

FLEXIBLE VANPOOL REFRESHER

Dan Sheehan
Transportation Operations Programs Manager

Commuter Connections Ridematching Committee Meeting
December 19, 2023

Background & Program Overview

- Direct response of pandemic-fueled disruption to vanpool industry
 - The commuting landscape changed greatly post-pandemic; rigid vanpool structure appears to be threatened by hybrid scheduling
 - Need a way to keep vans operating as HOV on days when a portion of formally rostered vanpool members may be teleworking
- Concept developed and vetted through a work group from February 2021 – August 2022
- Primary purpose of program: Advertise empty vanpool seats to be filled on a flexible basis
 - 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
- Vanpool Operators and Coordinators that participate in the program can potentially increase ridership to vanpools

Supplemental Vanpool Administration Module

- Released in July 2022
- Tied-in to TDM System
- Leveraged past, traditional vanpool enhancement requests with new flexible features
- New functionality for vanpool management:
 - Operators can manage multiple routes with one account
 - Vanpool route stops
 - Advertise seat cost
 - External electronic fare collection
 - Increased ridematching opportunities for local coordinators
- Available to all vanpools who operate in the Washington, DC region

Manage Vanpool – Multiple Vanpools

Vanpool Home

Pending Vanpools

Vanpool ID	Vanpool Code	Coordinator Name	Status
1271	VP1	First Last	Pending
Schedule Complete: N	Lease Complete: N	Location Complete: N	PA LH:
PA PD:	PA PD NAME:	PA AVR:	PA AVR NAME:

Recently Changed Vanpools

Vanpool ID	Vanpool Code	Coordinator Name	Status
1258	15328	First Last	Recently Changed
Schedule Complete: N	Lease Complete: N	Location Complete: Y	PA LH:
PA PD:	PA PD NAME:	PA AVR:	PA AVR NAME:

Active Vanpools

Vanpool ID	Vanpool Code	Coordinator Name	Status
1254	154319	First Last	Active
Schedule Complete: Y	Lease Complete: Y	Location Complete: Y	PA LH:
PA PD:	PA PD NAME: MICHAEL HEMRY	PA AVR:	PA AVR NAME:
1255	154321	First Last	Active
Schedule Complete: N	Lease Complete: N	Location Complete: Y	PA LH:
PA PD:	PA PD NAME:	PA AVR:	PA AVR NAME:
1253	154324	First Last	Active
Schedule Complete: N	Lease Complete: N	Location Complete: Y	PA LH:
PA PD:	PA PD NAME:	PA AVR:	PA AVR NAME:

Manage Vanpool – Basic Info

Vanpool Home

Pending Vanpools

Vanpool ID	Vanpool Code	Coordinator Name	Status
1271	VP1	First Last	Pending
Schedule Complete: N	Lease Complete: N	Location Complete: N	PA LH:
PA PD:	PA PD NAME:	PA AVR:	PA AVR NAME:

Recently Changed Vanpools


Vanpool ID	Vanpool Code	Coordinator Name	Status
1258	15328	First Last	Recently Changed
Schedule Complete: N	Lease Complete: N	Location Complete: Y	PA LH:
PA PD:	PA PD NAME:	PA AVR:	PA AVR NAME:

Active Vanpools

Vanpool ID	Vanpool Code	Coordinator Name	Status
1254	154319	First Last	Active
Schedule Complete: Y	Lease Complete: Y	Location Complete: Y	PA LH:
PA PD:	PA PD NAME: MICHAEL HEMRY	PA AVR:	PA AVR NAME:
1255	154321	First Last	Active
Schedule Complete: N	Lease Complete: N	Location Complete: Y	PA LH:
PA PD:	PA PD NAME:	PA AVR:	PA AVR NAME:
1253	154324	First Last	Active
Schedule Complete: N	Lease Complete: N	Location Complete: Y	PA LH:
PA PD:	PA PD NAME:	PA AVR:	PA AVR NAME:

Manage Vanpool – Basic Info

Display Information

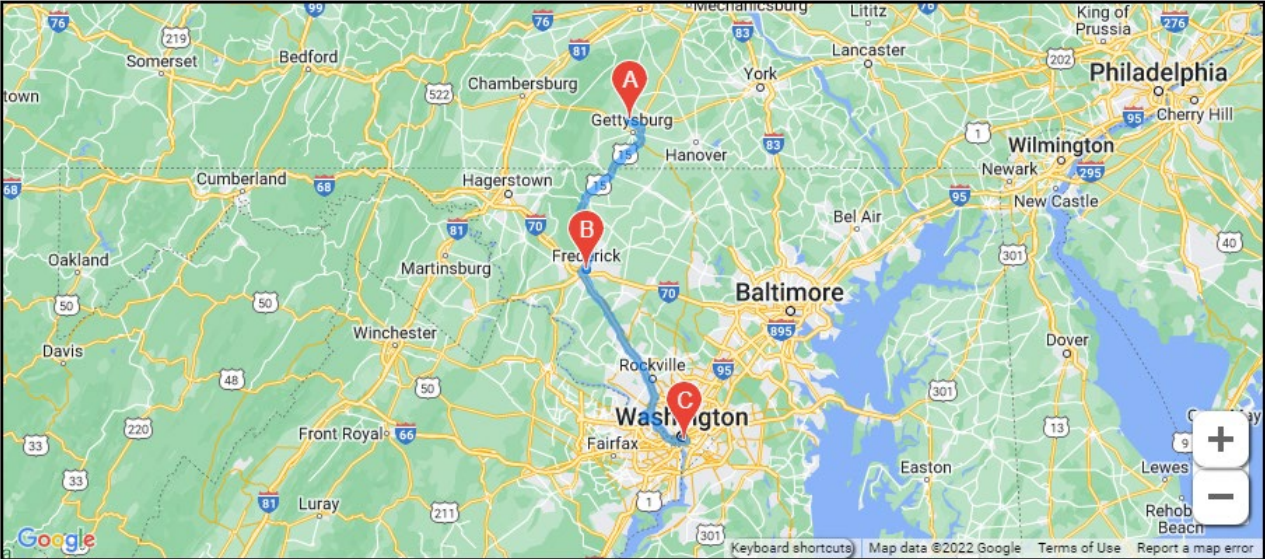
Contact Name:  Cost for a single ride:

Contact Number:

Other Information

Public Comments:

Private Comments:



The map displays a route through Pennsylvania and Maryland. Point A is located in Gettysburg, PA. Point B is in Frederick, MD. Point C is in Washington, DC. A blue line connects these points, passing through Hagerstown, PA, and Rockville, MD. Major cities like Philadelphia, Baltimore, and Washington are also visible on the map.

Manage Vanpool – Seatfinder

Vanpool Locations [Edit](#)

[Find A to C Riders](#) **Stop A:** Meadow Drive, Gettysburg, PA 17325, USA

[Find B to C Riders](#) **Stop B:** Court St, Frederick, MD 21701, USA

Stop C: Pennsylvania Avenue Northwest, Northwest Washington, Washington, DC 20530, USA

Manage Vanpool – Seatfinder Results

Home > Admin Activities > Vanpool Home > Vanpool Search > Vanpool Manage

Manage Vanpool

Vanpool Information - 1254

Vanpool Code: 154319

Last Updated Date: 2022-05-24

Entered By: TEST HEMRY

Entered On: 03/09/2022

Edited By: TEST HEMRY

Vanpool Admin: MWCOG

Lease info

Vanpool Lease Provider: Commute with

Vanpool Schedule

Leave Origin: 8 : 10 : A

Arrive Destn: 9 : 00 : A

Operating Days: * Sun Mon Tue

Vanpool Locations [Edit](#)

[Find A to C Riders](#) Stop A: 2708 Meadow Drive, Gettysburg, PA 17325, USA

[Find B to C Riders](#) Stop B: 101 N Court St, Frederick, MD 21701, USA

Stop C: 935 Pennsylvania Avenue Northwest, Northwest Washington, Washington, DC 20530, USA

Ridematch Results

[Print Matches](#)

BRANTLEE JOBE
BRANTLEEJOBE@GMAIL.COM
1400 SOUTH EDGEWOOD STREET
ARLINGTON, VA 22204

BRIANNA MOLAND
BAMOLAND@COMCAST.NET
3900 FAIRFAX DR #800
ARLINGTON, VA 22203

REGAN REDDICK
REGANY@GMAIL.COM
972-955-5148

Commuter Experience

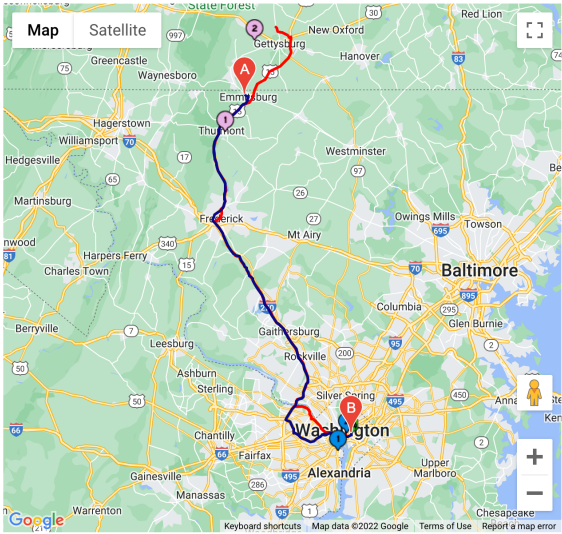
- Vanpools featured with elevated prominence in ridematching
 - Clear delineation of what is a vanpool v. carpool
 - Increased visibility on matchletters
 - New matchletter symbology for vanpools
- Flexible Vanpool seats will be advertised in CarpoolNow

Vanpool Results – TDM Website

RIDESHARING - RIDEMATCH RESULTS

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

LIMIT RESULTS TO YOUR EMPLOYER ONLY



TOGGLE TRAFFIC
TOGGLE BIKESHARE
TRY ROUTE MATCHING

Vanpool 154319
 Start: 2708 Meadow Drive, Gettysburg, PA 17325
 End: 935 Pennsylvania Avenue Northwest, Northwest Washington, Washington, DC 20530
 Hours: 9:00AM to 5:00PM
 Contact Steve Higgins @ 202-222-3333
 Cost for a one-time ride: \$10


DEBORAH COE
BONNIERED82@GMAIL.COM
 301-788-0165
 703-341-3000


DORIS MEDIA BEEF
DORISGRANT1@MEDIABEEF.COM
 302-383-3131


[REQUEST A RIDEMATCH](#)


[VIEW RIDEMATCH HISTORY](#)


PROGRAM STATUS


 [EDIT PROFILE](#)


 [FIND RIDEMATCHES](#)


 [GUARANTEED RIDE HOME](#)


 [LOG YOUR COMMUTE](#)

 [BIKE ROUTING](#)

 [POOL REWARDS](#) JOIN NOW

 [FLEXTIME REWARDS](#)

 [SPECIAL EVENTS](#)

 [COMMUTE COST CALCULATOR](#)

Vanpool Results – TDM Website

RIDESHARING - RIDEMATCH RESULTS

Map Driving Directions Match Letter Search Criteria

LIMIT RESULTS TO YOUR EMPLOYER ONLY

Map Satellite

Vanpool 154319
Start: 2708 Meadow Drive, Gettysburg, PA 17325
End: 935 Pennsylvania Avenue Northwest, Northwest Washington, Washington, DC 20530
Hours: 9:00AM to 5:00PM
Contact Steve Higgins @ 202-222-3333
Cost for a one-time ride: \$10

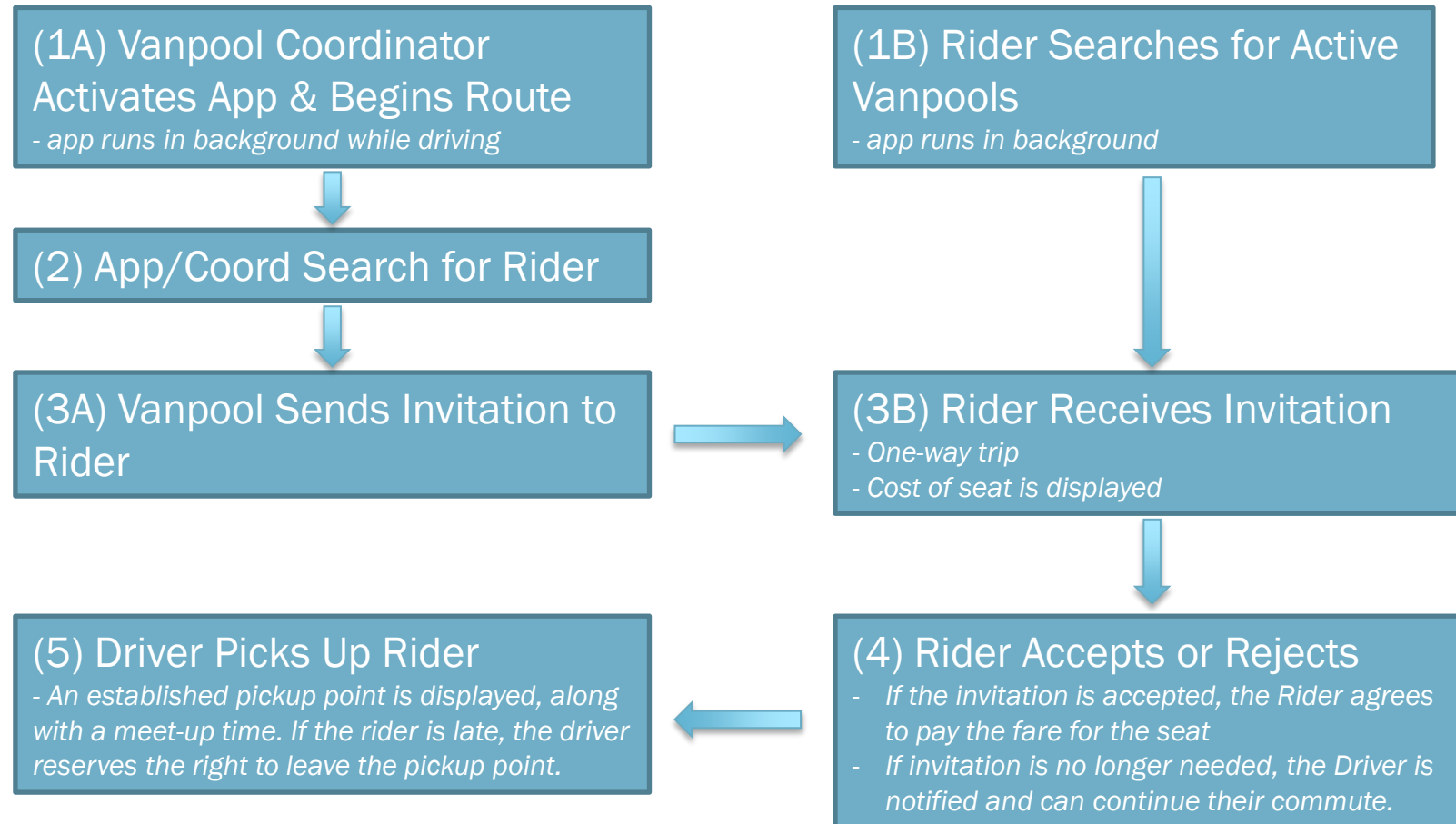
Request a Ridematch
View Ridematch History
Program Status
Edit Profile

Vanpool 154319
Start: 2708 Meadow Drive, Gettysburg, PA 17325
End: 935 Pennsylvania Avenue Northwest, Northwest Washington, Washington, DC 20530
Hours: 9:00AM to 5:00PM
Contact Steve Higgins @ 202-222-3333
Cost for a one-time ride: \$10

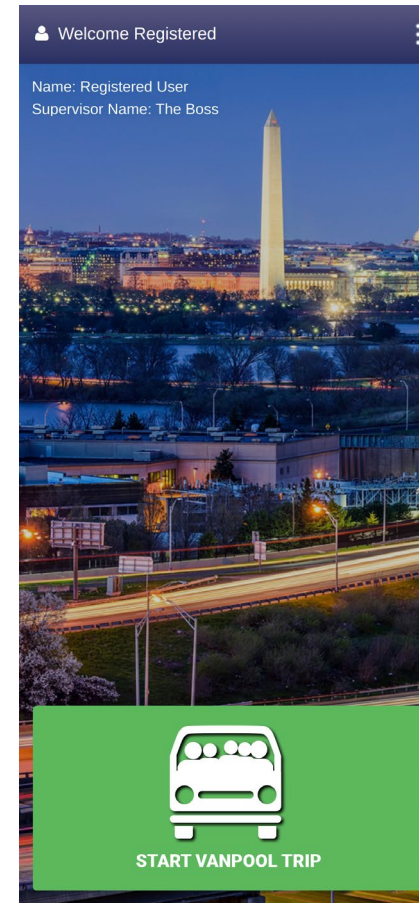
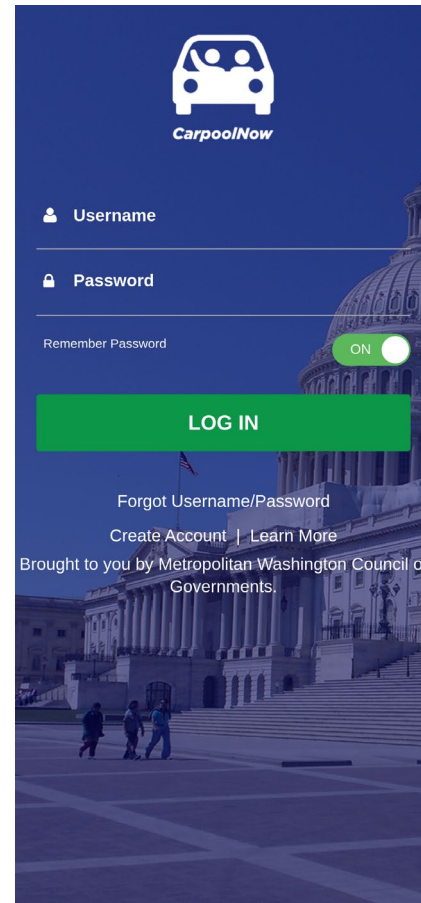
Greencastle Waynesboro Hanover

TOGGLE TRAFFIC TOGGLE BIKESHARE TRY ROUTE MATCHING

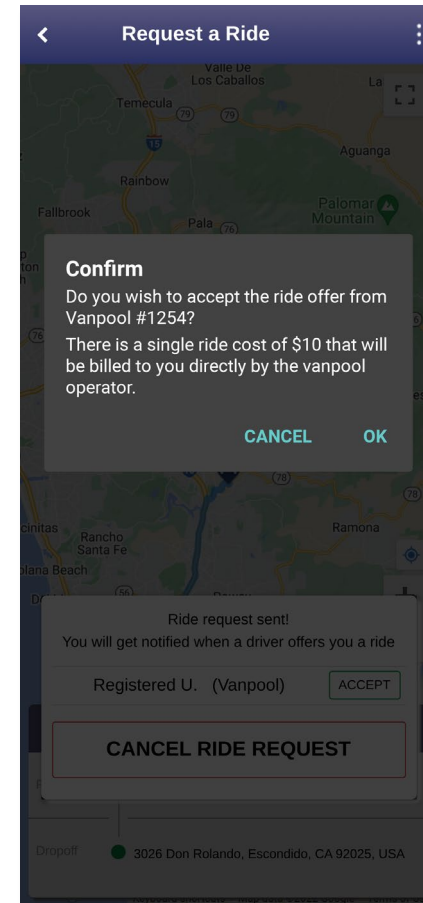
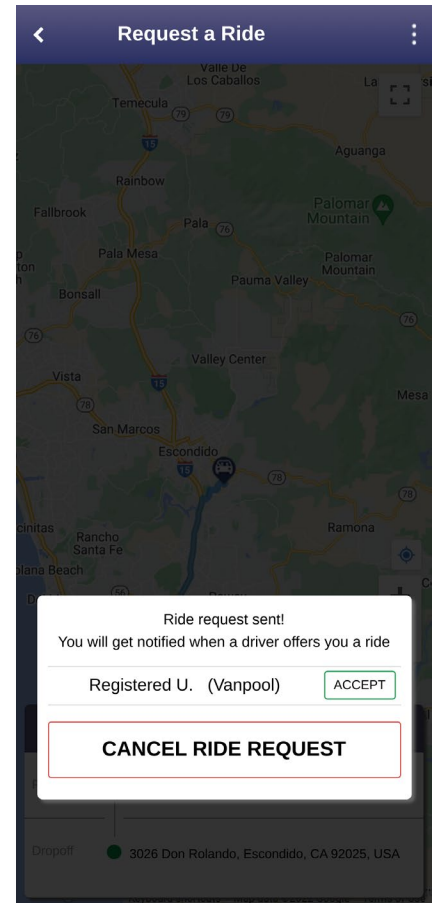
Real-Time Flexible Vanpool Workflow



CarpoolNow Real-time Flexible Vanpool - Driver



CarpoolNow Real-time Flexible Vanpool - Rider



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@mwco.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 300, Washington, DC 20002-4290 www.commuterconnections.org 800-745-RIDE
The Commuter Information Source for Maryland, Virginia, and the District of Columbia



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

<https://www.commuterconnections.org/flexible-vanpool/>



Dan Sheehan

Transportation Operations Program Manager

(202) 962-3287

dsheehan@mwkog.org

[commuterconnections.org](https://www.commuterconnections.org)

Metropolitan Washington Council of Governments

777 North Capitol Street NE, Suite 300

Washington, DC 20002