



## VanGo Rider Registration Checklist & Forms

To set up VanGo reservations, all commuters must register by preparing the following information and emailing completed and signed forms to [VanGo@pacebus.com](mailto:VanGo@pacebus.com). **Please go over the forms carefully – missing details will cause a delay.**

### Riders:

- A rider application
- A rider agreement
- Credit card authorization form for billing purposes

Rider reservations are accepted only on the days when pre-registered drivers are scheduled.

Submit registration forms by email to Pace.

For questions, call Pace at 847-364-3964.



## **VANGO PILOT VEHICLE PROGRAM BASICS**

### **The VanGo Pilot Vehicle Program**

The Pace VanGo Pilot Vehicle Program (“Program”) provides an occasional last-mile/first-mile transit option for commuters traveling round trip between a Park-n-Ride facility (“Facility”) and their workplace in a corridor designated by Pace (“Corridor”).

Drivers and riders who participate in the Program more than two or three days per week are encouraged to instead participate in the Pace Feeder Vanpool Program and may call Pace Vanpool Services for more information about that program.

### **How the Program Works**

Pace-owned vehicles (“Vehicle(s)”) will be parked at designated parking spaces at the Facility.

**For Drivers:** A driver registered in the Program must contact Pace Vanpool Services by phone at (847) 364-3964 or by email at [vango@pacebus.com](mailto:vango@pacebus.com) between 8:00 a.m. and 4:30 p.m. Central Time Monday through Friday to reserve a Vehicle for the next day, except Vehicle reservations for a Saturday, Sunday, or Monday must be made prior to 4:30 p.m. on the Friday immediately preceding the Saturday, Sunday, or Monday. A reserved Vehicle may be used between 6:00 a.m. and 9:00 p.m. Central Time only. Pace Vanpool Services will confirm the reservation and email or text the driver a code and the assigned Vehicle number. The driver must enter the code into the keypad on the assigned Vehicle’s window. The code will unlock the Vehicle and the key locker inside the Vehicle. The driver will then be able to enter the Vehicle, take the key out of the key locker, start the Vehicle, and drive to the driver’s workplace in the Corridor. The driver may use the Vehicle for travel during lunchtime, provided the driver stays within 10 miles of the Facility. At the end of the driver’s workday, the driver must return the Vehicle to its designated parking space at the Facility, return the key to the key locker, and lock the vehicle.

**For Riders:** A rider registered in the Program must contact Pace Vanpool Services by phone at (847) 364-3964 or by email at [vango@pacebus.com](mailto:vango@pacebus.com) between the hours of 8:00 a.m. and 4:30 p.m. Central Time Monday through Friday to request transportation under the Program for the next day, except the rider must contact Pace Vanpool Services prior to 4:30 p.m. Central Time on the Friday immediately preceding the Saturday, Sunday, or Monday for which the rider is requesting transportation. The rider must arrive at the designated pick-up location at the designated time in connection with the rider’s transportation under the Program.

### **Eligibility**

Any person who wants to be a Vehicle driver in the Program must complete Pace’s driver application, sign Pace’s driver agreement, and:

- be 21 years of age or older; hold a valid, unrestricted (glasses or contact lenses are acceptable restrictions), and unexpired Illinois, Indiana, or Wisconsin driver’s license; and have held a valid U.S. driver’s license, without any breaks or suspensions, for at least three consecutive years immediately prior to the date of the driver’s Program application;
- have a safe driving record as determined by Pace;
- pass a physical and drug test;
- pass Pace’s driver training course; and
- have a valid Visa, Mastercard, or Discover credit card or debit card issued in the driver’s name.

Any person who wants to be a Vehicle rider in the Program must complete Pace’s rider application and sign Pace’s rider agreement.

**Vehicles**

2020 Ford transit 7-passenger Vehicles will be available in the Program. Each Vehicle will be equipped with technology that tracks vehicle location and that records video of activities occurring inside and outside the vehicle.

**Fare**

The round-trip fare is \$5.00. A driver who transports a Program-registered rider in the Vehicle during a trip will not be required to pay the fare for that trip.

**Vehicle Fuel and Maintenance**

Pace staff will fuel, wash, and maintain the Vehicles.



## VanGo Pilot Vehicle Program Rider Application

Please return completed VanGo Pilot Vehicle Program Rider Application to the designated Pace portal unless otherwise directed by a Pace Vanpool Services representative.

1. Name: \_\_\_\_\_  

Last
First
Middle Initial
2. Primary Residence Address: \_\_\_\_\_
3. How long have you resided at the address identified in 2? \_\_\_\_\_
4. Phone Numbers: Home: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_
5. Email Address: \_\_\_\_\_
6. Last Four Digits of Social Security Number: XXX-XX-\_\_\_\_ \_
7. Date of Birth: \_\_\_\_\_
8. Name of Current Employer: \_\_\_\_\_
9. Address of Current Employer: \_\_\_\_\_
10. Job Title at Current Employer: \_\_\_\_\_
11. Length of Employment at Current Employer: \_\_\_\_\_
12. If length of employment at Current Employer is less than two years, provide name of previous employer and length of employment at previous employer:  
 \_\_\_\_\_
13. Commuting Plans:
 

Origin:	Street Address	City	State	Zip Code
Destination:	Street Address	City	State	Zip Code

The above information is true and correct to the best of my knowledge. I understand that I must immediately give Pace, the Suburban Bus Division of the Regional Transportation Authority, ("Pace") written notice of any change to the above information while I am a rider in the Pace VanGo Pilot Vehicle Program ("Program") and that any misrepresentation or omission of any material fact is grounds for disqualification of my participation in the Program. I hereby authorize and permit Pace to verify any information contained in this VanGo Pilot Vehicle Program Rider Application ("Application") and to obtain my employment verification and credit history. I hereby acknowledge that a Pace-owned vehicle used in the Program may be equipped with technology that tracks vehicle location and that records video of activities occurring inside and outside the vehicle. I hereby release and hold harmless any party, which furnishes Pace with information and/or documentation in accordance with my authorization under this Application, from liability that might otherwise result from Pace's request for such information and/or documentation. I understand and acknowledge that under provisions of the Fair Credit Reporting Act, I may request a copy of my consumer report. I hereby authorize Pace to periodically obtain any of the documentation set forth above. I agree that a copy of this authorization has the same effect as the original. My typed name below will constitute my signature on this Application.

Rider Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## VanGo Pilot Vehicle Program Rider Agreement

This VanGo Pilot Vehicle Program Rider Agreement (“Agreement”) is between Pace, the Suburban Bus Division of the Regional Transportation Authority, an Illinois municipal corporation (“Pace”), and \_\_\_\_\_ (“Rider”).

Pace’s VanGo Pilot Vehicle Program (“Program”) provides an occasional last-mile/first-mile transit option for commuters traveling round trip between the \_\_\_\_\_ Park-n-Ride facility (“Facility”) and their workplace in the \_\_\_\_\_ corridor.

Rider wants to participate in the Program as a rider and be transported in a Pace-owned vehicle (“Vehicle”) by a Program-registered driver.

This Agreement establishes the rights and obligations of Pace and Rider in connection with the Program.

Pace and Rider agree as follows:

1. **Effective Date.** This Agreement is effective beginning on the date on which Pace signs this Agreement. If a party signs this Agreement but fails to date its signature, the date that the other party receives the signing party’s signature on this Agreement will be deemed to be the date that the signing party signed this Agreement.
2. **Term and Termination.** This Agreement will continue in full force and effect unless terminated by a party upon 15 days’ advance written notice to the other party. Notwithstanding the foregoing, Pace may immediately terminate this Agreement:
  - a. if Rider fails to comply with this Agreement and/or any manuals, policies, procedures, standards, or requirements established by Pace in connection with the Program;
  - b. if Rider disrupts or interferes Program operations;
  - c. if the Program is terminated; or
  - d. for any other or no reason.
3. **General Rider Requirements.** Rider must:
  - a. cooperate with Pace regarding Rider’s participation in the Program;
  - b. contact Pace Vanpool Services between the hours of 8:00 a.m. and 4:30 p.m. Central Time Monday through Friday to request transportation under the Program for the next day, except Rider must contact Pace Vanpool Services prior to 4:30 p.m. Central Time on the Friday immediately preceding the Saturday, Sunday, or Monday for which Rider is requesting transportation;
  - c. pay a \$5.00 fare to Pace for each round trip that Rider takes under the Program (Pace will bill Rider monthly);
  - d. comply with all manuals, policies, procedures, standards, and requirements established by Pace in connection with the Program;
  - e. arrive at the designated pick-up location at the designated time in connection with Rider’s transportation under the Program; and
  - f. wear a seatbelt when riding in a Vehicle.
4. **Guaranteed Ride Home.** If the Vehicle driver is unable to transport Rider from Rider’s workplace to the Facility, Rider may take a taxi or use public transportation or a rideshare company (*e.g.*, Uber and Lyft) to provide that transportation. In such event, Pace will reimburse Rider for the cost of that transportation within 30 days after receipt of an invoice and documentation substantiating the invoice from Rider, subject to an annual maximum reimbursement of \$125.00.
5. **Vehicle Ownership.** The Vehicle is and will remain the sole property of Pace. Rider shall not assert any claim to or otherwise affect Pace’s ownership of the Vehicle.
6. **Use of Information.** Rider acknowledges that Rider’s participation in the Program constitutes Rider’s consent for Pace to share Rider’s name, phone numbers, email address, and workplace location with a Program-registered driver who has agreed to transport Rider in the Vehicle.

7. **Insurance.** Pace shall maintain automobile liability and physical damage insurance for the Vehicle within the scope of the Program and may deny, withhold, or otherwise reserve its rights to extend such insurance coverage in the event of Rider's violation of this Agreement or any manuals, policies, procedures, standards, or requirements established by Pace in connection with the Program.

Except as otherwise provided in paragraph 4, Pace will not be responsible to Rider for any loss of income, inconvenience, or other damage sustained by Rider as a result of an interruption or termination of Program services. Neither Pace nor its insurance carrier(s) will be responsible for any property lost, stolen, or damaged in or from the Vehicle.

8. **Indemnification.** Rider shall indemnify, hold harmless, and defend Pace, the Regional Transportation Authority, and their respective directors, officers, employees, and agents (collectively "Pace Parties") from and against all liability (including third-party liability), injuries, losses, damages, claims (including workers' compensation claims), suits, payments, settlements, judgments, demands, awards, costs, and expenses, including reasonable attorneys' fees, arising out of or resulting from Rider's intentional or negligent acts or omissions. Rider forever releases, waives, and discharges the Pace Parties from, and covenants not to sue the Pace Parties for, any liability, injuries, losses, damages, claims, suits, payments, settlements, judgments, demands, awards, costs, and expenses, including reasonable attorneys' fees, which may be incurred by Rider, arising out of or resulting from Rider's participation in the Program. This paragraph is binding upon Rider and Rider's spouse, heirs, representatives, executors, administrators, and successors.

9. **Compliance with Laws.** Pace and Rider shall comply with all local, state, and federal laws, statutes, ordinances, rules, and regulations applicable to this Agreement, including Title VI of the Civil Rights Act of 1964 and 49 C.F.R. part 21 (Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964).

10. **Independent Relationship.** Rider is not an employee, agent, joint venturer, or partner of Pace. Nothing in this Agreement will be construed as creating an agency, partnership, joint venture, or any other relationship between Rider and Pace, and Rider shall not act on behalf of or bind Pace in any manner.

11. **Notice.** Any notice under this Agreement must be in writing and must be given in the following manner:
- a. by personal delivery (deemed effective as of the date and time of delivery);
  - b. by commercial overnight delivery (deemed effective on the next business day following deposit of the notice with a commercial overnight delivery company);
  - c. by registered or certified mail, return receipt requested, with proper postage prepaid (deemed effective as of the third business day following deposit of the notice in the U.S. mail); or
  - d. by email with delivery receipt requested (deemed effective as of the date and time indicated on the receipt confirming delivery, except the effective date and time will be 8:00 a.m. on the next business day after delivery of the notice if the receipt shows delivery during non-business hours).

The notice must be addressed as follows or to such other address as either party may specify in writing:

If to Pace:

14539 S. Depot Drive  
Plainfield, IL 60544  
Attention: Supervisor of Vanpool Services  
Email Address: pacevanpool@pacebus.com

If to Rider:

Address and email address identified  
on Rider's signature block of this  
Agreement

12. **Governing Law, Jurisdiction, and Venue.** This Agreement will be governed by and construed in accordance with the laws of the State of Illinois without regard to principles of conflicts of law, and Pace and Rider shall submit to the exclusive jurisdiction and venue of the Circuit Court of Cook County, Illinois, Third Municipal District, in Rolling Meadows, Illinois for any dispute arising out of or related to this Agreement.

13. **Waiver.** Failure of a party to exercise any right or pursue any remedy under this Agreement will not constitute a waiver of that right or remedy.

14. **Assignment.** No party may assign, delegate, or otherwise transfer all or part of its rights and obligations under this Agreement.

15. **Amendment.** Pace may change, amend, or modify this Agreement and any of its manuals, policies, procedures, standards, requirements, fees, charges, fares, and/or forms relating to the Program upon 30 days' advance written notice to Rider.

16. **Entire Agreement.** This Agreement, including any exhibits and the introductory recitals, which are hereby incorporated into and made a part of this Agreement, constitutes the entire agreement between Pace and Rider and supersedes any prior written or oral understandings, agreements, or representations between Pace and Rider that may have related in any way to the subject matter of this Agreement, and no other written or oral warranties, inducements, considerations, promises, representations, or interpretations, which are not expressly addressed in this Agreement, will be implied or impressed upon this Agreement.

17. **Conflict.** In the event of a conflict or ambiguity between the terms and conditions of this Agreement and any exhibit to or document incorporated into and made a part of this Agreement, the terms and conditions of this Agreement will control.

18. **Survival.** Any provision of this Agreement that imposes an obligation after termination or expiration of this Agreement will be deemed to survive termination or expiration of this Agreement.

19. **Severability.** If any provision of this Agreement or amendment thereto is held invalid or unenforceable by an Illinois court of competent jurisdiction, that provision will be deemed severed therefrom, and the remaining provisions will remain in full force and effect.

20. **Force Majeure.** Neither Pace nor Rider will be liable for failure or delay in performing any obligations under this Agreement if the failure or delay is caused by or results from causes beyond the reasonable control of and without the fault or negligence of the affected party.

21. **Counterparts.** This Agreement may be executed in counterparts, each of which when so executed and delivered will be deemed to be an original and all of which when taken together will constitute one and the same agreement.

22. **Electronic Signatures.** This Agreement may be executed through the use of electronic signatures. The typed name of a signatory to this Agreement constitutes that signatory's electronic signature on this Agreement. Electronic signatures and signatures scanned and transmitted via email will be deemed original signatures for purposes of this Agreement.

Rider and Pace have caused this Agreement to be executed on the dates indicated below.

**RIDER**

**PACE**

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature of Authorized Signatory

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
City, State, and Zip Code

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Cell Phone Number

\_\_\_\_\_  
Work Phone Number

\_\_\_\_\_  
Email address

\_\_\_\_\_  
Date

## Automatic Payment Plan Application and Change Form for Pace VanGo

I hereby authorize Pace and credit card institution designated to begin deductions for Automatic Payment Plan payments. I understand my Automatic Payment of the billing amount will be made on the 24th of each month.

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Name of Financial Institution/Credit Card Company

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Account #†

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CVV Code

(3-digit security code)

Credit Card:  Visa

MasterCard

Discover

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Expiration Date (Month/Date)

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Name as it appears on credit card

### Agreement

I understand that it is my responsibility to notify Pace of any changes to my credit card. This agreement will remain in effect until Pace has received written notification from me of termination in time to allow Pace and the credit card institution reasonable opportunity to act upon it, or until Pace or the credit card institution has sent me written notice of termination of this arrangement.

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Your Signature

Date

---

Your Name -- please print

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Address

---

City, State, Zip

Vanpool Account Number: \_\_\_\_\_

**Your application will be processed effective the first day of the next billing statement cycle.  
Your monthly statement will indicate when Automatic Payment begins.**



## VANPOOL CREDIT CARD PROCESSING

### TERMS AND CONDITIONS

Customer statements will be issued on or around the 9th of each month. The main payment cycle for credit card will occur on the 24th of each month. If this date falls on a weekend, then you may see the payment reflected on your account statement on the next business day.

Changes to credit card accounts, as well as requests to cancel a credit card should be submitted to your Vanpool representative as soon as possible. Changes to credit card will be limited to one change every three months. Updates to credit card expiration dates can be made at any time.

#### **Credit Card Processing**

Pace uses Chase Paymentech as its provider for credit card processing. The main payment cycle will occur on the 24th of each month. If the credit card is declined during that main payment cycle, an attempt will be made again to collect the payment four business days following the initial payment cycle. If payment is declined a second time, one more attempt will be made four days business days later. If the payment is declined during the third attempt, your credit card payment method will be removed and you will be required to pay your statement balance via check or money order. You will not be able to elect credit card for a three month period.