



## Victor Valley Transit Authority Vanpool Program Frequently Asked Questions for Existing Vanpools

For More Information Visit VVTA's [website](#)

E-Mail VVTA at [vanpool@vvta.org](mailto:vanpool@vvta.org)

Call VVTA at 760.995.3561

Thank you for participating in the Victor Valley Transportation Authority (VVTA) Vanpool Program. This Program will help save you money, reduce your stress while you commute, as well as relieve traffic congestion and air pollution in the Inland Empire.

The following are questions that may arise once you have started your vanpool and we trust that the responses are clear and helpful. Note that all Program responsibilities and communication with VVTA, require the Participant to log onto [www.iVanpool.org](http://www.iVanpool.org) and input data or update your current vanpool information. iVanpool is VVTA's online, web-based application and reporting system for the Vanpool Program. Should you not have access to a computer and the internet, or have any questions, feel free to visit the VVTA Vanpool [website](#) at [www.vvta.org/vanpool](http://www.vvta.org/vanpool) or contact VVTA at [vanpool@vvta.org](mailto:vanpool@vvta.org).

***Q1. I have applied, have a lease, have passengers and have started my vanpool. What are VVTA's requirements for my vanpool to receive the monthly vanpool subsidy? What are my responsibilities to the Program?***

A1. There are a few requirements that are outlined in the detailed **Vanpool Program Guidelines** available on VVTA's [website](#). The major requirements include the following:

- a. You must continue to be the **leaseholder** of the vanpool. If this role changes at some point, [contact](#) VVTA immediately.
- b. In short, your responsibility includes in addition to the points below, updating the information contained within iVanpool and submitting monthly logs and reports. If you want to designate a member of your vanpool to serve as an **Alternate Vanpool Administrator**, you may designate him/her as that role in the passenger list section on iVanpool. When designated, VVTA will email that individual a link to enroll to create a username and password, and have access to the online reporting function.
- c. Collect **fares** from all vanpool participants and maintain your van lease and requirements from your Leasing Agency.
- d. Ensure that your vanpool continues to meet **program requirements**, as outlined by the Participation Agreement that you signed and submitted through iVanpool, at the time of your Vanpool Application. Critical requirements include, but are not limited to: the vanpool is used to commute to and from work traveling a minimum 30 mile round trip, a minimum 70% occupancy average throughout a calendar month period, the vanpool continue to be open to the public and continue to be leased from one of the VVTA-approved leasing agencies, and the driver of the vanpool is a volunteer and a participant.
- e. The vanpool route must maintain its origin or a destination within the **greater Victor Valley** area - which is defined as the geographic boundaries of the Cities of Adelanto, Barstow, Hesperia, Victorville, the

Town of Apple Valley, as well as all surrounding communities in the High Desert area of San Bernardino County.

- f. **Updating or Changing Vanpool Passengers, Schedule and Other Information.** When you applied to the VVTA Vanpool Program, you provided VVTA with a variety of information about your vanpool: names and contact information of your passengers, specific pick up and drop off locations by passengers, weekly schedule and Primary Driver/Alternate Coordinator delegation. If there are any changes to any of the information that you submitted to VVTA during the application process, VVTA requires that you update this information on iVanpool within **five (5) business days** after the change(s) take place. Types of change(s) that a Participant must update through [iVanpool](#), include:

1. Participant contact information, e-mail, phone or employment;
2. Pickup and drop off location additions/deletions/changes, by Passenger;
3. Schedule changes, such as departure and arrival times, days of the week the vanpool operates or any variances week to week;
4. Passenger changes, including new or departing passengers; and/or
5. Changes in your Partner Leasing Agency; and/or
6. Changes to the Primary Driver or Alternate Vanpool Administrator.

Ensuring that this information is up to date is critical, as it feeds into the monthly log/report that you are responsible to completing at the end of each month (see Section 1.g below). If the information contained in iVanpool is not accurate and up to date, then you will have to stop your logging/reporting process and update this information before you can proceed. Failure to comply with this obligation may result in the termination of your vanpool's subsidy.

- g. **Participant Monthly Logging/Reporting:** You are required on a monthly basis to submit statistics and other information to VVTA about your vanpool commute. Since the information contained in iVanpool has detailed routing and passenger information, the following is what is required each month for your logging/reporting:

1. Select which passengers within your passenger list, vanpooled to work that day and from work. You can select all and then uncheck which passengers did not commute. On this log/report, iVanpool provides a weekly view for each month. You may update it daily, weekly or at the end of the month. Should the passenger list no longer be accurate, go back into iVanpool and update the pick up and drop off location, and/or the passenger list as needed.
2. iVanpool also pre-populates each day, the total miles the vanpool has driven and estimated time, based on the information you submitted to iVanpool. You have the option to update this information each day, or use the default data provided. Should the information no longer be accurate, go back into iVanpool and change the schedule time or the total miles travelled each day by the vanpool.
3. At the end of the month, gather all out of pocket costs that the vanpool incurred. Enter those dollar amounts into the iVanpool

reporting module. These costs include, but are not limited to: fuel, oil/fluids, car washes, repairs (paid for by the passengers), toll fees and so on. Even if these costs are subsidized by your employer, you must tally and include them at the end of the month.

4. Record your final odometer reading, on the last day the vanpool commuted from work to home. Do not use any decimals, whole numbers only.

You will have a chance to review the information, and iVanpool will perform some error checking as well. When complete, hit “submit”. This log/report must be complete, accurate and submitted through iVanpool, by no later than **5:00 pm., on the 5<sup>th</sup> day** of the following month. For example, the November 2013 monthly Report (which covers November 1 through 30, 2013) is due by no later than December 5, 2013 by 5:00 p.m. If the deadline falls on a day off or on a weekend, it is still your responsibility to ensure the report is complete and submitted by the deadline. If the report is due and you do not have immediate access to a computer or the internet, [contact](#) VVTA immediately.

**Q2. My van size was reduced earlier in the month; however, when I submit my report information, the van size is no longer accurate and iVanpool says I have not met the minimum occupancy requirements. Help!**

A2. Your leasing agency (either Enterprise Rideshare or vRide) provides that information to VVTA and they may have not yet updated iVanpool. Please complete your report/log, submit, and [email](#) VVTA immediately of this discrepancy. VVTA will contact your vendor and ensure that the information is corrected, and VVTA will notify you when it has been corrected.

**Q3. I have a few empty seats in my van, but the van is 70% filled. The riders in our vanpool do not want to accept any other passengers - do we have to?**

A3. VVTA advertises your vanpool route and empty seats on public agency websites (this is a Federal requirement). Therefore, should a rider request to fill an empty seat, you must accept that rider and you cannot discriminate who gets accepted into the van. Be aware that your passengers could pay less if these empty seats are filled.

**Q4. We have a seat available in our van and we want to fill it. We don't want to make any additional stops and are waiting until someone from our immediate worksite wants to ride. Do we have to accept new riders from other employers and worksites, located along our route?**

A4. If this new passenger is easily picked up at the home end, or dropped off at your work end on your current “normal” route and stops, you must give him/her the opportunity to join the vanpool, even if this passenger does not work at your employer or worksite. However, if this new passenger requires that the vanpool make an additional stop in the middle of your commute route, or requests that the commute route deviates dramatically at the origin or destination, then you do not have to accept this new passenger.

**Q5. My employer is the leaseholder with the Vanpool Partner Agency. We have a seat available in our van and we want to fill it – are employees from other agencies permitted to participate on our employer-leased vanpool?**

A5. Yes, you must permit this passenger to join the vanpool, if this new passenger is easily picked up or dropped off on your current “normal” route. This was clearly spelled out in the Participation Agreement that your employer signed with VVTA, as the vanpool is considered “public” and upon request must be available to employees of other employers. However, if this new passenger requires that the vanpool make an additional stop in the middle of your commute route, or requests that the commute route deviates dramatically at the origin or destination, then you do not have to accept this new passenger.

**Q6. What do I do if my van has seats available and needs passengers, especially to meet the 70% VVTA occupancy requirement?**

A6. [Contact](#) VVTA immediately and request assistance in filling empty seats. In addition, you may elect to do your own advertising on the internet, at your employer worksite or nearby employers. Also talk to your Leasing Agency as they may have been contacted by interested participants in your area as well who could also join your vanpool.

**Q7. My employer pays for the balance of the cost of the vanpool after VVTA provides the subsidy. It has been my employer’s policy to only accept their own employees as passengers. Can we continue this policy?**

A7. Your employer may subsidize empty seats, however, the policy to accept only your employer’s employees cannot continue. If you are accepting the VVTA Vanpool Program subsidy, the program guidelines and requirements are governed by Federal rules and regulations, which state that the vanpool has to be considered “public” and any person wanting to join a vanpool can do so. You cannot discriminate if the potential rider can easily be picked up and dropped off along your “normal” commute route.

**Q8. I was contacted by a person who wants to join our vanpool, but he/she has a disability, what do I do?**

A8. The Program’s Partner Leasing Agencies have ADA accessible vehicles available for all vanpool groups. If there is a vacancy in a vanpool and a person with a disability applies for a seat, the vanpool and your Vanpool Leasing Agency must make accommodations for the individual to become a vanpool member.

**Q9. What do I do if our vanpool route has changed, we have passengers leave the vanpool or I have new passengers?**

A9. Refer to A1 above, Section f. VVTA require that this information be updated in iVanpool within five (5) business days of the change. Also, if this change occurs during the month, ensure that iVanpool is updated so that your monthly logging and reporting is accurate and without errors. Also, ensure that with all passenger changes, your vanpool still meets the 70% occupancy requirement. Should you have a new Primary Driver, that individual must also have access to [iVanpool](#) (a username and password), so that he/she may review and submit to VVTA the **Participation Agreement**.

**Q10. My leasing agency has provided me with a new van. Do I need to do anything?**

A10. As long as your passengers and vanpool route are the same, you do not need to do anything. Your Leasing Agency will submit this update into iVanpool

with the new information and VVTA will review and the change. When you complete your monthly log/report, ensure that the vehicle number is correct (it will be pre-populated on your monthly log). VVTA uses the most recent vehicle ID when compiling the monthly logs/reports. If the vehicle number is not correct, [contact](#) VVTA immediately. Note that even though you receive a new vehicle ID from your Leasing Agency, the VVTA vanpool number is the same; this number follows the vanpool route as long as you continue to receive a VVTA subsidy.

***Q11. I terminated my agreement with my old Leasing Agency and have entered into an agreement with a new Leasing Agency. Do I need to re-apply to the program to continue to receive the VVTA Subsidy?***

A11. As long as your new Leasing Agency is one of the two VVTA approved Agencies ([Enterprise Rideshare](#) and [vRide/VPSI](#)), you do not need to re-apply to the VVTA Program. You must, however, log onto iVanpool and change your Leasing Agency. When you input your monthly log/report into iVanpool, ensure that the new information is accurate (vehicle ID). Should there be a discrepancy, [contact](#) VVTA immediately. Note that although you receive a new Van ID from your new Leasing Agency, the VVTA vanpool number remains the same – this number follows the vanpool route as long as you continue to receive a subsidy from VVTA. However, if the new Leasing Agency is not a VVTA approved leasing agency, you must then withdraw from the VVTA Vanpool Subsidy Program as outlined in Q12 below.

***Q12. For several reasons, I can no longer be the leaseholder/coordinator of the vanpool, and I must end my vanpool - what do I do?***

A12. That is too bad; however, VVTA encourages you first to speak with the vanpool participants, your Partner Leasing Agency and your employer commuter representative, to see if:

1. Any of the participants can continue the vanpool and enter into a lease;
2. Perhaps they are aware of a new participant to continue the vanpool lease;
3. If there is a someone interested in taking on the lease, is he/she qualified; and
4. Is he/she qualified to submit an application for the VVTA Vanpool Subsidy.

If this is possible and should there be a new lease and a leaseholder (even if the vanpool participants and route is unchanged), [contact](#) VVTA for further instructions. Should the vanpool disband altogether, please [contact](#) VVTA immediately for next steps. When this occurs, the last day of participation in the VVTA Vanpool Program may occur at any day throughout the month, and VVTA will prorate the subsidy amount provided to the Partner Leasing Agency; however, the final subsidy is dependent on the Participant submitting a final log/monthly report for the period the vanpool participated during that final month. Should this log/report not be submitted, then VVTA will suspend a final subsidy payment to the Partner Leasing Agency.

Hopefully, this document answers some questions you may have had or may have in the future. Please feel free to [contact](#) VVTA should you have policy issues. We truly want the Vanpool Program to continue to be a huge success – and thank you in advance for your cooperation and participation. Happy commuting!!!