

Subject: Commuter Van Program fares increase April 1, 2013

2/5/2013

Dear Commuter Van Participant,

Beginning April 1, 2013, King County's Metro Commuter Van Program will increase fares for VanPool and VanShare for the first time since October 2008. Customers with metropool vehicles will also see a fare change.

Commuter Van Program fares cover 100% of the capital and operating costs and 25% of administrative costs. Since the last fare increase, more than four years ago, we have worked vigorously on your behalf to make your fare dollars go farther by driving down costs and increasing efficiencies in the following ways:

- Reducing maintenance costs by implementing a new preventive maintenance service schedule that extends service scheduling increments while maintaining vehicle reliability.
- Decreasing labor costs by adopting an online Vanpool Orientation Class for drivers and bookkeepers.
- Enhancing administrative efficiencies through fleet management software upgrades and expanded electronic marketing and communications.
- Keeping capital costs down through the competitive vehicle and service contract bid processes.
- Testing alternative fuel vehicles, such as piloting electric vehicles and plans to test propane, to help alleviate unpredictable fossil fuel prices and provide more transportation choices.

As a result of these and other cost-saving methods, we have been able to extend the time between fare increases and keep the 2013 increase to a minimum. Vanpoolers will experience an average increase of approximately 5%, or \$1.58 per week for a rider in a vanpool that travels 50 miles round-trip with five (5) other people. VanShare fares will increase to \$185 per group—for vanshare groups with minimum ridership, this will be \$2 per person, per month. Please visit us online to find your newest fare schedule at <http://metro.kingcounty.gov/tops/van-car/vpa/vanpool-accting.html>

Some fare increases may be more challenging than others. There are many ways you can reduce your vanpool fare, including adding riders to your van, reducing your mileage or merging with other groups. We encourage you to visit our website at <http://metro.kingcounty.gov/tops/van-car/vp-resources.html> to read our ***Tips for a Healthy Commuter Van*** for attracting more riders and lowering your fare.

We thank you for your continued participation and greatly appreciate your part in making King County's Commuter Van Program the largest and best publicly operated commuter van organization in the United States.

If you have questions, please contact the King County Metro Commuter Van Program at 206-625-4500 or by e-mail at vanpool.information@kingcounty.gov. Rideshare Operations Accounting Staff will also be contacting group Bookkeepers shortly to provide specific details regarding monthly reporting.

King County Metro Rideshare Operations
206-625-4500

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