

## **The Van**

### **Who supplies the van?**

Valley Metro, through a contract with Enterprise, supplies a variety of passenger vans.

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

The van is insured with a \$1,000,000 umbrella policy that covers collision, medical, and liability.

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

The vanpool driver accepts responsibility for fueling and coordinating maintenance for the van. Routine maintenance and repair costs are covered in the vanpool fares.

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

The vans can be serviced at a variety of convenient locations around the Valley. Some maintenance can even be completed at the work site.

### **What if the van needs extensive repairs?**

Loaner vans are usually available so service won't be interrupted.

### **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 members would like to terminate the agreement. Individual riders must also give a 30-day notice to their group should they choose to leave the vanpool.

## **The Driver**

### **What are the required qualifications for a vanpool driver?**

- Minimum age of 25 years
- No more than three driving record points in the last three years
- No DUI, at-fault accidents, or hit and run citations
- Valid Arizona driver's license
- Good credit rating
- Be punctual, reliable and drive safely

### **What responsibilities does the vanpool driver have?**

The driver maintains the van, fuels the van, keeps it clean, collects fares from the riders, and pays the monthly bill. The vanpool driver must also be punctual and drive safely. Please see the detailed list of driver responsibilities.

### **What perks does the vanpool driver get?**

The vanpool program is set-up for the driver to receive a free commute plus up to 300 personal-use miles monthly, paying only for gasoline (a \$.25 fee is assessed for each personal-use mile over 300).

## **The Vanpool Riders**

### **What responsibilities do the vanpool riders have?**

Vanpool riders must be punctual with their arrival at agreed pick-up locations and with their monthly payments.

### **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. Valley Metro has a set of rules that all vanpool participants must follow:

- Smoking of any products, including electronic cigarettes, is not allowed on the van.
- Caustic or flammable materials are not allowed on the van.
- Service animals trained to assist persons with disabilities are welcome. Other pets must be kept in a secured carrier.
- Beverages must be in a closed, spill-proof container such as a commuter cup or sports bottle.

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

Capitol Rideshare provides each vanpool rider enrolled in Commuter Club with two emergency rides home per year. Valley Metro's Emergency Ride Home program provides two free emergency rides home per year.