

Program Guidelines

A. Requirements

1. **Eligibility.** A vanpool consists of a qualifying number of passengers commuting in a seven to 15 passenger vehicle leased through a Leasing Vendor expressly approved by RCTC that travels on a regular basis to and from work and/or vocational/post-secondary education destination (“Worksite”). For this document, the RCTC ongoing subsidy program is referred throughout as “VanClub” and a “Participant” means an individual that participates in the vanpool, including the primary driver (“Primary Driver”), backup driver(s), vanpool’s Alternate Reporter (“Reporter”) and all passengers, and complies with all program requirements. To qualify for a VanClub subsidy, the vanpool must meet ALL of the following requirements:
 - a. The applicant to VanClub must be the vanpool’s Leaseholder (may also be referred to as “Coordinator”) - i.e., the person entering the lease agreement with an expressly approved Leasing Vendor (“Vendor”);
 - b. The vanpool must be used for commuting purposes to and from a regular work and/or vocational/post-secondary education destination (college, trade school, etc);
 - c. The vanpool driver must be a volunteer and an eligible Participant in the program;
 - d. The vehicle must be leased through a RCTC-approved Vendor and must be a seven to a 15-passenger vehicle (including the driver);
 - e. The minimum occupancy must be 70% or higher at startup of the vanpool (the ratio of passengers and driver to the van’s maximum capacity) and maintained monthly with a minimum of 50% or greater based on the capacity of the approved vanpool vehicle;
 - f. Mileage from where the vehicle is parked at night to where the vehicle is parked at the regular worksite must be at least 15 miles one-way, or 30 miles round trip;
 - g. The vanpool must operate at least 12 days during each calendar month, and
 - h. The trip must either begin or end its commute within the VanClub service area.
2. **Minimum Qualification Occupancy.** To qualify for a VanClub subsidy, a vanpool must meet a minimum 70% occupancy at the time of application submittal. The occupancy minimum is not negotiable and is based upon the number of passengers (including the driver) divided by the vehicle’s size. The minimum 70% occupancy requirements at Program startup are:

Vehicle Size	Minimum 70% Occupancy Requirement
7 Passenger Vehicle	5
8 Passenger Vehicle	6
9 Passenger Vehicle	7
10 Passenger Vehicle	7
11 Passenger Vehicle	8
12 Passenger Vehicle	9
13 Passenger Vehicle	10
14 Passenger Vehicle	10
15 Passenger Vehicle	11

In the table above the number of passengers required to qualify for VanClub has been rounded up. For example, a 13-passenger vanpool minimum occupancy requirement is 9.1 passengers, rounded up to 10 passengers since a vanpool will never meet the Guidelines if rounded down to 9 passengers.

3. **VanClub Service Area.** A map of the VanClub service area is included as [Exhibit A](#), which is made a part of

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these program requirements. To qualify for a VanClub subsidy, the vanpool’s origin OR destination must be within the VanClub service area, defined as the geographic boundaries of the Cities and surrounding communities in or near Southern and Western Riverside County, and includes:

Arnold Heights 92518	Highland Springs 92223	Nuevo 92567
Banning 92220	Hinda 92223	Ormand 92509
Beaumont 92223	Home Gardens 92879	Owl 92230
Belvedere Heights 92507	Homeland 92548	Pedley 92509
Cabazon 92230	Idyllwild 92549	Pepper Comer 92881
Calimesa 92320	Juniper Springs 92548	Perris 92570, 92571
Canyon Crest Heights 92507	Jurupa Valley 92509,91752	Prenda 92504
Canyon Lake 92587	La Sierra 92505	Quail Valley 92587
Casa Blanca 92504	Lake Elsinore 92530, 92532	Ramona Bowl 92544
Cherry Valley 92223	Lakeland Village 92530	Riverside 92501, 92502, 92503, 92504, 92505, 92506, 92507,
Corona 92879, 92880, 92881, 92883	Lakeview 92567	92508, 92509, 92521
E. Hemet 92544	Lemona 92507	Romoland 92585
Eastvale 91752, 92880	March AFB 92518	Rubidoux 92509
Eden Hot Springs 92555	May 92503	San Jacinto 92582, 92583
Edgemont 92553	Menifee 92584	Sedco Hills 92230
El Casco 92373	Mira Loma 91752	Sun City: 92585, 92586, 92587
El Cerrito 92881	Moreno Valley 92551, 92553, 92555, 92557	Sunnymead 92553
Ennis 92509	Murrieta: 92562, 92563	Temecula 92590,92591,92592
Glen Avon 92509	Nicklin 92223	Valle Vista 92544
Hemet 92543, 92544, 92545	Norco 92860	

- 4. Vendors.** The vanpool vehicle must be leased from one of RCTC’s expressly approved Vendors and must be leased by a vanpool Participant or a vanpool Participant’s employer. For a current list of RCTC-approved Vendors, visit VanClub.net. Vanpools interested in leasing with the RCTC-approved Vendor, the California Vanpool Authority (CalVans), will not follow these guidelines and shall follow the application instructions as contained on VanClub.net. These Program Guidelines are only for those vanpools leased through an RCTC-approved Vendor and where the vanpool Coordinator applies directly to VanClub.net. Leases with other third-party leasing vendors not identified on VanClub.net, do not qualify for a VanClub subsidy. All RCTC-approved Vendors are required to offer a month to month lease agreement with Leaseholder; however, at the Leaseholder’s discretion, the Leaseholder may execute a longer lease with their selected Vendor.
- 5. Privately-Owned Vanpools Are Not Eligible.** Private transit, private shuttles, private vanpools (including, employer-owned vanpools and/or employee-owned and operated vanpools) are not eligible to apply to or receive a VanClub subsidy.

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6. Minimum Ongoing Occupancy. To continue to receive a VanClub subsidy, vanpools must maintain monthly an average occupancy rate of 50% or greater, based on the capacity of the approved vanpool vehicle. Please refer to the table below, which identifies the specific target by vehicle size that must be maintained to continue participating in VanClub and receipt of qualifying subsidies:

Vehicle Size (Driver + Passengers)	Minimum 50% Occupancy Requirement
7 Passenger Vehicle	4.0
8 Passenger Vehicle	4.0
9 Passenger Vehicle	4.5
10 Passenger Vehicle	5.0
11 Passenger Vehicle	5.5
12 Passenger Vehicle	6.0
13 Passenger Vehicle	6.5
14 Passenger Vehicle	7.0
15 Passenger Vehicle	7.5

For example, an 11-passenger vehicle has a target occupancy average of at least 5.5 passengers, and there are 8 passengers assigned to this vanpool. The vanpool commuted 22 days during the month; of which, for 16 days there were 8 passengers and for 6 days, there were 7 passengers. The average is calculated as follows: (16 days X 8 passengers = 128) plus (6 days X 7 passengers = 42). The passenger total was 128 + 42 = 170 passengers. The 170 passengers divided by 22-days results in an average of 7.727 passengers per day. Therefore, this vanpool slightly exceeds the 50% minimum occupancy requirement for this month.

During a month period, should the vanpool occupancy fall below 50%, the vanpool will have an additional two months to increase occupancy. If after this three-month period, the vanpool’s occupancy does not rise above 50%, then RCTC may terminate the vanpool’s participation in the VanClub subsidy, following a review of the specific performance characteristics of the vanpool. Be aware that RCTC does not include the months of December and July in the occupancy requirements, due to the holidays and vacations that occur during those months.

VanClub will provide the Leaseholder and if designated, the vanpool’s Reporter with reporting tools to track daily statistics and automatically calculate the occupancy number. A Monthly Reporting Guide may be found on your Vendor’s page on VanClub.net.

B. Application Process

C. Overview. Only the vanpool’s Leaseholder may apply to VanClub. The qualification and application process entail gathering information about the vanpool and the qualifying riders. It is also the Leaseholder’s responsibility to ensure that its expressly approved Vendor is aware that an application is being submitted. The entire application process is contained on the VanClub online/web-based system (referred throughout as VanClub.net or as “System”). If you do not have access to a computer or the internet, call us at 844-VANCLUB (844-826-2582).

Upon application approval by VanClub, the Leaseholder will serve as the vanpool’s Coordinator and is required to maintain accuracy of information contained in the application that is online at VanClub.net. It is the Leaseholder’s responsibility to update any changes to the application online at VanClub.net, as the reporting information feeds into the application information. The Leaseholder may designate an Alternate Reporter to assist with the reporting process and the reporting process is discussed more fully in Section C.5 below.

- 2. Qualification.** Log onto VanClub.net and select the “Apply Today” button. You will be asked a few simple questions to determine if you qualify for the Program, based on the eligibility requirements outlined in [Section A.1](#) above. In addition to the program criteria outlined in [Section A.1](#), the eligibility qualification will NOT be approved based on these circumstances:
- Arrangement from any other third-party vendor other than an expressly approved Vendor, or
 - Use of a personal or employer-owned vanpool vehicle.

For this reason or any other reason(s) where you do not meet the qualification criteria, VanClub will notify you via a popup message from the System with the reasons why you do not qualify. You may go back to the “Apply Today” button on VanClub.net and fill out the qualification form again (if you made an error answering the questions) or you may [contact](#) VanClub for clarification.

An applicant who has yet to enter into a vanpool lease with an expressly approved Vendor may fill out the qualification form and proceed with the qualification process. Upon qualification, contact an expressly approved Vendor to review lease rates and terms and conditions. You are only required to enter into a month-to-month lease with your Vendor. Upon qualifying, VanClub will prompt you to create a username and password, along with additional instructions so that you may continue with the application process.

- 3. Application Submittal.** After qualifying for VanClub and initiating a lease with an expressly approved Vendor, with your username and password provided to you in your qualification email notification, log back onto VanClub.net and complete the application. If you need additional assistance in completing the VanClub application, go to VanClub.net and download the Application Guide. Be aware of the requirements below as you prepare to submit your application:

- 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 and must be signed online at VanClub.net. Participation Agreements must be signed by the following Participants:
 - Every Leaseholder must sign the online Participation Agreement.
 - 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 visit VanClub.net to read, agree to and sign the online Participation Agreement. The Primary Driver executing an online Participation Agreement is a Program requirement. Designate only ONE Primary Driver in your application’s roster.
 - If through your application you select ONE passenger as an Alternate Reporter to assist you in the monthly reporting/logging responsibilities, upon selection, VanClub will email him/her a request to read, agree to and sign the online Participation Agreement. VanClub encourages you to designate an Alternate 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. The alternate vanpool reporter executing an online Participation Agreement is a VanClub requirement.
 - Should in the future you have changes to your vanpool’s Primary Driver or Alternate Reporter, they will be required to submit an online Participation Agreement.
- Your Vendor:** VanClub will notify your expressly approved Vendor of your application so VanClub

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may receive specific information about the leased vehicle, be provided a copy of the lease and specific leased vehicle information. VanClub will include this information in your application and you will be able to view this information, but not change it online at VanClub.net. Should you have questions about this information or should you see any inaccuracies, please [contact](#) VanClub.

- c. **Complete Application:** Upon completing all application sections and submitting your Participation Agreement, you will then “submit” your application. Although VanClub will be notified of your application submittal, VanClub will not review your application until all Participation Agreements (from your Primary Driver and/or Alternate Reporter) are submitted onto VanClub.net.

4. **VanClub Review:** VanClub will review the application and possibly contact you, your vanpool Participants, your employer and/or your expressly approved Vendor for additional information.

Should your application be approved, VanClub will notify you with the start date of your subsidy and the exact amount of your subsidy. 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. Should the online application not be submitted or is not complete, approval may be delayed – for this reason, it is important to make sure that all sections of the application are complete and accurate upon submittal.

If after submitting an application your application is NOT approved, VanClub will contact you with the reasons why and potential next steps.

All applications that are unsubmitted in the System for three or more months, VanClub will contact the applicant to determine the status of the application. Should the applicant not respond or are no longer interested in submitting your application, VanClub may remove the application from the System. RCTC reserves the right to remove any pending applications from the System after three months without obligation.

C. Rules and Procedures

1. **Ineligible Vanpool Subsidies/Incentives.** Once VanClub approves a vanpool’s participation in the Program, the Participants in the vanpool (including the Primary Driver, Alternate Reporter and all passengers) are no longer eligible to receive subsidies from neighboring public agency Vanpool Subsidy Programs. Ongoing vanpool subsidy programs include, but are not limited to, those offered by the Los Angeles County Metropolitan Transportation Authority (Metro), Orange County Transportation Authority (OCTA), San Bernardino County Transportation Authority (SBCTA’s Ride the Loop program), San Diego Association of Governments (SANDAG), SunLine Transit Agency (SolVan program) and/ or the Victor Valley Transit Authority (iVanpool program). Accepting subsidies from any of the above-mentioned programs while receiving a RCTC subsidy simultaneously will immediately disqualify the vanpool and its Participants from participating in the VanClub program.
2. **Eligible Subsidies/Incentives.** Employer subsidies provided directly to any of the vanpool Participants by their Employer, are permitted, including, but not limited to the Federal Mass Transportation Benefits Program (MTBP) provided to many qualified federal employees. In addition, IE Commuter offers incentive and reward programs to commuters and vanpool participants that regularly rideshare to and from Riverside County. For information, contact IE Commuter at 1-866-RIDESHARE (866.743.3742).
3. **Subsidy Amount.** The VanClub subsidy per approved vanpool is up to 50% of total lease costs for the vanpool each month, not to exceed \$400 per month. For example, if a vanpool’s total lease costs are \$750 per month, the subsidy will be 50% of the lease, or \$375 per month. The subsidy will be determined based on the Participant Monthly Report (described in [Section C.5](#) below), submitted each month by the

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Leaseholder or the Alternate Reporter, and may vary from month-to-month based on the information submitted. Should vanpool Participants leave the vanpool, the remaining vanpool Participants are responsible for covering all non-subsidy vanpool costs.

- 4. Subsidy Payment.** VanClub pays the subsidy directly to your expressly approved Vendor on a monthly basis. Payment is contingent on an approved application and regular submission of a Participant Monthly Report by the vanpool Leaseholder or the Alternate Reporter directly to RCTC (see [Section C.5](#) below). The remaining lease amount not covered by VanClub's subsidy is billed by your expressly approved Vendor to the vanpool Leaseholder, who may recover the balance of costs from the vanpool Participants.
- 5. Participant Monthly Report.** Submitting an accurate monthly report/log by the report due date is a condition of receiving the Program's subsidy. Reporting is done through VanClub's online System at VanClub.net. The Leaseholder/Coordinator or Alternate Reporter must track information from the first of the month to the last day the vanpool operates during a calendar month period. Information may be tracked on board the vanpool on a Report Intake Form (available for download on VanClub.net) or may be entered directly into the VanClub.net on your laptop, desktop, smart phone and/or tablet. You may track the information on board the vanpool and submit the information at VanClub.net daily, weekly, or at month end – whatever works best for your vanpool. The type of information to be gathered and submitted each month is outlined in the Monthly Reporting Guide, which can be downloaded from VanClub.net.

It is the responsibility of the Leaseholder/Coordinator or Alternate Reporter to ensure accurate information is submitted for each commute.

- a. **Vanpool Updates.** The Leaseholder or Alternate Reporter is responsible for maintaining the information submitted into VanClub.net. ANY changes in your contact or employer information, passengers, your route, drop off or pickup locations, or scheduling information, must be promptly updated on VanClub.net by you or your Reporter. These changes must be completed BEFORE you enter reporting/logging information for that month.
- b. **Vendor Reports.** Periodically, your expressly approved Vendor must submit reports to VanClub to verify vanpool participation and lease costs and provide vehicle information.
- c. **Termination.** The Leaseholder may withdraw from VanClub at any time. The subsidy for the last month will be prorated based on the actual days of participation during that month as submitted by the Leaseholder in their final Monthly Report. RCTC may terminate a vanpool for a variety of reasons, which are identified in the Participation Agreement. To review and/or download the Participation Agreement, go to VanClub.net and visit your Vendor's page. Should you have questions about the Participation Agreement, please contact us at info@vanclub.net or at 844-VANCLUB (844-826-2582).

D. Other Requirements

- 1. Federal Public Transit Requirements.** Vanpools must meet Federal Transit Administration (FTA) public transit requirements. One requirement is that vanpools be advertised and open to the general public. To this end, RCTC will promote all vanpool routes and schedules, advertise empty seats in vanpools, and provide referral services for Vanpool participation and vanpool seat availability, which may include, but not be limited to the release of the Leaseholder's first and last name, e-mail and phone contact information to individuals interested in joining a vanpool. In addition, a member of the public who is not affiliated with a particular employer is entitled to be a passenger in a vanpool serving the geographical area that the vanpool travels to, if there is a seat available, and the work hours, as well as origin, destination, and routes, are compatible. For example, if an employee of Company A requests to join a

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Company B vanpool and Company B's worksite destination is located within walking distance of Company A's worksite, and there is an open seat, the vanpool is required to accept the Company A employee subject to payment of the monthly fee. The departure and arrival times must be the same, and the origin must also be close to the origination and normal route of the vanpool. Should there be any questions or concerns about this requirement, contact VanClub at 844-VANCLUB (844.826.2582) or info@vanclub.net

- 2. Accommodations for Riders with Disabilities.** It is the vanpool Participant's responsibility to comply with the Americans with Disabilities Act (ADA) for RCTC's vanpool program, branded as "VanClub". RCTC's VanClub program is open to everyone and RCTC strictly prohibits discrimination in all its forms. VanClub's approved Participants agree to cooperate and act to ensure that no person shall be denied the opportunity to participate in, nor be subject to discrimination in the conduct of the vanpool because of a disability. Upon request of a Participant, a passenger, a potential passenger, and/or potential Participant in VanClub, the vanpool's selected Vendor will provide a vehicle that is compliant with the ADA.

Compliance Requirements.

In an effort to ensure that RCTC's VanClub enrolled vanpools are open to all, the Participants shall comply with the following:

- a. Respond to any request to join their vanpool from a person requesting ADA modifications in the same amount of time that the Participant would respond to a request from an able-bodied person. Should no seats be available on their vanpool, this would include a request to be added to a waitlist as maintained by the Participant.
- b. Consider any request to modify a route or schedule of their vanpool from a person requesting ADA modifications as the Participant would consider a similar request from an able-bodied person.
- c. Charge an identical fare for a person requesting ADA modifications as an able-bodied person.

If the requesting person's disability requires that the vanpool vehicle be modified so as to accommodate their disability, the Participant shall contact the vehicle Vendor to deliver an ADA compliant vehicle.

- 3. Restriction on Vanpool Vehicle Usage.** To comply with Federal requirements, vanpools shall be used for commuting purposes to and from a worksite as defined in [Section A.1](#) above. The commute must either originate or end in the VanClub service area in [Exhibit A](#). "Work commuting purposes" refers to pick-up and transport of passengers between vanpool route origin, route pick-up locations, and route worksite destination(s), including detours. Incidental trips are limited to maintenance and servicing of vehicle. Your lease with your expressly approved Vendor may provide for additional, personal miles, but personal miles shall not exceed 20% of the total van miles traveled during a month period. We suggest that you contact your expressly approved Vendor for personal use restrictions.

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Exhibit A – Map of the VanClub Service Area

