

REALTIME FLEXIBLE VANPOOL

CarpoolNow Model

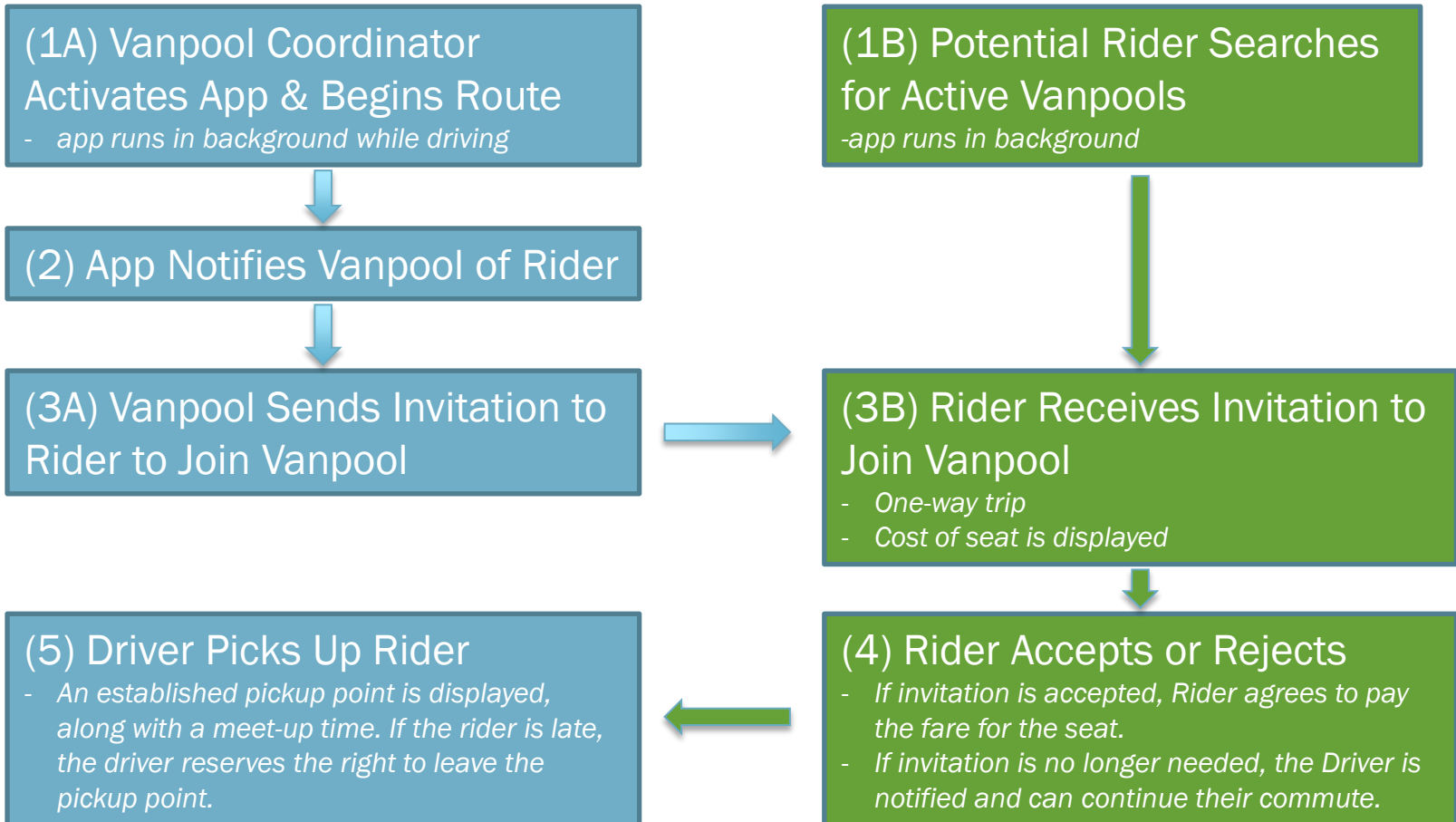
Stephen Finafrock
Commuter Operations Center Manager

Commuter Connections Ridematching Committee
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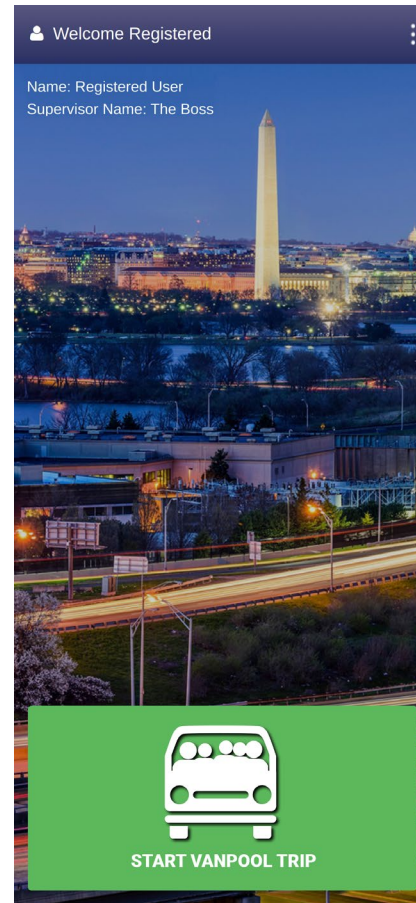
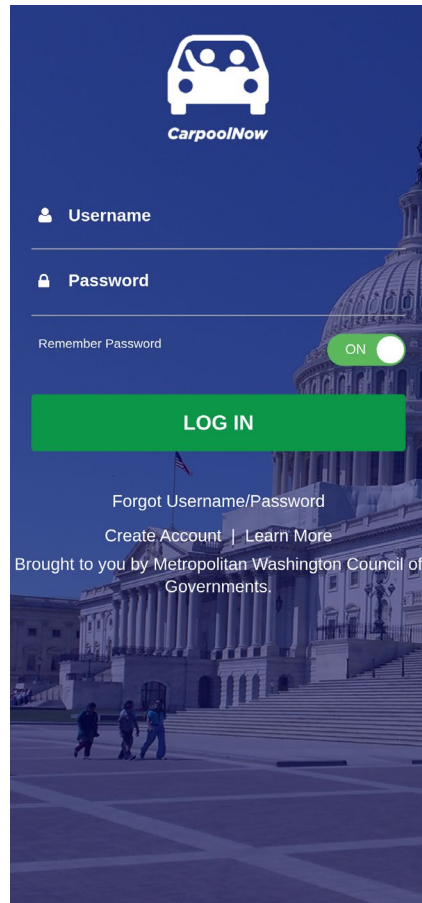
Realtime Flexible Vanpool

- Concept scoped and vetted through Flexible Vanpool Workgroup
- Vanpool coordinator or passenger (not the driver) starts vanpool trip in CarpoolNow – just like a carpool
- System will automatically identify if the user’s account is associated with a vanpool upon login and present the user with a single button to start their vanpool trip
- Vanpool drivers can spot riders and stop to pick them up in realtime
- Rider contact information will be shared

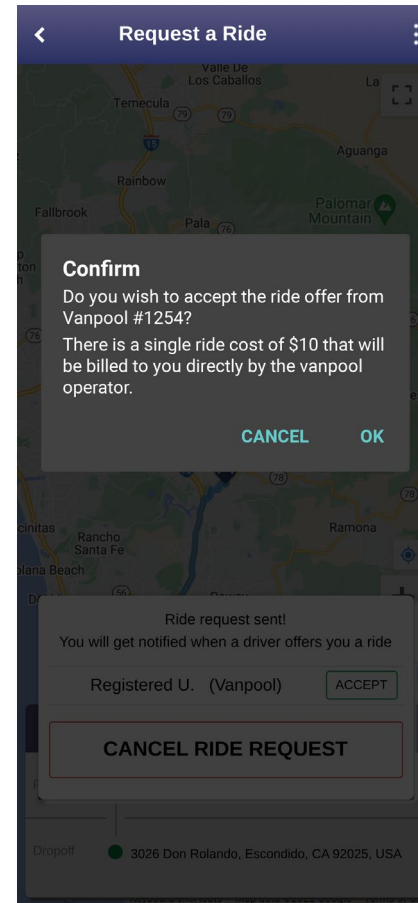
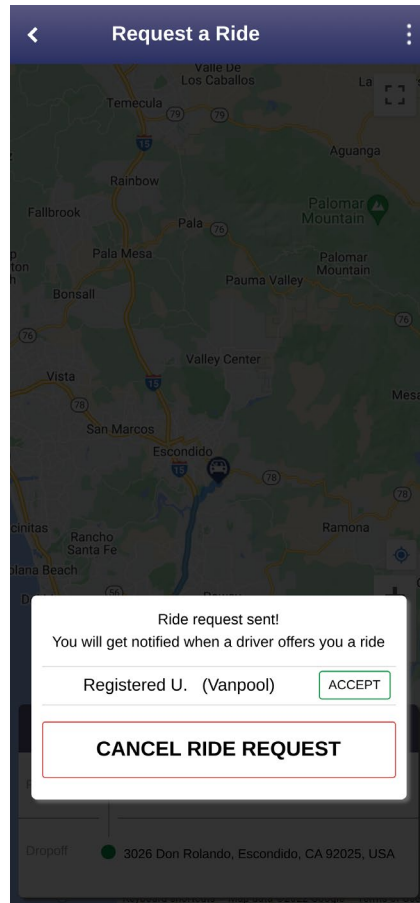
Realtime Ticketing Flowchart



CarpoolNow – Vanpool Driver Screens



CarpoolNow – Vanpool Rider Screens



Vanpool Registrations Needed!



Flexible Vanpool FAQ for Vanpool Operators

Background

Commuter Connections developed and introduced "Flexible Vanpool" to help vanpools fill seats left empty due to the emergence of hybrid work schedules. Prior to the COVID-19 pandemic, commuters riding in vanpools did so with relative consistency five days a week. Post-pandemic, the work from home and commuting landscape has greatly changed; many previous vanpoolers are now teleworking 2-3 days per week and are driving alone to work on commuting days. This is clearly an undesirable predicament for vanpooling, traffic congestion, and the environment.

The challenge the vanpool culture/industry is facing, and that Commuter Connections hopes to change, is the perception vanpooling is not a viable commute option with a hybrid schedule. With Flexible Vanpool, the aim is to facilitate a convenient way for commuters to try vanpooling while on a hybrid schedule, either in real-time or by reserving a seat in advance.

These FAQs seek to answer some basic questions about how Vanpool Operators and Coordinators can participate in the Flexible Vanpool program to increase ridership and potentially add new rostered riders to vanpools.

What is Flexible Vanpool?

- Flexible Vanpool is a new Commuter Connections program feature that helps Vanpool Operators and Coordinators advertise open seats in their vanpool(s) to the public. Enrolling a van in Flexible Vanpool means the public can request to join a vanpool in real-time or reserve a seat for a one-time ride on the van in advance.

How do I enroll a vanpool into Flexible Vanpool?

- Vanpools can be programmed into the Commuter Connections TDM System by local rideshare coordinators or Commuter Connections staff. As part of the vanpool enrollment process, Vanpool Coordinators and Operators can elect to advertise their van as "flexible." (Important: Both the Vanpool Operator AND the Vanpool Coordinator must approve the flexible option for vanpools.) This will allow the van to display a cost-per-ride to the public. Other information needed for the enrollment process includes origin and destinations, departure and arrival times, days of operation, and vanpool Coordinator contact information.
- If more than five vanpools need to be uploaded, please see Appendix A on Page 3 for a sample of an Excel spreadsheet that can be submitted for Commuter Connections staff to upload into the system.

Is there a cost for enrolling vanpools into Flexible Vanpool?

- No. Commuter Connections provides this service for free to all vanpools operating in the Washington, DC region.

What if I need to update or remove a vanpool record after its published?

- Contact Commuter Connections staff at commutersupport@mwcof.org to request information modifications or to remove a vanpool from Flexible Vanpool.

Metropolitan Washington Council of Governments National Capital Region Transportation Planning Board
777 North Capitol Street, NE, Suite 900, Washington, DC 20002-4290 www.commuterconnections.org 800-745-RIDE
The commuter information source for Maryland, Virginia, and the District of Columbia



ABOUT

Flexible vanpool is a cost-effective and efficient commute mode for employees with longer commutes. Vanpooling brings together coworkers who share similar routes to help defray the cost of commuting. Incentives may also be available to help further reduce costs. New technology and remapped operational policies have now made vanpooling more flexible than ever.

Step One	Step Two	Step Three
Create an account at commuterconnections.com . Be sure to mark yourself as interested in vanpooling!	Run a matchlist using your Commuter Connections profile.	Any vanpools that start and end near your home and work will be displayed at the top of your matchlist. Give the coordinator a call to try it out!

If you didn't find any vanpools on your matchlist, don't fret. We're actively working with employers to add new vanpool routes. Keep your account active and you'll be notified if a new route is added.

Some vanpools publish their routes in real-time. Download the CarpoolNow mobile app from the Apple App Store or the Google Play store to discover vanpools near you before you depart for work.

Commuter Connections is here to help! Call us at 1-800-745-RIDE if you need any assistance.

777 North Capitol St. NE Washington, DC 20002	1-800-745-7433	www.commuterconnections.org/flexible-vanpool
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<https://www.commuterconnections.org/flexible-vanpool/>

Stephen Finafrock

Commuter Operations Center Manager

(202) 962-3385

sfinafrock@mwcog.org

commuterconnections.org

Metropolitan Washington Council of Governments

777 North Capitol Street NE, Suite 300

Washington, DC 20002