



Vanpool Incentive Program (VIP) Rider Application

Please return completed Vanpool Incentive Program (VIP) 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. Social Security Number: ____ - ____ - ____
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 Vanpool Incentive Program (“VIP”) and that any misrepresentation or omission of any material fact is grounds for disqualification of my participation in the VIP. I hereby authorize and permit Pace to verify any information contained in this Vanpool Incentive Program (VIP) Rider Application (“Application”) and to obtain my employment verification and credit history. I hereby acknowledge that a Pace-owned vehicle used in the VIP 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.

Rider Signature: _____ Date: _____



Vanpool Incentive Program (VIP) Rider Agreement

This Vanpool Incentive Program (VIP) Rider Agreement (“Agreement”) is between Pace, the Suburban Bus Division of the Regional Transportation Authority, an Illinois municipal corporation (“Pace”), and _____ (“Rider”).

The Pace Vanpool Incentive Program (“VIP”) connects individuals who live near each other and have similar travel patterns or work hours to form a vanpool using a Pace-owned vehicle (“Vehicle”).

Rider wants to participate in the VIP as a rider and be transported in a Vehicle by a VIP-registered driver.

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

Pace and Rider agree as follows:

1. **Effective Date.** This Agreement is effective beginning on the date on which Pace signs this Agreement (“Effective Date”). 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 remain in effect for a minimum of 30 days following the Effective Date and will thereafter 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 policies, procedures, standards, or requirements established by Pace in connection with the VIP, including those in the Pace Traditional Vanpool Program Operation Manual (“Manual”), which Rider acknowledges receiving and which is incorporated into and made a part of this Agreement;
- b. if Rider disrupts or interferes with VIP operations;
- c. if the Program is terminated; or
- d. for any other or no reason.

3. **Fare.** Rider shall pay the applicable monthly VIP fare and fare surcharge to Pace no later than the last business day of the month preceding the month for which that fare and fare surcharge are due; provided, however, Rider’s employer may agree to pay all or a portion of that fare and fare surcharge pursuant to a separate agreement with Pace.

If Rider fails to pay the applicable monthly VIP fare and fare surcharge to Pace for two consecutive months, Pace will include a written notice with Rider's next monthly statement. That notice will provide that Pace will suspend Rider's riding privileges in the VIP if Rider does not pay the entire amount shown on the statement to Pace by the last business day of the month in which the notice was sent. If Pace does not receive that payment within the time prescribed, Pace will suspend Rider's riding privileges in the VIP and drop Rider from the vanpool's roster. Pace may reinstate Rider's riding privileges in the VIP if a vacancy exists in the Vehicle and Rider has paid to Pace: all outstanding applicable monthly VIP fares and fare surcharges, the applicable monthly VIP fare and fare surcharge due for the next month, and a \$25.00 non-refundable reinstatement fee. Rider will be obligated to pay a \$25.00 returned check fee to Pace if any of Rider's checks tendered to Pace fail to clear the bank or are returned unpaid for any reason.

4. **General Rider Requirements.**

- a. Rider must:
 - i. cooperate with Pace regarding Rider's participation in the VIP;
 - ii. comply with all policies, procedures, standards, and requirements established by Pace in connection with the VIP, including those in the Manual, and all vanpool-related guidelines established by a majority of the vanpool's participants to the extent such guidelines do not conflict with any of those policies, procedures, standards, and requirements;
 - iii. show Rider's Monthly Vanpool Pass to the vanpool's driver before entering the Vehicle;
 - iv. notify the vanpool's primary driver and back-up driver(s) as soon as practicable in advance of Rider's absence from the vanpool (Rider will not receive a refund of or credit for any applicable VIP fare and fare surcharge due to such absence);
 - v. help keep the Vehicle clean and free from litter and garbage;
 - vi. wear a seatbelt when riding in the Vehicle; and
 - vii. find alternative transportation when all the vanpool's drivers are unavailable (Rider will not receive a refund of or credit for any applicable fare and fare surcharge in such instances).
- b. Pace may establish additional VIP rider-related policies, procedures, standards, and requirements through the issuance of bulletins, manuals, or handbooks, which will be deemed incorporated into and made a part of this Agreement.

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 VIP constitutes Rider's consent for Pace to share Rider's name, phone numbers, email address, and workplace location with a VIP-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 VIP 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 policies, procedures, standards, or requirements established by Pace in connection with the VIP, including those in the Manual.

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 VIP 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 negligent or intentional 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 VIP. 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 other policies, procedures, standards, requirements, fees, charges, fares, and/or forms relating to the VIP 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. Electronic signatures and signatures scanned and transmitted via email will be deemed original signatures for purposes of this Agreement.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK.
SIGNATURE PAGE FOLLOWS.]

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

I hereby authorize Pace and the financial/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.

Name of Financial Institution/Credit Card Company

Account #†

Routing #

CVV Code

(3-digit security code)

Account Type: Checking (enclose a voided check)

↑

Credit Card

Circle One:

Visa

MasterCard

Discover

Electronic Transit Benefit Card

Circle One:

Visa

MasterCard

Discover

Monthly Amount Elected \$ _____

Expiration Date (Month/Date)

Name as it appears on credit card

Address of Bank (if checking)

City, State, Zip of Bank (if checking)

Agreement

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

Your Signature

Date

Your Name -- please print

Address

City, State, Zip

Vanpool Account Number: _____

Driver paying for a seat

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

VANPOOL CREDIT CARD AND ACH PROCESSING
(including Electronic Transit Benefit Cards)

TERMS AND CONDITIONS

Customer statements will be issued on or around the 9th of each month. The main payment cycle for credit card and ACH payments 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.

Requests to begin using a credit card, bank account or electronic transit benefit card for your primary payment method will be implemented at the next statement cycle. You will need to complete the current statement cycle and pay that balance by check. After that current statement cycle is completed, your statements will indicate that your balance will be paid by credit card or ACH so you will know that the change has gone into effect.

Changes to credit card accounts or bank accounts as well as requests to cancel a credit card or ACH processing should be submitted to your Vanpool representative as soon as possible. Your account will be updated to reflect a payment method of check and the next monthly billing statement will reflect this change. After making a request to cancel credit card or ACH processing, there will be a three month waiting period before you can elect a credit card or ACH payment method again. Changes to credit card or bank accounts will also 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 or ACH processing for a three month period.

ACH Processing

Pace uses Chase Paymentech as its provider for ACH processing. The main payment cycle will occur on the 24th of each month. If the payment is declined for non-sufficient funds ("NSF") during that main cycle, an attempt will be made to collect the payment again four business days following the initial payment cycle. If payment is returned a second time for non-sufficient funds, one more attempt will be made to collect the payment four business days later. If the payment is denied due to non-sufficient funds during the third attempt, your bank account will be removed as your primary payment method and you will be required to pay your statement balance via money order. You will not be able to elect credit card or ACH processing for a three month period. You will be assessed a \$25 NSF fee whenever payment is declined during the first attempt. This NSF fee will be charged even if the payment is collected later during a second or third attempt.

Electronic Transit Benefits

Electronic Transit Benefits include commuting benefit amounts that are loaded on a prepaid debit card by an authorized administrator. When completing the above application, indicate the monthly amount elected. If your fare exceeds the amount you elected to have available on your card, then your card will decline unless Pace is made aware of the card limit. If you make changes to the amount you elect for your commuting benefit, then you must notify your Vanpool representative immediately.

Electronic Transit Benefit cards will be processed like a credit card. 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 electronic transit benefit card 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 this method again for a three month period.

Refund Policy

Pace will authorize a refund of prepaid Vanpool fares to a customer, provided the customer (a) gives Pace a 15-day advance written notice of the date on which the customer's participation in Vanpool will terminate and (b) does not owe an outstanding balance to Pace. Authorized refunds will be prorated from the termination date through the last day of the last month for which the customer prepaid Vanpool fares and will be issued to the customer in the form of a credit for payments made by credit card or prepaid debit card or in the form of a check for payments made by ACH.