

# FREQUENTLY ASKED QUESTIONS



Arrive to work on time and in a better state of mind with an affordable, comfortable and controlled transportation solution.



## How much does **COMMUTE with Enterprise** cost?

Our monthly costs depend on the vehicle type and the distance you travel. Everyone in the vanpool splits the costs for rent and fuel. Costs may be offset by Transit Agency or employer subsidies or through pre-tax payroll deduction programs. Ask your Commute rep for available options in your area.

### What does Commute cost include?

- ✓ A recent-model van, SUV or crossover
- ✓ Comprehensive maintenance program
- ✓ 24/7 roadside assistance
- ✓ Insurance & physical damage protection

Additional expenses may include fuel, parking, and toll fees. Car washes and disinfection services are available to commuters for special rates through Spiffy, where available.

### Where do I get picked-up?

Vanpoolers agree on the most convenient places to meet or pick-up locations along the route to work. We suggest choosing a central location by your home in a safe and well-lit area near public transportation.

### What happens if I can't join a ride for unexpected reasons?

In case of emergencies or unplanned overtime, we'll help you coordinate a ride with the Guaranteed Ride Home program available in your area.

### How flexible is the ride schedule?

We will connect you with coworkers who share the same work shifts (day or night) to help ensure your ride matches your work schedule.

### What kind of vehicle do I get?

Choose from Enterprise's wide selection of reliable recent-model SUVs, crossovers and vans that fit the size and preferences of your crew. All vehicles have low mileage, spacious interiors with plenty of legroom, flexible seating, safety and security features. We also offer upgrade options to boost comfort and productivity.

### Do I have to lease or buy the vehicle?

No long-term commitment is required. Our vehicles are rented on a month-to-month basis, which means you can cancel anytime.

### How reliable is my ride and who handles vehicle maintenance?

We take care of both minor and major repairs, as well as comprehensive maintenance. With more than 80,000 service partners, we'll help you locate a maintenance shop that's convenient for you. Just call 800 VAN 4 WORK for roadside assistance and we'll help ensure your crew gets back on the road, and provide a replacement vehicle at no cost to you.



## How clean and safe is the ride?

You will ride to work every day in a contained and controlled environment with people you know and trust. We'll help by providing all new vanpools with a **Complete Clean Starter Kit** plus tips for sharing the responsibility of vehicle cleaning with your fellow riders.

## Ready to Commute with Enterprise?

Your Local Enterprise Rep Has Your Back.