

## **I. Introduction**

*Congratulations on your new vanpool!*

Because you work in the Cumberland Galleria office market, you can vanpool for a flat fee of only \$100 per person, per month. Commuter Club, through its' parent organization, the Cumberland Community Improvement District, has set aside money since 2004 to financially support vanpool participants commuting to this area. Commuter Club also works with a variety of state and federal resources to leverage additional dollars to make vanpooling more available for each commuter. These resources include Georgia Regional Transportation Authority (GRTA) and the Georgia Department of Transportation (GDOT).

Your vanpool group will have access to these funds as long as you maintain a minimum number of ten full-time paying participants (drivers and riders), and a minimum daily average of eight participants. Commuter Club's subsidy is expected to be available until December 31, 2009 and is evaluated on an annual basis.

As you begin to vanpool and participate in the Commuter Club \$100 Flat Rate Vanpool Program, you should understand how the following contacts will assist you with your vanpool needs.

### **A. Commuter Club**

Your vanpool operates within the Cumberland Community Improvement District (CCID), which means that you have access to Commuter Club programs and services. As such, Commuter Club offers marketing and promotional assistance to your vanpool in addition to the vanpool subsidies that keep your cost down. You will communicate the following to Commuter Club on a monthly basis:

- Ridership logs
- Any change in primary/alternate drivers once approved by Enterprise.
- Any change in your pick-up/destination points or work hours.
- Vanpool activity when ridership drastically increases or decreases.

Commuter Club may promote and market your vanpool through our website, [www.commuterclub.com](http://www.commuterclub.com), and numerous outreach activities in the community. With this type of support, it is critical that each group communicates with Commuter Club any change affecting your daily operation.

### B. Vanpool Provider

Your van is owned and maintained by Enterprise Rent-A-Car. They may be contacted at 678.260.2023 or after hours at 1-800-rent-a-car. You should contact your vanpool provider when you have a question regarding any of the following items:

- Vehicle Insurance
- Maintenance
- Primary/Alternate Driver Approvals
- Any emergency items

Your fuel card is also maintained by Wright Express through Enterprise Rent-A-Car. Your primary contact at their corporate office is **Tameka Tolbert 678.260.2023**. You should contact Ms. Tolbert when you have questions or problems with Wright Express.

### C. Primary Driver/Contact

The primary driver will step forward and assume the primary contact role to ensure a smooth vanpool operation. Keep in mind as a primary contact that it is your duty to ensure a pleasant and productive experience for all participants. As such, Commuter Club strongly encourages all participants to get involved and share the responsibility and benefits of the vanpool. This means all participants should offer assistance as needed with the following roles:

- Fueling the vehicle (approved drivers only)
- Washing the vehicle
- Submitting payments due to vendor
- Submitting monthly logs and Acknowledgement and Rules forms

All participants should also have the opportunity to share thoughts and concerns to the primary contact regarding the daily vanpool operation. When establishing administration for your vanpool, Commuter Club highly recommends that each primary contact clearly communicate with all participants and make decisions that are based on group interest. All primary contacts and group members should make every reasonable attempt to accept new riders. \* See page 6 for further details on obtaining new riders.

*NOTE: At any point during the life of your vanpool, groups can choose to continue vanpooling without the Commuter Club \$100 Flat Rate Vanpool Program subsidy. Commuter Club reserves the right to evaluate and withdraw the Commuter Club subsidy from any group as needed.*

**II. Vanpool Operation Guidelines**

In order to have a successfully operating vanpool, it's important that all riders understand what is expected of them. Commuter Club has found that effective communication among all participants ensures a pleasurable vanpool experience for everyone involved. Please make the following decisions with input from each vanpool member.

The van meets riders at the following pick-up points and times:

- 1) \_\_\_\_\_ (time) \_\_\_\_\_ am/pm (time waiting) \_\_\_\_\_ minutes
- 2) \_\_\_\_\_ (time) \_\_\_\_\_ am/pm (time waiting) \_\_\_\_\_ minutes
- 3) \_\_\_\_\_ (time) \_\_\_\_\_ am/pm (time waiting) \_\_\_\_\_ minutes

The van departs at the following points and times:

- 1) \_\_\_\_\_ (time) \_\_\_\_\_ am/pm (time waiting) \_\_\_\_\_ minutes
- 2) \_\_\_\_\_ (time) \_\_\_\_\_ am/pm (time waiting) \_\_\_\_\_ minutes
- 3) \_\_\_\_\_ (time) \_\_\_\_\_ am/pm (time waiting) \_\_\_\_\_ minutes

In case of privately-owned pick-up points, the following individual/company granted permission for riders to leave their cars at the meeting point(s):

- (pick-up point) \_\_\_\_\_ (name) \_\_\_\_\_ (phone) \_\_\_\_\_
- (pick-up point) \_\_\_\_\_ (name) \_\_\_\_\_ (phone) \_\_\_\_\_

The Enterprise approved Primary Driver is:

(name) \_\_\_\_\_ (work phone) \_\_\_\_\_ (cell) \_\_\_\_\_

The Enterprise approved Alternate Drivers are:

- 1) (name) \_\_\_\_\_ (work phone) \_\_\_\_\_ (cell) \_\_\_\_\_
- 2) (name) \_\_\_\_\_ (work phone) \_\_\_\_\_ (cell) \_\_\_\_\_
- 3) (name) \_\_\_\_\_ (work phone) \_\_\_\_\_ (cell) \_\_\_\_\_
- 4) (name) \_\_\_\_\_ (work phone) \_\_\_\_\_ (cell) \_\_\_\_\_

*\*Please supplement this with additional communications that will be helpful to your group.*

**III. Group Communications**

When you ride in a vanpool, you no longer ride alone. You will enjoy significant cost savings and eliminate the daily stress associated with driving alone. As you take advantage of these great benefits, communication is critical among group members. Below you will find some helpful tips to discuss with other vanpool participants.

**Would the vanpool participants like to listen to the radio? Which stations?**

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**Will smoking be allowed on the vanpool?**

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**Will vanpool participants have seating assignments?**

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**When participants need to access the Guaranteed Ride Home program, do they know who to contact?**

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**Who do I tell if I won't be riding home with the group today?**

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**How much will I need to pay each month to ride this van?**

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**What day of the month are participant payments due to primary driver?**

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**What arrangements have the drivers made to share the driving responsibility and keep the van on the road five days each week?**

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*\*Please supplement this with additional communications that will be helpful to your group.*

**IV. Monthly Vanpool Procedures**

To obtain Commuter Club's \$100 Flat Rate vanpool subsidy, it is necessary for primary drivers to adhere to the following schedule to ensure timely payments:

1. By the 25<sup>th</sup> of each month, the primary driver should submit the following forms to Jessica Hindman with Commuter Club:
  - Commuter Club's Vanpool Log indicating list of persons that have paid to ride and the monthly miles that the vehicle has been driven. Fraudulent data reported on logs will not be tolerated. Primary Drivers will be removed immediately if this occurs.
  - Applicable coupons from participants.

**Submit completed log/coupon(s) to:**

jhindman@commuterclub.com  
Phone 770.859.2331  
Fax 770.859.2332

2. Primary driver must have all funds from riders collected by the 25<sup>th</sup> of the month for the upcoming month of service. It is the responsibility of the primary driver to remit the funds to Enterprise Rent-A-Car on a timely basis in accordance with Enterprise's instructions. Funds reported but not collected will be the responsibility of the individual, not the primary driver.

3. By the 1<sup>st</sup> of the month, Commuter Club will electronically apply the following to your account at Enterprise:

- Appropriate Subsidized Lease Amount
- Previous month's gas purchases using the Wright Express Gas Card.

4. It is the responsibility of the primary driver to verify monthly account activity with Enterprise to ensure that their monthly bill has been appropriately paid.

5. If logs are not received by the 25<sup>th</sup>, payment cannot be guaranteed by the 1<sup>st</sup>. This may result in late fees applied to the account and possibly fuel card being cut off. Late fees are the responsibility of the individual.

## V. Policies

### A. Ridership Requirements

Each month your vanpool is required to have a minimum number of ten registered, paying participants (full-time drivers and riders). Commuter Club also requires that each van maintain a minimum daily average of eight participants.

Vanpool participants may ride multiple vans under the flat rate, when doing so they should pay the driver of the morning vanpool. The drivers of the vans must communicate with one another to confirm that payment has been received.

If your group falls below either of the minimum ridership requirements stated above, Commuter Club will place the van on a grace period for the following month. Once placed on the grace period the group will be required to give 30-day notice to Enterprise Rent-A-Car. This will allow for coordination between the group and Enterprise Rent-A-Car to pick up the vehicle at the end of the 30-day period or the group may make arrangements to assume the full responsibility of the lease and gas cost for the van. If at any point during the 30-day grace period the group adds new riders, which would allow them to immediately meet average daily ridership and full time paying rider requirements, then the group will be removed from the grace period.

**If a vanpool has been on the grace period more than once, the group history will be reviewed by Commuter Club and appropriate action will be taken to address the viability of the group, which may include immediate loss of the Commuter Club subsidy. Groups that do not offer ridership growth opportunities will be subject to withdrawal of the Commuter Club subsidy as well. Commuter Club reserves the right to evaluate and withdraw the Commuter Club subsidy from any group as needed.**

Each group will be placed into a 15 passenger van. This vehicle can comfortably seat 12+ passengers. Keep in mind most participants do not ride everyday, so there is room to accept the full 15 paying participants.

### B. New Passengers

If you are contacted by someone that would like to participate, you are encouraged within reason to make provisions to accept this new participant. Calls from potential riders should be returned within 24 hours. If a primary contact is unable to respond to new riders due to current work load, contact Commuter Club at 770.859.2331 and we will communicate on behalf of the group.

First time participants can take advantage of a FREE two-day trial ride on any vanpool. If seats are currently available on a vanpool, this offer can be extended to potential new riders. All trial participants must sign off on the acknowledgement and rules form found in Appendix B and complete a Ridematch application found in Appendix D.

Commuter Club will allow participants who work outside of the CCID to ride on a vanpool for a flat rate of \$100 a month. This opportunity may not always be available. Commuter Club does require that at least 70% of each van's participants work within the CCID. Please call Commuter Club to learn more about this opportunity and to receive approval for participants outside the CCID.

A child may ride on the van, assuming that all members of the vanpool consent and seating is available. All required child safety restraints must be utilized and the parent of the child must sign a Children's Acknowledgement and Rules Form. Call Commuter Club 770.859.2331 for this form.

### C. Payments

Payments are due by all riders to Enterprise Rent-A-Car by the 1<sup>st</sup> of each month. The primary driver must collect each \$100\* monthly ridership fee from all passengers by the 25<sup>th</sup> of the previous month. Payments should be made directly to Enterprise Rent-A-Car. The individual will be responsible for any additional fees due to late payments or insufficient funds provided by group members. Primary drivers are not responsible.

While payments are due to Enterprise Rent-A-Car by the 1<sup>st</sup> of each month, you may still accept new riders anytime during the month. Obtain his or her signature on the Acknowledgement and Rules form, and submit the payments directly to **Enterprise Rent-A-Car Rideshare Program, 585 Molly Lane, Woodstock, GA 30189**. Please note your unit number and primary driver's last name so that funds may be applied appropriately.

**The \$100 rate is not prorated. Commuter Club along with state and federal partners subsidize a large portion of the operational cost of this program. The flat rate provides a significant savings whether a rider participates for one week or the whole month.**

Commuter Club realizes that unforeseen circumstances may arise once payments have been collected.

If an extreme emergency occurs with a participant and they are not able to participate on the vanpool, this person should contact Commuter Club immediately to identify if they are eligible for a free seat coupon for a future month. To qualify for this coupon the participant must provide Commuter Club with supervisor or doctor documentation that verifies the participant has not participated on the van during said month and can confirm the emergency occurred. *Acceptable emergencies are hospitalization of the participant or an immediate family member, or the death of an immediate family member. Commuter Club must be notified during the month in question. This coupon is non-transferable and expires three months after issued.*

Commuter Club will run a variety of promotions throughout the year that may offer a free month on a vanpool or reference a seasonal incentive. Please submit these coupons to Candy Pearson as you receive them from vanpool participants.

*\*Your monthly fee might vary due to additional employer contributions. Contact Commuter Club if you need clarification on your company involvement.*

### D. Funding Sources:

Georgia Department of Transportation  
Georgia Regional Transportation Authority  
Cumberland Community Improvement District (Commuter Club)  
Employer Contributions at eligible worksites

Commuter Club has also worked diligently to leverage state and federal financing from the Georgia Regional Transportation Authority (GRTA) and the Georgia Department of Transportation (GDOT). Since 2004, a large portion of our vanpool cost has been absorbed by Commuter Club with the support of our parent organization, the Cumberland Community Improvement District (CCID). The financial support from Commuter Club and the CCID has allowed for the creation of the \$100 Flat Rate Vanpool program. Companies may choose to defray the cost of vanpooling for their employees by paying the entire \$100 monthly fee, sharing this cost with their employees, or allowing employees to set aside pre-tax dollars to pay for their monthly vanpool seat. To learn more about these opportunities, your employer can contact Commuter Club at 770.859.2331.

### **E. Driving Responsibilities**

Contact your vanpool vendor for instructions on adding new drivers. All drivers must be pre-approved by the vanpool vendor.

The primary driver may share the driving responsibility with approved volunteer alternate drivers when appropriate. Remember participation in a vanpool is voluntary and no one participant is superior to other participants.

Vanpool drivers can drive the vehicle home if it is within five miles of the vanpool's first pick up point in the morning. If a vanpool driver's home is more than five miles from the first pick up point, they must drive their own vehicle to and from that first pick up point.

Each vanpool should be on the road each day of the standard five day work week. When 50% or more of the current van participants are required to work beyond the standard five day work week, the Commuter Club van provided under the \$100 Flat Rate program is approved for weekend trips to work and Commuter Club will cover the fuel needs associated with these trips. If less than 50% of the current van participants need to travel into work during the weekend then arrangements (other than taking the van) need to be made for those weekend trips. If a group (or primary driver) has additional miles within their monthly mileage allowance, the primary driver may use the vehicle for personal use and pay for the fuel associated with each trip. Each day the vanpool is in operation for commuting purposes to and from work the primary contact is required to report on the monthly log:

- 1) Ridership numbers
- 2) Total miles utilized each month in the vehicle

### **F. Vanpool Maintenance**

The primary driver is responsible for scheduling maintenance. If you have questions regarding maintenance, contact your vanpool vendor. Enterprise has agreements with Firestone and Goodyear for regularly scheduled maintenance. Please contact Tameka Tolbert to find the location nearest you. All maintenance will be billed directly to Enterprise.

### **G. Fueling the van**

The primary driver is responsible for fueling the vehicle with the Wright Express Gas Card, but may choose to share this responsibility with alternate drivers. Please exercise great caution when the card is not in your possession because the primary driver is responsible for all charges and fees applied to the card – which includes lost or stolen Wright Express fees. **Commuter Club will only cover fuel for the vehicle miles driven to and from work.**

### **H. Washing the van**

All group members should be polite and courteous to other participants by picking up after themselves each day. Group members are encouraged to share the financial responsibility of washing the vehicle.

Commuter Club suggests collecting a small amount from each rider to cover the cost of washing the van.

**I. Personal use of the van**

Limited personal use of the van is allowed by approved drivers, as long as they do not go over their monthly mileage allotment as stated by Enterprise Rent-A-Car and Commuter Club. **Fuel for this type of usage is the responsibility of the driver.**

The primary driver may choose to park the van at their home in the evenings and on weekends if their home is within five miles from the origination point. All parking arrangements must be pre-approved by Commuter Club and Enterprise Rent-A-Car.

If a vanpool has 1-2 participants that are commuting from further out, they must drive their personal vehicles to the first vanpool pick-up point. If multiple riders are traveling to the first pick-up point, carpooling is recommended. This policy applies to all drivers and riders.

**J. Placement of new vans**

Commuter Club strives to place new vans on or near the 1<sup>st</sup> of each month. If you are interested in forming a new vanpool, contact Commuter Club at 770.859.2331. We will work with commuters to determine if a vanpool would be viable for the proposed route. A ridematch application can be found in Appendix D that will support the formation process. Please have all prospective riders fill this application out.

To establish healthy ridership numbers, Commuter Club will subsidize participants who are in a vanpool with new groups with a minimum of ten full-time paying riders.

**K. Vanpool Disagreements**

It is the responsibility of the participants in a vanpool to resolve disagreements among themselves. Failure to do so may result in Commuter Club withdrawing its subsidy.

**IV. County Vanpool Resources****A. Douglas County Rideshare (DCRS)**

If majority of a group formation (over 50%) are residents of Douglas County the group will be placed into a DCRS vanpool.

For more information contact - Davidae Walker 770.920.7514

**B. Cherokee Area Transportation System (CATS)**

If the van originates from Cherokee County and a majority of the passengers are from Cherokee County, then the van could be classified as a CATS van. Commuter Club will work with CATS to qualify groups as needed.