

FLEXIBLE VANPOOL UPDATE

Planned Vanpool Enhancements for FY2022


Stephen Finafrock
Commuter Operations Specialist III

Commuter Connections Ridematching Committee
December 21, 2021

Context

- Project goal: Introduce technology that aids in finding vanpool riders who may be interested in a flexible arrangement, perhaps riding infrequently or one-time riders
- At September meeting, reviewed two types of flexible vanpooling:
 - Traditional Ticketing
 - Real-time Ticketing
- Working with Flexible Vanpool Workgroup to develop Scope of Work
 - Includes vanpool experts from the region
- New mockups presented today include progress on Flexible Vanpool
 - As a byproduct, enhancements may also improve traditional vanpooling experience within the TDM System

Current Quickmatch Results

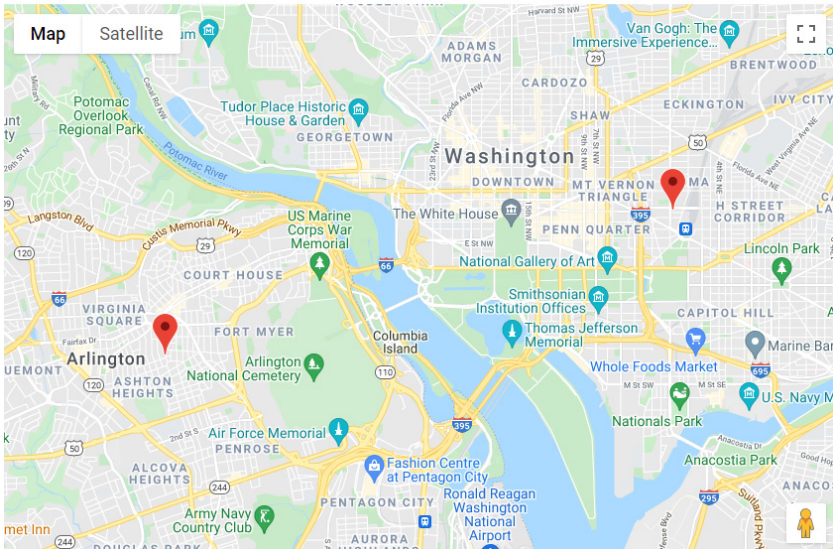



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You have 46 ridematches

Click LOG IN (or CREATE AN ACCOUNT if you haven't already) to view your matches

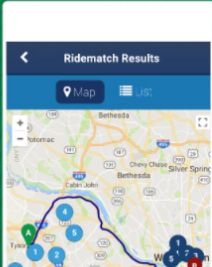
[LOG IN](#) [CREATE A FREE ACCOUNT](#) [SHOW VANPOOLS](#)






Commuter Connections
mobile app


**Find ridematches, log trips,
and earn rewards on the go!**





CarpoolNow
mobile app

**Connect with drivers or riders in
real-time. New incentives now
available!**



Quickmatch Results + Vanpools

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

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You have 46 ridematches

Click LOG IN (or CREATE AN ACCOUNT if you haven't already) to view your matches

[LOG IN](#) [CREATE A FREE ACCOUNT](#) [HIDE VANPOOLS](#)

Vanpool #1234
From: 123 Main St, Arlington, VA
To: 777 N. Capitol, Washington, D.C.
Mon - Fri, 9am to 6pm
Single Ride Cost: \$10

Login or Create Account using the buttons above to book a seat online!

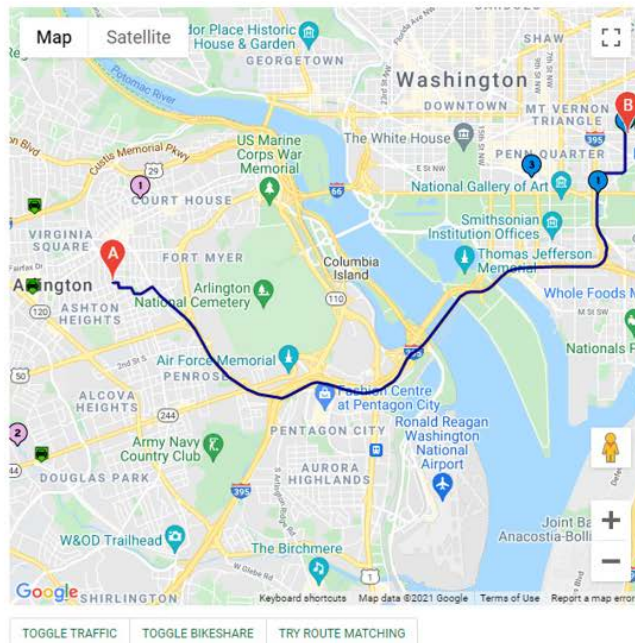
Commuter Connections mobile app
Find ridematches, log trips, and earn rewards on the go!

CarpoolNow mobile app
Connect with drivers or riders in real-time. New incentives now available!

Current Ridematch Results

RIDESHARING - RIDEMATCH RESULTS

Map Driving Directions Match Letter Search Criteria



LIMIT RESULTS TO YOUR EMPLOYER ONLY

Email Matches Print Matches

HEIDI [REDACTED]

Anonymous (120271)

703- [REDACTED]

202- [REDACTED]

• Matched on alternate destination address.

STEPHEN FINAFROCK

STEPHEN.FINAFROCK@GMAIL.COM

[REDACTED]

• START: [REDACTED]

[REDACTED]

• END: 777 NORTH CAPITOL ST NE
WASHINGTON DC 20002

INA [REDACTED]

703- [REDACTED]

202- [REDACTED]

REQUEST A RIDEMATCH

VIEW RIDEMATCH HISTORY

PROGRAM STATUS

EDIT PROFILE

FIND RIDEMATCHES

GUARANTEED RIDE HOME

LOG YOUR COMMUTE

BIKE ROUTING

POOL REWARDS

FLEXTIME REWARDS

SPECIAL EVENTS

COMMUTE COST CALCULATOR

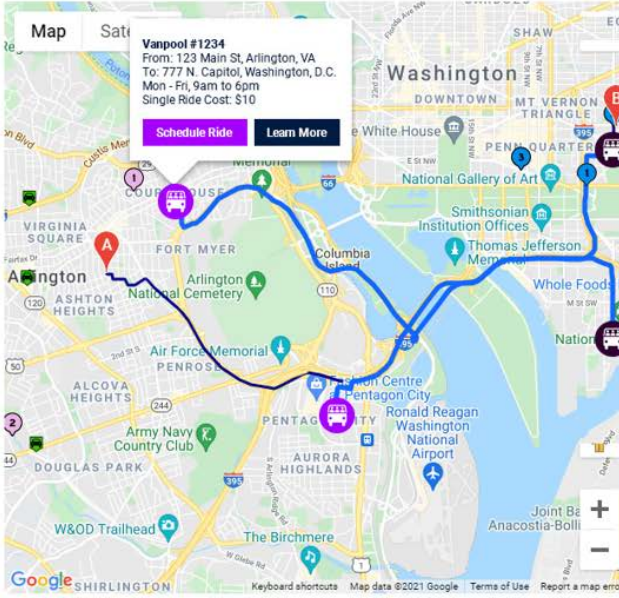
Ridematch Results + Vanpools

RIDESHARING - RIDEMATCH RESULTS

[Map](#)
[Driving Directions](#)
[Match Letter](#)
[Search Criteria](#)

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[Schedule Ride](#)
[Learn More](#)












[TOGGLE TRAFFIC](#)
[TOGGLE BIKESHARE](#)
[TRY ROUTE MATCHING](#)

LIMIT RESULTS TO YOUR EMPLOYER ONLY

[Email Matches](#)
[Print Matches](#)

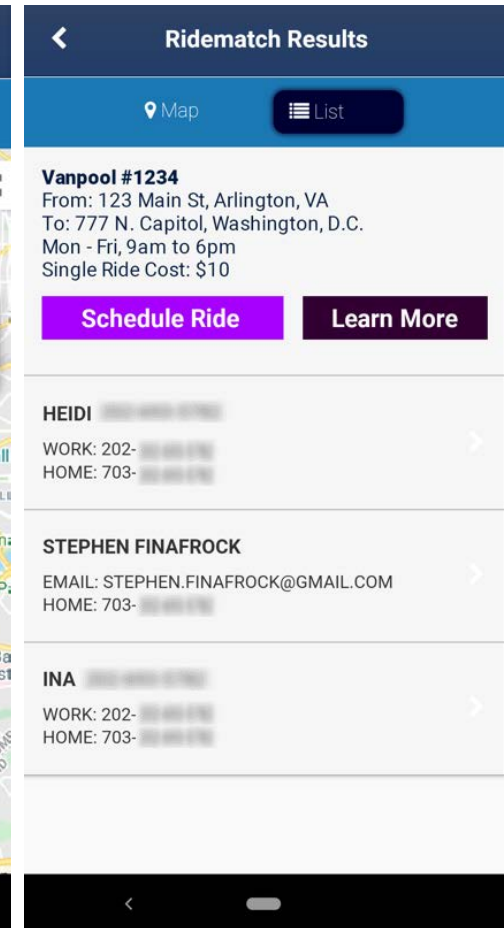
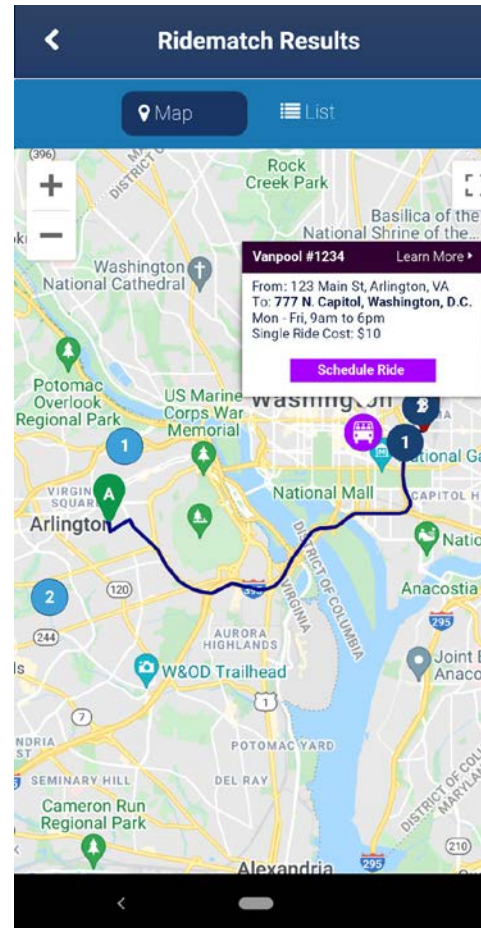

Vanpools Found
 Click on a vanpool marker on the map to learn more!

- HEIDI** 1234 5678
- Anonymous (120271)
 - 703- 1234 5678
 - 202- 1234 5678
 - Matched on alternate destination address.*
-
- STEPHEN FINAFROCK**
- STEPHEN.FINAFROCK@GMAIL.COM
 - 1234 5678
- START: 1234 5678
 - 1234 5678
 - END: 777 NORTH CAPITOL ST NE
WASHINGTON DC 20002
-
- INA** 1234 5678
- 702- 1234 5678

- REQUEST A RIDEMATCH
- VIEW RIDEMATCH HISTORY
- PROGRAM STATUS
-  EDIT PROFILE
-  FIND RIDEMATCHES
-  GUARANTEED RIDE HOME
-  LOG YOUR COMMUTE
-  BIKE ROUTING
-  POOL REWARDS
-  FLEXTIME REWARDS
-  SPECIAL EVENTS
-  COMMUTE COST CALCULATOR

CC Mobile Ridematch Results + Vanpool

- When running a ridematch, the rider will be shown any relevant vanpool options directly on both the MAP and the LIST views



Flexible Vanpool: Traditional

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

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RIDESHARING - RIDEMATCH RESULTS

Map Driving Directions Match Letter Search Criteria

Schedule Vanpool Pickup
Vanpool #1234
From: 123 Main St, Arlington, VA
To: 777 N. Capitol, Washington, D.C.
Mon - Fri, 9am to 6pm
Single Ride Cost: \$10

By clicking the REQUEST VANPOOL button below you are allowing Commuter Connections to share your contact information with the vanpool operator, Enterprise. If the driver is able to complete the pickup, you are agreeing to be invoiced by Enterprise for the amount of \$10.

December 2021

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |

REQUEST VANPOOL

TOGGLE TRAFFIC TOGGLE BIKESHARE TRY ROUTE MATCHING

INA STRICHARTZ
703-533-8700

Ridematch Results

Map List

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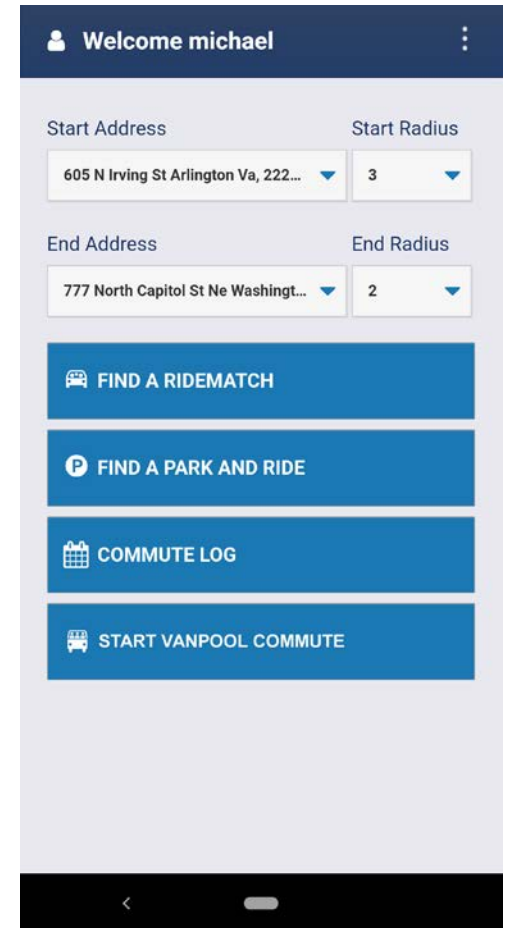
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REQUEST VANPOOL

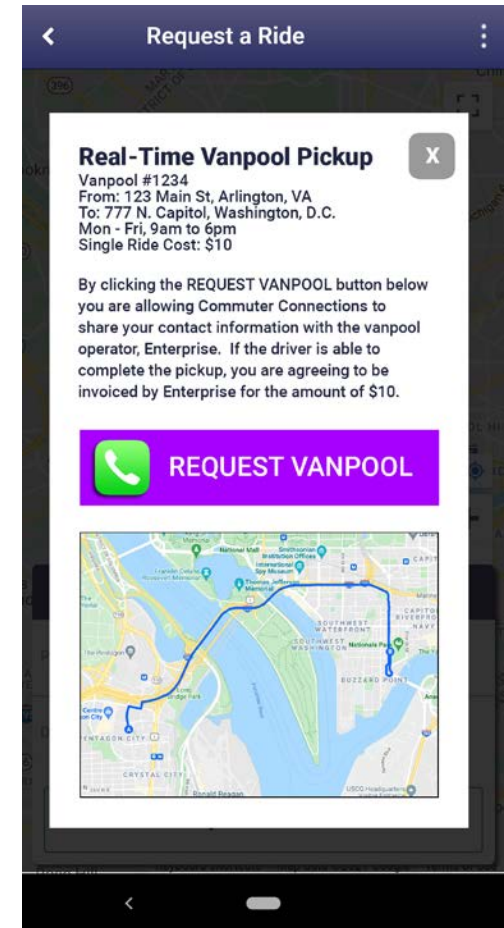
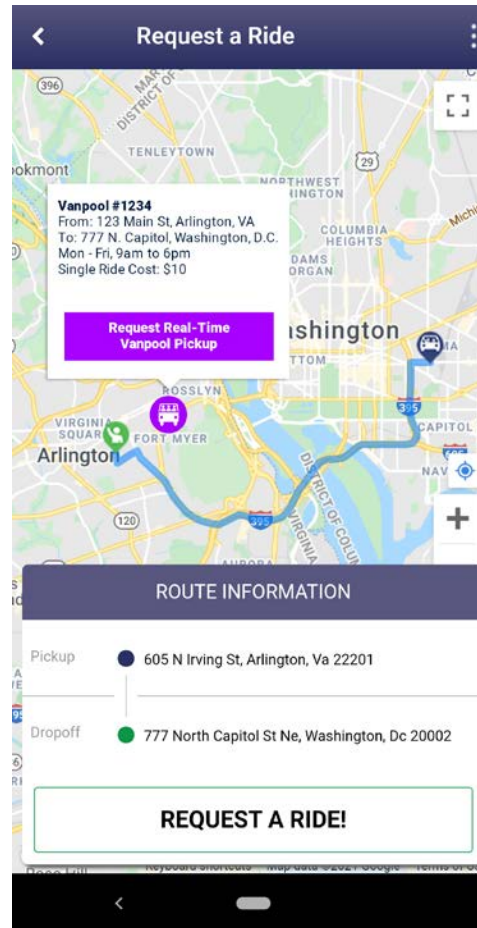
Flexible Vanpool: Real-time

- Trips published from CC Mobile App
- Must have a “Vanpool Driver” or “Vanpool Operator” account status
- Selecting the “START VANPOOL COMMUTE” will track the van’s real-time progress in CarpoolNow Mobile App



Flexible Vanpool: Real-time

- Vanpool's location is listed in CarpoolNow
- If there is an active vanpool nearby, the rider will be able to see the real-time location of the vanpool on their map. The rider can request the vanpool pickup and CarpoolNow will send the rider's location directly to the driver's phone using SMS



Next Steps

- Continue development with guidance from Flexible Vanpool Workgroup
- Push to production expected Spring 2022 (tentative)
- After release, training will be available for Ridematching Coordinators and Vanpool Operators as requested.

Stephen Finafrock

Commuter Operations Specialist III

(202) 962-3385

sfinafrock@mwkog.org

commuterconnections.org

Metropolitan Washington Council of Governments

777 North Capitol Street NE, Suite 300

Washington, DC 20002