1. **How do I become a vanpool passenger?**
   Call Connect Douglas at 770-949-7665 or come by our office in the Douglas County Transportation Center at 8800 Dorris Road behind the Courthouse at 8700 Hospital Drive in Douglasville. Fill out a simple “Passenger Information Sheet” that tells us your home and work locations and your work hours. We will use that information to determine if there is a van that fits your schedule.
   If one of our vans fits your schedule and has a seat available, we will offer it to you while advising you of the pickup and drop-off locations and times.
   If you choose to become a passenger, all you have to do is purchase Boarding Passes for the days or months you ride.

2. **How does vanpooling work?**
   You meet your van at a central location for pick-up. The van takes you to your work location and drops you off there. After your shift is over, the van picks you up at your job site and brings you back to the location where you initially boarded. Typically, the van is able to drop you off directly at your work location, or within a close proximity.

3. **What is the monthly fare for a Boarding Pass?**
   Individual passenger fares range from $82 to $195 per month. Fares are based on a van’s daily roundtrip mileage and estimated monthly operating expenses.
   Your fare is due on the last working day of the month. This represents an advance payment for the upcoming month. When you pay your fare, you will be given a Boarding Pass for your van. You can drop off your fare at the Rideshare office, mail it, or [pay online](http://www.celebratedouglascounty.com). Our physical address and mailing address is Rideshare, 8800 Dorris Road, Douglasville, GA 30134.
   **For online payments, go to Douglas County’s website, [www.celebratedouglascounty.com](http://www.celebratedouglascounty.com).** You will not be allowed on a van without a Boarding Pass. Passengers need to purchase their Boarding Pass in time to have it on the first day of the month they ride.

4. **Will my monthly fare always be the same, or could it be increased or decreased?**
   Your fare could increase under certain circumstances, such as a significant change in the van’s daily roundtrip mileage, a decrease in the number of paying passengers on the van or a significant, unanticipated,
unbudgeted increase in expenses (example: soaring gas prices, or higher insurance costs). A significant increase in a van’s ridership could result in a fare decrease per passenger.

5. **Are there any expenses in addition to my monthly passenger fare?**
   Possibly. Some vans have to pay for parking at their work destinations. The driver is responsible for paying the parking fare, and will ask for help from the passengers in paying this.
   There is currently no parking charge for any of our pickup points in Douglas County.
   Connect Douglas will not ask for extra money to pay for unexpected repairs.
   If passengers decide a van needs sunshades, cushions or similar items, they will pay for such items themselves. Also, each van sets its own policy for collecting money for items such as flowers or gifts.

6. **What are my van fares used for?**
   Connect Douglas’ vanpool program pays for itself. Your fares are used to pay for the van’s’ gas, oil, insurance, regular maintenance and repairs.
   Connect Douglas does not try to make money off its vanpool service. Fares are established only to cover operating expenses.

7. **Tell me about my driver.**
   Your driver is just like you. He or she has a regular job and drives on a volunteer basis for Connect Douglas. Volunteers drive in exchange for not having to pay a monthly vanpool fare.
   Connect Douglas puts drivers through a training program. This program includes:
   - Completion of an application that includes a driving history.
   - A check of a driver’s Motor Vehicle Record with the state.
   - An orientation session and road test with a member of the county’s Office of Risk and Safety.
   - Completion of a defensive driving course.
   - Drug testing. A negative result is required.
   Your driver is authorized to make some day-to-day decisions regarding the operation of the van, including temporary route changes because of traffic, road construction or weather. Significant or permanent changes regarding the van’s operation will be made by Connect Douglas management.

8. **Can I smoke on the van?**
   No.

9. **Can I eat on the van, or have a soft drink or coffee?**
   Each van is allowed to make its own rules regarding eating and
drinking. Alcoholic beverages are strictly prohibited. If you do eat, or drink coffee or soft drinks, we do ask that you try to keep the van clean.

10. Where will I sit on the van?
Passengers on each van are encouraged to agree to a seating pattern that will allow for the most efficient operation of the van. The Connect Douglas staff gladly works with individuals who have conditions that may require special seating considerations.

11. My husband is confined to a wheelchair. Does the vanpool program make accommodations for him?
Passengers with physical limitations or other special needs are encouraged to participate in the vanpool program. The only requirement is that the individual’s work location and time schedule fall within Connect Douglas’ regularly scheduled service. The Transportation Center is handicapped-accessible, as are the Xpress buses operated by the State Roads and Tollway Authority that operate out of the Douglas County Transportation Center.

12. What if I need to come home during the day?
Connect Douglas has a Guaranteed Ride Home emergency service to get you home. Taxi service is available to you at no charge through the Guaranteed Ride Home program operated by the Atlanta Regional Commission.

13. What if I get left at my workplace in the afternoon?
Again, Connect Douglas offers emergency service through the Guaranteed Ride Home program. However, we encourage passengers to make sure they are at their pickup points on time so they won’t get left behind.

14. What if I miss the van in the morning?
You must provide your own way to work. We have no provision for this service.

15. What about holidays?
The vans don’t run on most major holidays. If you have to work on those days, you have to provide your own transportation.
There are some holidays on which some vans run and others don’t. If you need to work that day and are assigned to one of the vans that is not running, we will try to place you on another van for that day.
Normally, you do not deduct holidays from your monthly payment. The only time you would deduct a holiday is when you work on a non-major day such as Columbus Day when Connect Douglas is not able to place you on another van.
16. **What happens if a van breaks down on the way to or from work?**
   Passengers will be picked up by other vans or a backup van dispatched by the Connect Douglas office or by taxi. The van that broke down will be taken to Douglas County maintenance for repairs.
   When a van is in the shop for maintenance or repairs, a backup van is used to continue regular service.

17. **What if I’ve got a gripe or complaint?**
   First, talk to your driver and see if they can solve the problem.
   If you don’t feel comfortable talking to the driver, or if the driver can’t solve the problem, contact the Connect Douglas office.

18. **Can I quit riding?**
   Yes. You can quit riding at any time by notifying the Connect Douglas office, preferably in writing or via e-mail.
   If you quit riding during the month, we will offer a prorated refund. If you do not inform us that you have stopped riding, you may not receive a refund.
   We do not allow deductions for major holidays, vacation days, sick days or other personal time riders may take off.

19. **If I don’t participate in the Connect Douglas vanpool program or Xpress buses service, can I still use the transportation center?**
   Absolutely. The Douglas County Transportation Center is a public facility and can be used by anyone who carpool, vanpool or utilizes means of transportation other than the single occupant vehicle. Church, civic and community groups are also encouraged to park at the transportation center when going on bus or van trips. There is no charge to park at the transportation center.

20. **Who sponsors Connect Douglas and its programs?**
   Connect Douglas is part of the Multi-Modal Transportation Services Division of the Douglas County Department of Transportation which is part of the Douglas County government directed by the five-member Board of Commissioners. Administrative expenses are shared by vanpool riders, Voucher clients, fixed bus riders (in the future) and the Douglas County government. New vehicles and other capital projects are financed with a combination of funds from the Federal Transit Administration, Georgia DOT and Douglas County.