

Carpool

Questions & Answers

This document answers common questions about the Health Care Commuter platform, carpooling benefits, parking eligibility, and usage guidelines for hospital staff. Misuse of the Health Care Commuter program may result in revoked parking privileges.

Carpool Basics

Q: What is carpooling?

Carpooling is a commuting arrangement where two or more individuals share rides to and from a common destination. It helps reduce transportation costs, traffic congestion, and environmental impact.

Q: Why should I consider carpooling?

Carpooling offers several benefits:

- 50% discount on parking (with verified trips)
- Designated carpool parking stalls
- Access to HOV lanes and reduced traffic
- Improved well-being and reduced commuting stress
- Lower environmental impact

About HealthCareCommuter.com

Q: What is HealthCareCommuter.com?

Health Care Commuter is a secure online platform and mobile app that connects hospital staff to find carpool partners. You can:

- Sign up via the website or app (iOS/Android)
- Enter your origin and worksite to match with nearby commuters
- Choose your preferred carpool schedule
- View Translink schedules in real time
- Apply for the Transit Incentive Program
- Find information on other Transportation Demand Management & Commuter Services (TDMCS) programs

Q: Who can use the platform?

All hospital-affiliated personnel, including:

- Health Authority Staff

- Medical Staff
- Foundation Staff
- Research Staff
- Students

Q: Is the app public?

No. It's only accessible within trusted corporate networks and is intended for staff use only.

Q: What if I don't have a Health Authority email?

Email CommuterServices@fraserhealth.ca for help creating an account.

Q: How much does it cost to use the app?

The app is free to download and use for all eligible staff.

Carpool Logistics

Q: Who drives in a carpool?

You can register as a driver, passenger, or both. You can change your preferences anytime.

Q: How do I get started?

1. Sign up on the website or app
2. Enter your origin and worksite
3. Match with commuters
4. Choose your carpool schedule

Q: What are some tips for successful carpooling?

- Meet your carpool partner beforehand
- Share contact info and travel plans
- Agree on routes, schedules, and wait times
- Decide on cost-sharing and driving rotation
- Set ground rules (e.g., food, scent-free, side trips)
- Keep the car clean, fueled, and safe

Parking & ePermit Information

Q: How do I pay for carpool parking?

With the exception of Central City, all carpoolers must pay through the HangTag portal.

Accepted payment methods include:

- Existing ePermits (Daily Pay, Payroll Deduction, etc.)
- Carpool Parking Pass (50% discount via credit card)

- For Central City, email commuterservices@fraserhealth.ca for a discount code and instructions

Q: How do I qualify for a discounted carpool ePermit?

- Complete **one (1)** verified carpool trip to apply
- Maintain **five (5)** verified trips per month to retain eligibility
- Log trips via the Health Care Commuter app or website
- Only trips from home (origin) to worksite count as a valid carpool
- If eligibility cannot be met, you may revert to your previous ePermit without penalty

Q: What are the carpool parking guidelines?

- Schedule trips the day before to ensure successful license plate validation
- Parking is first-come, first-served
- Carpool stalls may only be used on **active carpool days** (trips from home (origin) to worksite)
- On non-carpool days, you may park in mixed-use or staff stalls using your carpool ePermit