

# Vanpool Driver Satisfaction Survey

*(April 2004)*

*Prepared for:*

The Metropolitan Transportation Commission's Regional Rideshare Program

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## **INTRODUCTION AND METHODOLOGY**

The Regional Rideshare Program has been conducting vanpool driver surveys since 1981 to better understand the needs and concerns of vanpoolers. This is part of an ongoing effort to improve vanpool services and marketing efforts. Prior to the 2004 survey, vanpool studies were conducted in 1981, 1988, 1991, 1993, 1996 and 1999.

The Regional Rideshare Program maintains a database of vanpools and provides a variety of services to vanpool drivers/coordinators. Currently the database includes 625 vanpools that are operating in the Bay Area. In addition, there most likely are other vanpools operating in the Bay Area that are not registered with the Regional Rideshare Program; therefore the actual number of vanpools operating is greater.

The 625 vanpool drivers or coordinators in the database were mailed a two-page questionnaire in late February 2004 that included a self-addressed stamped envelope for returning completed surveys. A total of 184 completed surveys were returned for a response rate of approximately 30 percent. Nineteen or about 10 percent of the respondents indicated they were not currently driving or coordinating a vanpool at this time. This left 165 surveys for analysis. As with any self-administered mail back survey there is some potential non-response bias. In other words, we are not certain that the characteristics of the vanpools that are not represented in this sample (i.e., those who did not respond to the survey) are the same as those who did respond. However, there is no evidence indicating that a non-response bias affected the results. To the contrary, results from the 2004 survey are very consistent with the 1999 survey indicating a high degree of reliability.

## **SATISFACTION WITH ASSISTANCE FROM THE REGIONAL RIDESHARE PROGRAM**

Fifty-five percent of respondents indicated they had received assistance forming or operating their vanpool from the Regional Rideshare Program. Satisfaction with the service was high with 93 percent of those who had received service indicating they were "very" to "somewhat" satisfied with the service. Only four percent indicated they were "somewhat" to "very" dissatisfied with the service. The primary reason for dissatisfaction was a lack of viable names on matchlists (see Appendix 2 for verbatim comments).

*Table 1*  
**Overall Level of Satisfaction**

	Percent
Very satisfied	60%
Somewhat satisfied	33%
Somewhat dissatisfied	2%
Very dissatisfied	2%
Don't remember	2%
	<i>n=91</i>

In addition to respondents' overall satisfaction with service received from the Regional Rideshare Program, they were asked to rank their satisfaction with the type and quality of information received. Again there was a high level of satisfaction. Ninety-one percent of respondents indicated they were "very" to "somewhat" satisfied with the type and quality of information they received. The primary reason individuals expressed dissatisfaction was out of date names on their matchlists (see Appendix 2 for verbatim responses).

*Table 2*  
**Satisfaction with Type and Quality of Information**

Level of Satisfaction	Percent
Very satisfied	63%
Somewhat satisfied	28%
Somewhat dissatisfied	2%
Very dissatisfied	4%
Don't remember	2%
	<i>n=93</i>

Vanpool drivers and coordinators were then asked to rate individual services with which they had experience. From the list of thirteen services shown in Table 3, respondents indicated their level of satisfaction from "very satisfied" to "very dissatisfied."

The most commonly used services (as shown by the "n" value or number of valid responses) were ridematch matchlists and assistance filling empty seats. The least used were bridge toll scrip and formation meetings. Bridge toll scrip is only needed by vanpools that travel in the non-commute hours (when HOV toll bypass lanes are not operating) and formation meetings are only needed when vanpools are starting – most of the vanpools that responded to this survey had been on the road for some time (the average is approximately five and a half years).

Most services are well received with between 80 and 90 percent of respondents indicating they were "very" to "somewhat" satisfied. The highest levels of satisfaction were with the vanpool start-up kit (98 percent) and the vanpool information packet (94 percent). The lowest levels of satisfaction were with the medical exam reimbursement (79 percent), vanpool formation meetings (82 percent) and assistance filling empty seats (83 percent). Current medical exam reimbursements only cover part of the cost and passenger recruitment is clearly an issue for many vanpools.

*Table 3*  
**Satisfaction with Individual Services**

	<b>Very Sat.</b>	<b>Some Sat.</b>	<b>Some Dissat.</b>	<b>Very Dissat.</b>	<b>n=</b>
Vanpool information packet (including Commuter Tax Benefits)	46%	48%	6%	0%	50
Vanpool start-up kit	56%	42%	0%	2%	45
Ridematch matchlists (list of commuters)	46%	42%	7%	6%	72
Assistance filling empty seats (calls, posters, etc.)	35%	48%	10%	8%	63
Vanpool formation meetings	35%	47%	12%	6%	17
Medical exam reimbursements (11-15 passenger)	47%	32%	9%	12%	34
DMV record checks (11-15 passenger)	52%	35%	7%	7%	29
Bridge toll scrip for non-commute hours	63%	25%	0%	13%	16
Discounted parking permits for San Francisco and Oakland	75%	16%	3%	6%	32
Vanpool incentive programs	51%	33%	9%	7%	55
Information on state law vanpool requirements	34%	51%	3%	11%	35
Referrals for vanpool leasing and purchase	52%	33%	0%	14%	21
Magnetic Signs	48%	42%	6%	4%	48

\*Shaded services received a 90% or higher satisfaction rating.

**VANPOOL OPERATING CHARACTERISTICS**

**TYPE OF VANPOOLS OPERATED**

Over the last five years, the percentage of owner-operated vanpools declined while the percentage of leased vanpools operating increased (Table 4). The 2004 levels are amazingly similar to the 1993 levels. The percentage of employer-provided vans peaked in 1996 when the Bay Area Air Quality Management District’s Regulation 13 (employer trip-reduction ordinance) was in place.

*Table 4*  
**Vehicle Type**

	<b>1993</b>	<b>1996</b>	<b>1999</b>	<b>2004</b>
Owner-operated	34%	45%	44%	35%
Employer-provided	17%	24%	20%	19%
Leased	49%	32%	36%	47%

**YEARS DRIVING OR COORDINATING A VANPOOL**

The average length of time respondents have been driving or coordinating a vanpool is 5.4 years (Table 5). Because vanpools are characterized by their longevity, it is no surprise that the average number of years that drivers have been driving their vanpools remains high although down slightly from previous years – 5.4 years in 2004 versus 6.4 years in 1999. Eleven respondents indicated they had been the driver or coordinator of their vanpool for more than 15 years. In addition to asking how long the respondent had been driving or coordinating their vanpool, the survey also asked how long the vanpool has been in operation. The average was almost eight years (7.9 years).

*Table 5*  
**Years Driving/Coordinating Vanpool**

	<b>1988</b>	<b>1991</b>	<b>1993</b>	<b>1996</b>	<b>1999</b>	<b>2004</b>
Up to 1 year	14%	5%	20%	11%	15%	22%
1-2 years	18%	13%	11%	10%	9%	14%
2-3 years	16%	8%	10%	14%	16%	11%
3-5 years	19%	17%	21%	20%	15%	18%
Over 5 years	33%	57%	38%	45%	45%	35%
Avg. years	N/A	5.9	5.7	6.2	6.4	5.4

Drivers of owner-operated vanpools have been driving for over six and a half years, which is higher than the average of leased and employer-provided vanpools (Table 6). This is possibly associated with the fact that many owner-operated vanpool drivers start their own vanpool after driving a leased or employer-provided vanpool.

Table 6  
 Driver Duration by Vehicle Type

Type of Vehicle	1996	1999	2004
Owner-operated	7 years	7.8 years	6.6 years
Employer-provided	5 years	5.3 years	4.7 years
Leased	6 years	5.3 years	4.6 years

**COMMUTE DISTANCE**

The average one-way vanpool commute is 51 miles, which is significantly higher than the 16 miles average commute of Bay Area commuters.<sup>1</sup> Many of the advantages of vanpooling (e.g., lower overall commute costs and productive use of commute time) become more apparent for long-distance commutes, and many of the disadvantages become less apparent for long-distance commutes (e.g., meeting at a common pick-up location). The average vanpool commute distance in 1999 was 49 miles – very close to the current average of 51 miles.

Almost half of all vanpools travel between 30 and 50 miles each way (Table 7). The travel distance characteristics of the different vanpool types (owner-operated, employer and leased) is subtle (Table 8). Leased vanpools tend to have somewhat longer commutes and employer-sponsored tend to have the shortest commutes.

Table 7  
 One-Way Mileage Categories

	Percent
Less than 30 miles	13%
30-50 miles	49%
51-100 miles	35%
101-150 miles	2%
151+ miles	1%
Average	51 miles <i>n=158</i>

Table 8  
 Average One-Way Mileage by Vehicle Type

Vehicle Type	1996	1999	2004
Owner-operated	52	50	51
Employer-provided	34	35	42
Leased	53	55	56

<sup>1</sup> Commute Profile 2003, MTC's Regional Rideshare Program

**MONTHLY FARES**

Just more than half (56 percent) of fares are over \$125 dollars per month (Table 9). The average vanpool fare is \$123 dollars per month.

*Table 9*  
**Fare Categories**

<b>Monthly Fare</b>	<b>Percent</b>
Less than \$50	11%
\$50-\$75	9%
\$76-\$100	13%
\$101-\$125	12%
\$126-\$150	32%
\$151 or more	24%
Average fare	\$123
	<i>n=152</i>

Vanpool fares have shown a fairly steady increase over time. There was a 14 percent increase in average fares between 1996 and 1999 and an 11 percent increase between 1999 and 2004. Leased vanpools have consistently been the most expensive to participate in and employer-sponsored the least expensive. Since many employer-sponsored vanpools include a financial subsidy, the lower cost is to be expected. Fares are also related to distance and leased vans travel the longest distances (Table 11).

*Table 10*  
**Average Vanpool Fare by Vehicle Type**

<b>Vehicle Type</b>	<b>1996</b>	<b>1999</b>	<b>2004</b>
Owner-operated	\$96	\$112	\$128
Employer-provided	\$69	\$63	\$68
Leased	\$122	\$135	\$143
<i>Combined average</i>	<b>\$97</b>	<b>\$111</b>	<b>\$123</b>

*Table 11*  
**Average Vanpool Fare by Distance**

<b>One-way Miles</b>	<b>Average Fare</b>	<b>n=</b>
Less than 30 miles	\$68	19
30-50 miles	\$114	73
51-100 miles	\$151	53
101-150 miles	\$165	2
151+ miles	\$193	2

**SEATING CAPACITY AND RIDERSHIP**

The average vanpool seating capacity and the number of individuals in each van has been fairly consistent since 1996 (Table 12). Prior to 1996 seven passenger minivans were uncommon and almost all vanpools were operated in 15-passenger vehicles. Owner-operated vanpools had the lowest load-to-capacity ratio at 0.86 (Table 13).

*Table 12*  
**Average Seating Capacity**

	1991	1993	1996	1999	2004
Seating capacity	N/A	13.0	11.0	11.7	11.4
Currently in vanpool	12.2	11.7	11.0	10.5	10.3

*Table 13*  
**Vehicle Seating Capacity**

Vehicle Type	Seating capacity	Currently in vanpool	Load/Capacity Ratio
All vans	11.4	10.3	0.90
Owner-operated n=56/55	11.1	9.5	0.86
Employer-provided n=75/73	11.9	10.8	0.91
Leased n=30/29	11.5	10.6	0.92

**HOW RIDERS GET TO THE VANPOOL IN THE MORNING**

The majority (72 percent) of vanpool riders get to their vanpools by driving alone (Table 14). Being picked up or walking to the vanpool pick-up spot was the second most common way riders reached their vanpool. There were only 76 valid responses to this question (out of a possible 165). Respondents were asked to indicate the number of passengers that used each of the six modes shown in Table 14 to access their vanpool. Many respondents checked off the modes rather than providing a number. Despite this low response, the results are consistent with the 1999 vanpool survey as shown in Table 14.

*Table 14*  
**Mode to Vanpool Pick-Up Location**

Mode	Number	Percent	1999 Survey
Drive alone	453	72%	75%
Picked up or walk	111	18%	17%
Carpool	39	6%	7%
Transit	10	2%	1%
Other	13	2%	na
Bicycle	7	1%	1%

**COMMON ORIGINS AND DESTINATIONS**

The county of origin and destination of each vanpool is tracked in the ridematching database. Because we have this information for all vanpools, the origins and destinations described here are based on information from the database rather than the survey.

Vanpools originate from 20 counties. Solano County continues to be the most common county of origin for vanpools operated in the Bay Area (30 percent of vanpools originate there). Contra Costa and Alameda counties are the second most common origins each with 14 percent of vanpools registered in the ridematching database starting there. Vanpools have destinations in 15 different counties. The most common destination county is San Francisco (29 percent) followed by Alameda County with 23 percent and San Mateo County with 19 percent. Appendix 3 provides a trip table of all vanpool origins and destinations.

**MOTIVATION TO DRIVE OR COORDINATE A VANPOOL**

**FACTORS THAT INFLUENCED THE DECISION TO BECOME A DRIVER OR COORDINATOR**

Reducing the cost of their commute and reducing their need to use a personal vehicle were the two most common factors that influenced the decision to become a vanpool driver or coordinator (Table 15). Personal use of the van was the least common motivating factor.

*Table 15*

**Factors that Influenced Decision to Become a Driver or Coordinator**

<b>Factor</b>	<b>Percent</b>
Reduced cost of commute	20%
Reduced need to use personal vehicle	18%
Use carpool lanes (save time)	13%
Reducing commute stress	12%
Environmental concerns	11%
Vanpool needed a driver	10%
Financial incentives	10%
Personal use of van	5%
Other	2%
Total	100%

*n=162*

Reducing the need to use a personal vehicle is somewhat less important for owner-operators and slightly more important to the drivers or coordinators of leased and employer-provided vanpools (Table 16). Personal use of the van, on the other hand, was more important to owner-operators than other driver/coordinators.

Table 16  
**Influencing Factors by Vehicle Type**

	<b>Owner-operated</b>	<b>Employer-provided</b>	<b>Leased</b>
Reduced cost of commute	22%	22%	18%
Reduced need to use personal vehicle	12%	23%	20%
Use carpool lanes (save time)	17%	8%	12%
Reduced commute stress	13%	8%	13%
Environmental concerns	12%	13%	9%
Financial incentives	9%	12%	10%
Vanpool needed a driver	7%	11%	11%
Personal use of van	7%	2%	5%
Other	2%	3%	2%
<i>n</i> =	56	30	76

**MOST DIFFICULT ASPECTS OF OPERATING A VANPOOL**

Recruiting back-up drivers is the number one concern for 23 percent of drivers, followed closely by obtaining new riders at 22 percent (Table 17). The recruitment of back-up drivers was of biggest concern for leased vanpools (Table 18). Vehicle maintenance was reported as the most difficult aspect of operating a vanpool by owner-operated vanpool drivers. For drivers of leased vans, it was almost a non-issue.

Table 17  
**Most Difficult Aspects of Operating a Vanpool**

	<b>Percent</b>
Recruiting back-up drivers	23%
Obtaining new riders	22%
Driving every day	14%
Maintaining the vehicle	13%
Collecting fares	9%
Balancing rider needs	8%
Retaining existing riders	6%
Lease obligation	3%
Other	3%
Total	100%

*n*=156

Table 18  
Most Difficult Aspects by Vehicle Type

	Owner-operated	Employer-operated	Leased
Recruiting back-up drivers	19%	24%	27%
Obtaining new riders	20%	17%	24%
Driving every day	17%	14%	12%
Maintaining the vehicle	25%	12%	4%
Collecting fares	3%	14%	11%
Balancing rider needs	7%	7%	9%
Retaining existing riders	6%	10%	5%
Lease obligation	0%	0%	6%
Other	4%	2%	3%
n=	53	28	74

**CONCLUSIONS**

*Satisfaction With Service*

Satisfaction levels are high. Respondents were asked if they were satisfied with the overall service they received, and 93 percent indicated they were “somewhat” to “very” satisfied. Respondents were also asked to rank their level of satisfaction with the type and quality of information they received. Again, satisfaction levels were high with 91 percent indicating they were “somewhat” to “very” satisfied with the type and quality of information. The primary reason mentioned by the few respondents who were dissatisfied with the service was a shortage of viable matches on their matchlist.

**Recommendation:** Although satisfaction levels are high, the most important thing the Rideshare Program can do to improve satisfaction is increase the number and quality of potential vanpool participants in the ridematching database.

*Operating Characteristics*

One objective of the vanpool survey was to quantify the operating characteristics of vanpools (e.g., average distance, fares, number of passengers, etc.). The data are used to calculate program outputs such as vehicle miles of travel reduced and air quality benefits. Table 19 provides a summary comparison between key operating characteristics in 1999 and 2004. There is a high level of consistency between the two surveys. Fares have increased, but this is to be expected over time.

Table 19  
Comparison of Operating Characteristics

	1999	2004
Commute Distance	49 miles	51 miles
Average Fare	\$111	\$123
Seating Capacity	11.7	11.4
Duration Driving or Coordinating	6.4	5.4
Number of Passengers	10.5	10.3
Drive to Pick-up Location	72%	75%

**Recommendation:** Although some potential non-response bias exists with a 30 percent response rate, the consistency in the data between prior surveys and the current survey provides sufficient confidence to recommend using the new data for program effectiveness calculations.

Marketing Vanpooling To Potential Drivers and Coordinators

Reducing the cost of their commute, saving time and reducing the stress of driving alone were the main factors that influenced drivers and coordinators to participate in vanpools. Commuting costs and travel time to work were also two of the top reasons cited by carpool and vanpool respondents to *Commute Profile 2003*.

**Recommendation:** Key messages for marketing to potential vanpool drivers are cost savings (commute costs in general and reduced wear and tear on their personal vehicle), saving time (by using HOV lanes) and a less stressful commute.

How the Rideshare Program Can Help Keep Vanpools On the Road

The most commonly reported difficulties of operating a vanpool remain the ability to “obtain new riders, recruit back-up drivers and maintaining the vehicles.”

**Recommendation:** Increase outreach, marketing and incentive programs that attract new vanpool participants to address passenger and back-up driver recruitment needs.

Additional Services Suggested by Respondents

In addition to a few specific suggestions for infrastructure improvements (e.g., new Park and Ride lots), there were three key areas where respondents’ comments focused.

- lower costs
- more potential riders
- more information

**Recommendations:** Incentive programs, such as those currently offered by the Rideshare Program and several counties, directly address one of respondents’ most common requests—lower costs to retain and attract riders. These programs should be continued. In addition, several respondents mentioned working to reinstate the tax credit for vanpoolers as a way to lower costs.

A good number of respondents also requested more information. The recently started “AdVANtage” newsletter which the Regional Rideshare Program sends to vanpool drivers and coordinators addresses this suggestion. A second recommendation that addresses the need for more information is to create a page on the 511 Rideshare web site which is oriented to operating vanpools and goes beyond the “getting started” focus of the vanpool information currently on the site.

Methodology

For future surveys of this type, there are some small changes that could improve the quality of the data.

**Recommendations:** If the recipient of the survey is not currently the driver or coordinator, ask them to pass the survey on to the current coordinator. About 10 percent of respondents were not currently driving or coordinating a vanpool.

Question 10 asked how passengers met the vanpool. Respondents were asked to indicate the number of passengers that used the listed modes to access the vanpool. Less than half (76 of 165) completed this question in a way that provided accurate data. Because this information is important for calculating air quality benefits, the question format needs to be improved for a better response rate.

Although confidentiality is important with a satisfaction survey so that respondents feel free to answer candidly, a tracking system would allow us to follow up with non-respondents (maybe a second mailing, e-mail or phone call) and would allow us to answer questions written on the form. A simple approach would be to number a copy of the mailing labels and number each questionnaire correspondingly.

**Appendix 1: Questionnaire**

**1. Do you currently drive or coordinate a vanpool?**

- Yes  
 Not at this time (*please explain and skip to question 18*)
- 
- 

**2. How long has this vanpool been in operation?** \_\_\_\_\_ years **OR** \_\_\_\_\_ months

**3. How long have you been the driver/coordinator?** \_\_\_\_\_ years **OR** \_\_\_\_\_ months

**4. What type of vanpool do you operate? (choose one)**

- Owner operated     Leased (through a vanpool vendor)     Employer provided

**5. What is the approximate distance of the vanpool trip to work?** \_\_\_\_\_ miles one-way

**6. What is the zip code where the vanpool begins and ends its morning commute?**

Home zip code: \_\_\_\_\_                      Work zip code: \_\_\_\_\_

**7. What is the approximate monthly fare (including gas) for each rider?**        \$ \_\_\_\_\_

**8. What is the seating capacity of your vanpool, including yourself?** \_\_\_\_\_

**9. Including yourself, how many people are in your vanpool?** \_\_\_\_\_

**10. How do your passengers get to the vanpool in the morning? (please indicate the number of passengers who:)**

\_\_\_\_\_ walk or are picked up at home    \_\_\_\_\_ drive alone    \_\_\_\_\_ carpool  
\_\_\_\_\_ take transit    \_\_\_\_\_ bicycle    \_\_\_\_\_ other

**11. What factors most influenced you to become a driver/coordinator? (choose all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Reduced Cost of Commute                  | <input type="checkbox"/> Reducing commute stress       |
| <input type="checkbox"/> Personal use of van                      | <input type="checkbox"/> Use carpool lanes (save time) |
| <input type="checkbox"/> Reduce wear and tear on personal vehicle | <input type="checkbox"/> Environmental concerns        |
| <input type="checkbox"/> Vanpool needed driver                    | <input type="checkbox"/> Financial Incentives          |
| <input type="checkbox"/> Other: _____                             |  |

**12. What are the most difficult aspects of operating a vanpool? (choose all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Maintaining the vehicle                | <input type="checkbox"/> Collecting fares           |
| <input type="checkbox"/> Obtaining new riders                   | <input type="checkbox"/> Retaining existing riders  |
| <input type="checkbox"/> Balancing rider needs (group dynamics) | <input type="checkbox"/> Recruiting back-up drivers |
| <input type="checkbox"/> Driving every day                      | <input type="checkbox"/> Lease obligation           |
| <input type="checkbox"/> Other: _____                           |   |

(more questions on back)

**13. Have you received assistance forming or operating your vanpool from 511 Rideshare (RIDES or Solano Napa Commuter Information)?**

Yes       No (*skip to question 17*)

**14. Overall were you satisfied with the assistance you received with your vanpool?**

                         
 very      somewhat      somewhat      very      don't know/  
 satisfied      satisfied      dissatisfied      dissatisfied      can't remember

*Please explain briefly why you were satisfied or dissatisfied*

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**15. Were you satisfied with the type and quality of information you received?**

                         
 very      somewhat      somewhat      very      don't know/  
 satisfied      satisfied      dissatisfied      dissatisfied      can't remember

*Please explain briefly why you were satisfied or dissatisfied*

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**16. Please rate your level of satisfaction for those services with which you have experience.**

	<i>satisfied</i>		<i>dissatisfied</i>		<i>never used</i>
Vanpool Info. Packet (includes Commuter Tax Benefits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vanpool start-up kit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ridematch matchlists (list of commuters)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance filling empty seats (calls, posters, web list)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vanpool formation meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical exam reimbursements (11-15 passenger vans)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DMV record checks (11-15 passenger vans)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bridge toll script for non-commute hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discounted parking permits for SF and Oakland	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vanpool incentive programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on state law vanpool requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Referrals for vanpool leasing and purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Magnetic Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**17. Are there other services that 511 Rideshare could provide that would be helpful to you?**

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**18. Thanks for your participation. Please return in enclosed envelope by March 12.**

## Appendix 2: Verbatim Comments

**Question 14. Please explain why you are satisfied or dissatisfied with the assistance you received with your vanpool.**

### Comments from satisfied respondents

#### Good Service

Always received riders list when I requested one  
Everyone was attentive to my needs  
I felt that someone was working for me to have a full van  
Juanita has provided good assistance ever since our van has been in operation  
Juanita is very conscientious about finding out what my vanpool needs are  
People I talked to are very cooperative and helpful  
Quick and efficient  
Regular check ups to see how vanpool is doing. Help in finding new riders when I am low on riders.  
Very fast response  
Return calls right away and had info I needed  
Staff always returns calls  
The ladies are very helpful and cooperate anytime I had a question or concern  
Timely, nice friendly people  
Very timely in sending out information and registering my vanpool  
When I need riders, rideshare gave me info/ riders list  
People are very courteous and friendly in helping get new riders by providing a list of candidates  
Yolanda @ SNCI has been a terrific POC for getting answers to all my questions

#### Appreciated help with rider recruitment

511 is continuing to improve services to help find matches for ridesharing.  
Because I have formed this vanpool 2 years ago and I was not able to get /recruit enough riders in order to be afloat until I got help from your program 511Rideshare  
Matchlist is very helpful  
Matchlist was very useful  
Using the RIDES website we found another rider who joined our vanpool!

#### Received good/helpful information

I can get good info.  
Provided me with required assistance and/or information like insurance companies, driver medical forms etc.  
RIDES put me contact with all vendors. Enabling to get best deal. The rider matching services has yielded no riders but at least provides us with some confidence that we're not missing any candidates  
When I started the vanpool they provided phone numbers for leasing vans as well as other information and bridge passes  
Useful info for new riders  
Very helpful with DMV

#### Incentive program was helpful

New rider incentive by city of San Ramon is very helpful to get new riders to try it  
I secured a van from enterprise. RIDES provided us with little bags for each passenger i.e. Pens, note paper, cookies, etc.  
I was told about incentives, back-up drivers  
Solano helped us with gas in the beginning when we only had 6 riders  
The 50 dollar new rider benefit was great but the delay in payment was extreme  
Were helpful when I was looking for more riders and gave us 2 gas cards for new alternate drivers

Useful incentives for existing riders/drivers  
Fuel cards for empty seats in the beginning kept us on the road

**General**

Thanks a lot for your help!  
Mostly satisfied

My van goes to sac. So RIDES primarily services Bay Area- but I have received some referrals  
matchlists and support

**Comments from dissatisfied respondents**

**Better/more names on matchlist**

Appreciates the listing even though it seldom results in a new rider  
I have received numerous lists of possible riders, yet never gotten one rider  
Matchlists generated and calls placed too frequently, same people keep receiving calls  
Need to update database, received outdated, valueless information  
No success whatever in gaining new riders so we had to turn a 10 & 12 passenger van to an 8  
The list is obsolete. Many people on the list are not available. The folks at RIDES are very helpful  
Matchlist is very valuable but info is outdated. Many prospective passengers on list are already in  
other vanpools

**General**

No assistance in recruiting riders. Passengers were harassed by phone calls from RIDES to verify  
they ride my van  
RIDES dropped us about 4 years ago  
The only assistance we have received is referrals and occasionally a partial subsidy to a new driver  
the health exam full subsidy would make it easier to recruit drivers-we need all riders to drive  
I have not been able to fill my van for almost over 2 years, no help for back drivers from RIDES

**Question 15. Were you satisfied with the type and quality of information you received.**

**Comments from satisfied respondents**

**Good service**

Every time I call, my calls are promptly returned. Always there to help  
Got exactly what I needed quickly  
Receive response when I needed one  
Friendly calls  
I was supplied with all the info requested  
People providing information call back immediately  
Solano commuter calls periodically to check on our needs

**Helpful information**

Allowed a complete understanding of operational aspects of coordinating and funding the vanpool  
lease/fuel costs  
Good information  
Information is prompt and accurate  
Matchlist is very helpful  
The information that I have received from you was key for me in order to recruit new riders  
Received good leads for new riders  
Info was readily available

**Good web site**

Efficient lists and website  
RIDES website is excellent  
Very informative in person, website

**Incentive program was helpful**

Several new riders have used the new rider rebate incentive  
The 50 dollar new rider benefit is helpful for recruiting

**General**

Forms were helpful  
Love magnetic signs  
Overall I am completely satisfied, though in the beginning there was a slight misunderstanding re:  
parking permit, but all was worked out  
Thank you 511 rideshare program

**Comments from dissatisfied respondents**

**Need more and better names on matchlist**

A lot of the names that came up as matches in the database weren't really matches  
Get the same people on the list over and over again  
I wish the new lists were more current. Once a person calls RIDES they are on the list until the request  
that they be taken off  
New database is totally flawed, it uses my zip code from where I live, van starts in a different zip code,  
so riders don't get updated location  
Out of date info. Some people listed as looking for vans, no longer work in SF or I have been riding  
with for 3 years  
RIDES list received only when I requested it and the information in RIDES' database was never  
updated or incorrect( basically outdated rides list)  
The list they send out is not always up-to-date  
List of people looking for vanpool is very outdated

**Matchlist needs improvement**

Mainly the matchlist with online map to locate rider  
Riders schedules are vague and few are willing to commit to a fixed schedule  
Main problem is that ride matching schedule info is not detailed enough to discriminate

**Question 17. Are there other services that 511 Rideshare could provide that would be helpful to you?**

**Lower our costs**

511 rideshare should provide monetary incentive to make up for empty seats, increasing insurance rate and gas prices  
Anything that can lower our payment would be a good thing  
Assistance with paying for the cost of gas  
Could be more medical exam reimbursements  
Financial assistance, maintenance, repair discounts  
Help with gas discount programs and maybe maintenance and also insurance rates. We can get better price and rates if we all become united  
Incentives for the operator/owners to continue operating the van pool. The little guy that operates one vanpool could use some help  
Some kind of incentive for people to join  
More incentives  
Make a deal with big retailers for discounted gas and auto parts  
Maybe some incentives to help us to pay for vanpool-car preventative maintenance. I have a lot of out of pocket expense that are not met...thank you for your help!  
Ongoing incentives for keeping vanpool going  
It would be nice if 511Rideshare could negotiate a collective bargain on gas

**Help us find more riders**

Encourage more rideshare education in the North Bay. Perhaps sponsor pick-up spots for daily rideshares like casual carpools  
I have received a packet but always need help getting riders. The down sizing in companies has affected vanpool turnover. A couple of times I have considered closing down the van  
Hummer limo with wet bar. Recruiting new riders  
More advertising for riders  
Rider recruitment? Indication if state employee or private sector  
More 511 match publicity in Vacaville, Dixon and Travis Air Force Base areas in newspapers. Incentives offered for people to "just try it" to bring in new riders  
Updated matchlists  
Please help me find a rider  
Recruit riders for us

**Park and Ride Lots, HOV lanes and bridge tolls**

A park n' ride adjacent to union 76 gas station on Chrisman rd. In Tracy near 132 and I 5  
Carpool lane on 680 from Alamo to I-80  
Yes, get the damn bridge people to give vanpools FasTrak and do away with the stupid tickets!  
Info on Park and Ride locations, help promote Hwy 17 bus to Cupertino, help in encouraging new drivers (existing riders don't want to drive)  
Let's get a diamond lane, three lanes or more from Modesto to Dublin  
Extend carpool lanes!  
Park and ride lots

Vanpools should be exempt passing bridge tolls before 3 pm on Fridays  
Security services for vehicles parked in Park n Ride lots, our group has experienced two break-ins, 1 towing and 3 fix it tickets in the first 3 months of operation  
Please add Santa Cruz County to 511 phone info system for highway conditions 511 is not a valid # in Santa Cruz

**More information**

Keep us better informed  
More info on tax benefits (if any) other than monetary incentives  
More info. About vanpool incentives and bridge script for non-commute hours and medical exam reimbursements  
Need name/agency that provide insurance for vanpools  
Possible companies that will pay to have their logo/advertisement on sides of vans. Extra dollars to vanpool to defray costs to riders  
Tell us the going rates for different routes, would keep us comparable to other vanpool services and have your website more user friendly for incentives and reimbursements

**General**

Apparently Chevron/Texaco vans don't use your services. We did in the past, it would help now, matchlists would help  
More discriminating schedule info on rideshare matches e.g. I receive queries from people looking for 9-80 work schedules, we are a conventional 5-40 van  
More phone service—less reliance on the web  
Magnetic signs for security and new riders for my vanpool  
Need to change IRS rules for number of people in van to qualify for subsidy. Now its 7 but should be 6, because small vans only seat 6 safely and comfortably  
Nothing. The vanpool person who is in charge in San Mateo County is really bad  
Our vanpool is limited to the employees of the operating company that leases the van, rideshare can't help much in securing riders  
Organize grassroots effort to influence legislature  
Talk to legislators to reintroduce the vanpool tax credit that they took away in 1995 if they wanted to save money on road construction and commute congestion they would  
The services are excellent from what I see as a driver. The owner seems to have everything he needs which is provided by 511 rideshare. The magnetic signs are excellent and very helpful  
With the threat of cutting funds by the state, rideshare can step up and make sure we don't lose our vanpool  
You are already helpful, thank you so much

**Appendix 3: Origin (Y axis ) and Destination (X axis) Trip Table**

	Destination County															
	Alameda	Contra Costa	Marin	Monterey	Napa	Sacramento	San Francisco	San Joaquin	San Mateo	Santa Clara	Santa Cruz	Solano	Sonoma	Tuolumne	Yolo	Total
Alameda	49	2	0	0	0	0	5	0	23	8	0	0	0	1	1	88
Contra Costa	12	29	0	0	0	0	30	0	12	1	0	0	0	0	1	85
Del Norte	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Marin	5	5	1	0	0	0	1	0	1	1	0	0	0	0	0	14
Merced	6	0	0	0	0	0	0	0	0	4	0	0	0	0	0	10
Monterey	0	0	0	3	0	0	0	0	0	0	1	0	0	0	0	4
Napa	2	2	0	0	1	1	3	0	2	0	0	0	0	0	0	11
Nevada	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Placer	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
Sacramento	9	1	0	0	0	0	9	0	4	0	0	3	0	0	0	26
San Benito	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
San Francisco	4	11	0	0	0	0	45	0	0	8	0	0	0	0	0	68
San Joaquin	9	2	0	0	2	0	7	0	9	8	0	0	0	0	0	37
San Mateo	7	5	0	0	0	0	6	0	9	0	0	0	0	0	0	27
Santa Clara	9	1	0	4	0	0	1	0	7	5	1	0	0	0	0	28
Santa Cruz	0	0	0	1	0	0	0	0	0	8	18	0	0	0	0	27
Solano	39	31	3	0	0	6	60	1	44	1	0	0	0	1	0	177
Sonoma	7	5	5	0	0	0	5	0	3	0	0	1	1	0	0	27
Stanislaus	13	1	0	0	0	0	2	0	5	4	0	0	0	0	0	25
Yolo	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	3
<b>Total</b>	<b>138</b>	<b>93</b>	<b>9</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>173</b>	<b>1</b>	<b>116</b>	<b>46</b>	<b>18</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>603</b>