



GOing Forward

Keeping you current with VanGo™ & CarGo™ News

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Issue: 26 March 2016

VanGo™ Staffing Changes

In This Issue

- [VanGo Staffing Changes](#)
- [Proper Etiquette for the Cold & Flu Season](#)
- [Vehicle Backing Safety](#)
- [Part-time Ridership Update](#)
- [Reminder: Participant Agreements](#)
- [New I-25 Courtesy Patrol](#)
- [Driving in Adverse Weather & Traffic Conditions](#)

Anne Blair, our Vanpool Coordinator, retired in January after 19 years serving the VanGo™ program in various capacities. Our current VanGo™ team, overseen by the NFRMPO Executive Director Terri Blackmore, is:

- Crystal Hedberg, Finance & Operations Manager - Crystal oversees VanGo™ budget, fleet management, and is the contact when others are unavailable. Contact Crystal at: 970-416-2638 or chedberg@nfrmpo.org. If you cannot reach Crystal, contact Terri at 734-417-3664.
- Jeff McVay, VanGo™ Customer Service/Outreach - Jeff assists vanpoolers with van placement. Jeff also manages VanGo™ advertising and marketing. Contact Jeff at 970-224-6148 or jmcvay@nfrmpo.org.
- Merry Anne Hood, VanGo™ Customer Service & Billing Specialist - Merry Anne handles customer concerns and billing, including technical support with payments or our websites. She is thrilled to be working more closely with our vanpoolers. Contact Merry Anne at 970-221-6859 or mahood@nfrmpo.org
- Merideth Kimsey, Staff Accountant - Merideth is in charge of our NTD reporting, including all Mileage Log questions and processing. Contact Meredith at 970-416-2252 or mkimsey@nfrmpo.org.

Fast Facts

VanGo™ Statistics

64 Routes in Operation
321+ Riders

Park Smart, Good Start Keep your car safe while you're away...

Proper Etiquette for the Cold & Flu Season



With the onset of cold and flu season, it is important to be as courteous as possible to your fellow vanpoolers when it comes to good health. The fact is that cold etiquette is more than simple good manners; it's a matter of good health, for you and your community. Here are five etiquette tips to follow when you're coughing, sneezing, and showing other signs of a contagious cold:

Safety Tips:

Don't leave valuables in sight when parking at a Park & Ride - take them with you or lock them in your trunk.

Always lock your vehicle.

Park in a well-lit area.

Clear your glove box of documents which could lead to identify theft.

For non-emergency:

Larimer County Sheriff
970-416-1985

Weld County Sheriff
970-356-4015

VanGo™ Van Cleaning

VanGo™ Coordinators are responsible for keeping the exterior and interior of their van clean. Van cleaning must be done once a month or more frequently as needed. With prior authorization from the VanGo™ staff, carpet may be cleaned annually. Only the standard inside and out cleaning is allowed at approved car wash providers. A complete listing of carwash providers is below. For safety and visibility reasons, VanGo™ vans must be kept clean both inside and out.

VanGo™ Approved Wash & Cleaning Locations

All van cleaning receipts must be placed in the black saddle bag provided for that purpose.

Greeley Locations

RC Auto Detail:

Located at 2015 2nd

- **Sneeze into your elbow, not your hand** - As kids, most people were taught to cover their nose and mouth with their hands when they sneeze. But then where does that leave your germs? All over your hands, of course. The U.S. Centers for Disease Control and Prevention has been campaigning to get kids (and adults too) to learn to sneeze into their elbows instead.
- **Wash or sanitize hands frequently** - When it comes to washing your hands, "you really just can't do it enough in the wintertime," says Dr. Teng. Of course, you can get viruses, colds, and the flu any time of the year. But "it's more rampant in wintertime because we're inside and in closer quarters." So head to the sink, soap up, and scrub up after you sneeze, before you eat, and any other chance you get.
- **Warn others that you're just getting over the flu** - It's just good manners and common courtesy to let someone know that you're sick before you show up to find out if it's still okay to go to work or commute on the van.
- **Stay home if you're not feeling well** - If you have a fever or are just overall feeling sick, it's best to stay home. That way you're not putting so many others at risk. And at work or school, those confined spaces are perfect for trapping germs and spreading them all around. Your co-workers and your fellow vanpoolers will thank you for your consideration and your help in preventing the spread of your illness to the whole group.
- **Excuse yourself from shaking hands if you're sick** - What's worse than seeing a sniffling, sneezing person extending her hand for you to shake? You don't want to be rude and ignore him/her, but it's not exactly polite to offer a germy hand in the first place. Instead, simply politely excuse yourself by saying something like, "Excuse me for not shaking your hand, but I've been sick." Your friends and colleagues will appreciate the gesture - and not sharing your germs.

Manners take on a whole new meaning when their intent is to protect your health and the health of those around you. Follow these tips on cold etiquette and rest assured there won't be whispering behind your back - or glares from those afraid of catching your germs.

Vehicle Backing Safety

The VanGo™ Vanpool Program takes safety very seriously and in turn we are proud of our safety record over the past twenty-one years. As in any routine activity, complacency can set in and we all can cut corners thinking nothing bad is going to happen to us. In the spirit of not taking anything related to safety for granted, we would like to list a few dos and don'ts and reminders about safely backing up a vehicle.

- Become familiar with the location you are driving to: How many entrances/exits are there to the location? How much traffic (vehicle or pedestrian) can the driver anticipate when arriving? Is backing

Ave., Greeley, CO 80631. The standard interior and exterior cleaning is the only service allowed without prior approval. **Give the attendant on duty the van number so the VanGo™ Program can be billed for the cleaning.**

Westside Car Wash:

Located at 4625 W. 29th St. in Greeley, CO 80634. A swipe card can be obtained from the VanGo™ program to operate the AUTOMATIC DRIVE THRU car wash. Exterior cleaning ranges from \$2.50 - \$4.00. The VanGo™ program is then invoiced monthly for the swipe card transactions.

Fort Collins Locations

Firehouse Express Car Wash:

Located at 3500 South Timberline, Fort Collins, CO 80525. Several cleaning levels are available in addition to free vacuums. **Give the attendant on duty the van number so the City of Fort Collins can be billed for the cleaning. The City, in turn, will bill the VanGo™ program.**

Richie's Car Wash:

Located at 3141 South College in Fort Collins, CO. 80526. The standard exterior cleaning is the only service available. Service is limited to mini vans only. **Give the attendant on duty the van number so the City of Fort Collins can be billed for the cleaning. The City, in turn, will bill the VanGo™ program.**

Casey's Car Wash:

Located at 4315 South Mason in Fort Collins, CO

necessary or are there alternatives, such as pull through parking or parallel parking?

- Because backing may be more hazardous than parking forward, upon arrival, evaluate the parking area and determine whether the vehicle must be backed in, or another, more safe, option exists.
- Look for viable alternatives to backing the vehicle, even if you have to wait for an alternative parking place to open up.
- If backing is necessary, scan the area for any potential hazard and, using a spotter, back the vehicle before conditions change.
- Position the vehicle relative to the parking spot so that the driver can back towards the driver's side. Backing toward the passenger side increases the number of blind spots. Practice scanning for hazards, positioning the vehicle so that you can back to the driver's side, so that it becomes habit. This might require coming in via another entrance, making a U turn in the lot, etc.
- Roll down the vehicle window(s), turn off any radios, cell phone music, etc. and tap the horn before backing. Tapping the horn provides a warning to others that the vehicle is backing.
- Back slowly, at creep speed. Stop immediately if you hear a warning or see something of concern. Turn head and look over both shoulders, and check your mirrors (and back-up camera, if so equipped) constantly while backing. **NEVER** rely solely on a back-up camera or alarm.
- If the driver has a passenger, use them as a spotter, if needed. Agree on communication signals before backing and stop immediately if driver loses sight of the spotter. Place spotter in a location driver can easily see them (driver's side is preferable) and they can easily see any hazards in the area into which vehicle is backing.
- Your parking location should already be pre-determined. However, where traffic flow and/or patterns prevent, do not block pedestrian or vehicular traffic. Keep moving/flowing with traffic until an acceptable parking location has been found.
- Once parked, perform a full walk-around of the vehicle and parking area to ensure you have not created additional hazards or blocked any vehicles, pedestrian or vehicular traffic routes.
- Put the vehicle in park and set the parking brake. Turn off the engine. Verify that the parking brake is set prior to exiting the vehicle.
- When exiting, take the keys with you and lock the doors.

Part-time Ridership Update

The VanGo™ program began allowing part-time ridership in January 2016 and currently has 13 part-time participants. To ensure its continuing operation, it is important for the VanGo™ program to have enough revenue to cover expenses. Even though gas prices have fallen significantly, there are many other costs that must also be covered. The VanGo™ program will be re-evaluating part-time participation in June because many routes' Full-Time Equivalent (FTEs) are falling below the minimum needed to sustain the van and the program.

80526. The standard \$14.00 interior and exterior cleaning is the only service allowed without prior approval. **Give the attendant on duty the van number so the VanGo™ Program can be billed for the cleaning.**

Loveland Locations

Speedy Sparkle Car Wash:

Located at 2664 Buchanan Ave, Loveland. The standard \$14 interior and exterior cleaning is the only service allowed without prior approval. **Give the attendant on duty the van number so the VanGo™ Program can be billed for the cleaning.**

Wash Time:

Located at 279 West 64th Street, Loveland 80538 - A swipe card can be obtained from the VanGo™ program to operate the AUTOMATIC/DRIVE THROUGH car wash. Exterior cleaning ranges from \$3.50 - \$12.00. The VanGo™ program is then invoiced monthly via the swipe card transactions. **Give the attendant on duty the van number so the VanGo™ Program can be billed for the cleaning.**

Longmont Location

Main Street Car Wash:

Located at 2025 North Main Street, Longmont, CO 80501. **Give the attendant on duty the van number so the VanGo™ Program can be billed for the cleaning.**

Westminster Location

The Wave:

Located at 9195 Wadsworth Parkway, Westminster, CO 80021. **Give the attendant on duty the van number so the VanGo™ Program can be billed for the cleaning.**

Prior to adding part-time ridership, routes with less than 5 participants were given 3 months to bring their ridership up to five. This is being examined closely, as 20 routes have less than five participants, including those with part-time participants.

For the VanGo™ program, vans are considered full at 6 full-time participants (or the equivalent) and unsustainable at less than 5 full-time participants (or the equivalent). As of February 24, the VanGo™ program had 64 routes operating. 28 routes had 5 passengers; however, when part-time participants were considered, four of those routes had only 4.5 full-time equivalents and one route had only 4 full-time equivalents. In addition, there were 21 routes with only 4 riders.

The VanGo™ program is committed to helping vans meet the FTE for their vans. VanGo™ has initiated a marketing program that includes radio advertisements, coupons in the ValuAds mailings distributed in Greeley, Loveland and the Fort Collins area, and an advertisement on the Fort Collins Chamber map.

We ask that riders, coordinators, and drivers help keep the program sustainable through increasing the FTEs in vans, reducing crashes, and paying fares on time.

VanGo™ strives to provide a safe program for the communities in Northern Colorado that reduces congestion and emissions.

Reminder: Participant Agreements

In December, VanGo™ sent out a new Participant Agreement form to be completed and signed by all riders. If you have not yet returned yours, please do so as soon as possible. A blank form can be downloaded on the SmartTrips™ website:

[VanGo Participant Agreement](#)

As you are filling out your forms, please pay special attention to your contact phone numbers, including an updated emergency contact. Due to new legislation, VanGo™ cannot call you at any number not listed on your Participant Agreement unless we have an email explicitly asking us to add a new contact number. Please make sure that we can get in touch with you!

For questions regarding Participant Agreements, please contact Merry Anne Hood at 970-221-6859 or mahood@nfrmpo.org

New I-25 Courtesy Patrol

The Colorado Department of Transportation (CDOT) has agreed to fund and staff a Courtesy Patrol along northern I-25 between the Highway 66 and Highway 14 (Mulberry) exits. The service started March 7th and is staffed by one roving vehicle during the peak AM & PM commute hours, Monday through Friday.

Cell Phones and Texting

Cell phone use, including hands-free cell phones, use of a headset, or Bluetooth device, is not allowed when driving a VanGo™ van. Texting is also not allowed by the driver; it is against the law in Colorado to text and drive.

The purpose of the CDOT Courtesy Patrol service will be to provide assistance to stranded motorists on I-25 with the following issues:

- Running out of gas: 1 free gallon of gas will be provided to stranded motorists.
- Jumping a dead battery: a jumpstart will be provided to get the stranded vehicle moving again.
- Fixing a flat tire: will change a flat tire if the vehicle has a spare.
- Moving a vehicle out of danger: push or pull a stranded vehicle away from vehicle travel lanes

The CDOT Safety Partner vehicle is a red truck with blue and white signage that clearly identifies the vehicle to the public. It will operate on a roving basis and can only be dispatched by CDOT. The public cannot contact the Safety Partner directly.

VanGo™ will pass additional information along to vanpoolers as it becomes available.

Driving in Adverse Weather & Traffic Conditions

It is that time of the year in Colorado where the weather can change in a matter of minutes and as a vanpooler you might encounter several different weather and/or traffic conditions during the same commute. For that reason it is a good idea to review some driving tips for adverse weather and traffic conditions.

Rain, Fog or Smoke

- Minor to severely impaired visibility.
- Improper driving may result in property damage, injury, illness or death.
 - Reduce speed in 10 mph increments until a safe level of visibility is reached.
 - If driving on the interstate, do not reduce speed below the legal minimum speed without employing flashers.
 - Increase following distance from the 3-second rule to 4 or more seconds based on conditions. Larger vehicles should consider a minimum of 5-7 seconds.
 - Ensure headlights and wipers are turned on and functioning properly.
 - If a safe level of visibility cannot be reached by slowing down, find the nearest safe parking location and wait until visibility improves.
 - Turn on flashers, in order to help prevent other motorists from getting too close to the vehicle.

Heavy Rain or Rain/Hail

- Minor to Severely Slippery driving conditions.
- Potential for vehicle or bodily damage from hail - struck by hazard.
- Potential for vehicular accidents, personal injury and/or death.
- Reduce Speed in 10 mph increments until a safe level of operation is reached.
 - Do not slam on the brakes, apply steady pressure.
 - Increase following distance from the 3-second rule to 4 or more seconds based on conditions. Larger vehicles should consider a minimum of 5-7 seconds.
 - Ensure headlights and wipers are turned on and functioning properly.
- If vehicle begins to slide, do not over-correct; attempt to make mild steering adjustments.
- If hail is falling, proceed to a safe parking location and remain

inside vehicle.

- If the windows shatter due to the hail, follow the instructions below under Heavy Wind & Severe Storms.

Heavy Wind, Severe Storms and Suspected Tornado Conditions

- Potential for flying debris, slippery driving conditions, debris covering roadways, washed out roadways and/or bridges.
- Potential for vehicular accidents, personal injury and/or death.
- When flying debris is present, seek additional shelter immediately. It is recommended to learn the locations of all tornado shelters within your city/town limits.
- During heavy winds, adequate vehicular shelters may include, but not be limited to, the downwind side of a structurally sound building or other structure, and some parking garages.
- Do not attempt to "ride-out" tornado like conditions in a vehicle if at all possible.
- If an adequate shelter cannot be located, remain in the vehicle.
 - Drive safely away from the weather event.
 - Finding a low spot/depression may be advantageous.
 - Once stopped with the vehicle turned off and parking brake applied, lie down or crouch down in the floorboard, if possible.
 - If manual/automatic shifting devices, consoles or other vehicular equipment hinder this action, lay as flat as possible in the seat and cover up with a jacket, other clothing or any other readily accessible material that may help to safely provide a barrier against flying debris, should the windows shatter and the vehicle become exposed to outside elements.
 - It may also be possible to squeeze the lower torso into the floorboard and rest the upper torso on the seat, covering the head and upper torso with additional clothing/jackets, as described above.

Snow, Sleet, Slush & Ice

- Potential for vehicular accidents, personal injury and/or death.
- Slow down without locking the brakes.
- Depending on terrain, tire tread depth; and type of tire, as well as vehicle stability, maintain a safe and slow speed until away from the hazardous conditions.

Conditions Too Severe for Driving

- Potential for vehicular accidents, personal injury and/or death.
- If and when conditions become too severe for safe driving, proceed to a safe location, exit the vehicle and proceed to an adequate shelter.
- Follow the steps outlined above if an adequate shelter cannot be obtained.
- For severe snowstorms and whiteout conditions, exit the roadway as safely as possible.
 - Find the nearest safe parking location and wait until visibility improves.
 - Turn on flashers, in order to help prevent other motorists from getting too close to the vehicle.

Traffic Signal Power Outages and/or Missing Traffic Control Signs

- Potential for vehicular accidents, personal injury and/or death.
- When traffic signals are not functioning properly or not functioning at all, use the right hand rule. Treat the intersection as if it were controlled in all directions by stop signs. Yield to the vehicle on your right at all times. Be prepared for others to fail to follow this guideline and use extreme caution at all intersections.

Downed Power Lines/Suspected Power Lines

- Potential for vehicular accidents, personal injury or death

- **DO NOT APPROACH ANY DOWNED POWER LINES OR SUSPECTED POWER LINES; DO NOT REMOVE OR HANDLE ANY DOWNED POWER LINES OR SUSPECTED POWER LINES.**

Navigating Work Zones

- Potential for vehicular accidents, personal injury and/or death.
- Pay attention to all advanced warning signs (Road Maintenance ahead, Survey Crew Ahead, Utility Work Ahead, etc.)
- Decrease speed and move through the work zone. **DO NOT DRIVE INSIDE OF A WORK ZONE THAT HAS BEEN BLOCKED OFF BY TRAFFIC CONTROL DEVICES, SUCH AS CONES AND/OR BARRICADES.**
- If and when traffic control devices block the entrance to your destination, find another route! **DO NOT EVER REMOVE ANY TRAFFIC CONTROL DEVICES IN ORDER TO GET WHERE YOU ARE GOING!**

Unsafe Motorists

- Potential for vehicular accidents, personal injury and/or death.
- Potential for motorist road rage.
- Pay attention to the motorists around you. If a vehicle cuts you off, slow down and allow a minimum of three seconds following distance between you and the vehicle in front of you.
- If a motorist shows signs of road rage (screaming, erratic driving, and violent behavior), slow down and allow the vehicle to pass by. Obtain a license plate number, if it is possible to do so safely.

Emergency Vehicles

- Potential for vehicular accidents, personal injury and/or death. Potential to interfere with lifesaving and/or law enforcement efforts.
- Keep vehicle radio at a low enough level to hear sirens and horns.
- **Vehicle approaching from behind with audible or visual signals** - If an emergency vehicle is approaching from behind, yield the right-of-way by clearing the farthest left hand lane, where possible and/or off the road completely. Vehicles are required by Colorado law to come to a complete stop until the emergency vehicle has passed, except where otherwise directed by a police officer. If clearing the farthest left lane is not possible, such as at an intersection and/or during traffic congestion, stay in your lane and pay attention to emergency vehicle signals and/or directions.
- **DO NOT EVER ATTEMPT TO CROSS INTO ONCOMING TRAFFIC!** In this case, emergency vehicles will maneuver around you.
- **Vehicle approaching at an intersection** - Do not move. The emergency vehicle may be turning in your direction. Wait until the vehicle has passed.
- **Vehicle stopped on the side of the road** - If an emergency vehicle is stopped on the side of the road or shoulder, slow down and change lanes in order to provide them with a safety zone. If changing lanes is not possible, slow down and pass the emergency vehicle with extreme caution.