

VANPOOL MEMBERSHIP GUIDEBOOK





Welcome to the VanGo™ Vanpool program. This member guidebook has been developed to familiarize you with the rules and procedures for your vanpool. The important elements of a VanGo™ vanpool are:

- The Drivers and Riders: The people who use the vanpool are crucial to its success. We appreciate having you as participants.
- The Van: Vans are a major investment. If they are driven and maintained properly, the vanpool can function smoothly.
- The VanGo™ vanpool program staff: The VanGo™ staff can help your vanpool operate efficiently and answer any questions you may have.

Each of these elements – the participant, the van, and the VanGo™ staff – help to make the VanGo™ program work.

Should you have questions about the operation of the VanGo™ program, contact us toll free at 1-800-332-0950.

Best wishes

VanGo™ Vanpool Program

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VANGO™ VANPOOL SERVICES

Vanpooling is an agreement by a group of commuters to drive together in a van to their place (or places) of employment.

WHAT IS A VANPOOL?

Vanpools usually consist of individuals who live near each other, travel to adjacent employment centers, and have similar work hours.

The participants pay a monthly fare to share the operation, fuel, maintenance, and insurance costs of daily commuting. Members of the group volunteer to drive. The drivers take the vehicle home at the end of the work day, or, with permission, park the van at an approved Park And Ride lot, and may use the van for limited personal use. (See Section 3.) Coordinators complete federal reporting that helps pay for the vehicles.

Fares are calculated by the using the vanpool participant's pick-up location and the drop-off location using a Geographic Information System (GIS) mapping program. VanGo™ will provide vanpool participants with thirty (30) days written notice of an increase/decrease in monthly fares. Fares are based on a targeted seating capacity of six (6) riders for mini vans.

**Please refer to the VanGo™ Fare and Payment Policies*

HISTORY OF VANGO™

VanGo™ Vanpool Services is a division of the North Front Range Metropolitan Planning Organization (NFRMPO – nfrmppo.org). The program has provided Northern Colorado commuters with safe, well-maintained commuting vans since 1994.

The program was started by the City of Fort Collins Commuter Pool Program. The program provides service to commuters in over 30 communities along the Front Range, from the Denver area to the Wyoming border.

COMPLAINTS

The VanGo™ program investigates any and all complaints received from coordinators, riders and the public. Any information provided by the vanpool riders remains confidential. Complaints about VanGo™ program policies and procedures or drivers/riders/vehicles should be directed to the VanGo™ staff and submitted in writing using the program's complaint policy/form located on our website under 'documents'. The VanGo™ program reserves the right to determine the seriousness of the situation, and at their sole discretion determine the level of response, up too, removal from the vanpool or the program.

NON-DISCRIMINATION POLICY

VanGo™ Vanpool Services shall ensure that no person is denied the opportunity to participate in nor be subjected to discrimination in the conduct of the vanpool program because of race, creed, color, sex, age, nation origin, nor the presence of any sensory, mental or physical disability. The program shall not operate in any way that is contrary to applicable local ordinances, state and federal laws and regulations including Title VI of the Civil Rights Act of 1964.

RIDER RECRUITMENT INCENTIVE

Maintaining VanGo™ vans at capacity is imperative to the success of the program. As participants, VanGo™ recognizes you are one of our best forms of advertisement. To recognize the participants efforts, VanGo™ has a program to reward rider recruitment. If you recommend a rider to the program, and they record you as the referrer on their participant agreement, both you and the new rider will receive a gift card after the new rider has ridden and paid for two full months of participation. This incentive is only applicable to current participants in the program.

VANPOOL RIDER RESPONSIBILITIES

When you join a VanGo™ Vanpool, you are joining a small family that commutes together for companionship and a safe ride while saving money and easing stress in the process.

ELIGIBILITY

Any individual who commutes out of or into the Colorado North Front Range is eligible to become a rider. To be eligible, an individual must complete a Vanpool Participant Agreement and be a minimum of 18 years old. Drivers must be a minimum of 24 years old. .

RIDER RESPONSIBILITIES

All Riders agree to:

1. Comply with the provisions of their executed Participant Agreement with the VanGo™ program.
2. Assist with rider recruitment when a vacancy occurs, to maintain the van at required capacity.
3. Abide by all rules, policies and procedures which are established by the VanGo™ program.
4. Arrive at the designated pick-up and drop-off locations no later than the established departure time.
5. Wear seat belts at all times.
6. Submit their monthly fare payment to the VanGo™ program on or before the first day of the month.
7. Attend safety meetings or other safety awareness programs annually.
8. Help keep the van neat and clean.
9. Be courteous to each other and the public at all times. Non-courteous conduct, including but not limited to verbal insults, physical assaults, profanity, disrespect or failure to follow customary courteous behavior shall be grounds for removal from the vanpool and the program.
10. Maintain proper personal hygiene to avoid body odor, clothing odor, or other offensive conditions including, but

not limited to, excessive perfumes, air fresheners, aftershaves, etc.

11. Acknowledge receipt and acceptance of the most updated VanGo™ Participant Agreement.

CELL PHONE ETIQUETTE

- Place or receive cell phones only when absolutely necessary by riders.
- Drivers are to pull over when placing or receiving a call.
- Be courteous of others' right to a peaceful commute.
- Keep all cell phone calls brief.
- Certain personal cell phone calls should not take place when vanpooling.

VANPOOLING TIPS AND ETIQUETTE

- Set ground rules. Agree up-front on personal preferences such as use and/or choice of radio stations, seat assignments, how long to wait at a meeting point and whether eating and drinking in the van is acceptable.
- Exchange information with fellow vanpoolers, including work, home and mobile numbers and emergency contacts.
- Notify fellow vanpoolers a day or more in advance if possible when you will not be riding in the pool.
- As a courtesy to your fellow passengers, keep the van neat. Pick up newspapers, trash, etc.
- If you engage in conversation, be respectful and keep the topic light and the language and volume in check. Avoid controversial topics such as religion or politics.
- Follow the Golden Rule. Treat your fellow passengers as you yourself would like to be treated.

GUARANTEED RIDE HOME

The VanGo™ program offers a Guaranteed Ride Home (GRH) to provide riders with reliable backup transportation in the case of a personal emergency.

VanGo™ Vanpools requires the use of either UberX or Lyft, as this allows us to keep our costs and your fares down. If using either of these services is new to you instructions can be found at <https://www.vangovanpools.org/rp2/documents/Search> . You will be reimbursed for the cost (plus up to a 10% tip) upon our receiving from you a verifiable receipt for the trip **within 30 days of use. Don't forget to submit the receipt to us!**

All active vanpoolers are eligible for two (2) emergency rides home in a 12 month period based on their membership start date. Emergency rides cannot be accrued

All GRH trips must be claimed online by signing into your account, choosing the benefits tab, and following the links for Guaranteed Ride Home.

INSURANCE COVERAGE

The VanGo™ program has secured auto insurance coverage for the vehicles used in the fleet when operated by authorized/approved drivers. Drivers must complete a vanpool Driver Application, Participant Agreement, possess a valid driver's license, pass all VanGo™ driver requirements and be approved by the VanGo™ program. Insurance and training is provided by the Colorado Intergovernmental Risk Sharing Agency (CIRSA – www.cirsa.org).

BIKE RACKS

1. A bike rack can be requested by calling the VanGo™ office. The VanGo™ program shall have no responsibility or liability for the improper use or installation of a bike on a program-provided bike rack.
2. The VanGo™ program shall have no responsibility or liability if a bicycle is damaged while being transported on a program-provided bike rack.

ASSIGNING VANS TO ROUTES

The VanGo™ program assigns vans to specific routes and reserves the right to rotate and replace vans in the fleet based on age of the vehicle, mileage, condition, end of a lease term, and economic factors.

USE LIMITATIONS

- Vans may only carry approved riders to and from work.
- Drivers should always be courteous and obey all posted traffic signage.
- Individuals who have not completed a VanGo™ Participant Agreement are not allowed to be transported.
- Smoking is prohibited at all times in any VanGo™ Van.
- Pets are prohibited in any VanGo™ van with the exception of service animals.
- No cell phone use including hands-free phone use, headset use or texting while driving by VanGo™ drivers is permitted.

TERMINATIONS

VanGo™ participation shall continue in force until one of the parties gives the other party written notice 15 days prior to the planned date of termination. -. Participants may terminate their participation for any reason with the required two week notice. The VanGo™ program may terminate the Participation Agreement or the vanpool as a whole, with or without cause, and for any of the following reasons:

- a. if ridership drops below five (5) riders for three consecutive months;
- b. if the operation of the vanpool becomes inconsistent with the evaluation criteria established by VanGo™;
- c. if the Program is terminated;
- d. if the Participant fails to pay the rider fee promptly;
- e. if the Participant disrupts the operation of the vanpool;
- f. if the Participant fails to abide by these Terms and Conditions; or
- g. for other reasons as determined by the VanGo™ Program.

**See VanGo™ Program Participant Agreement available at www.vangovanpool.org*

DRIVER RESPONSIBILITIES

All VanGo™ Drivers must meet the following requirements:

DRIVER RESPONSIBILITIES

1. All drivers shall complete a Driver Application, Participant Agreement, and have a valid driver's license.
2. All drivers agree to comply with the terms and conditions contained in the Vanpool Participant Agreement.
3. All drivers shall complete a on online Defensive Driving course prior to taking possession of or operating a VanGo™ van, after any moving violation, or after any preventable incident involving a VanGo™ van. In the event of a preventable incident, the driver shall be immediately removed from the Approved Driver list, and no longer

allowed to drive any VanGo™ vehicle until they have completed the assigned CIRSA incident-related safety course. They will be reinstated as a driver when VanGo™ has been notified that they have passed the course.

4. The VanGo™ program requires that each vanpool have at least two drivers per van.
5. Only pre-approved drivers are allowed to operate the van.
6. Drivers are responsible for making sure each passenger is wearing a seatbelt.
7. Drivers shall operate the van in accordance with all applicable state laws and in a reasonable and safe manner.
8. Drivers shall pay any fines from parking, HOV/toll violations or moving violations the driver receives.
9. Drivers are expected to select safe, convenient and legal locations to pick up and drop off riders.
10. Drivers are expected to provide off-street parking at a private residence at the home end of the trip or make other arrangements with the VanGo™ program.
11. Drivers may not take the van to any establishment whose primary business is serving or selling alcohol.
12. Drivers must be a minimum of twenty four (24) years old.

Drivers shall not use any personal listening devices, hand held devices, including but not limited to cell phones, iPads, mp3 players, etc., while operating or within the vanpool vehicle. Drivers shall not exceed the posted speed limits. Non-courteous or aggressive driving shall be grounds for removal from the position of driver and/or removal from the vanpool and the program, at the sole discretion of the VanGo™ program.

NON-WORK DAY COMMUTES

Vans may only be used on pre-determined commute days, which are typically Monday – Friday.

PERSONAL USE OF VANS

Each vanpool group (not each driver) may use the van for 150 miles per month for personal errands. The miles are restricted to the municipality in which the van originates or the VanGo™ Vanpool Services program approved work location and hours. Passengers without signed Participant Agreements cannot be transported

when the van is used for personal use. Miles associated with fueling, cleaning, and servicing the van are commute miles and are not considered personal use miles. The VanGo™ program reserves the right to revoke or suspend personal use if such use is deemed by the program to be improper or excessive. Personal use miles cannot be carried forward from one month into a future month and a fee for excess personal miles will be invoiced to the coordinator in the vanpool.

INSURANCE COVERAGE FOR DRIVERS

1. Who provides VanGo™ insurance, what is the coverage and who pays the deductible?

Fleet insurance is provided by CIRSA - Colorado Intergovernmental Risk Sharing Agency. Program coverage is \$5 million combined liability and physical damage per any one claim/occurrence. The VanGo™ program pays the deductible for each incident.

2. Whose insurance pays the repairs to a van in the event of an incident and the VanGo™ driver is at fault?

The VanGo™ insurance provider will pay for the repairs, less the deductible which is paid by the VanGo™ program.

3. Whose insurance pays the repairs to a van in the event of an incident and the other driver is at fault?

The at-fault party pays for 100% of the repairs for the VanGo™ van.

4. Whose insurance pays for the repairs to a third party's vehicle should the VanGo™ driver be involved in an incident during the daily commute and the van driver is at fault?

The VanGo™ insurance provider will pay for the repairs less the deductible which is paid by the VanGo™ program.

5. Whose insurance covers medical coverage should a VanGo™ driver or rider be injured during the commute to or from work and the VanGo™ driver is at fault?

The injured vanpooler's personal medical insurance pays for the medical expenses.

6. Whose insurance covers medical coverage should a VanGo™ driver or rider be injured during the commute to or from work and the other driver is at fault?

The at-fault driver's insurance pays for the medical expenses after the injured vanpooler files a claim with the at-fault party's insurance provider.

7. Whose insurance pays for the repairs to a van in the event of an incident that occurs when the van is used for personal use?

The VanGo™ insurance provider will pay for the repairs less the deductible which is paid by the VanGo™ program.

8. Are VanGo™ participants protected under Colorado State Governmental Immunity laws?

VanGo™ participants are considered "authorized volunteers" of VanGo™ under the Governmental Immunity Act, and are afforded the protections of that Act for acts or omissions occurring during the performance of their duties as volunteers, provided they are within the scope of their volunteer relationship with VanGo™, and the act or omission was not willful and wanton. In instances where governmental immunity does not bar a claim, claimants can recover a maximum of \$350,000 per claimant in any single occurrence, up to a maximum of \$990,000 in a multiple-claimant occurrence.

COORDINATOR RESPONSIBILITIES

Coordinators serve as the “voice” and “reporter” for their vanpool. They help deliver VanGo™ news, relay suggestions and feedback, and complete federal reporting that helps fund the program vehicles.

COORDINATOR RESPONSIBILITIES

Coordinators will receive a discount off their monthly vanpool fare for agreeing to:

1. Maintain the vehicle (washes and notifying City of Fort Collins or Greeley within 700 miles of their van needing maintenance). They submit fuel receipts, monthly ridership and mileage logs, seatbelt logs, and annual or biannual individual passenger mile logs to VanGo™.
2. Act as the point of contact for new and prospective riders, explaining the van route, schedule, and any day-to-day operational rules.
3. Ensure that preventive maintenance is scheduled every 7,000 miles or according to the manufacturer’s recommended maintenance schedule.
4. Ensure that the day-to-day operational rules (established by majority vote of the vanpool members) are followed.
5. Foster and facilitate cooperation and communication among riders and drivers.
6. Notify the VanGo™ office of all route and ridership changes within (2) days of the change. The route schedule must remain consistent.
7. Notify the VanGo™ office immediately of any damage to or incidents involving the van.
8. Ensure that the interior and exterior of the van are cleaned once a month or as needed.
9. Ensure that the van is not driven over 150 miles per month for personal use.
10. Complete and submit Parking Waivers in accordance with VanGo™ Program policy.
11. Assist in recruiting, as needed, to ensure vans run at capacity.
12. Work with riders to establish and periodically review the VanGo™ program’s emergency plan, including maintaining

emergency contact information for all riders and establishing a communication plan among riders for use during adverse weather.

13. Ensure the VanGo™ program is reimbursed for tolls accrued by their vanpool, collecting payment from their vanpool partners or obtaining a transponder as necessary. Any tolls invoiced to VanGo™ will be billed to the coordinator

Every VanGo™ vanpool is required to have a van coordinator.

The VanGo™ program can rescind the Coordinator™ monthly fare discount and reassign these responsibilities at will, or in the event that the Coordinator Responsibilities are not adequately performed.

INDIVIDUAL VANPOOL RULES

The VanGo™ program recommends that each vanpool establish its own general rules and guidelines that all participants agree on. The vanpool coordinator should coordinate this process. The important element to the success or failure of a vanpool is the way the people interact as a group. While the groups are informal, there are some formal common elements. The VanGo™ staff suggests a democratic approach for your group. The VanGo™ staff is available to assist vanpools in developing their own individual vanpool rules. The rules of the vanpool may not conflict with established VanGo™ rules and procedures.

Some of the items to clarify up front include: pick-up points, wait times, absences (and notice requirements), seating, heating, ventilation, radio station(s), and eating and drinking.

VEHICLE MAINTENANCE

VanGo™ Vans receive regular preventative maintenance from trained technicians at the City of Fort Collins and the City of Greeley.

VAN MAINTENANCE

VanGo™ Vanpool Services has entered into automotive repair and service agreements with the City of Fort Collins and the City of Greeley. These municipalities provide regional flexibility for vanpoolers to obtain vehicle maintenance and back-up transportation. *See page 18 and 19 for maps to both maintenance facilities.*

PREVENTATIVE MAINTENANCE

Vanpools shall coordinate maintenance with the closest approved maintenance facility every 7,000 miles for preventive maintenance or as needed. Coordinators, or another vanpooler, should schedule this maintenance within 700 miles of reaching the 7,000 mile mark. *(See maps on last page of Guidebook for directions to approved maintenance facilities)*

VAN FUELING

Vanpools have two (2) options for fueling their VanGo™ van:

1. **City of Fort Collins Facilities** – Approved drivers shall fuel only at an approved maintenance facility (Transfort located at 6570 Portner Road, Fort Collins or Equipment Services located at 835 Wood Street, Fort Collins) by following the fueling procedures for each location.
2. **Wright Express Fueling Stations** – VanGo™ provides each vanpool with a Wright Express fueling card for approved Wright Express stations. The fueling card allows approved drivers to fuel their van and clean their vehicle (if car wash is available). Each approved VanGo™ driver is provided their own pin for use with the Wright Express cards. A map of fueling stations is provided in each van and updated periodically. For more information, please visit: <http://www.wrightexpress.com/accepting-locations>

VAN CLEANING

Clean, visually-appealing vans are the most effective marketing medium for the VanGo™ program. Vanpools agree to clean their vans regularly at approved car wash facilities to maintain their appearance. A list of approved car wash facilities can be found online under 'documents' at vangovanpools.org.

VEHICLE SAFETY AND INCIDENT REPORTING

VanGo™ Vanpool Service regards safety as one of the key elements of the program.

SAFETY

All VanGo™ vans are equipped with safety equipment. The following is a list of safety related rules to which all vanpool participants must adhere:

1. All riders in the VanGo™ program must wear seat belts while being transported or when stopped for an emergency.
2. Firearms are not allowed in a VanGo™ van at any time.
3. Alcoholic beverages may not be consumed or carried in VanGo™ vans.
4. Riders are prohibited from distracting the driver while the van is in motion with loud or unusual noises, disruptive behavior or any other acts that may place the safety of the riders or driver in jeopardy.
5. Drivers may not take the van to any establishment whose primary business is serving or selling alcohol.
6. No cell phone use, headset use or texting while driving.

SAFETY TRAINING

In the event of a driving incident or preventable incident, the driver must complete a program-approved driving safety course within 30 days of the incident. If the course is not completed, the driver will no longer be eligible to drive a VanGo™ vehicle. If a second incident occurs within one year of the first incident the driver will not be eligible to drive a VanGo™ van for two years.

INCIDENT REPORTING

Don't Admit Liability! Drivers shall immediately notify the VanGo™ program in the event of any vehicular incident or other incident involving bodily injury or property damage. The reporting procedures must be followed whenever bodily injury or property damage occurs, even if no third party was involved. An incident report must be completed within 24 hours and submitted to the VanGo™ program. (See *Incident Reporting forms supplied in the vehicle*)

EMERGENCY ACTION STEPS

1. Call 911
2. Contact VanGo™ Maintenance Facility

- City of Fort Collins Transfort: 970-221-6625
(After Hours: 970-221-6613)
 - City of Greeley Equipment Services: 970-350-9378 (*After Hours: 970-371-3407*)
3. Contact VanGo™ Vanpool Program
- Toll Free Phone Number: 1-800-332-0950
 - Or: 970-221-6859

VAN BREAKDOWNS

In the event of a van breakdown, the van driver is to contact the approved VanGo™ maintenance providers (Wood St. in Fort Collins or the City of Greeley maintenance facility listed below). A roadside assistance vehicle (VanGo™ backup vehicle or tow truck) will be dispatched. The driver should stay with the disabled van until roadside assistance personnel arrive.



NOTE: Lock-outs are not considered van breakdowns. In the case of a lock out the riders should contact a tow service or locksmith. All fees associated with a van lock out is the rider's responsibility and will not be reimbursed by VanGo™.

ADVERSE WEATHER

In the event of adverse weather, the VanGo™ program asks that the vanpool driver make the decision whether or not to operate the vanpool in severe weather conditions. The VanGo™ program recommends that the coordinator and riders establish a method for communicating with the other riders in the case of adverse weather. For up-to-date details on road conditions please visit <http://www.cotrip.org/map.htm#/roadConditions>

PHONE NUMBERS

MAPS FOR APPROVED MAINTENANCE FACILITIES

<p>VanGo™ Maintenance Location City of Fort Collins Equipment Services 835 Wood Street, Fort Collins, CO 80521 Mon. – Fri. 6:00am – 5:00pm 970-221-6613</p>	
	
<p><u>From the North:</u></p> <ul style="list-style-type: none">• College Avenue south to Laporte Avenue• Turn right go west on Laporte Ave. to Wood Street• Turn right on Wood Street follow to end of street <p><u>From the South:</u></p> <ul style="list-style-type: none">• College Avenue north to Laporte Avenue• Turn left go west on Laporte Ave. to Wood Street• Turn right on Wood Street follow to end of street	

VanGo™ Maintenance Location

Greeley Transit Services

1300 A Street • Greeley, CO 80631

Mon. – Fri. – 6:00 AM – 10:30 PM

Office Phone: 970-350-9378

After Hours Phone: 970-371-3407



From within Greeley:

- 11th Avenue north to "A" Street.
- Follow to 1300 "A" Street. Look for the VanGo™ sign.

From the South:

- U.S. Highway 85 North to 5th Street.
- Head west on 5th Street until you reach 11th Avenue.
- Turn right on 11th Avenue and follow to "A" Street.
- Left on "A" Street and follow to 1300 "A" Street. Look for the VanGo™ sign.

SmartTrips™

419 Canyon Ave., Suite 300

Fort Collins, CO 80521

P. 800-332-0950 or 970-221-6243

F. 970-416-2406

www.smarttrips.org