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MY STARRY NIGHTS ARE BEST VIEWED FROM THE PASSENGER SEAT.



LOVE,  
COLORADO

## Going Forward

Keeping you current with VanGo™ News

[www.vangovanpools.org](http://www.vangovanpools.org)

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Issue: 32

December 2017

## Holiday Greetings



### ANNIVERSARIES

Thank you for 10 years of ridership!

Denise Pacheco  
Jeff Dowse  
Patrick McFall

5 Year ridership in 2017: Greg Stark, Kyle Kingrey, Daniel MacKinnon, Dennis Ogg, Lisa Barkley, Michael Lae, Tim Larson, Carl McPhail, Duane Vonalt, Kathryn Chenoweth, Mark Lombardi, Carol Giffin, Brian Hill, Jon Leydens, Rachel Murph, John Athanasiou, Maria Chaidez, Karen Hucke, & Sharon Little

With all best wishes for a joyous season and a very happy new year from all of us at VanGo.

We appreciate your business and wish you the best in the coming year.

### WEX Card Reminder

VanGo™ has seen a recent increase of people submitting

## 2017 Vanpool Rider Survey Results

The 2017 VanGo™ Annual Rider Survey results arrived on December 11<sup>th</sup>, and VanGo™ would like to extend a huge 'thank you' to all that participated. The Annual survey is an important metric for VanGo™ to track your satisfaction and the effectiveness of VanGo™ policies and procedures. Your feedback is important to VanGo™, both positive and negative. Your satisfaction is the soul of VanGo™ and your constructive suggestions open up ways for VanGo™ to improve.

All of us are humbled this year that our service level was rated the highest it ever has been. Thank you all for

personal receipts for gas purchased because the WEX card was mistakenly not placed back in the van after its use. While we recognize how this can happen we must ask that all who are using the card do ensure it is placed back into the van. The use of this card allows us to reclaim taxes paid on fuel and aids us in keeping our fares manageable. When we reimburse for fuel purchased we're unable to claim those taxes. **Please make special note that beginning with this notice VanGo™ will no longer reimburse for fuel purchased using a personal card.**

## Winter Ready

We all know Colorado weather can change from one minute to the next. Make sure your van is winter ready for the December snow storm-should it come. Ensure that you have a snow brush and the snow shovel in your van. We'd also recommend packing some snacks- protein bars are a great option-on the off chance you find yourself stuck for a while.

recognizing the hard work we put in to keep the program running and for answering your questions and issues promptly.

If you have any concerns that need immediate action please contact:

*Shane Armstrong (970)221-6859 or [sarmstrong@nfrmo.org](mailto:sarmstrong@nfrmo.org)*

## FOB Wording Added to Participation Agreement

Please make note of the additional language added to the VanGo™ participant agreement:

### Insurance and Risk of Loss

The Vanpool Coordinator and the applicable participants of a route, to the extent allowable by law, will be responsible for all loss of or damage to the Vehicle which results from:

- i. Leaving the Vehicle and failing to remove all keys (unless directly instructed to do so by VanGo™ related to maintenance or a breakdown);
- ii. Failing to close and lock all doors and windows;
- iii. Leaving the Vehicle parked in a parking lot or other location where it has been previously vandalized or damaged, or;
- iv. Otherwise contributing to the vandalism or theft of the vehicle.

## Winter Driving Tips

Accelerate and decelerate slowly. Slower acceleration is the best method for gaining traction and avoiding skids. Decelerating by shifting down, if your car is equipped, or letting off the accelerator sooner than normal will help reduce skids.

Adjust your speed to the conditions (and keep in mind this may mean an earlier start to make it to work on-time.)

Give other drivers more space. Stopping distance is greatly increased on snow and ice.

If you can keep moving, even if it's at a crawl, go this route to avoid needing to accelerate a start on a slick surface.

Don't stop going up a hill.

**CONTACT INFO**

Questions:

[Shane Armstrong](#)

VanGo™ Website:

[www.vangovanpools.org](http://www.vangovanpools.org)

VanGo™ Social Media



Pack a small emergency kit (i.e. snacks, blankets, etc.).

Gauge the conditions and recognize when your best choice is to stay off the roads.

North Front Range MPO /VanGo, 419 Canyon Avenue, Suite 300, Fort Collins, CO 80521

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