



2023 VanGo™ Vanpool Services Fare and Payment Policies

Fare Calculation

VanGo™ calculates fares using the vanpool participant's pick-up location and the drop-off location within zones, using a Geographic Information System (GIS) mapping program. VanGo™ provides vanpool participants opportunity to comment on fare changes and thirty (30) days' advance written notice of an increase/decrease in monthly fares.

- **Targeted Seating Capacity**
 - Fares are based on a targeted seating capacity of six (6) riders for the vans.
- **Boundary Guidelines for New Routes**
 - All routes must originate or terminate within the North Front Range Metropolitan Planning Organization's boundaries.
- **Minimum Ridership for Routes**
 - Minimum ridership shall be a managed process by the VanGo™ program and may fluctuate based on various factors.

Prorated Fares for Start and Cancellation Dates

Vanpool participants who begin their participation between the 1st -15th of the month will be charged a full monthly fare. If the new vanpool participant begins riding from the 16th -31st of the month, they will be charged 50% of the monthly fare.

Vanpool participants are required to provide fifteen (15) calendar days' prior notice to targeted end date.

Vanpool participants whose last day of riding falls between the 1st -15th of the month will be charged half fare if they notify the program fifteen (15) calendar days in advance of the 1st of the month. If a vanpool participant discontinues riding between the 16th -31st of the month, VanGo™ will charge full fare if they notify the program fifteen (15) calendar days in advance. The vanpool participant will be responsible for all charges until the fifteen (15) day notification is provided.

Vanpool Invoice Date

VanGo™ will invoice participants for their fares on or around the 20th of the month for the following month. Payment is expected on or before the first of the month. Payment is late and will be assessed a late fee after the 5th of the month.

Methods of Payment

The preferred payment method is recurring credit card (*it will show up on your credit card statement as – North Front Range – 800-332-0950*). VanGo™ accepts:

- Recurring Credit or Debit Card Payments
- Online Bill Pay
- Mail Payment
- Employer Payments

VanGo™ does not accept cash payments

1. Employer Payments

- Employer generated payments, with any of the payment methods described above are acceptable forms of payment.
- It is the Participant's responsibility to coordinate with their employer for any changes to the fares or how payments are made for those fares. Any changes that leave an unpaid balance is the responsibility of the Participant.

2. Recurring Credit or Debit Card Payments

A participant wanting automatic fare payment via a recurring credit card payment must send the completed credit card authorization form to the VanGo™ Vanpool Services office (form may be found online at

www.vangovanpools.org
or the following address:
[Credit Card Authorization Form](#)

The form must be received no later than the 15th of the month for the recurring payment to begin the following month. Credit card information will be stored in a secure location. After the information is entered into a PCI DSS-compliant accounting program (which encrypts the information) and VanGo™ no longer needs the paper documentation, VanGo™ will shred the form using a cross cutting shredder. VanGo™ will charge recurring payments to your credit or debit card on the first (1st) business day each month. It is the participant's responsibility to ensure that changes in credit or debit cards, including expiration dates, are communicated to the VanGo™ Program, and to ensure that the necessary funds are available. Participants will be notified if their payment is declined and will be charged a late fee if alternate payment is not made by the 5th of the month. Should you choose this option, the VanGo™ Program only accepts credit & debit card payments from:

- Visa
- MasterCard
- Discover

3. Online Bill Pay-Non Recurring

The VanGo™ program offers members the option to pay their monthly vanpool fare online by using VanGo™ Online Bill Pay at www.vangovanpools.org. The Online Bill Pay site accepts credit and debit card payments from:

- Visa
- MasterCard
- Discover

For this option, the vanpooler must access the Online Bill Pay website each month to make their payment at the following addresses:

www.vangovanpools.org

[VanGo™ Online Bill Pay](#)

4. Mail Payment

You may mail a personal check or money order, made payable to the VanGo™ Vanpool Program, to the following address:

VanGo™ Program
419 Canyon Avenue, Suite 300
Fort Collins, CO 80521

Vanpool Payment Amount and Due Date

Monthly fares are due the first day of each month. VanGo™ allows advanced payment or accumulated over-payment equal to one month's fare amount. VanGo™ will use the credit balances to offset the vanpooler's future monthly invoice(s) until the account balance is less than one month's fare. Credit balances may not be transferred to another rider's account.

It is strongly recommended to carry a balance of one month's fare on your account if your payment method requires funds to be loaded to a credit card each month or you are provided with a check by your employer and are unsure that funds will be available before the 5th every month. It is the responsibility of the participant to coordinate any employer contributions to their fare and/or payroll deductions. Portions uncovered are the responsibility of the participant.

Late Payment

Payment not received at the VanGo™ office, 419 Canyon Ave, Suite 300, Fort Collins, CO, 80521, by the close of business on the 5th day of each month will be assessed a late fee of \$25 if the overdue amount is more than 25 percent of their monthly fare. For the purpose of calculating late fees, all payments will be applied to the oldest

outstanding invoice. Should the 5th fall on a weekend or U.S. holiday, payment must be received by the next business day. Recurring payment participants are responsible for notifying the VanGo™ Program of any credit card changes prior to payment due date. VanGo™ will waive a single \$25 late fee if a vanpooler signs up for recurring payments in the month the late fee is assessed. VanGo™ reserves the right to terminate vanpooler program participation for failure to pay the fare or late fees on time.

Non-Sufficient Payment

VanGo™ will assess vanpoolers whose checks are returned for insufficient funds a \$30 processing fee, which must be paid within seven (7) days of receiving electronic notification from the VanGo™ Program. Replacement payment, including the Insufficient Funds fee, must be made in the form of a money order or other certified funds.

Collections

When a vanpool participant fails to pay the full amount due including late and/or bank fees within forty-five (45) days of the due date, the VanGo™ Program may terminate program participation immediately and forward the vanpool participant's information and the unpaid balance to a collection agency.

Seat Reservations - Vanpoolers may pay a seat reservation fee of \$55 per month (for a maximum three (3) months in a twelve-month period) for calendar months in which they do not ride. A written request must be submitted and approved 15 days in advance, and fare payment will be subject to a \$25 late fee unless it is received as per the usual billing schedule. No refunds are given for absences or vacations.

Reduced Schedule Ridership

Preference will be given to full-time participants. If a potential full-time participant is found for the van, a current reduced schedule participant may elect to pay a full-time fare to avoid being replaced by the potential full-time participant. Reduced schedule participants will be given 15 calendar days' notice before being replaced by the potential full-time participant. A reduced schedule participant may not serve as the Coordinator for the vanpool group.

- The reduced schedule fare is 50% of a regular fare.
- No reduced schedule participant shall use the VanGo™ service more than twice in any given week.
- No Reduced schedule Participant will be allowed to use the VanGo™ service on non-scheduled days.
- No vanpool group may have more than two reduced schedule participants per day, up to a maximum of four reduced schedule participants.
- No month shall be pro-rated between part- and full-time fares due to a change in ridership schedule unless a participant is changing from reduced schedule to full-time
- Vanpool participants (including reduced schedule participants) are required to provide fifteen (15) calendar days' prior notice to targeted end date or change in designated days. (Example: If you intend to stop riding on February 1st, you must notify the VanGo™ staff by January 16th.)

The reduced schedule participant must abide by all other terms and conditions of the Participant Agreement and the Fare and Payment Policies. The VanGo™ program reserves the right to rescind the reduced schedule participant monthly fare discount at will, or in the event that reduced schedule ridership creates hardship for full-time participants.

Miscellaneous Fee Assessment

Should the VanGo™ Program incur a fee, charge, or fine on behalf of a vanpool participant, the VanGo™ Program will bill the vanpool participant on the first invoice after it is incurred. These fees, charges, or fines may include lost key fees, parking tickets, speeding violations, toll lane assessments, or HOV lane infractions.

Out of Pocket Purchases

Pre-approved out-of-pocket, vanpool-related purchases will be reimbursed upon submission of proof-of purchase receipts. These receipts must be received within thirty (30) days of purchase.

New Rider Recruitment Incentive

As a registered participant of the North Front Range Metropolitan Planning Organization's VanGo™ Vanpool Services all active riders are eligible for a "Rider Recruitment Incentive" should they recruit a new rider on behalf of the program. The new participant **must** list the recruiter in the appropriate section of the participant agreement in order to be eligible for the incentive. The participant vanpooler and the newly recruited rider will receive a \$50.00 rider incentive after two (2) full months of continued participation by the newly recruited rider. The recruiter must be a current participant on the new rider's two (2) month anniversary to receive the incentive. The new rider and the recruiter may not have unpaid VanGo™ invoices to be eligible for the incentive.

Coordinator Incentive

Coordinators receive a \$30 discount off their monthly fare for completing the administrative requirements for their route as described in the Coordinator Agreement ([Coordinator Agreement](#)). All Coordinators must complete and sign a Coordinator Agreement. The VanGo™ Program may rescind the \$30 Coordinator monthly fare discount and reassign these responsibilities with or without cause. The Coordinator Discount is a deduction from the Coordinator's monthly fare and cannot be redeemed for cash or shared with other riders in the vanpool.

Revised: March 5, 2020