



SAN MATEO COUNTY
**Commuter
Benefits**



How to sign up for Transit Subsidy - Vanpool

If you vanpool to work, the Enterprise Vanpool - Transit Subsidy will help cover your costs.

THE BASICS

\$150 per month

Is the value of the County Transit Subsidy. It can be loaded onto a debit card usable for eligible purchases, or loaded directly onto Clipper Card as cash value or as a high value monthly transit pass.

Combine options

Use this with other Transit Subsidy options like ebike and scooter rentals, or vanpooling.

Keep your parking permit

You may not use your Transit Subsidy to pay for parking but it does not affect your County parking permit.

1 Find an existing vanpool

- Contact us at commute@smcgov.org or (628) 258-3147.
- Visit www.commutewithenterprise.com and share your information with Enterprise, or call them at 1-800-826-4967.
- Use the ridematch finder hosted by our friends at CommuteStar: my.commute.org/s/county-san-mateo

If there are no existing vanpools that fit your needs, please contact us to discuss starting a new one!

2 Set up payment

1. Ask your vanpool coordinator for the following:
 - Vanpool ID
 - Customer/Participant ID
 - Monthly per person cost estimate
2. Access Edenred via OKTA (smcgov.okta.com). Confirm your account details if it is your first time logging in.
3. Select "Order Now."
 - Select "Passes, Tickets and Parking" from the row of icons, then "Vanpool."
 - Select "Direct Pay offered by Enterprise" or "Enterprise Rideshare National". If you see neither you can also search "Enterprise" in the search bar.
 - Enter the Vanpool ID, your Enterprise Participant ID, and the FULL AMOUNT that you expect to pay each month, as agreed upon with your vanpool coordinator.

3 Enjoy the ride!

You can get reimbursed for travel taken before your benefit kicks in! The deadline for submitting an order for any benefit month is the 10th of the month previous. For example, an order expected to load February 1 needs to be input by January 10. Personal funds spent on transit prior to the benefit month are reimburseable up to the \$150 limit! Please contact the Shift program for more information.



FAQ



Who owns the van?

Shift supports employees in riding vans which are leased by Enterprise, or another transit provider. Vehicles owned by individuals are not eligible..

Who drives?

A commuter who has committed to taking four to 14 other people to and from work each day. The driver may drive every day or share the driving with back-up drivers. In some vanpools, everyone takes turns driving.

How long do I have to commit to be in a vanpool?

The commitment and payment are month-to-month for both driver(s) and passengers. You may leave the vanpool by giving the coordinator the agreed upon amount of notice (usually 30 days).

Where do the vanpools pick up and drop off?

Each vanpool group sets its own route and schedule. Most vans have central meeting points such as church parking lots or park & ride lots to reduce travel time.

Is eating or smoking permitted?

Vanpool participants collaborate on rules. In addition to establishing rules about eating and smoking, other policies may address wait time, perfumes/colognes and radio station selection.

What if a driver or passenger is late, sick or on vacation?

If you're the driver and you're late or sick or going on vacation, you are responsible for making alternate arrangements. Fortunately, each vanpool has back-up drivers who occasionally drive the van in exchange for a reduced fare and other benefits.

If you're a passenger and you're sick or late for your vanpool, call the driver or another passenger. If you're going on vacation, make arrangements with the driver and coordinator in advance. Standard fare usually reserves your seat for the entire month. Some vanpools have waiting lists of occasional riders who could sublet your seat.



What if I have to work late or there is an emergency?

If your vanpool driver works late or leaves work early for an emergency, the back-up driver should have the second set of keys. If there is no opportunity to exchange the van keys with a back-up driver and a back-up driver does not have the second set with them, you and other riders may use the Emergency Ride Home program.

If you are a vanpool rider and you have to work late/leave early for an emergency, please notify your driver or another passenger. You may also use the Emergency Ride Home program in qualifying circumstances.

What are the driver's responsibilities?

Drivers are responsible for picking up and dropping off passengers, arranging for van maintenance, fueling the van and collecting fares if there isn't a designated fare coordinator.

Each van has a coordinator, driver(s), and passengers; the coordinator is Enterprise's point of contact for the group. The Enterprise maintenance team reaches out to the coordinator when the van needs maintenance or a routine service. The driver(s) is responsible for picking up and dropping off passengers, or making alternate arrangements if they are sick or going on vacation.

Is a special driver's license required to drive a van?

No, drivers and back-up drivers of vanpools need only a regular C class driver's license.

What are the rules for personal use of a leased van?

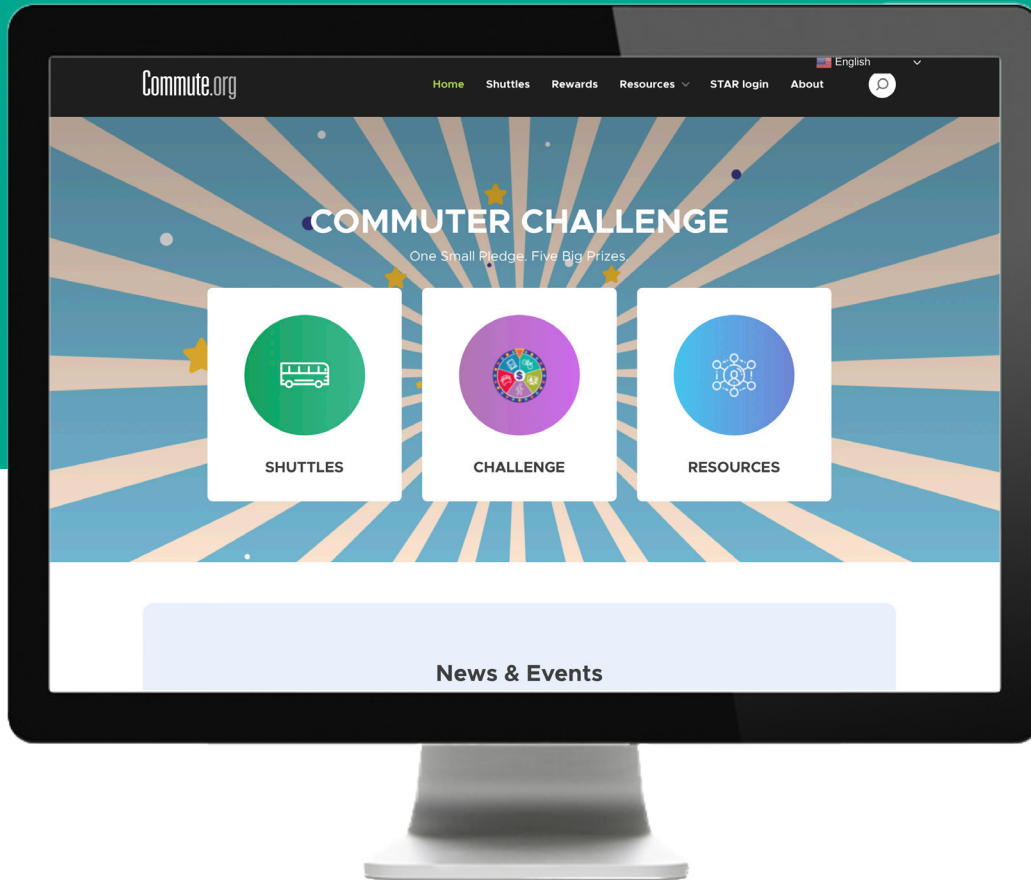
Depending on the program, limited personal mileage may be allowed, and the driver and back-up drivers may use the van for personal purposes.

Who recruits new passengers?

It benefits everyone to recruit new passengers, which keeps seats occupied and vanpool fares low. You can recruit your friends and colleagues, or you can reach out to Enterprise, who has ride match services. Bay Area 511 is another resource; they have vanpool consultants who will help you keep seats filled through the free 511 RideMatch Service.

Check out Commute.org

We highly recommend that check out the programs of **Commute.org**. You can find carpools, access an Emergency Ride Home Program, earn other rewards and promotions, and more! It's a great commuter resource.



Questions, comments, concerns?

Contact us:

commute@smcgov.org | (650) 363-1933



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