



## ***The Most Frequently Asked Questions about Vanpools***

### **What is a vanpool?**

A vanpool is a group of seven to fifteen people who commute to and from work together in a van. Members of the vanpool group share the same commute and similar work hours.

### **What types of vans are available?**

VPSI offers several vehicle models and seating configurations accommodating 7 to 15 passengers. Our vans include conveniences such as individual, overhead reading lights, reclining luxury seating and bench-style seating designed, engineered and tooled specifically for our vehicles. VPSI's unyielding commitment to safety and exacting standards ensures excellence in the modification of vehicles.

### **How much does it cost?**

A vanpool seat can cost from \$50 to \$250 per-month depending on the length of your commute and the number of people in your vanpool. However, this is usually 75 percent less than what you may be paying to drive alone! Each passenger pays a monthly fare to ride in the van. Fares are used to cover all the costs of operating the vanpool such as the vehicle, maintenance, insurance, fuel, tolls and parking.

### **How are the fares collected?**

On some vans the Primary Driver/Coordinator collects the monthly fare each month. VPSI payments can also be made on-line via credit or debit card. Passengers can pay VPSI directly or the the Driver/Coordinator can collect all rider payment and pay VPSI.

### **Could my fare change?**

Changes in the price of gasoline could change your fare. Ridership also affects vanpool fares. The more vanpool passengers there are, the lower the cost. VPSI will offer temporary seat subsidy assistance to groups that find themselves suddenly down several riders.

### **How is the van insured?**

VPSI vans are covered by a comprehensive insurance program that covers collision, liability, and comprehensive. Whether the van is driven for commute or personal use, VPSI provides a zero deductible for any insurance claim.

### **Who maintains the vans?**

The Primary Driver/Coordinator is typically the one that fuels the van and coordinates the maintenance for the van. However, these responsibilities can be shared among the group if desired. All maintenance costs are covered and billed

directly to VPSI, Inc. This includes all maintenance and repairs, 24 hour emergency roadside assistance, and even small items such as duplicate keys and wiper fluid.

### **Where is the van maintenance done?**

The van can be serviced at designated convenient locations near the vanpool destination or the vanpool driver's home. VPSI provides bumper to bumper maintenance. All charges are billed directly to VPSI. Each vehicle has a preventive maintenance coupon book. Vans may be serviced at any VPSI approved national account such as Jiffy Lube, Kmart, Goodyear, Sullivan Tire, Firestone, Penske, Pep Boys, and Ford Dealers. Loaner vans and pick-up & delivery are also available.

### **How long is the vanpool agreement?**

Vanpool agreements automatically renew every 30 days' until written notification is given - 30 days in advance - stating that the Primary Driver would like to terminate the agreement. Individual riders must also give 30 days notice to their primary driver should they choose to leave the vanpool.

### **Who does the driving?**

Commuters of the van volunteer to drive. Each van has a Primary Driver/Coordinator and at least one Alternate Driver. The Primary Driver/Coordinator typically takes the van home at night, gases it up, and the collects the monthly fare from the passengers. The Primary Driver/Coordinator may drive most days or share the driving with one or more Alternate Drivers. The Driver/Coordinator typically rides for free as a benefit for assuming a leadership role in the vanpool.

### **What qualifications does a vanpool driver need to have?**

- Has five years licensed driving experience
- Minimum age of 25 years
- Has been approved, in writing, by VPSI to operate vehicles provided by VPSI

### **Does the van provide door-to-door service?**

Each group sets its own route and schedule. Most vans have one or two common meeting points, such as at park and ride lots.

### **What rules govern the vanpool?**

Each vanpool makes their own rules regarding music, pick-up points, length of wait at pick-up points, and other issues important to the group.

### **What if I have to work late or have a personal emergency and need to get home?**

Each vanpool rider is allotted a certain number of emergency rides home (ERH) per year through the TMA, MassRIDES, or VPSI, Inc.

### **What happens when the driver is ill or on vacation?**

It is recommended that the vanpool group have one or more Alternate Drivers to fill in when the Primary Driver is unable.