FLEXIBLE VANPOOLING

REALTIME AND TRADITIONAL ALTERNATIVES
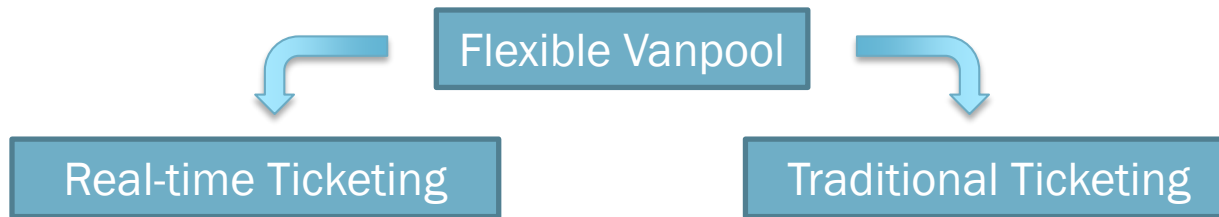
Dan Sheehan
Transportation Program Operations Manager

Commuter Connections Ridematching Committee
September 21, 2021

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Concept & Context

- <u>Project goal</u>: Introduce technology that aids in finding vanpool riders who may be interested in a flexible arrangement, perhaps riding infrequently or one-time riders

- Flexible Vanpool Workgroup created February 2021

    - Identified critical components for developing flexible vanpool technology

- COG worked through several iterations of work specs in collaboration with software development team
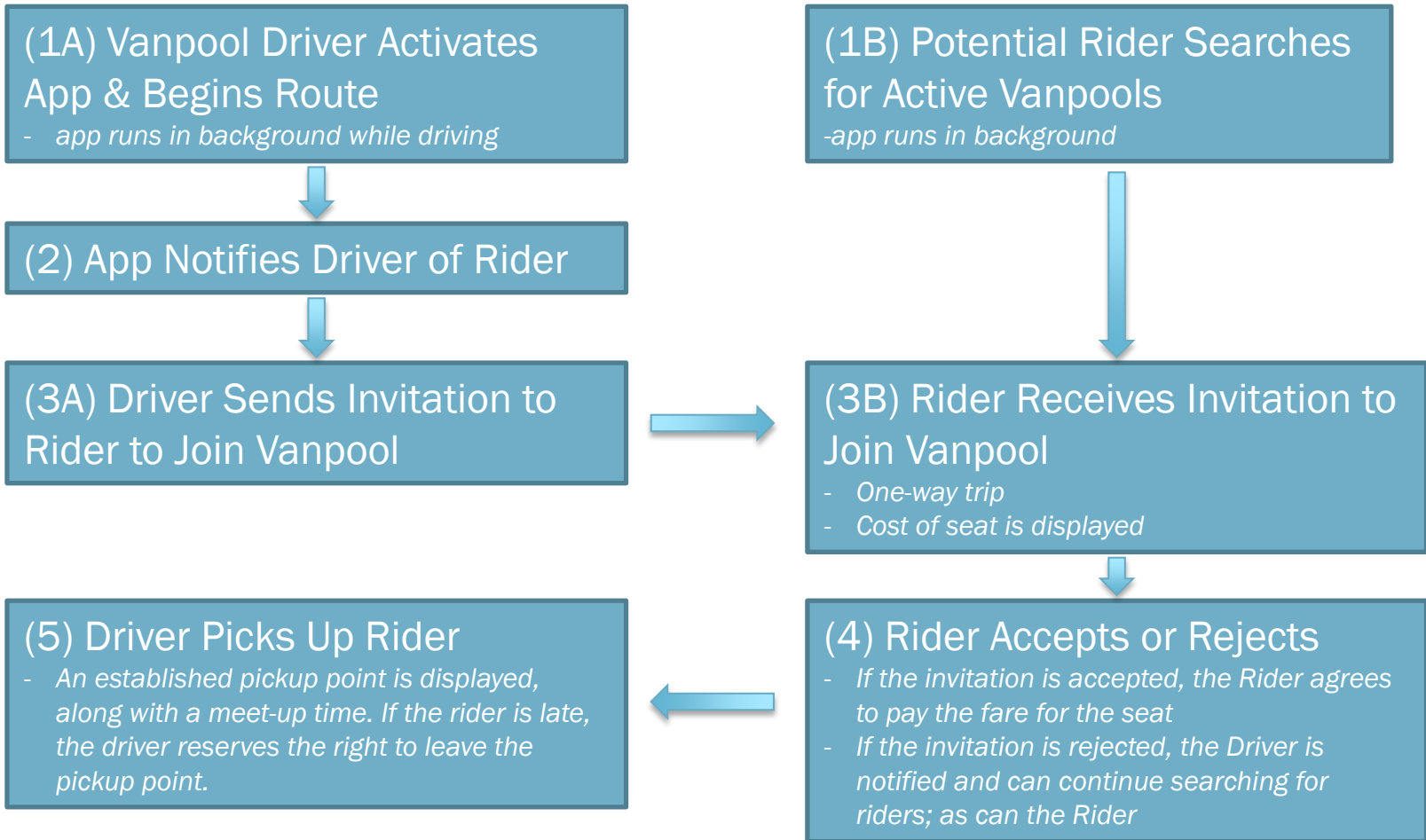
    - Based on workgroup feedback

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Flexible Vanpool
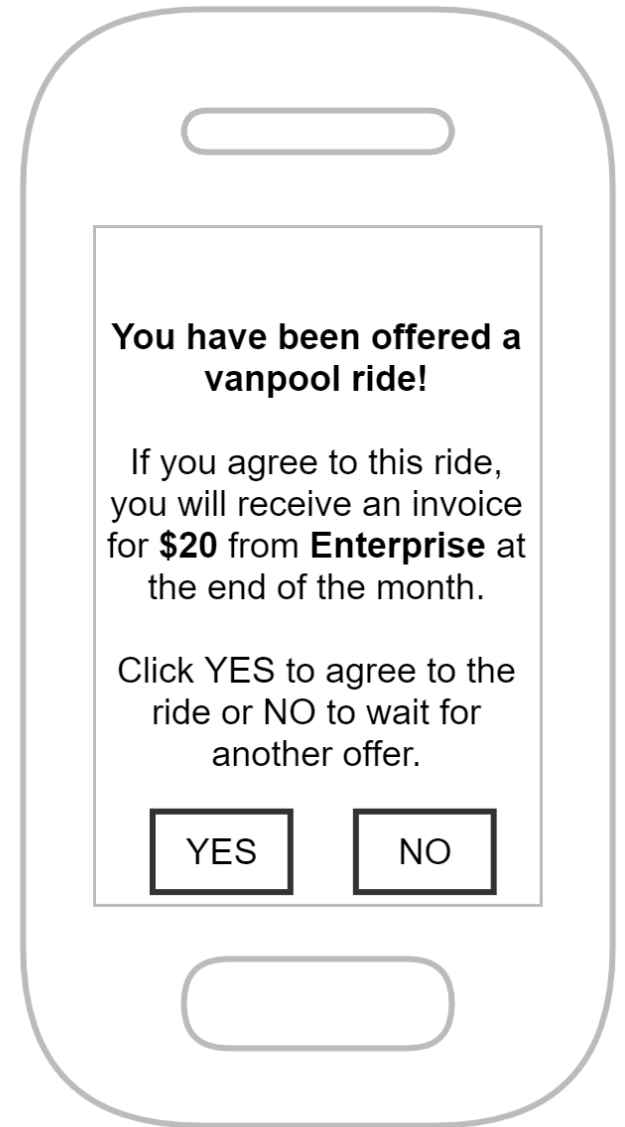
Real-time Ticketing

- Nested within CarpoolNow

    - Already compatible for real-time trip monitoring

    - Vanpool enhancements include:

        - New ability to register vanpools / link with TDM System

        - "Start Vanpool" button to be added. Only available to registered vanpool drivers / coordinators

        - Once activated, drivers can offer seats to nearby riders who are currently searching in the mobile app

        - Cost per seat – programmable by the driver

        - Riders can accept or reject offers from vanpool drivers

        - Payment facilitated externally of mobile application

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Real-time Ticketing

(1A) Vanpool Driver Activates App & Begins Route
- *app runs in background while driving*

(1B) Potential Rider Searches for Active Vanpools
-app runs in background

(2) App Notifies Driver of Rider

(3A) Driver Sends Invitation to Rider to Join Vanpool

(3B) Rider Receives Invitation to Join Vanpool
- *One-way trip*
- *Cost of seat is displayed*

(5) Driver Picks Up Rider
- *An established pickup point is displayed, along with a meet-up time. If the rider is late, the driver reserves the right to leave the pickup point.*

(4) Rider Accepts or Rejects
- *If the invitation is accepted, the Rider agrees to pay the fare for the seat*
- *If the invitation is rejected, the Driver is notified and can continue searching for riders; as can the Rider*

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Payment

- Upon receiving an invitation to join a vanpool, the rider will receive a confirmation screen similar to the image on the right

  - An external solution, such as PayPal, could be utilized instead of a monthly invoice

You have been offered a vanpool ride!

If you agree to this ride, you will receive an invoice for **$20** from **Enterprise** at the end of the month.

Click YES to agree to the ride or NO to wait for another offer.

YES   NO

Traditional Ticketing

- Enhancement within the traditional TDM System

- New generic "Vanpool Operator" role will permit operators to program vanpool routes into the database, which will appear on ridematch searches

  - Will include customizable stops, seat availability, and fare

  - A single operator can create and manage multiple routes

- Potential riders can request to "book a seat" on the van and specify which date, stop, and route (i.e., inbound/outbound)

  - Drivers/coordinators are notified 24hrs+ in advance

  - Payment facilitated externally of TDM System

- CarpoolNow cross functionality: List vanpool route with transit routes upon "10-minute prompt" display

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Next Steps

- Development scheduled for Fall 2021

  - Committee members will be asked to test

- Coincide with traditional vanpool enhancements

Commuter Connections

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