

Enterprise Rideshare Application Guide

Welcome to VanClub, the Riverside County Transportation Commission's on-going vanpool subsidy program! While there are several steps when applying for a VanClub subsidy, we have designed it to be as easy as possible, and we are always available to **assist** whenever needed. For qualification and requirements for vanpools leased from Enterprise Rideshare, download the Program Guidelines at VanClub.net and select the "Enterprise" tab. If you are interested in leasing a vanpool through the California Vanpool Authority (CalVans), go to VanClub.net and select the "CalVans" tab to learn about the CalVans application process.

The most important factor in applying for a VanClub subsidy is that the person applying (the "Applicant") must be the vanpool's Leaseholder (i.e., the person signing a vanpool lease agreement with Enterprise Rideshare). If you are a passenger or a driver of a vanpool but are NOT the individual who has or will sign a lease with Enterprise Rideshare, then you should NOT apply to VanClub. If you are or will be the Leaseholder, then read on! In brief, the steps involved in applying to VanClub are:

1. [Program Qualification](#)
2. [Steps Prior to Submitting Your Application \(Contacting Enterprise Rideshare\)](#)
3. [Application Submittal](#)
4. [VanClub Review and Approval](#)
5. [Reporting Requirements](#)
6. [Need Assistance?](#)

The following is a step-by-step guide on how to qualify and apply to VanClub:

1. Program Qualification. To determine whether or not you qualify, go to VanClub.net and click the "Apply Today" button. Fill out this quick Qualification Form and the VanClub system will immediately determine whether or not your vanpool qualifies for a VanClub subsidy. The information you will need to provide on the form includes:

- a. Home zip code - where the van is parked at the home end, many times the driver's home, a park & ride lot or a business.
- b. Work zip code - where the vanpool is parked during the work day.
- c. The average round trip miles you commute each day, to and from work. The program requires a minimum of 30 miles round-trip.
- d. The maximum van/vehicle seating capacity, including the driver. VanClub only permits vanpools that carry between seven and 15-passengers, including the driver.
- e. Estimated number of passengers (including the driver) you anticipate travelling in this vanpool during a month period. When you apply, you must have at least 70% of your vanpool seats filled.
- f. Do you currently have a vanpool lease with Enterprise Rideshare? If not, you may still apply to VanClub. Note that a signed lease with Enterprise Rideshare is required before your application can be reviewed/approved. Personal or company-owned vehicles may not apply to VanClub.
- g. Your email so we may contact you in the event you have questions.

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Upon entering the above information, VanClub will determine if your vanpool qualifies for a VanClub subsidy. If your vanpool does not qualify, the system will identify why and next steps. If your vanpool qualifies, you will be prompted to create a VanClub account, with your email as your username and creating a VanClub password. If you have an existing IE Commuter account associated with your email, you may enter that email and password and proceed. If not, select "Register" and follow the prompts to create a VanClub account. Either way, the System will email you with confirmation of your registration and account, and prompt you to proceed to input your application information.

Be aware that you may enter into a vanpool lease with Enterprise Rideshare before you qualify and/or apply to VanClub; however, until VanClub provides you with written approval of your full application (Section 4 below), you are not eligible to receive the VanClub subsidy to reduce the cost of your vanpool lease. The qualification process is the initial phase of a two-part acceptance process, with the second phase being the submittal of a full application (Section 3 below).

2. Steps Prior to Submitting an Application (Contacting Enterprise Rideshare). To make participation in VanClub easy and ensure your vanpool's compliance with the VanClub Program Guidelines (available at VanClub.net), the following steps should be taken after qualifying to the program but prior to submitting your application to the Program:

- a. Contact Enterprise Rideshare: If you do not have an existing lease, we suggest that you contact [Enterprise Rideshare](#) to review their lease rates and terms and conditions. Vanpools that are employee/employer-owned or are leased through any other leasing company other than Enterprise Rideshare or CalVans, may not apply. VanClub requires Enterprise Rideshare to offer its program participants a month to month lease agreement; however, at your discretion, you may execute a longer-term lease with Enterprise Rideshare. If you have an existing lease with Enterprise Rideshare, you are a step ahead. But you will still have to go through the VanClub qualification and application process.
- b. Ensure that the vanpool's Primary Driver and back up drivers fulfill any Enterprise Rideshare legal driving requirements.
- c. Determine a route, pick up and drop off locations, a schedule, recruit riders, set fares and vanpool policies.
- d. Refer to the VanClub Program Guidelines and the Frequently Asked Questions (FAQs) on the Enterprise Rideshare page on VanClub.net.

3. Application Submittal. Once you have qualified, and at the time you are about to or have executed a lease with Enterprise Rideshare, proceed with the application process at VanClub.net. These application steps must occur prior to VanClub considering your application. While logged in select "Manage Vanpool" and select "Add Vanpool" to proceed to input the following information:

- a. Contact Information: Provide Leaseholder's contact information and information about your employer (address and your supervisor's contact information).
- b. Enterprise Rideshare Lease Information: If you have executed a lease agreement, enter your lease Agreement Number. If you have not entered into an agreement at the time of application submittal, enter "TBD" in this field. Also enter the date your lease has or will be signed.

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- c. Vanpool Schedule: Identify the days of the week the vanpool is typically in operation (note that a minimum of three days must be selected). Provide the time the vanpool usually leaves the home end and arrives at work, as well as the time when the vanpool leaves work at the end of the day and arrives back home. Also note if there are any variances to your schedule, such as a different schedule every other week (such as a 9/80 work schedule) or other variances.
- d. Vanpool Route/Pick Up & Drop Off Locations: Select "Add Stops" to provide physical addresses and/or landmarks of all locations the vanpool picks up passengers on the way to work, and all locations at the end of work passengers are dropped off. Be aware the vanpool begins its route when the Primary Driver starts up the van each workday at the home end. That location can be at the primary driver's home, or at a park & ride lot, or another location, and will be considered the first "pick up" location of the vanpool route. Then continue to identify all other location(s) the vanpool will be picking up vanpool passengers on the way to work, as well as the location(s) that you drop off passengers at work. A major cross street, landmark or physical address of each location is required. Input the stops in order (from home to work) or select "Up" or "Down" to move the stops around so that the first stop is where the van is parked overnight, then pickup locations on your way to work, any drop off locations at work and then the location where you park the van during the work day. You do not need to enter the stops from work back to home at the end of the work day. Review the map to make sure your route is correct.
- e. Participants/Passenger List: Provide the first/last name, email, phone number and employer for each of the vanpool passengers, including the Primary Driver and backup drivers. If you (the Leaseholder) are a passenger in this vanpool, also add yourself to the list. If you are not the Primary Driver, identify which of the passengers is the Primary Driver (select ONE only). Should you desire to have a participant assist you with the monthly reporting requirements, identify which of your participants will also serve as an Alternate Vanpool Reporter (select ONE only). If your Primary Driver IS your Reporter, under "Participant Type" identify this individual as the Alternate Vanpool Reporter AND email VanClub of this dual role. For all other participants, identify them as a "Passenger". As you add participants to your passenger list, you will also identify which of the locations (you added in Section 3.d above) each passenger boards the vanpool (pick up location) and departs the vanpool at the work end (drop off location).
- f. Participation Agreements: The following Participants are required to read, agree to and sign a Participation Agreement, which identifies the Program Terms and Conditions. This Agreement is available to review or download at VanClub.net on the Enterprise Rideshare page, can only be signed online at VanClub.net, and must be signed by the following vanpool participants:
 - i. The vanpool's Leaseholder must sign the online Participation Agreement.
 - ii. If the Leaseholder is NOT the vanpool's Primary Driver, then the Primary Driver must be included in the passenger list and identified as such. When doing so, VanClub will email him/her a request to go to VanClub.net to read and sign the online Participation Agreement. Although there may be several drivers that have been approved by Enterprise Rideshare to drive your vanpool, VanClub requires that the Leaseholder to identify only ONE Primary Driver per vanpool, for the purpose of VanClub.net designation and having to sign a Participation Agreement. If you have multiple drivers, we suggest that you select

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the individual who drives the majority of the time and designate that person as the Primary Driver in VanClub.net.

- iii. Should you select ONE passenger as an Alternate Vanpool Reporter to assist you in the monthly reporting/logging responsibilities (or if your Primary Driver is also your Alternate Vanpool reporter), upon identifying this passenger in the Participant List section of the Application, VanClub will email him/her a request to read and sign the online Participation Agreement. VanClub encourages you to designate an Alternate Vanpool Reporter in the event you are away on vacation or unavailable to complete monthly reporting requirements. It should be someone you can depend on as the reporting and logging responsibilities are important for ensuring continuation of your VanClub subsidy.
- iv. Should in the future you have changes to your vanpool's Primary Driver or Alternate Vanpool Reporter, those persons will be required to submit an online Participation Agreement (available at VanClub.net on the Enterprise Rideshare page).

- g. Review and Submit. When the above information has been entered online and your Vanpool Detail summary page identifies that each section is "Complete", AND you have signed your online Participation Agreement, select the "Review and Submit Application" button to view a summary of your entire application. Select "Edit" to go back and make additional changes or correct errors. Should the change or error be in your contact information, select "Edit Profile" to make those changes. Upon being complete and accurate, select "Submit Application".

Enterprise Rideshare will also submit information about your leased vehicle and will upload this information directly to VanClub.net, along with your executed lease and vehicle checklist.

Failure of the Primary Driver and/or Reporter to sign the Participation Agreement, or submitting an incomplete application will result in a delay for VanClub Administrators to review your application.

4. VanClub Review and Approval. VanClub will review the application and possibly contact you, your vanpool passengers, your employer, or Enterprise Rideshare for additional information. Upon approval, VanClub will email you (and your Alternate Vanpool Reporter, if one is selected) with your approval notice, the date that your subsidy will start and additional instructions on next steps and reporting. Should your subsidy begin during the month, VanClub will prorate the subsidy based on your anticipated commute days during the month. However, there are times that the subsidy may not begin until the 1st of the following month after approval.

5. Reporting Requirements. The Leaseholder is responsible to provide VanClub with monthly reports, which will also be submitted online through VanClub.net. It is your responsibility to update your application information at VanClub.net, as the reporting process is linked to your online application. Application updates should include any changes to your vanpool, such as new or leaving passengers, new pickup or dropoff locations, changes to your vanpool schedule, changes to your contact information, etc. It is very important that your vanpool comply with the online reporting and updating responsibilities which are requirements of Program participation and receipt of a VanClub subsidy. Failure to do so may result in a loss of subsidy for the month in question. For detailed instructions on the reporting requirements, go to the Enterprise page on VanClub.net and



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download the Monthly Reporting Guide.

6. Need Assistance? VanClub has many tools to assist you - go to VanClub.net to the Enterprise page, to download the Enterprise Rideshare Program Guidelines, Frequently Asked Questions (FAQ), the Monthly Reporting Guide and the reporting Intake Form, and other program materials. VanClub staff are available to answer questions you may have, by emailing us at info@VanClub.net or calling VanClub at 844-VANCLUB (844.826.2582).

Thank you for your interest in the VanClub Vanpool Subsidy Program and happy commuting!