the report months that are available for viewing. "View" in the left-most column means a report can be viewed but has already been closed and submitted so it cannot be edited by you. "Edit" in the left-most column indicates a report is open and can be edited. If there are no reports for the current month with "Edit", a new report needs to be opened.

In the desktop view, if you do not see the month you need, click the second option from the left in the light blue bar which should be, "New Monthly Report". Select the month, year, and the vanpool report you would like to open then click "Open". Once you click "Open", the view will go directly to the Vehicles reporting page where you input the vehicle assigned to the vanpool, along with the beginning and ending odometer(s) reading for the month.

After Opening the New Monthly Report in the Desktop or Mobile Version

Regardless of whether you are in the mobile or desktop version, once you open a new monthly report, you will be able to input data and save it as you go, and switch between the two versions (mobile and desktop) when needed. Some find it easiest to input some of the information on a daily basis, while other information may only be needed monthly, such as odometer readings. Choose what works best for you, the vanpool, and accuracy. Once a report has been opened, changes can be made to the report until it has been submitted at the end of the month.

In order to save the inputs as you go, click the "Save" button at the bottom of the screen. Once the information is input for the month and is deemed to be accurate, it can be submitted. After it has been submitted and accepted, you may no longer make changes or edit that month's data. If you should discover an error or omission, please contact Every Commute Counts staff via email or telephone as we can re-open and make changes to monthly reports even after they have been submitted.

2. Ridership & Driver Reporting

Smartphone/Tablet Version

After you have opened the monthly report for the current month in the mobile (smartphone/tablet) version, the Ridership and Driving page is the default page you will see once you log in. At the top of the page will be the date for the information being input, and down the screen will be each vanpool member's name. Next to each person's name are two columns, each with two check boxes. In the first column, the

check boxes are for who rode in on the vanpool and who rode out. The default setting is to mark everyone as riding both in and out. The check box at the top of that column that says "Toggle All" will allow you, once you click on it, to uncheck everyone if it is easier to do it that way, then click on those who rode that day. The second column is to check who drove the vanpool to and from work that day. The default setting is to have the POC marked as having driven both ways. If the POC was not the person driving both ways, simply click on the check mark to uncheck it then click on the check mark next to the person who did drive in and out. Please note that there can be a different person driving to work and another person driving back. The smartphone/tablet version is recommended for those people who prefer to record this information on a day-to-day basis. Once this information has been recorded, click "Next" at the bottom of the screen to forward to the next day.

Desktop/Laptop Version

In the desktop/laptop version, click on the "Ridership" tab in the blue bar at the top. The Ridership screen shows all current members of the vanpool (including those that may have stopped or started riding mid-month), as well as their roles: Driver, Back-Up Driver, and Rider. If the information shown on this screen is NOT correct, please contact the Every Commute Counts staff so we can make the needed corrections. The default settings here are to show that each person rode in and out each workday, and the POC or Driver drove each workday. Weekdays are in white while weekends are in green to help keep things more clear.

At the top of the page below the blue bar, there are ride codes. The number "2" in a box indicates a person rode the vanpool both to and from work that day; the letter "I" in a box means a person rode only into work that day; the letter "O" indicates they only rode the vanpool from work; the letter "D" in a box means a person took a day off from the vanpool that day and did not ride to or from work with the vanpool but is still a vanpool member; and an "X" in a box means the person was not a vanpool member that day and will not be counted as a vanpool member (typically used when a vanpool member starts or ends their vanpool membership mid-month) for billing purposes.

Driver credit is assigned by placing the cursor in the box next to a person's name then clicking on it a number of times to indicate who drove. When you open up this page, the default setting shows the POC driving the vanpool to and from work each workday. The black lines around a box indicate who was driving. If the POC always drives each workday in a given month, no changes are necessary. If the POC did not drive on a given day, place the cursor inside the box for that day and click until there are no lines around the box before placing the cursor in the box for the appropriate person and day, then click as needed. This is the pattern:

One Click: Highlights the code in the box to show you are in the right spot.

Two Clicks: Places a back outline around the entire box, which indicates this person drove both to and from work on this day.

Three Clicks: The top half of the box will have a wide black border indicating that this person drove only on the way to work that day.

Four Clicks: The bottom half of the box will have a wide black border indicating this person drove only back from work that day.

Five Clicks: Clears the black outline entirely, meaning this person did not drive that day. This is typically used to clear any person who it defaulted to as driving that day but that person did not actually drive, or if a driver was noted in error.

Once the rider and driver information is correct and complete, click "Save" at the bottom of the screen.

3. Vehicle Assignment & Mileage Information

As long as you opened this month's report AFTER closing the previous month (this applies to both the mobile and desktop versions), the vehicle information, such as the assigned vehicle and the beginning odometer reading for the month, will carry over from the previous month.

Smartphone/Tablet Version

After logging in, click on the gray "Monthly Reporting" button just under the navy blue bar, and select "Vehicles." If you opened the report after closing the previous month's, the vanpool's assigned vehicle with beginning monthly odometer reading should be there. If the vanpool had only the one assigned vehicle for the month, the only other information needed for this screen is the month's ending odometer reading. To enter this, click "Edit" on the left side of the screen, input the ending odometer reading for the month, and hit "Save".

If the previous month's report was not closed before the current month was opened and/or the vanpool was assigned more than one vehicle in the month, additional steps will be needed. After logging in and getting to the Vehicles screen, click on "Search" to search by the vehicle number, such as K160. The Search function only searches using the full Vehicle ID or License Plate Number. **If you are in a van that is lower than 100, such as K78, you will need to add a zero before the 78 in order to get K078 to appear.** This is not necessary for van IDs that are K100 or higher. Be sure to use the K as part of the Vehicle ID as no results will be returned if you only enter "120". When you see the correct vehicle, click on "Select" which will prompt you to input the start date (the day the vanpool began using the vehicle for commuting or the first of the month if the van was carried over from the previous month), the end date (the last date the vehicle was being used by the vanpool or the last day of the month if the vehicle is assigned through the end of the month), and the starting odometer and ending odometer readings. That information needs to be provided for each van assigned to the vanpool for the month, including back-up vans when the regularly assigned van is taken in for routine maintenance and/or repairs.

Desktop/Laptop Version

In the desktop version, the default reporting screen is the Vehicles Screen. This is the screen for inputting monthly mileage and van assignment(s). If the vanpool has the same van from last month and you closed last month's report before starting this one, the assigned van with the beginning odometer reading should appear on this screen. You will only need to provide the ending odometer reading at the end of the month.

If you do not see a van listed, search for the van used with the Vehicle ID Number (this is the number on the van preceded by a K) or the license plate number then click "Search". After clicking "Search", the vans that fit that criteria will appear. The Search function only searches using the full Vehicle ID or License Plate Number. **If you are in a van that is lower than 100, such as K78, you will need to add a zero before the 78 in order to get K078 to appear.** This is not necessary for van IDs that are K100 or higher.

When you see the correct vehicle, click on "Select" which will prompt you to input the start date (the day the vanpool began using the vehicle for commuting or the first of the month if the van was carried over from the previous month), the end date (the last date the vehicle was used by the vanpool or the last day of the month if the vehicle is assigned through the end of the month), and the starting odometer and ending odometer readings. That information needs to be provided for each van assigned to the vanpool for the month, including back-up vans when the regularly assigned van is taken in for routine maintenance and/or repairs.

4. Non-Revenue Trip Reporting (for reporting mileage that was not commuting mileage, such as personal miles, etc.) If no trips were made outside of commuting trips (fuel trips are included in the monthly commute miles) for the month, this section may be skipped for the month.

Smartphone/Tablet Version

After logging in, click on the gray "Monthly Reporting" button just under the navy blue bar, and select "Non-Revenue Trips". Click on "Add Trip" at the bottom of the screen, and you will be prompted to confirm the van being used, the trip purpose, the start and end date (usually the same date), and the start and ending odometer readings. Once that information has been entered, click "Save" at the bottom of the screen. Perform this for all of the non-commute trips made by the vanpool each month. With the mobile version, it is easy to input the info as you go.

Desktop/Laptop Version

After logging in, select the "Non-Revenue Trips" tab from the light blue area at the top. If a vehicle or vehicles have already been assigned for the month, they will appear under the "Vehicles Assigned for the Month" heading. A vehicle must be assigned for the month in order to enter a Non-Revenue Trip entry.

To the left of the vehicle, there should be a button with "Add Trip". Click it and input the trip's purpose, date(s), and the beginning and ending odometer reading for the non-commute trip. Click "Save" at the bottom of the screen.

You may either click Save after completing the entries for one vehicle or you can add all of the vehicles at once then complete the fields and click "Save". If you complete the line for one vehicle and do not click save, and click on "Add Trip", the information you've completed for that vehicle will be lost and you will have to re-enter it.

Once you have added the non-revenue trips for the month (you may do this on the day(s) they occur through the month or you may complete at the end of the month if you have been tracking the trips and the required data: Purpose, Start Day, End Day, Start Odometer, and End Odometer) using a hard copy then input all the non-revenue trips at one time), click "Save".

5. Fuel and Other Expenses Reporting

To submit the monthly fuel and other expenses (anything purchased using the Voyager Fleet Card; typically fuel), download the "Vanpool Monthly Fleet Card & Expenses Purchase Report" from the Documents section of the website. Complete the form, scan the receipts, and email the completed form with scanned receipts to billing@everycommutecounts.org.

6. Submitting Monthly Reporting Information to Every Commute Counts

The Submit Section is only needed when you have completed the other sections (Vehicles, Non-Revenue Trips, and Ridership). Remember to submit the information on or before the 5th of the each month for the previous month or any and all driver credit may be lost. Once the report has been submitted, you will not be able to make any changes. Should you notice an error after submission, contact Every Commutes Counts staff as soon as possible to get the needed error or issue corrected. You can email us at billing@everycommutecounts.org or call us at 502-267-5400.

Smartphone/Tablet Version

After logging in, click on the gray "Monthly Reporting" button just under the navy blue bar, and select "Submit". If there are any items to note, such as added mileage due to roadway construction, etc., please add those to the "Comments" box.

The next step is to confirm whether only one van was assigned to the vanpool for the entire month or

more than one van was assigned for the month. Click on the appropriate statement.

After you have reviewed the information and believe it to be correct to the best of your knowledge and ability, check the box next to the statement, "I confirm that my vanpool roster is correct and that no additions or deletions need to be made. All information in this report is complete and correct."

Click on "Submit" at the bottom of the screen. You will receive a confirmation that the report has been submitted successfully or notes letting you know where the systems senses incomplete information or potential errors and asks that you correct them before trying to submit the information again.

Desktop/Laptop Version

Select the "Submit" tab from the light blue bar at the top of the screen. The same instructions for using the smartphone/tablet version apply here. If the report is successfully submitted, you will see a confirmation of that in the light blue bar at the top. If there are errors or incomplete information, there will be a pink bar at the top of the screen noting where there are issues to be corrected before attempting to submit again.

Once the current month's report has been submitted, it is an ideal time to open the next month's report so you can enter in the information daily, weekly, or monthly, and save as you go.

Vanpool Fares, Billing & Payment

Vanpool Fare Formula

Vanpool fares are calculated using a set formula:

- Maintenance Fee (0.26 cents per mile -- based on odometer)
- Insurance (\$200 per month per vanpool)
- Fuel (Fuel purchases made using the fleet card or out of pocket)

These three items are added together to get the total operating cost for the vanpool, or:

$$\text{Total Vanpool Operating Cost} = \text{Maintenance Fee} + \text{Insurance} + \text{Fuel Charges}$$

The cost per vanpool member is the Total Vanpool Operating Cost divided by the number of rostered participants. Vanpools can opt into driver credits. Vanpools with rosters of less than 5 will not receive driver credits. If a vanpool opts into driver credits, the calculation excludes the driver on the van for each day. Drivers are not included in the total passenger count and will receive driver credit for the days they drive. The driver fare is divided by the passengers for that day.

The total number of passengers for the month is dependent upon the monthly ridership and driver information submitted to Every Commute Counts. It is imperative to submit an accurate roster with driver information to ensure billing is accurate. The Maintenance Fee is calculated using the Monthly Mileage Log information that is reported monthly by the POC or other appointed vanpool member. The maintenance fees collected pay for the oil changes, inspections, repairs, and other maintenance expenses, such as wiper blades, cleaning, tires, brakes, etc. Insurance is a flat rate of \$200 per vanpool group per month.

The Every Commute Counts Vanpool Program operates and charges a monthly fare to each vanpool member. A fare is based on you being a member for the entire month, not the number of days you rode with the vanpool.

If you believe your monthly invoice to be in error, please contact the billing representative at 502-267-5400, ext. 100 or billing@everycommutecounts.org.

Vanpool Fare Billing & Payment

Vanpool members should receive their invoices for the previous month between the 8th and 15th of the following month. If you have signed up for electronic invoices, you should get an email. We can send your invoice to two email addresses, so make sure to provide that information if you would like to receive it at more than one email address. Please check your junk email or spam folder to make sure the email with a link to the invoice didn't end up there.

If you prefer paper, you will receive your invoice in the mail. If you have not received your invoice by the 15th of the month, please contact us at billing@everycommutecounts.org.

Payment is due by the 1st of each month. If your account is not paid in full by the 7th of the month, a \$20 late fee will be added to your account.

Payments may be made online by signing into your online account; we take MasterCard, Visa, and Discover. You may remit payment via check or money order (no cash, please) to us at Every Commute Counts, KIPDA, 11520 Commonwealth Drive, Louisville, KY 40299. Please place your member ID on your check or money order. A \$40 fee will be added for returned checks. You may also call us to pay over the phone with a credit or debit card at 502-267-5400.

If you receive a benefit from your employer to assist with paying your vanpool fare and it does not cover the entire amount owed, the remaining balance is your personal responsibility to pay.

Using Subsidies

Subject to the availability of funding, Every Commute Counts may provide subsidies to encourage new vanpool start-ups and to support a vanpool that has temporarily lost riders. The following are our subsidy guidelines:

For new vanpools:

- Vanpools must begin with a minimum of four(4) people for 8-passenger vehicles, seven (7) passengers for 12-passenger vehicles, and eleven (11) passengers for 15-passenger vehicles, including the primary and alternate driver.
- Depending on the size of van (number of passengers the van holds) ECC may subsidize up to the number of empty seats, but not to exceed five (5) empty seats for the first month, up to four (4) empty seats for the second month, and up to three (3) empty seats for the third month of operation.
- During the first three (3) months of operation, all vanpool members are responsible for re-cruiting additional passengers if empty seats are available.
- If the vanpool is not full after three (3) months, the passengers will pay the full fare divided by the number of passengers.

For existing vanpools:

- After the first three months of operation, Every Commute Counts may offer up to four subsidies per twelve-month period per van if the van is at or below half of the capacity of the van.
- Each subsidy is equal to one passenger's monthly fare.
- Every Commute Counts may offer a discounted fare for one month to a potential passenger as an incentive to join a vanpool.

POCs/Primary Drivers must note in their monthly submission or email, fax, or write on the monthly paperwork that is turned in to Every Commute Counts if the vanpool would like to use a subsidy, and if so, how many.

Termination for Non-Payment

The monthly vanpool fare should be paid in full each month. Should any vanpool member's account not be paid in full by the last day of the second month, their vanpool membership will be terminated. Before a terminated member can be reinstated, he or she must pay the existing account balance in full, plus late fees, in addition to a \$75 re-join deposit.

For vanpool members who receive a voucher or have a credit or debit card issued by their employer to assist in paying their vanpool fare, the re-join deposit and any late fees must be paid out of pocket and cannot be paid with employer-issued benefits, in accordance with Federal Regulations. These items (re-join deposit and/or late fees) may be paid using a personal credit or debit card, check, or money order.

A vanpool may fill a terminated member's seat if another vanpool member is found to join the vanpool before the terminated member's account is brought to good standing.

Emergency Ride Home (ERH) Benefit

Because you are part of an Every Commute Counts vanpool, when an emergency requires you to leave work early or stay late, our Emergency Ride Home Program is your key to getting home. Whether you choose a one-way taxi, ride from a transportation network company (Uber, Lyft or something similar), or a transit ticket (Transit Authority of River City -- TARC), Every Commute Counts will reimburse you 100% of the cost of your ride including tip, up to 100 miles.

THE PROGRAM COVERS EMERGENCIES SUCH AS:

- Your illness
- Your child gets sick at school or daycare
- A family crisis that requires your immediate attention
- Unplanned mandatory overtime

When an emergency occurs when you are at work and you need to use a taxi, TARC, or a transportation network company, you pay out of pocket, get the receipt, complete the reimbursement form (available from the Documents section of the website), attach your original taxi, transportation network company, or transit receipt, and email to billing@everycommutecounts.org or mail it to the Every Commute Counts office at 11520 Commonwealth Drive, Louisville, Kentucky, 40299.

YOUR EMERGENCY RIDE HOME MEANS:

You may stop to pick up a child at school or daycare.

Taxi and transportation network company fares will be reimbursed 100% for trips up to 100 miles one way; this includes a tip.

You may use the Emergency Ride Home up to four times in a 365-day period.

Miscellaneous & Other

Prohibited Van Use

The van may be used for up to 100 personal miles per month for personal reasons either by the POC or at the discretion of the POC as long as the driver has been approved by Every Commute Counts staff to drive. These miles are included in the monthly mileage fare calculation. The van may NOT be used, as stated in the Terms & Conditions, for business purposes or for hire; or to pull trailers, boats, excessive loads, etc. The van may also NOT be used in any capacity for other official events or with official groups outside of Every Commute Counts, such as taking a group of Boy or Girl Scouts camping, to transport a church group, to provide shuttle transportation to a sporting event, etc. These types of uses are strictly prohibited, and any Every Commute Counts vanpool member using the van for such purposes acknowledges that they shall have full liability and responsibility if a van is used in a manner inconsistent with the Every Commute Counts Vanpool Program Terms and Conditions and this Every Commute Counts Vanpool Guide.

If you are considering using the van for something while using personal miles and you have questions as to whether or not it would be a prohibited use of the van, please contact the Every Commute Counts staff.

Vanpool Waiting List Policy

Should the vanpool group be full and not accepting new members, anyone interested in joining that vanpool may be placed on a wait list maintained by Every Commute Counts staff. When an available spot opens up, Every Commute Counts will contact any person(s) on the waiting list in the order they signed up to see if they are still interested. Each person on the waiting list will be given one (1) business day to respond then the next person on the waiting list will be contacted, and so on until trial dates with the vanpool can be arranged. Waiting lists will not be maintained by individual vanpool groups, but will be available through the Every Commute Counts website.

Lost & Found

When switching out vans or when a member leaves a vanpool, items sometimes get left behind. If you think you've left an item on a van, please contact Every Commute Counts staff. We will hold on to any found items for a period of no less than 30 days.