

Frequently asked Questions

What are the costs?

The van lease is \$450.00 per month. The lease amount is divided by the number of passengers (van capacity 14 passengers). Fuel is an additional cost shared by the passengers.

Who supplies the van?

San Benito County Rideshare leases 14 passenger vans. Insurance and maintenance are provided by San Benito County Rideshare.

How is the van insured?

The van is insured with a \$2,000,000 policy that covers collision and liability.

Who maintains the vans?

Both scheduled and unscheduled maintenance costs are covered by San Benito County Rideshare.

Where is the van maintenance done?

The vans are serviced at San Benito County Rideshare's maintenance facilities on Southside Road in Hollister.

What if the van needs extensive repairs?

Loaner vans are available so service won't be interrupted.

How long is the vanpool agreement?

Vanpool agreements automatically renew every 30 days until written notification is given - 30 days in advance - stating that the members would like to terminate the agreement. Individual riders must also give 15 days' notice to their group should they choose to leave the vanpool.

What qualifications does a vanpool driver need to have?

- Valid California driver's license
- Valid medical certificate to be renewed every two years
- Sworn statement to be renewed every year stating the driver has not been convicted of reckless driving, drunk driving, or hit-and-run offenses in the past five years

What responsibilities does the vanpool driver have?

In exchange for driving the driver rides for free. The driver maintains the van, fuels the van, collects fares from the riders, and pays the monthly bill. The vanpool driver must also be punctual and drive safely.

What perks does the vanpool driver get?

The vanpool program is set-up so that the driver can get a free commute. If there are back-up drivers, they usually receive a reduced monthly fare, as determined by the vanpool group.

What responsibilities do the vanpool riders have?

Vanpool riders must be punctual with their arrival at agreed pick-up locations and with their monthly payments.

What rules govern the vanpool?

Each vanpool makes their own rules regarding smoking, music, pick-up points, length of wait at pick-up points and other issues important to the group.

What if I have a personal emergency and need to get home?

San Benito County Rideshare will reimburse three guaranteed rides home per year for each vanpool riders/driver. Drivers are eligible only if a back-up driver is established to drive the vanpool.