WELCOME ABOARD!

We at Vanpool Alliance are pleased with your recent decision to join us. As part of our team, we would like to officially welcome you aboard. To make sure you can hit the ground running, we have provided this quick guide to our program.

Vanpool Alliance is here to help and encourages and welcomes your questions. Whether rosters need to be updated or you have a question about reporting, we can help! Contact Ben at bmatters@omniride.com, Denise at dcopeland@omniride.com, or Bonnie at bdoherty@omniride.com

Vanpool Alliance serves as a payment program, assists in ridematching, and helps to expand vanpooling in the region. All these services are based on timely and accurate reporting by you. The data reported by you is used by Vanpool Alliance to access funding that is then used to make local transportation improvements. Below is a guide to using RidePro and our website.

MONTHLY REPORTING

Reporting is completed on a monthly basis in the RidePro system. Reporting consists of reporting information on vehicles and ridership. Below is a simple walkthrough for reporting your ridership and mileage for a van group

Opening Your Report
1) Come to our reporting website, RidePro, at https://vanpoolalliance.rideproweb.com
2) Log into the site using the login information.
   - You will need to setup your password to continue. Contact staff if you cannot.

3) Click the New Monthly Report option.

4) Select the vanpool that you will be reporting data for from the dropdown list. (If you only have one route, there will not be a dropdown menu.)

5) Next select the month and year for your report.
6) Finally click **Open.**

Vehicles

Now enter your vehicle data. (The colored boxes in this example match the colored instruction text below.)

1) New and loaner vans need to be added to our system! Use the Vanpool Alliance webpage, and we will add it to the RidePro database. Direct link: https://vanpoolalliance.org/vehicle-update/
   - Once we add a vehicle to the database, you can select it for your report.
2) Enter the days the vehicle operated for each vehicle used during the month.
3) Here you will enter the starting and ending odometer for your vehicle.
4) Once you have filled out all of the vehicle information, click **Save** and then **Next**.

Non-Revenue Trips

You will now be presented with the non-revenue trips screen where you will have the opportunity to enter any trips such as maintenance trips.

Ridership

The final step is entering ridership using the ridership codes.

- "X" signals remove from roster.

1) To make changes to your roster, use the Vanpool Alliance webpage to let us know, and we will update the RidePro database. Direct link: http://vanpoolalliance.org/vanpool-providers/rider-update/
2) When all information for the month has been entered, hit the **Save** button, and then click the **Next** button.

Submitting the Report

1) You will need to click on the check box to confirm that the information you are submitting is accurate, and then click the **Submit** button.
   - Once you hit submit, only staff can open your report. Contact us if you need to make changes!
2) When you submit your report, you will receive an email confirmation.

IMPORTANT NOTES ON REPORTING

➢ Reporting opens the 1st of the month and is due by the 15th at 11:59 PM.
➢ In the interest of fairness to all our participants, we do not give extensions. We encourage coordinators to show others in the vanpool how to complete the reporting process in order to avoid late submissions.

How do I change the vehicle for my monthly report?

Do you have a new vehicle? This how-to guide will show you what steps you must follow to submit that vehicle information to Vanpool Alliance, which will allow the program staff to update the database. If you have any questions, we can help! Just contact us promptly so that you can be sure to submit an accurate report before the deadline.

Gather the new vehicle information

First, you must gather **all** of the following information:
- Vendor Name
- Route (e.g. V00123)
- Make
- Model
- Year
- License Plate
- License State
- Unit Number/Vehicle ID
- Purchase Date
- Purchase Price
- Lease Rate, excluding gas
- Seating Capacity
- VIN
- Date Received
- Mileage when Received

If you are gathering information on a vehicle that you lease from your provider, please reach out to them to provide you with any vehicle information that you do not have.

Submit the information via our "Vehicle Update" page

Once you have gathered all the necessary information, please go to our Vehicle Update page. You can either use this direct link: http://vanpoolalliance.org/vehicle-update/. Or you can go to our homepage: http://vanpoolalliance.org/, hover your mouse over "For Providers," and select "Vehicle Update."

Enter the information into the appropriate fields and click the green "Submit" button.

VEHICLE UPDATE

Do you have a new vehicle? Please submit the new vehicle information here and☐ we'll update the system within five business days.

Vendor Name*	
Route e.g. V00123*	
Make*	
Model*	
Year*	2005 ▾
License Plate*	
License State*	VA- Virginia ▾
Unit Number*	
Purchase Date* (mm/dd/yyyy)	
Purchase Price ($)*	
Lease Rate (excluding gas)*	
Seating Capacity*	7 ▾
VIN*	
Date Received* (mm/dd/yyyy)	
Mileage When Received*	

Submit

Vanpool Alliance program staff will update the database with your new vehicle information within five business days. We will notify you via email once we have added the vehicle to the database. Then you can select it for your report.

How do I add or remove a rider to my vanpool roster?

Has a rider joined or left your vanpool? This how-to guide will show you what steps you must follow to submit the rider's information to Vanpool Alliance, which will allow the program staff to update your roster. If you have any questions, we can help! Just contact us promptly so that you can be sure to submit an accurate report before the deadline.

Gather the required information

First, you must gather **all** of the following information:

Information about you

- Route Number (e.g. V00123)
- Your Name
- Your Email

Information about the rider

- Effective Date of Change
- Rider's First Name
- Rider's Last Name
- Rider's Email

- Rider's Phone Number
- Pick-Up Location
- Drop-Off Location

Submit the information via our "Rider Update" page

Once you have gathered all the necessary information, please go to our Rider Update page. You can either use this direct link: http://vanpoolalliance.org/vanpool-providers/rider-update/. Or you can go to our homepage: http://vanpoolalliance.org/, hover your mouse over "For Providers," and select "Rider Update."

Enter the information into the appropriate fields and click the green "Submit" button.

RIDER UPDATE

Has a rider joined your vanpool?
Please submit the passenger's information here, and we'll update your roster within five business days.

Your Information
Please use this section to provide us with your information.

Route Number: *

Example: V00123

Your Name: *

Your Email: *

Rider Information
Please use the section to provide us with information about the changes.

Effective Date of Change: * (mm/dd/yyyy)

Rider's First Name: *

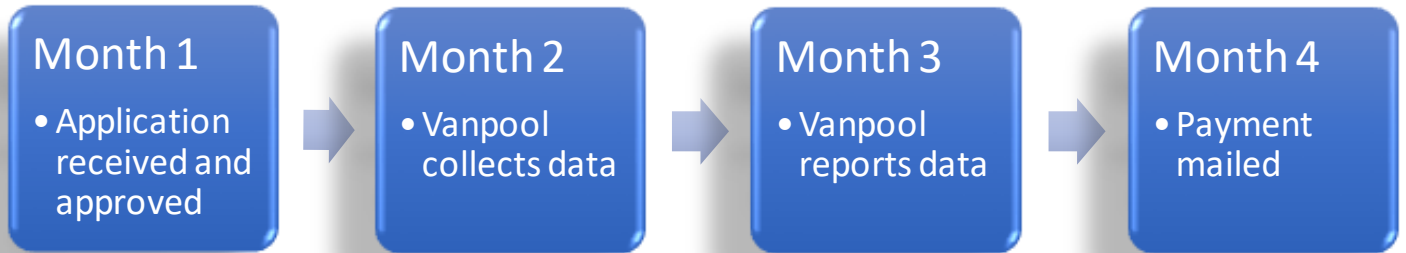Rider's Last Name: *

Rider's Email: *

Rider's Phone Number: *

888	888	8888
###	###	####

Pick-Up Location: * Origin ▼
Please select from the list above.

Drop-Off Location: * Destination ▼
Please select from the list above.

Submit

Vanpool Alliance program staff will update your roster within five business days. If we have added a new rider to your roster, RidePro will send an automated email notification to both you and the new rider. When you go to complete your next monthly report, the new rider's name should appear.
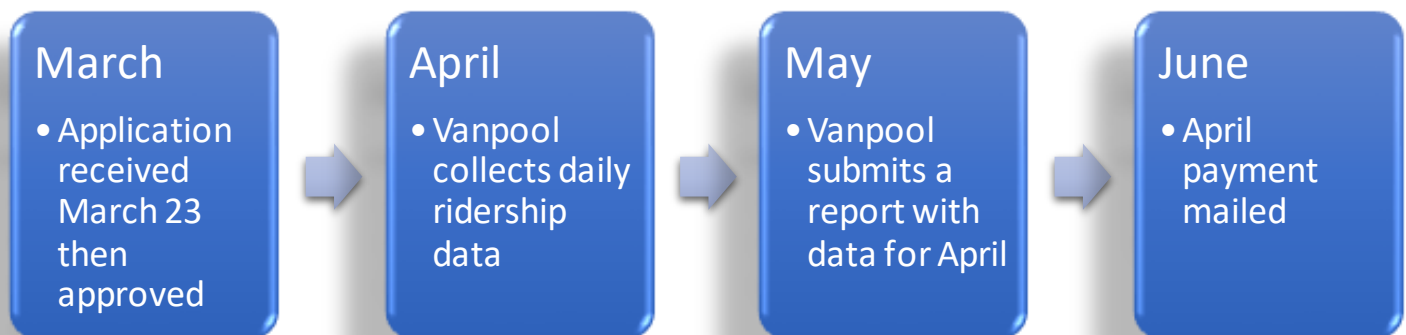
When will I receive my first monthly payment?

Now that that you have enrolled in Vanpool Alliance, you might be wondering when your monthly payments will start. There is a delay from when you are first approved to report and when you receive your first check in the mail. All new vanpools can expect their first monthly payment during the third calendar month after their application is received. All following payments will be mailed monthly thereafter. The timeline below illustrates the process:

Month 1
- Application received and approved

→

Month 2
- Vanpool collects data

→

Month 3
- Vanpool reports data

→

Month 4
- Payment mailed

See the example below: Vanpool Alliance receives an application on March 23rd. The new vanpool is then approved. The vanpool collects data from the 1st to the 30th of April. Then in May, the vanpool submits the first monthly report with data for April. In June, the payment for the April data is mailed. In July, the payment for May is mailed, and so on.

For questions about payments, email vanpoolalliance@omniride.com.

March
- Application received March 23 then approved

→

April
- Vanpool collects daily ridership data

→

May
- Vanpool submits a report with data for April

→

June
- April payment mailed

CONTACT LIST

We are always happy to answer your questions and can be reached during normal business hours.

Vanpool Alliance Program Manager
Ben Matters
bmatters@omniride.com
(703) 580-6182

Vanpool Alliance Senior Program Associate
Bonnie Doherty
bdoherty@omniride.com
(703) 580-6172

Vanpool Alliance Program Associate
Denise Copeland
dcopeland@omniride.com
(703) 580-6175