



GOing Forward

Keeping you current with VanGo™ News

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2016 Annual Safety Meeting Recap

As many of you know, VanGo™ recently held the 2016 Annual VanGo™ Safety Meetings. Two meetings were held in Fort Collins, a lunchtime and evening meeting, and one evening meeting was held in Greeley. Read a brief recap of the meetings below. you may also view the presentation by following the link to our new website and logging in: [VanGo™ Vanpool Online Portal](#)

Meeting Recap:

The new VanGo™ staff was introduced as well as the maintenance staff from Woodstreet and Greeley. Bicycle Ambassadors from the City of Fort Collins presented on bicycle safety and with an overwhelmingly positive response from attendees. For the emergency scenario this year, VanGo™ staff discussed winter driving and the importance of having an emergency plan for your vanpool.

A few other important topics were covered for the upcoming year:

- There will be no fare change for 2017
- VanGo™ will be having a fare evaluation completed for the program.
- The new website has launched (read more about the website below), offering a much more user-friendly interface.

www.vanpools.org

VanGo™ is exploring different ideas for next years meeting and appreciate all of your feedback!

RIDER TESTIMONIALS

"Without the vanpool, the commute to my job would not have been worth the time and wear & tear on my vehicle. As it is, I've enjoyed six years with my wonderful vanpool crew!"
- Elizabeth Nitz

VANGO™ ANNIVERSARIES

20+ years
Lynn Garst

10-14 Years

Brian Silver
Abigail Flores
Glen Ackerson
Elizabeth Sapio

Thank you for your continued ridership!

15 DAY NOTICE

Remember...

To make changes in your rider status (full time, part time, seat reservation) you must give 15 day notice. Otherwise you will be responsible for the full amount of your current fare.

WINTER DRIVING TIPS

- Accelerate and decelerate slowly. Slower acceleration is the best method for gaining traction and avoiding skids. Decelerating by shifting down, if your car is equipped, or letting off the accelerator sooner than normal will help reduce skids.
- Adjust your speed to the conditions (and keep in mind this may mean an earlier start to make it to work on-time.)
- Give other drivers more space. Stopping distance is greatly increased on snow and ice.
- If you can keep moving, even if it's at a crawl, go this route to avoid needing to

2016 Vanpool Rider Survey Results

The 2016 VanGo™ Annual Rider Survey results arrived on November 10th, and VanGo™ would like to extend a huge 'thank you' to all that participated. The Annual survey is an important metric for VanGo™ to track your satisfaction and the effectiveness of VanGo™ policies and procedures. Your feedback is important to VanGo™, both positive and negative. Your satisfaction is the soul of VanGo™ and your constructive suggestions open up ways for VanGo™ to improve.

If you have any concerns that need immediate action please contact:

Shane Armstrong (970)221-6859 or sarmstrong@nfrmo.org

Continue to read below the VanGo™ staff response to the most pressing comments received in the survey. All survey responses are anonymous.

Staff Changes and Effectiveness

The reception of new VanGo™ staff members has been excellent and customer satisfaction has increased during the past year. For those of you who weren't aware of our staffing changes, Shane Armstrong is the new VanGo™ Coordinator and Valerie Vollman is the new Administrative Specialist and contact for billing. They join Crystal Hedberg, Operations and Financial Manager, and Meredith Kimsey, NTD Reporter, to form a great team!

VanGo™ plans to continue to provide outstanding customer service and appreciates your kind words.

Van Maintenance

It is no surprise that VanGo™ received so many great reviews for the maintenance staff at Woodstreet and Greeley. They work hard to provide timely service and positive relationships with vanpoolers. They appreciate your feedback and VanGo™ passed on your comments and concerns to them.

Guaranteed Ride Home (GRH) Program

New Guidelines for GRH: Putting the power in your hands.

With too many incidents where our valued VanGo™ participants were forced to wait for extended periods of time for a cab service, or even times when cabs failed to show, VanGo™ is working to improve the process to get you home as quickly as needed.

In light of this VanGo™ revamped the Guaranteed Ride Home Service, allowing you to choose the provider and VanGo™ receives a verifiable

accelerate a start on a slick surface. .
Don't stop going up a hill.

- Pack a small emergency kit (i.e. snacks, blankets, etc.).

-Gauge the conditions and recognize when your best choice is to stay off the roads.

UBER AND LYFT

How to use Uber and Lyft for GRH:
[VanGo™ Vanpool Online Portal](#)

Uber App:
iPhone App: [iTunes](#)
Android App: [Google Play](#)
Windows App: [Windows Store](#)

Lyft App:
iPhone App: [iTunes](#)
Android App: [Google Play](#)

CELL PHONES AND TEXTING

Cell phone use, including hands-free cell phones, use of a headset, or Bluetooth device, is not allowed when driving a VanGo™ van. Texting is also not allowed by the driver; it is against the law in Colorado to text and drive.

SOCIAL MEDIA

Follow us on Facebook and Twitter for traffic updates, open seat alerts, and community transportation updates!

receipt. Please see the new guidelines below. This new method is also reflected in our updated handbook available online under 'documents' when you are logged in.

The VanGo™ program offers a Guaranteed Ride Home (GRH) to provide riders with reliable backup transportation in the case of a personal emergency. The VanGo™ program will provide and pay directly, for a ride from the approved taxi services listed below (be sure to mention the account # when booking).

Metro Taxi - 303-333-3333

- Account 2632
- Account under North Front Range Transportation (NOT the VanGo™ program)
- Provide dispatcher with exit number and city if dropped off at Park N Ride
- Originating in the Denver/Boulder/Longmont area

Yellow Cab - 970-224-2222

- Account 186
- Account under Front Range Transportation (NOT the VanGo™ program)
- Originating in the Fort Collins/Loveland./Greeley area

If you prefer to use an alternate service including Uber, specifically the UberX service, or the standard Lyft service, the VanGo™ program will reimburse you as long as a valid receipt for the transaction, including up to a 10% tip is provided to VanGo™. In order to be reimbursed, all tips must be included on the receipt. The receipt must be turned in to VanGo™ within 30 days of the use of your GRH benefit.

All active vanpoolers are eligible for two (2) emergency rides home in a 12 month period based on their membership start date. Emergency rides may not be accrued

All GRH trips must be claimed online by logging into your account, choosing the benefits tab, and following the links for Guaranteed Ride Home.

Login to the portal to claim a GRH and download *instructions for Uber and Lyft:*

[VanGo™ Vanpool Online Portal](#)

NEW WEBSITE

In September VanGo™ launched its new website; a major upgrade with a much more user friendly interface. People new to or exploring the program can now investigate routes without registering. The new website allows users to add themselves to a route while notifying the VanGo™ Coordinator and the route's coordinator, quickly streamlining the process. This leap into the future by VanGo™ also made our Guaranteed Ride Home program easier to use because our participants simply access this benefit online where they can claim a ride if needed and see how many uses remain on their account.

If you have not visited the new VanGo™ website yet do be sure to check it



Online Bill Pay and Automatic Payments

The launch of our new website subsequently caused technical problems on the bill pay site. We understand that it has been frustrating and the issues have been resolved. If you are still having difficulty paying online please contact us. Keep in mind, you always have the option of signing up for automatic payments!

There were several comments in the annual survey regarding the processes to sign up for automatic payments. Mainly addressing the VanGo™ policy to mail the automatic payment form rather emailing or faxing. *VanGo™ cannot guarantee the security of your card information if it is sent via email or fax which is why it is not permitted.*

If you would like to sign up for auto pay but do not want to mail it in there is another option!

You are welcome to call with your credit card information and will receive an email to confirm your enrollment. You must follow the instructions to that email to confirm enrollment in automatic payments.

For questions regarding billing and automatic payments please contact Valerie: vollman@nfrmpo.org or (970)221-6243

2016 OZONE SEASON

The Denver Metropolitan Area and the North Front Range region comprise the Denver Metro-North Front Range 8-Hour Ozone Nonattainment Area. As a Nonattainment Area, the Colorado Department of Public Health and Environment (CDPHE) must monitor air quality throughout the ozone season. In the North Front Range, the peak of the ozone season is June through August. There are four monitors in the northern portion of the region: Fort Collins - West; Fort Collins - CSU; Greeley - Weld Tower; and Rocky Mountain National Park. The Denver Metropolitan Region has nine monitors.

Based on information from these monitors, a three-year average of the fourth-highest daily monitored value is calculated and compared to National Ambient Air Quality Standards (NAAQS) from the Environmental Protection Agency (EPA). Currently, there are 2008 NAAQS and 2015 NAAQS levels for ozone: 75 parts per billion (ppb) and 70 ppb, respectively. During the 2016 ozone season, there were 18 days where one or more monitors in the North Front Range exceeded the 2008 NAAQS.

Three monitoring sites in the Nonattainment Area exceeded the 2008 NAAQS, based on the 2014-2016 three-year average of the

fourth-highest concentration, though none were in the North Front Range region. The Fort Collins - West monitor exceeded the 2015 NAAQS but attained the 2008 standard. According to the Regional Air Quality Council (RAQC), there has been considerable improvement in the number of monitors registering below 70 ppb compared to 2014. Currently, there are eight monitors in the region reading at or below 70ppb, while in 2014, there was only one.

Thank you for contributing to the improvement of air quality by commuting with VanGo™!

I-25 CONSTRUCTION UPDATES

The Southbound climbing lane at Berthoud is open to traffic but will require final paving in the spring. The Crossroads Interchange project is progressing on schedule. During construction, the I-25 ramps to Crossroads and two lanes in each direction will remain open. The interchange project will be completed by the end of 2017.

The design/build consultant selection for the widening of I-25 between SH14 and SH402 is proceeding. CDOT received 14 letters of interest from design and construction firms. Their Statement of Quality is due December 19 and CDOT will select three to prepare a full proposal by January 27. Selected teams will have until June 30 to prepare the final bid proposal.

Local communities are allowed to propose additional work for the project with local funding. The City of Fort Collins is considering improvements to the Prospect interchange, the Town of Windsor is considering improvements at SH392 and the Town of Johnstown and the City of Loveland are considering improvements to US-34 interchange.

CDOT'S HOV EXPRESS LANES CHANGE FROM HOV 2+ TO HOV 3+ ON JAN. 1, 2017

The Colorado Department of Transportation (CDOT) High Occupancy Vehicle (HOV) Express Lanes are changing from HOV 2+ to HOV 3+ on Jan. 1, 2017. HOV 3+ equals a driver and at least two passengers. The change affects US 36 and I-25, two corridors with HOV Express Lanes in operation and/or development.

With the state's population exploding and transportation funding decreasing, CDOT and the High Performance Transportation Enterprise (HPTE) must look at innovative ways to move traffic reliably. The move to HOV 3+ helps provide uncongested travel in the Express Lanes as well as provide funding to help offset costs of the lane including operations and maintenance. Drivers always have the option to travel for free in the general purpose lanes.

CDOT and HPTE know the transition will be challenging and want to ensure drivers are not surprised by the HOV 3+ change in 2017. They are working with the Denver Regional Council of Governments (DRCOG), the Regional Transportation District (RTD), Smart Commute Metro North, North Front Range Metropolitan Planning Organization (NFRMPO) and 36 Commuting Solutions and others to help people find and use additional

ways to vanpool, or take other modes of transportation.

In addition, if vans plan to vanpool only (we call these drivers "HOV purists"), they will be able to receive the \$15 switchable HOV transponder for free in spring 2017 as another way to help ease the transition. HOV purists who have already purchased the Switchable HOV Transponders will be reimbursed if they call ExpressToll to cancel their account.

Learn more at the [CDOT Express Lane website](#) and sign up for email alerts to stay informed.

About Express Lanes: Express Lanes increase roadway capacity and help to manage congestion on the highways. The use of toll pricing during peak travel times reduces delays, manages congestion and maintains reliable travel times. Express Lanes are currently open on I-25 between downtown Denver and 120th Avenue, US 36 between Denver and Boulder, and on I-70 between Idaho Springs and Empire. For more information, visit www.codot.gov/programs/expresslanes.

About CDOT: www.coloradodot.info

About the High Performance Transportation Enterprise (HPTE): The HPTE operates as a government-owned, independent business within CDOT. It searches out innovative ways to finance projects to help Colorado fulfill its commitment to increase travel choices through options that include Express Lanes, transit, biking, walking and carpooling. For more information, visit www.coloradohpte.com.