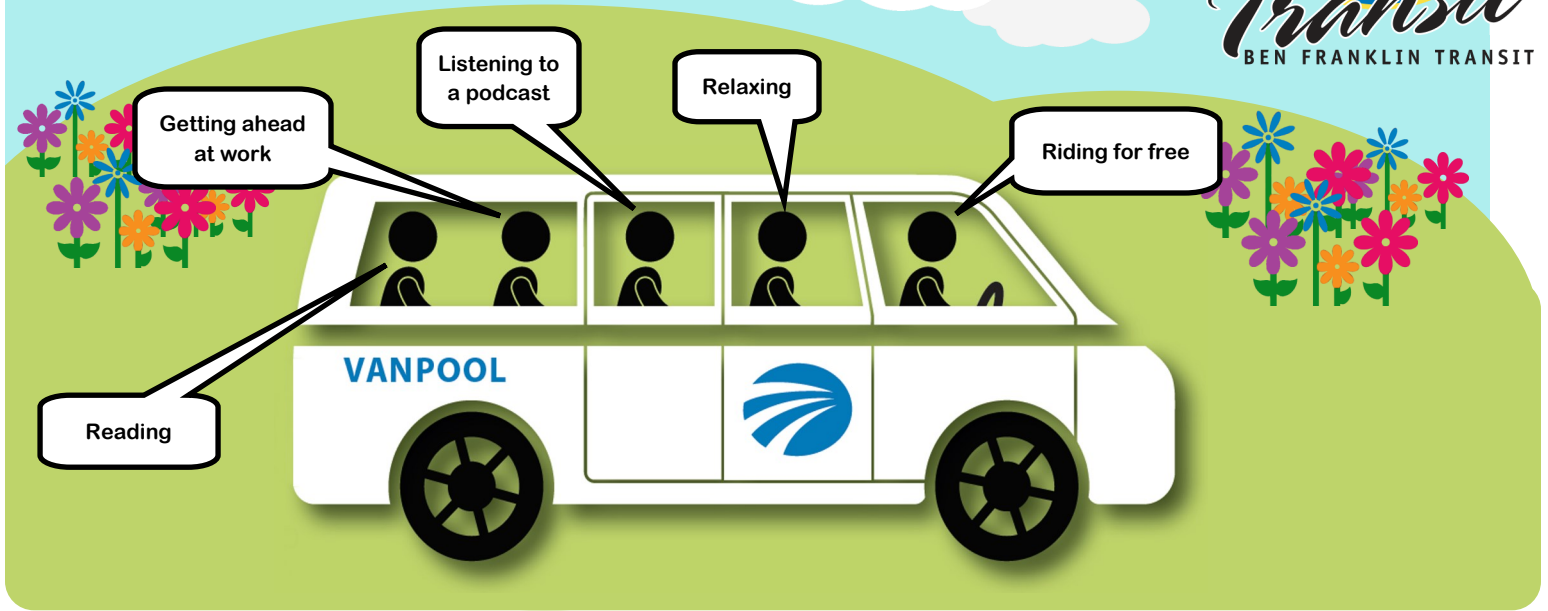


Ben Franklin Transit Vanpool

Spring 2018



Exciting New Vanpool Management Software Coming in 2018

Ben Franklin Transit's Vanpool program will begin implementing RidePro, a rideshare management software from TripSpark, in early in 2018. The new system will help reduce the amount of data being recorded by Vanpool groups and staff, *eliminating the paper logs that must be completed each month*. When the system is fully operational and approved, all reporting will be done online.

The new system will calculate and track the fares for each group and participant in the program. Each participant will have their own account that allows them to see their individual monthly fare, account balance and to make a Vanpool payment.

The bookkeeper/coordinators for each group will be able to go online to update the group roster and route information as well as complete monthly rider and mileage reports. The system will be used to send out updates about the program and newsletters to group coordinator, drivers, and participants., allowing for better communication.

The new system also provides ride matching to Vanpools, carpools, and bus routes in the Tri-City area. When a van group is low on riders, the bookkeepers will be able to use the system to *help find riders* that have a similar commute to see if they would like to join their Vanpool group. This function also allows BFT staff to help match riders and groups together, helping to keep your vans full.

BFT will continue to update the groups and riders as we move forward with the new software. We are excited to see how RidePro will make our program better for everyone.

What are the benefits to YOU?

- Reduced Paperwork
- Better Communication
- More tools to keep your van full—keeping fares LOW

Ben Franklin Transit Vanpool— Stress Free Commuting and More Money in Your Pocket

For more information, give us a call at **509.943.5442** or visit **www.bft.org**

Studded Tires

It's that time again where the deadline to have studded tires removed is approaching. The deadline this year has been extended by WSDOT to April 15, 2018. Call us during office hours at 509.943.552 so we can set up an appointment at Commercial Tire.



Driver Refresher

To all drivers that completed a Driver Refresher: Thank You!

In 2016 we started the online driver refresher training for BFT Vanpool drivers, which is mandatory training by our insurance provider, WSTIP, and we are happy to say that since

March 2016, 254 drivers have completed the driver refresher.

With a new year comes a new list of drivers who need this training. A letter will be sent via mail in March explaining the driver refresher requirement, what email to look out for, and the due date. Expect a letter if your driver class date was on or before December 31, 2013. Thank you for your continued support of the Vanpool program and for making it a safe commuting choice for all participants.

Vanpool Payments

Wondering how to make your Vanpool payment? We offer a few different options:

- Online at www.bft.org
- By phone using your debit or credit card
- In person with cash, check, money order, credit, or debit card.

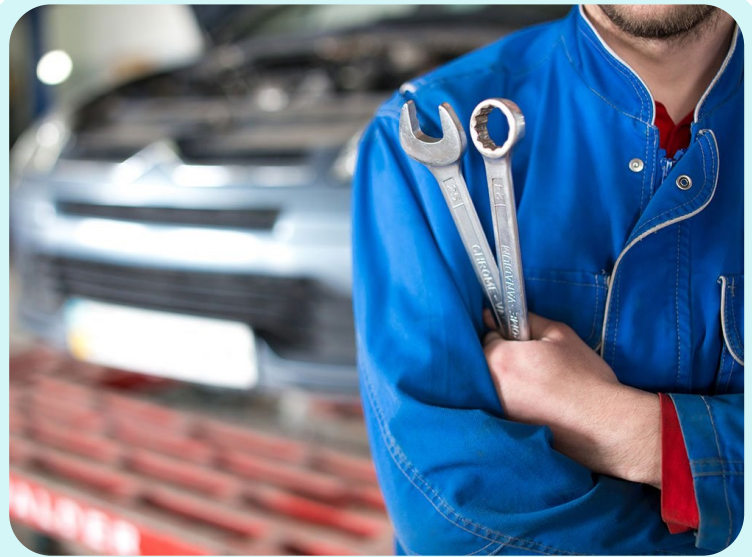
We accept Visa, Master Card and Discover (not American Express).

Bookkeeper's Corner

Happy 2018 bookkeepers and coordinators! As a friendly reminder, please submit your reports by the 10th of each month. If you are a new bookkeeper or want to be a bookkeeper and have not attended a bookkeeping session with one of our BFT Vanpool coordinators, please call 509.943.5442 and set up an appointment so they can go over the books with you. Please call during office hours which are Monday through Friday, from 8:00 a.m. to 6:00 p.m.



Thank you for making 2017 a wonderful year, and let's make 2018 better!



Maintenance Minute

Thank you to all drivers that take time out of their day to bring vans in for maintenance! Just a friendly reminder, please remember to record odometers in spare vans and in your regular binder. Make sure that you take with you your binder, keys (we have master keys to all vans) and fuel card. If you can't find your van or it's buried, please contact the Vanpool office or the maintenance shop and they'll be able to assist you.

Finally, please enter correct odometer readings when fueling. Wrong odometer readings cause inaccurate maintenance reports, which is how we know when your van is due for an oil change.

When in doubt, please give us a call at 509.943.5442 and we'll be able to help you.

Maintenance Process

Dropping off a van for an oil change? Have we assigned you a spare van? If so, here's a little reminder of what to do as a driver to make sure the swap goes smoothly.

1. Park your van where you see an open spot
2. Find your spare van
3. Take your keys, fuel credit card, white binder, and any other personal belongings you need while your van is at BFT
4. Record odometer readings on your log sheet and on the spare van's binder

We'll email/call the coordinator once your van is ready for pick up.

Email or call us if any issues arise.