Application Guide

Welcome to VanClub, the Riverside County Transportation Commission's (RCTC) on-going vanpool subsidy program! This document serves as a step by step Guide on applying for a VanClub subsidy through an online application process at VanClub.net (aka System). This Guide is for individuals or employer representatives that have or will have a vanpool lease with an RCTC-approved leasing vendor (Vendor) and intend to apply for the VanClub subsidy through VanClub.net. If you have or will lease a vanpool with the **California Vanpool Authority (CalVans),** VanClub may subsidize that vanpool; however, not through this application process. If you are interested in a CalVans-leased vanpool with a VanClub subsidy, go to CalVans.gov or call (866) 655-5444.

The person applying must be the vanpool's Leaseholder, the person who has signed or will be signing a vanpool lease agreement, may also be referred to as "Coordinator". To understand if your vanpool may or will qualify for a subsidy, download the VanClub Program Guidelines at VanClub.net. If you are a passenger or a driver of a vanpool but are *NOT* the individual who has or will sign your Vendor's lease, *DO NOT* apply to VanClub. If you are interested in becoming a passenger in an existing vanpool, visit VanClub.net to find an available seat in an existing vanpool.

For best access to VanClub.net, use one of the following compatible browsers: Windows Internet Explorer Version 8 or higher. or the latest versions of Apple's Safari, Google's Chrome or Firefox. Now that VanClub.net is mobile optimized, for ease of reporting, ensure your smart phone or table are updated to the most recent operating platform.

Last, be aware that the online System may prompt you after an entry is made in error, or, if the entry does not meet the Program Guidelines' minimum requirements. At other times, you may make an entry and save, and upon saving, a popup message will inform you of an error that must be corrected before proceeding. If you believe you made a correct entry, but the System states there is an error or will not allow you to proceed, contact VanClub for assistance.

The sections of this Guide which outline the steps in applying to VanClub, are as follows:
- **A.** Program Qualification
- **B.** Start a VanClub Application
- **C.** Sign Participation Agreement and Submit Application
- **D.** Application Review

A. Program Qualification.

1. **Complete the Qualification Form.** To determine if you qualify prior to the application process, review the VanClub Program Guidelines, that can be found on this page. If you believe your vanpool qualifies, go to VanClub.net, click the Apply Today button and input your vanpool's information onto the Qualification Form:

   a. **Vanpool Origin**: enter an address, landmark, or the zip code where the vanpool vehicle is parked at the home end (usually the driver's home, a park'n'ride lot, etc.).

   b. **Vanpool Destination:** enter an address, landmark or the zip code of the location the vanpool is parked at the work end during your work day.

   c. **Number of Seats:** enter the vehicle's maximum seating capacity, including the driver.

   d. **Number of Participants:** Enter the number of participants in the vanpool, including the driver. When you apply, you must have at least 70% of your vanpool seats filled.

   e. **Submit.**

   Based on these inputs, the System will immediately determine if you qualify or do not qualify to apply for the VanClub vanpool subsidy program.

2. **Qualify:** *Congratulations*-your vanpool may be eligible for a VanClub subsidy! Upon qualifying, you may continue to Section B. Start a VanClub Application, where you create an account and follow the prompts to complete each application section. This qualification pop-up message also has a button for you to search for a seat in an existing vanpool. Should you select this button and you do not find a seat in a vanpool, to qualify and proceed with a VanClub application, you must start the qualification process again (Section A.1 above).

3. **Do Not Qualify:** If you receive the message "Your vanpool does not meet the minimum criteria to qualify for the VanClub program" the System will highlight the reason(s) why. If you believe the information you entered was in error, try again by closing the window and correct your entries. A vanpool will not qualify if one or more of the following criteria are not met:

    a. The ratio of participants to seats are less than 70% or less than five participants;

    b. The vanpool Route's destination is not within the VanClub service area; and/or,

    c. The vanpool Route's round-trip miles are less than 30 miles.

If after multiple attempts to complete the Qualification Form your vanpool Route does not qualify, and you believe your Route should qualify, email or call VanClub for assistance.

B. Start a VanClub Application.

1. **Congratulations You Qualified!** Now that you have qualified, click the Start a Subsidy Application button to be prompted to create a VanClub account. Creating an account is required to apply and submit an application. If you have an existing VanClub profile/account, click Member Sign In button at the top right. To create your VanClub account, follow the prompts to input information in each field.

    Tip: *All fields are required, unless noted otherwise. Therefore, if an entry is not entered and/or if that entry is not in the correct format, you will not be able to save your information and proceed to the next screen/section until you correct your entry.*

A few items to be aware of as you proceed:

    a. **Email Address:** this email address will serve as your VanClub account login/username every time you sign into the System. We recommend this email address be one that you check frequently, as VanClub will email you information on your application status, and upon approval, monthly logging reminders.
    Tip: If you use your work email, you may first consult with your Employer's IT staff to confirm that emails from noreply@rideproweb.com (the System's email address) are not placed into your junk/spam folders. Also ensure that in general you have permission from your employer's computer network to access VanClub.net.

    b. **Employer Name or Work Location**: as soon as you start typing your employer's name and/or address, the System will provide options of employers to select from. If your employer is not provided, continue to enter your employer's name, as you provide additional employer information during a subsequent step.

    c. **VanClub Terms and Conditions:** we encourage you to review the website's terms and conditions, and if you agree, check the circle**.**

    d. **Account Activation:** upon clicking Submit the System will email you instructions on how to set your password. If the email does not appear in your inbox, check your spam/junk folder for an email from noreply@ridepro.web. In the email, click on the link to be redirected to VanClub.net to activate your account and set your password. You may now close this web browser window or the tab associated with this web page.

Tip: the link in this email is valid for 24 hours from the time that this email was sent. Should you not click this link within the 24-hour period, go to VanClub.net, click the Member Sign In button and click the Forgot Password button, enter the email address that you entered to create your account, and the System will send you an additional account activation email.

    e. **Create a Password:** passwords must be at least eight characters long and contain a combination of at least one letter, one number and one special character.

2. **My Account.** Once a password is created, and you sign into System, click My Account where you will see five buttons/pages.

Tip: there are blue arrows at the top or bottom of each screen to move forwards or backwards. When clicking, your information will be saved unless there is a Save button on that screen; if so, click Save first before proceeding.

    a. **My Profile.**

       i. **Contact**: this will be pre-populated with information provided thus far. Ensure the information is correct and enter a phone number where you may be reached during VanClub business hours from 8:00 a.m. to 5:00 p.m.

      ii. **Home Address:** Enter your complete home physical address (no Post Office boxes). Home addresses will be kept confidential.

     iii. **Work Location:** as you begin typing your employer's name, the name and address may populate. If not, continue to enter the information. Enter your employer's physical address (no PO Boxes), as well as your work hours (your start and end times).

     iv. **Back Button:** You may go back to review/edit information under this section.

Are you leasing a vanpool?

Start a Vanpool Application

Looking to find/join a vanpool?
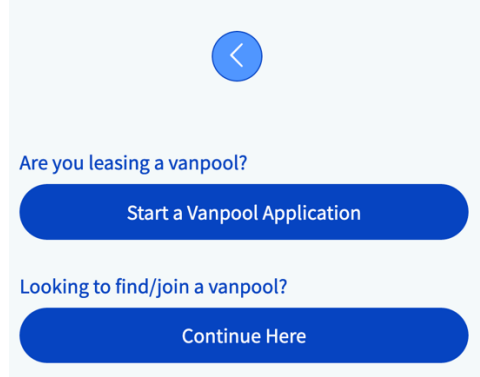
Continue Here

      v. **Looking to find/join a vanpool? Continue Here:** if after entering the information, you prefer to investigate joining a vanpool, select this button to start a search. If your search is not successful, simply select My Account to continue with your VanClub application by following the step under B.2.b, below.

     vi. **Start a Vanpool Application:** If complete, by clicking on this button a pop-up window will appear prompting to you input information on your Supervisor. Click on this link to proceed with your application.

   b. **My Supervisor:** input your immediate Supervisor's work contact information.

3. **My Vanpool.** You will now be directed to a primary navigational menu which contains several sections to complete. In these sections, you can Save and Go Back or Save and Continue.

a. **Leasing Vendor:** create a nickname for the vanpool group, such as a catchy, fun group name, a combination of your name and/or your home or destination, etc. Select your vehicle Vendor from the drop-down menu. Enter the date you signed your lease or anticipate executing your lease with your Vendor. Last, enter the number of passenger seats in the vehicle you will be leasing (including the driver seat). Select Save and Continue to proceed.

*Tip: If your vehicle leasing Vendor is CalVans, **stop**! To be eligible for VanClub subsidy for a CalVans vanpool, you must apply directly to CalVans. Review the CalVans' page on the VanClub website, or review program information on the CalVans website, or call CalVans at (866) 655-5444.*

Tip: Upon saving, you will now see the My Vanpool navigation menu appear in the top navigation menu. In addition, there will be a side gray Application Menu box to the upper left as well, which contains the same sections/tabs within My Vanpool. As these sections are competed, a green check will appear to the right of the title.
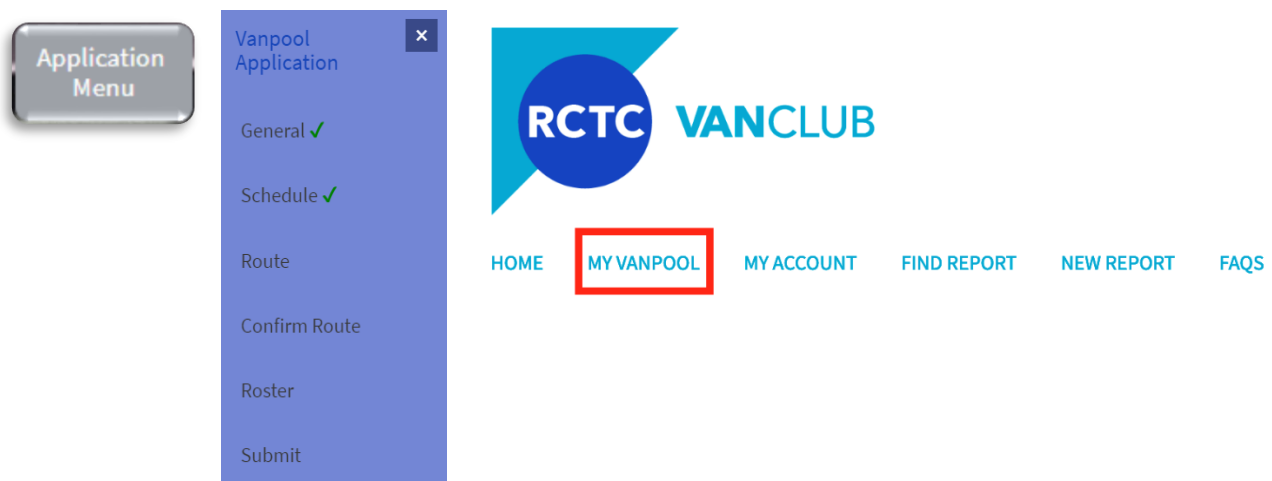
b. **Vanpool Schedule**: enter your commute times and operating days, indicating AM or PM. The Going Trip is where the driver starts the van at the beginning of the work day as the vanpool travels to work. The Returning Trip is at the end of the work day when the vanpool travels from work to home. Select all circles for each of the Operating Days the vanpool typically travels. Check the circle for Alternate Schedule box if the vanpool operates on a 9/80 work schedule. Should you have additional scheduling information about your vanpool or other variances, add those in the comment box. For example, if the vanpool hours on Fridays are different, indicate that in the comment box.

c. **Route:** a vanpool route has an origin (the home end where the driver starts the van at the beginning of the work day) and a destination (where the driver parks the van at the work end). There may also be any number of additional Pick-up locations (stops where you pick-up passengers on your way to work), and Drop-off locations (stops at the work end where passengers are dropped off, before the driver parks the vehicle at work).

After inputting your origin and destination, select Add a Stop to add in order of the Route, additional Pick-up or Drop-off stops. You may enter a nickname for the stop (Name), then enter the address and identify each as a Pick-up *OR* Drop-off. Continue to add in order of the Route from home to work, by selecting Add after each stop and repeat this process until all stops have been added.

Tip: as you begin to type your origin, destination or other stops in the Address field, the System (using Google Maps) will infill suggested addresses. Should you see an address that matches your desired entry, select that address and continue. If you do not have an exact address, you may need to enter different landmarks or other descriptive entries until you find and select the appropriate address.

*Tip: **DO NOT** use your browser's back button to make changes to your Pick-up and/or Drop-off locations. If you do, your data will be lost. To make changes, select the Save and Go Back button.*

*Tip: **DO NOT** enter the stops from work back to home at the end of the work day.*

*Tip: should you have entered the Pick-up and/or Drop-off Stops out of **sequence**, while on the Route page click to the right of the "Name" above the stop and drag it up or down on the screen to re-order the stops.*

*Tip: to delete a stop after it has been entered, click the **X** in the upper right-hand corner of the stop on the Route page.*

If your vanpool Route distance and/or time, varies from day to day, select the button at the bottom. When the information is accurate/complete, select Save and Continue.

d. **Confirm Your Vanpool Route:** an interactive map appears for you to visually confirm your Route. You may adjust the Stops directly on the map by dragging them to new locations, or you may click Go back to Route and Stops to update your entries. Should the map displayed not match the exact Route taken to work each day, you can drag the lines on the map between the Stops to force the map to display your exact Route to work. If the information you entered is accurate/correct, click Confirm and Continue.

e. **Vanpool Roster:** this contains the list of your vanpool participants that are picked up and dropped off at the Stops you entered in the Route section. It is important to enter all participants, as their names will appear in the System when you report. You will notice that upon landing on this page, the System automatically adds the Coordinator's name, role and email address to the Roster. The System also designates the Coordinator as the Primary Driver. If the Coordinator is *NOT* the Primary Driver, click Edit this member (directly below the name/email address) to remove that role.

Click on "Add new member to Roster" to begin to enter all of your participants. The information to gather/input for every Rider/participant in the vanpool, includes:

   i. First and Last Name
   ii. Email Address
   iii. **Vanpool Join Date:** note that the System pre-populates every Rider with the current date – please update this to ensure their correct join date is listed. If you are unsure as to when the Rider joined the vanpool, the date is not that critical as long as you enter a date BEFORE the VanClub subsidy start date. For example, if you anticipate the VanClub subsidy will begin on 8/15, enter a join date of 8/14.
   iv. **Role:** every Rider must be assigned a specific "Role" in the vanpool, such as:
   - **Day/Part-time Rider:** a participant who commutes on an occasional basis.
   - **Rider**: a regular participant in this vanpool.
   - **Backup Driver:** should a Rider occasionally drive the vanpool and meets all Vendor driver requirements, you may designate them as a Backup Driver. Note that a Backup Driver is not required to sign a Participation Agreement.

- **Primary Driver:** one member of the vanpool *must* be designated as the Primary Driver, which may be the Coordinator, or another Rider who conducts the majority of the driving and is authorized by the Vendor. If the designated Primary Driver is not the Coordinator, then this individual must also sign a VanClub Participation Agreement.

v. **Pick-up and Drop-off Stops:** from the drop-down menus specify the exact location where each Rider is picked up on their way to work, and where they are dropped off at the work end. Should you have omitted a Stop or made an error with a Stop, click Cancel, and Save and Go Back to enter that Stop into the Route page before returning to the Roster and designating the Stops to each of the Riders.

vi. **Employer:** input the name of their employer.

vii. **This person will be a Reporter:** click on this circle to designate a vanpool passenger to assist with the monthly reporting responsibilities. At any time you can change or designate another Rider to serve as Reporter. Select someone that can be depended on, as reporting responsibilities are very important to ensure continuation of the VanClub subsidy. Any Rider designated as a Reporter must also sign an online Participation Agreement.

viii. Save (which takes you back to the Roster page) or Save and Add Another (which brings up a blank Vanpool Member Information page). If you need to edit any of your entries, select Edit this member directly below the Rider's name. If you made an entry in error, select Remove to the right of that Rider's entry.

Tip: *Upon designating a Rider as a Primary Driver and/or a Reporter, the System will send* each *an email requesting to read, electronically sign and submit a Participation Agreement, which must be occur before VanClub* will review and consider your application.

Tip: *when applying, vanpools must have a minimum of five riders AND meet the 70% minimum start up occupancy rate (the ratio of passengers to the available seats). For example, if there are eight (8) seats in a vanpool, a minimum of six (6) riders are needed to meet the 70% occupancy requirement. Minimum occupancy requirements are outlined in the Program Guidelines on* VanClub.net *.*

Tip: *should the vanpool's Primary Driver or Reporter change in the future and/or new persons are added to the Roster with these Roles, those individuals will be required to submit an online Participation Agreement. When these assignments are made, the System will automatically send an email, requesting they electronically sign the Participation Agreement.*

Once all members have been added and the information entered is accurate/correct, click Save and Continue.

C. Sign Participation Agreement/Submit Application.

1. When all required information has been completed, the System will prompt you to the final step, which is to electronically sign the Participation Agreement and submit the application. If you have signed out of the System and have since returned, go to My Account > Participation Agreement to complete this step.

2. Be aware that should there be errors in the application, the System will flag those errors and require them to be corrected before proceeding.

3. Review each of the provisions in the Participation Agreement, as it is important that the Coordinator, Primary Driver and Reporter all understand, and are willing and able to comply with the VanClub program requirements.

> *Tip: Once you have signed and selected Submit, and assuming no application errors, your application will be locked for review and no further changes to your application can be made.*

4. When you have reviewed the Agreement, at the bottom select the "I Agree" button.
5. To sign the agreement, use your mouse to sign your name in the box provided. If on a laptop track pad, or on a mobile device, use your finger to create and sign your signature.
6. To remove your signature and re-sign, click "Clear Signature" in the gray box below.
7. To print or save a copy of this Agreement, select the "Print this Agreement" button.
8. Upon submitting, a pop-up box will notify you that your application has been submitted and the System will email you a confirmation of your submittal. The System will email your Vendor as well, who is required to submit information about your vanpool.
9. You may now sign out of VanClub.net and close your browser screen.
10. If designated in your application, your Primary Driver and/or Reporter will receive a welcome email with instructions to click on the embedded link so that they may create a VanClub Profile, username and password for access to the website, as well as electronically sign and submit the required online Participation Agreement. *Your application **WILL NOT** be reviewed or approved until all Participation Agreements are submitted.*
11. If after submitting you log into VanClub.net and click on My Vanpool, the information is locked and cannot be edited; however, you may access and edit the sections in My Account.

D. Application Review. Upon submittal, your selected Vendor will upload your vehicle lease, checklist as well as any additional information specific to the vehicle you are leasing. During VanClub review, we may contact you, your vanpool participants, your employer and/or your selected Vendor for additional information and/or clarification.

1. **Approved.** Upon application approval, you will receive an email with the start date of your subsidy, the amount of your first month's subsidy, the amount of the ongoing monthly subsidy and additional instructions on next steps and reporting. All vanpool participants will receive an email notifying them of the subsidy approval. Should your subsidy begin after the first day of the month, VanClub will prorate the subsidy based on your anticipated commute days during that month. However, it is possible that the subsidy may not begin until the first of the following month, after approval.

2. **Not Approved.** Should your application be denied, VanClub will contact you via email with an explanation and potential next steps. The reason for denial includes but are not limited to the application not meeting the minimum program guidelines, incomplete/inaccurate information, invalid email addresses, and/or signed Participation Agreements have not been submitted by the designated Primary Driver or Reporter.

***Should you have ANY questions about the VanClub application process
please contact VanClub info@VanClub.net or 844-VANCLUB (844.826.2582).***

Thank you for your participation and we look forward to your application!