

March 2020 Commuter Van Bulletin



Dear Commuter Van Participant,

Thank you for your dedication and patience while we maneuver through this unprecedented health crisis and work to provide you with updated information on your vanpool fares, parking, and maintenance. We hope this email finds you, your family, and your friends well.

While vanpools remain an essential service, we realize that many vans are parked due to telecommuting and stay-at-home mandates. We also know that vans are still operating to get commuters to their front-line and essential service jobs.

Please take a look at the information below which includes updates on:

- [April Fares](#)
- [March / April reporting guidelines for your group's bookkeeper](#)
- [Requirements for van parking, and](#)
- [A request for your primary driver to provide us your group's status via a survey link](#)

INFORMATION FOR ALL VANPOOL / VANSHARE PARTICIPANTS – In alignment with other Metro services during the COVID-19 response and recovery effort, effective April 1 participants' vanpool/vanshare costs above their employer subsidy will be waived until further notice. Fares will be waived in-full for participants with no employer subsidy.

Due to statewide social distancing guidelines, we are temporarily easing the van ridership requirements. Groups falling below the minimum five commuters requirement will get a reprieve until further notice and we will temporarily allow for seven-passenger groups (minivans) to operate with a minimum of two commuters and 12/15 passenger vans to operate with three commuters. Higher ridership level requirements are at the employer's discretion.

Thank you for being a part of our commuter van program. If you have further questions, please email us at vanpool@kingcounty.gov, visit us at www.kingcounty.gov/metrovans or call us at 206-625-4500.

Additional service reductions began April 6 in response to the continued effects of COVID-19. The reduction will allow us to continue running 115 Metro and Sound

Transit routes, a reduced water taxi and Link light rail service for essential travel. More information on this decision can be found at the [Metro Matters blog](#).

INFORMATION FOR BOOKKEEPERS – Even if your group is not operating, operating occasionally, and or operating with reduced ridership, you need to complete a Monthly Report, including the Ridership section.

- Please email your Monthly Report to your Accounting Rideshare Services Representative, if you aren't already doing so.
- If you have already received vouchers for April fares, please keep them safe so they can be used when fares resume.
- We have extended the due date for your March/April report. Please email them to us by April 17. We will waive the \$25 late fee for reports received by April 17.
- When completing the mileage section for March, only report the number of days the van operated in March.
- When completing the Revenue section -
 - Enter your group's regular fixed rate in the 'Fixed Rate' field;
 - Then use the 'Other' field to enter the negative of fixed rate (yes, this will be a negative number);
 - Then enter the text 'Covid-19 Fare Reduction'.
- On the Ridership report enter '0' in the Monthly Fare column for group members.
- If you have already submitted your March / April report and paid an April fare, your group will be given credit for the payment in a future month.
- If you have any questions about completing your report, contact your assigned Accounting Rideshare Services Representative.

INFORMATION FOR DRIVERS / STATUS SURVEY – Primary Drivers - please fill out [this very short survey](#) so we know the operational status of your van. Also, please note the following requirements, especially if you are not commuting:

- Park off-street at an approved driver's home.
- Start the van each week and allow the van to idle for 20 minutes to keep the battery charged.
- Keep Voyager gas cards in a driver's wallet and account for all key fobs. Missing or lost Voyager cards result in additional program expense due to associated replacement charges. Starting April 2020, Primary Drivers will be charged a \$50 replacement fee for missing or lost cards. Replacement charges will not be covered by employer subsidy or ORCA.
- Discontinue all personal use while vans are no longer used for commuting.
Groups remain financially responsible for all mileage, and are liable for unauthorized operation of the van.
- Be responsive to our requests to bring your van in for maintenance - we have several no-contact options available.

Thank you again for your support of our program and understanding during this time of upheaval. Just as you have helped make us the largest commuter van program in the Nation all these years, we will get through this together.

King County Metro Mobility Services



Get the latest! Like us on [Facebook](#) to stay up to date on incentives, contests and everything else that's hip about Metro Vanpool.

Send us an [e-mail](#).

Or give us a call at 206-625-4500 during business hours (8-5, M-F).

