



Victor Valley Transit Authority Vanpool Program Step-by-Step Guide to Program Participation

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

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This document provides VVTA Vanpool Program Participants with a Step-by-Step Guide to fulfilling the requirements and responsibilities that Program participation necessitates. This only applies to those individuals who have VVTA approval to being the program, with a monthly subsidy amount and a start date. If you have not received VVTA approval, or have yet to apply to the Vanpool Program, then visit the VVTA [website](#) today. In addition to the online application process, there are a variety of helpful documents to assist you: the Vanpool Application Step-by-Step Guide, the Frequently Asked Questions (FAQs) for Interested Participants and the Vanpool Program Guidelines.

If you have been approved and are happily vanpooling, read on for participation instructions, including monthly logging/reporting duties and how to update your vanpool should there be passenger or scheduling changes. These activities require the Participant to log onto 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 <http://www.vvta.org/vanpool> or email VVTA at vanpool@vvta.org.

1. **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:

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

Only update the sections in iVanpool where you have changes. Should you have a change to your lease (new vehicle, change in the lease amount), your Leasing Agency will notify VVTA of these changes. 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 2 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. If you are unable to update your vanpool information through iVanpool, it is your responsibility to delegate this task to another individual in your vanpool. 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.

2. **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:
 - a. 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.
 - b. 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.
 - c. 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.
 - d. 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 5th 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.

3. **VVTA Payment of Your Monthly Subsidy.** Your Leasing Agency most likely will invoice you at some point prior to the start of a new month of participation. Upon VVTA receipt of your monthly log/report after the close of the month, VVTA then pays the subsidy directly to the Leasing Partner Agency that you are under contract with. Since your subsidy is determined based on your lease amount (50% of the lease amount not to exceed \$400

per month), should your lease change with your Leasing Agency, then your subsidy may change as well. Any changes to your lease will be reported into iVanpool directly by your Leasing Agency. Should there be any discrepancies with the VVTA identified subsidy, and the amount on your invoice from your Leasing Agency, contact your Leasing Agency first to resolve. If the issue is not resolved, please contact VVTA for assistance.

- 4. Collecting Passenger Fares.** VVTA is not involved in coordinating or collecting the payment of any residual amounts owed by the vanpool passengers, through you to your Leasing Agency. As such, it is the responsibility of the vanpool leaseholder (Participant) to determine how and when these fees/fares will be collected. VVTA recommends this process be established when the vanpool is created and prior to applying to the VVTA Vanpool Program.
- 5. Maintaining Minimum Requirements.** Note that the requirements that qualified you for the VVTA Vanpool Program continue throughout the life of the program. These minimum criteria include, but are not limited to:
 - a. The van's leaseholder (Participant) must be the primary point of contact with VVTA and is ultimately responsible for meeting these requirements;
 - b. The vanpool must be used for commuting purposes to and from work;
 - c. The driver of the vanpool must be a volunteer and a participant in the program;
 - d. You must lease your van through one of the VVTA approved partner leasing agencies;
 - e. Minimum occupancy must be maintained at 70% or higher;
 - f. Your round trip travel to and from work must be at least 30 miles;
 - g. Your trip must either begin or end your its commute within the greater Victor Valley area (including Barstow and surrounding communities).

Should at any point any of these very important criteria change, and then contact VVTA immediately.

- 6. Major Changes to Your Vanpool.** VVTA understands that from time to time passengers leave, leaseholders change or there may be a reason to end your participation with the VVTA Subsidy Program. These changes are handled in different manners, per the following:
 - a. Changes to the passenger list, schedule or pick up/drop off locations, can be accommodated through the iVanpool System, as described in Section 1 above.
 - b. Should there be a change in the leaseholder's or primary driver's employer, or major deviations as to where the van begins the route, [contact](#) VVTA immediately.
 - c. Should the van's leaseholder terminate his/her lease with the Partner Leasing Agency, and another passenger takes over the lease, this is considered a minor change – your Leasing Partner Agency will update iVanpool and the new leaseholder should [contact](#) VVTA to seek logon information into iVanpool as well. Note that when this occurs, the vanpool number remains the same, as well as all the information contained on iVanpool. VVTA will guide the new leaseholder through the update process.
 - d. Should the leaseholder decide to end his/her participation in the VVTA subsidy program, and a passenger is unable to take over the lease, [contact](#) VVTA

immediately. When a VVTA Vanpool Program termination 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 addresses the responsibilities of participating in the Program. Please feel free to [contact](#) VVTA should you have 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!!!