



How do I add a rider to my vanpool roster?

Has a rider joined your vanpool? This how-to guide will show you what steps you must follow to submit the new 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: *
####

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

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

That’s it! Just wait for a notification email from us.

Vanpool Alliance program staff will update your roster with the new rider’s information within five business days. Once we have added the 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.

Please note: This process is only for adding riders. To notify us that a rider has left your vanpool, remember to record “X” as the ride code for that person on the ridership screen in RidePro.

CONTACT LIST

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

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