



Enterprise Rideshare Monthly Reporting Guide

This document serves as a guide/manual for participation in the Riverside County Transportation Commission's (RCTC) ongoing vanpool subsidy program, VanClub, and only for vanpools leased through Enterprise Rideshare. This Guide applies only to those who have applied to and have been approved by VanClub to participate in the Program. The most important thing to remember is that your monthly VanClub subsidy is contingent on following the Program Guidelines and submitting a report each month. For each calendar month, your report is due by 5:00 p.m. on the 7th of the following month.

If you have NOT received VanClub approval or have yet to apply to the Program, visit VanClub.net and refer to the program documents, including a one-page Quick Facts, the Program Guidelines, a Step-by-Step Guide to Apply to the Program and Frequently Asked Questions (FAQs). Also, ensure that you are logging on with one of the following web-browsers compatible with VanClub.net: the latest versions of Microsoft Edge, Apple's Safari, Google's Chrome or Firefox; and/or Windows Internet Explorer Version 8 or higher. If you are logging from a mobile device, please ensure the device is updated to the most recent operating platform.

If you have been approved by VanClub to begin your subsidy, read on for instructions on monthly logging/reporting duties and other participation requirements. Briefly, the ongoing requirements to maintain your VanClub subsidy, includes these steps:

1. [Updating Application Information](#)
2. [Changes to your Enterprise Rideshare Lease](#)
3. [Inputting Statistics into VanClub.net](#)
4. [Data Gathering Requirements](#)
5. [Reporting Deadlines](#)
6. [VanClub Payment of the Monthly Subsidy](#)
7. [Collecting Passenger Fares](#)
8. [Maintaining Minimum Requirements](#)

1. Updating Application Information. When you applied to VanClub, you provided a variety of information about your vanpool: passenger names and contact information, specific pick up and drop off locations and your vanpool schedule by time and day ofweek. Keeping your vanpool information up-to-date is easy. Should you have any changes to any of the information that you provided in your VanClub application, you are required to update your application information online at VanClub.net as soon as those changes take effect. Examples that require an update to your application, include changes to your:

- a. Contact information, employer or supervisor. These changes can be made under the tab "Edit Profile".
- b. Passengers joining the vanpool or passengers leaving the vanpool. You may add or remove your passengers under the "Manage Vanpool" tab and the application section "Participants".
- c. Vanpool leads, including the Primary Driver, Alternate Vanpool Reporter or the individual who

Enterprise Rideshare Monthly Reporting Guide

- holds the lease to the vanpool with Enterprise Rideshare (“Leaseholder”). These individuals are designated as such under the “Manage Vanpool” tab and the application section “Participants”. VanClub only permits you to designate ONE of each for your vanpool. As soon as you change these designations in VanClub.net, an email will be sent to those individuals with instructions to go to VanClub.net and review and sign an online Participation Agreement.
- d. Locations where the vanpool originates, all pick up locations on the way to work, all drop off locations at your worksite and the location where you park your vehicle at your worksite - either new locations, additional locations that have been added or locations that have been eliminated. Update all locations by going to the “My Vanpool” tab and edit the application section called “Vanpool Route”. Keep in mind that should any of your origin, destination, pickup and/or drop off locations change, you must go in and identify by passenger their newly changed pickup and drop off location, in the “Manage Vanpool” tab and edit the application section “Participants”.
 - e. Schedule, including your departure and arrival times, days of the week the vanpool operates or any variances your vanpool may have from week to week. Changes to your schedule are updated under the “Manage Vanpool” tab and in the application section “Schedule”.

Ensuring that the VanClub application information is up to date is critical, as much of this information populates your monthly log/report that you are responsible to complete at the end of each month (see Sections [3](#) and [4](#) below). If the information contained in VanClub.net is not accurate and up to date, then you will have to stop your logging/reporting process and update the VanClub.net application. Based on the pending updates, these updates may require VanClub Administrator review and approval prior to the new information being active and populating your reporting module.

If you find it difficult to update your VanClub.net application or to fulfill the monthly reporting requirements, you may designate a vanpool passenger to assist you. Go to VanClub.net, select the “Manage Vanpool” tab, edit the “Participant” section, select which passenger you want to designate to assist you, select “Edit” and under “Participant Type” check “Alternate Vanpool Reporter”. Upon selecting “Save”, VanClub will email him/her instructions to go to VanClub.net and review and sign an online Participation Agreement. Upon doing so, he/she will have access to your application on VanClub.net and the reporting module. If your Primary Driver is also your vanpool's Alternate Vanpool Reporter, select the Alternate Vanpool Reporter designation in the “Participation Type” section AND email VanClub to inform Admin about this dual designation.

2. Changes to Your Enterprise Rideshare Lease. There are several scenarios where your lease may change with Enterprise Rideshare. In general, should there be a change to your vehicle or lease, Enterprise Rideshare will notify VanClub and will make those changes onto VanClub.net. These types of changes may include:

- a. Adjustments to your lease, with no change to your vehicle. Examples include an adjustment to your monthly lease amount or a change to the maximum miles the lease allows. Should these adjustments occur, Enterprise Rideshare will update VanClub.net and if applicable, upload a new lease or vehicle checklist.
- b. A change in vehicle, may result in a new lease to be executed, and will definitely require

Enterprise Rideshare Monthly Reporting Guide

Enterprise Rideshare to provide to VanClub a new vehicle checklist. The most important item with a vehicle change is in regards to the vehicle's maximum capacity, which impacts your occupancy requirement tied to your monthly reports. Be aware that VanClub.net calculates occupancy based on the vehicle that Enterprise Rideshare enters into the System on the last day of the month. For example, should you have a 10 -passenger van during April and have struggled with maintaining the 50% occupancy requirement, and your vehicle changes on April 20th to an 8-passenger vehicle, when the occupancy is calculated for April it will be based on the 8-passenger vehicle. Upon a vehicle change, Enterprise Rideshare will update VanClub.net and if applicable, upload a new lease and a new vehicle checklist.

- c. A Leaseholder change, where your vehicle and route remain the same, but your vanpool has a change in who signs the Enterprise Rideshare lease ("Leaseholder"). When this occurs, either the old Leaseholder or Enterprise Rideshare will notify VanClub of the change. Upon notification, VanClub will work with the old Leaseholder to ensure that he/she completes the monthly reporting prior to the Leaseholder change. VanClub will then contact the new Leaseholder to provide him/her with instructions on creating a VanClub account, as well as instructions on how to update their VanClub profile information (home address, email, phone number, employer and supervisor information), sign an online Participation Agreement, and instructions so the new Leaseholder maintains the application and begins to gather logging and reporting statistics. Changes in Leaseholders DO NOT require a new VanClub application - as long as the general route and passengers remain the same, a Leaseholder change is an administrative item on VanClub's end to update the system with the new Leaseholder's information. In addition, Enterprise Rideshare will update VanClub.net with a new lease and a new vehicle checklist, signed by the new Leaseholder.

The types of changes described above place the primary administrative burdens on Enterprise Rideshare to notify VanClub and update VanClub.net. VanClub appreciates if the Leaseholder also notifies VanClub of these changes; however, the Leaseholder's only change to the VanClub.net application is involved when there is a change in Leaseholder, as described in item 2.c above.

3. Inputting Statistics Into VanClub.net. VanClub has created a reporting/logging process that provides the Leaseholder and/or the Alternate Vanpool Reporter (if designated by the Leaseholder) several alternatives as to how to capture your report and expense data and enter it into the "Vanpool Log" tab on VanClub.net. You may use a combination of record keeping strategies or the use the same method day after day. Your options include:

- a. Jotting down your statistics on a VanClub Intake Form (also known as a "Cheat Sheet"). The Cheat Sheet is available for download at VanClub.net, on the Enterprise page. Upon printing, you can place the forms inside your vehicle so that no matter who is the lead in the vanpool, a passenger can easily track the commute information for that trip segment. Be aware that this form is two-sided and for up to six days of commuting per week. Based on how many days your vanpool operates each month, you will have to print off a few forms to keep in the vehicle. At month end, the Leaseholder or Alternate Vanpool Reporter (if one is designated) will take the forms and input the information into the reporting module on VanClub.net.

Enterprise Rideshare Monthly Reporting Guide

- b. Logging in directly on a desktop or laptop computer to VanClub.net, at the end of the day, week or month. How you gather your data is up to you. This may be the best option if, before logging trips, you have to make changes to your route or passengers as contained in your VanClub application (see [Section 1](#) above).
- c. **Coming Soon:** Inputting your statistics at the end of your commute segment, on a mobile version of the VanClub.net reporting module. When logging onto VanClub.net on a mobile device (smart phone or tablet), the system recognizes that you have logged into a mobile platform and will direct you immediately to a simplified, daily log. Confirm the date of the trip, which segment you are logging (from home to work ("To") or from work to home ("From") at the end of the day and select those passengers which traveled on that segment. Should your trip miles or time be longer (due to traffic or a detour) you can also easily update those statistics since they have been pre-populated from your vanpool application. When finished, you submit your information for that particular day and segment. You can also go to past dates and enter trip data or update those trip segments. At month end you will also be able to enter your out of pockets costs and ending odometer readings. This daily reporting is a great alternative for those users with mobile devices.

4. Data Gathering Requirements. Go to VanClub.net, sign in and select the "Vanpool Logs" tab. This will give you an idea of the type of information that must be tracked/gathered each day your vanpool operates, including:

- a. Under the header "Monthly Commute Log", select from the drop-down menu the applicable month and year to enter data.
- b. Under the header "Passenger Attendance", select "Edit". Based on the month selected, you will see at the top the weeks of the month. Select the week that you are reporting on, and then by day, check the boxes to select which of your passengers commuted from home to work ("To") and from work to home ("From").

Tip: Should all of the passengers on your participant list commute during a segment, you can select the box at the top ("Select All") to quickly select all passengers. Or you can "Select All" and uncheck the passengers that did not commute during that segment.

- c. Should during the reporting period you have passengers that have left the vanpool, or you have new passengers, or your commute route and/or travel time has changed, immediately select the "Manage Vanpool" tab and update the appropriate section of your application where the change has occurred (follow instructions in [Section 1](#) above).
- d. Below the passenger checkboxes, are two pre-populated fields from your application: "Total Trip Time" and "Total Trip Distance". Remember that these pre-populated numbers are one-way commute times and one-way commute miles for your commute to work, and then from work to home. Although pre-populated from your application based on your Primary Driver's miles/time, should your commute segment have a detour or a delay, you can easily update those numbers in these fields to accurately reflect your commute statistics for that segment.
- e. Upon completing this week's view, select "Save Weekly Data" before continuing to the next

Enterprise Rideshare Monthly Reporting Guide

week. Once your logging is complete, select "Save Weekly Data" before selecting "Back to Monthly Log".

- f. Once you have completed your "Passenger Attendance" section for the month, fill out the fields under "Vanpool Expenses". Keep track, summarize and report for the month period **ALL** costs incurred by anyone in the vanpool group (in addition to your monthly lease cost you pay to Enterprise). Track and report these costs even if they are reimbursed by your employer, or, if these costs are reimbursed through the Federal TIP/Mass Transportation Benefit Program subsidy. At month end, summarize and input all costs and other information, in these fields:
- i. Ending Odometer: on the last day of the calendar month that your vanpool is in operation, identify the odometer reading when your driver parks the vehicle at the end of the work day.
 - ii. Total Gallons of Fuel: each time you fuel your vehicle during the month, track the gallons of fuel purchased. At month end, add up the gallons of fuel and enter the total in this field.
 - iii. Total Fuel Costs: each time you fuel your vehicle during the month period, track the cost of fuel that you purchased. At month end, add up the fuel costs and enter the total in this field.

Tip: Some vanpools have a fuel debit card and are able to gather fueling information from their card. Others may fuel at their employer's fueling station and their employer provides to them at month end their fuel and gallon consumption. If you do not have these tracking mechanisms, we suggest that every time the vanpool is fueled, print a receipt and keep the receipts in the vehicle. Alternatively, you can use the Reporting Intake Form aka "Cheat Sheet" described in [Section 3](#) below, to jot down fuel costs and gallons at the time of fueling and keep the "Cheat Sheet" in the glovebox. Then at the end of the month, the Leaseholder and/or Alternate Vanpool Reporter can collect the receipts or the information from the "Cheat Sheet", add up the gallons and fuel costs, and enter the information into [VanClub.net](#).

- iv. Total Tolls: should you travel on a toll road, or cross a bridge with a toll, track and summarize those toll fees and report them in this field.
- v. Total Parking: should there be a parking fee at the home end or at the work end, those fees/charges should be tracked, summarized and entered in this field. Identify parking fees even if your employer reimburses you for all or a portion of those fees.
- vi. Other Costs: identify any other vanpool expenses that do not fit in the categories above. Types of additional expenses may include car washes, oil, lubricants or windshield wipers. DO NOT include your monthly lease cost in the "Other Cost" section. Your lease cost is entered and maintained by Enterprise Rideshare in [VanClub.net](#).
- vii. Description of Other Costs: should you enter any costs in the "Other Cost" category, please describe those expense(s).
- viii. Should you have additional comments about your commute, your statistics or your

Enterprise Rideshare Monthly Reporting Guide

expenses, that you believe may be of assistance to VanClub Administrators as they review your monthly log, add those comments in the Description of Other Costs field.

- 5. Reporting Deadlines.** Your vanpool commute statistics must be inputted into VanClub.net by no later than 5:00 p.m. on the 7th day of the following month. For example, the November monthly log (which covers November 1st through November 30th) is due by no later than December 7th, by 5:00 p.m. If the deadline falls on your day off, on a weekend or holiday, it is still your responsibility to ensure the report is complete and submitted by the 7th of that month. If you are unable to submit your report by the deadline, and you have not identified an Alternate Vanpool Reporter for your vanpool who can submit the report by the deadline, contact VanClub immediately. Remember that your monthly VanClub subsidy is contingent on following the Program Guidelines and submitting a monthly report accurately and on time.
- 6. VanClub Payment of Your Monthly Subsidy.** Depending upon your invoice cycle with Enterprise Rideshare, your first month's subsidy may not be reflected on your Enterprise Rideshare invoice until the following month. Should you have questions as to when your subsidy will be reflected in your invoice, contact Enterprise Rideshare. Upon VanClub receipt and review of your monthly log/report after the close of the month, VanClub will pay directly to Enterprise your subsidy amount. 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 Enterprise Rideshare, then your subsidy may change as well. Any changes to your lease will be reported into VanClub.net directly by Enterprise Rideshare as described in [Section 2](#) above. Should there be any discrepancies on your bill from Enterprise Rideshare and the VanClub-provided subsidy, contact Enterprise Rideshare first to resolve. If the issue is not resolved, then contact VanClub for assistance.
- 7. Collecting Passenger Fares.** VanClub is not involved in coordinating or collecting the payment of any residual amounts owed by the vanpool passengers, through you to Enterprise Rideshare. As such, it is the responsibility of the vanpool Leaseholder to determine how and when these fees/fares will be collected. VanClub recommends this process be established when the vanpool is created and prior to applying to VanClub. Refer to the VanClub Program Guidelines and the Frequently Asked Questions documents, contained on the VanClub.net website under the Enterprise tab.
- 8. Maintaining Minimum Requirements.** The eligibility requirements that qualified your vanpool for a VanClub subsidy continue throughout the life of the program. These minimum criteria include, but are not limited to:
 - a. The vanpool's Leaseholder must be the primary point of contact with VanClub and is ultimately responsible for meeting all program requirements and submitting the monthly reports into VanClub.net.
 - b. The vanpool must be used for commuting purposes to and from work and/or vocational/post-secondary education destination ("Worksite").
 - c. All vanpool drivers (Primary Driver and any backup drivers) must be a volunteer and a participant in the program.



Enterprise Rideshare Monthly Reporting Guide

- d. You must lease your van through Enterprise Rideshare.
- e. On-going minimum occupancy must be maintained at 50% 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 within the VanClub service area in Riverside County: from Banning in the east to Corona to the west, and from Riverside in the north to Temecula to the south.

Should at any point any of these very important eligibility criteria change, please contact VanClub immediately.

VanClub staff are available should you have questions or need help with the reporting requirements so that you maintain your VanClub subsidy. We truly want the VanClub Vanpool Program to continue to be a huge success. Thank you for ridesharing with VanClub, taking cars off the road and reducing air pollution in the region. Happy commuting!!!