



SolVan Vanpool Program Guidelines for Vanpools Applying Through SolVan.org

A. Requirements

1. **Eligibility.** A vanpool consists of a qualifying number of passengers commuting in a seven to 15-passenger vehicle leased through a SolVan-Approved Leasing Vendor (“Vendor”), that travels on a regular basis to and from work and/or vocational/post-secondary education destination (“Worksite”). For this document, a “Participant” is an individual that participates in the vanpool, including the driver and all passengers. To qualify for a vanpool that is subsidized by the SunLine Transit Agency (referred throughout as the SolVan Vanpool Program), the vanpool must meet **ALL** of the following requirements:
 - a. The applicant to the Vanpool Program must be the vanpool’s Leaseholder - i.e., the person entering the lease agreement with a 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 driver of the vanpool must be a volunteer and a participant in the Vanpool Program;
 - d. The vehicle must be leased through a SolVan-Approved Leasing 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 and maintained on a monthly basis at 50%;
 - f. Mileage from where the vehicle is parked at night to where the vehicle is parked at the regular worksite during the work day must be at least 12.5 miles one-way, or 25 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 SolVan service area.

2. **SolVan Service Area.** Refer to [Attachment A](#), a map of the SolVan service area. To qualify for the SolVan subsidy, the vanpool’s origin OR destination must be within the SolVan service area, defined as the geographic boundaries of the Cities and surrounding communities in or near Eastern Riverside County, and includes:

Bermuda Dunes 92203	Mountain Center 92561
Blythe 92225	North Palm Springs 92258
Cathedral City 92234	North Shore 92254
Coachella 92236	Oasis 92274
Desert Center 92239	Palm Desert 92211, 92260
Desert Edge 92241	Palm Springs 92262, 92264
Desert Hot Springs 92240	Rancho Mirage 92270
Indian Wells 92210	Sky Valley 92241
Indio 92201	Thermal 92274
La Quinta 92253	Thousand Palms 92276
Mecca 92254	White Water 92282

3. **Minimum Occupancy.** To qualify for the SolVan Vanpool Program, a vanpool must meet a minimum 70% occupancy rate. The occupancy minimum is not negotiable and



is based upon the passengers (including the driver) divided by the vehicle's size (including the driver). The minimum occupancy requirements at Vanpool Program startup are as follows:

Vehicle Size (Driver + Passengers)	Minimum Occupancy To Meet 70% 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

Note that in the table above the number of passengers required to qualify for the Vanpool Program has been rounded up. For example, a 13-passenger vanpool minimum occupancy requirement is 9.1 passengers and is rounded up to 10 passengers since a vanpool will never meet the SolVan Guidelines if 9.1 passengers are rounded down to 9 passengers.

- Leasing Vendor(s).** The vanpool must be leased from a SolVan-Approved Leasing Vendor and must be leased by a vanpool Participant or a vanpool Participant's employer. Go to the SolVan [website](#) for a list of the current SolVan-Approved Leasing Vendors. Be aware that vanpools leased through the California Vanpool Authority ("CalVans") may be eligible for a Solvan subsidy; however, those vanpools do not apply directly on the SolVan website; rather, one must apply directly to CalVans. For additional information on vanpools leased through CalVans, visit the CalVans section of the SolVan [website](#), or visit the CalVans website at [CalVans.org](#). Leases with other third-party leasing vendors that are not with a SolVan-Approved Leasing Vendor do not qualify for the SolVan Vanpool Program. SolVan requires its Vendors to offer a month to month lease agreement with Leaseholder; however, at the Leaseholder's discretion, the Leaseholder may execute a longer lease with a SolVan-approved Vendor.
- Privately Owned Vanpools Are Not Eligible.** Private transit, private shuttles, private vanpools (such as but not limited to, employer-owned vanpools and/or employee-owned and operated vanpools) are not eligible to apply to or receive a SolVan Vanpool Program subsidy.
- Ongoing Occupancy.** To continue to receive a SolVan Vanpool Program subsidy, vanpools must maintain on a monthly basis an average occupancy rate of 50% or greater. Please refer to the table below, which identifies the specific target by vehicle size that must be maintained to continue participating in the SolVan Vanpool Program.



Vehicle Size (Driver + Passengers)	Minimum Monthly Average Occupancy To Meet 50% 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 5.5 passengers, and there are 8 passengers assigned to this vanpool. The vanpool commuted 22 days during the month; of which during 16 days there were 8 passengers and during 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 SolVan may terminate the vanpool's participation in the subsidy Program. Be aware that SolVan does not include the months of December and July in the occupancy requirements, due to the holidays and vacations that occur during those months.

SolVan will provide you with reporting tools that will track daily statistics and automatically calculate the occupancy number for you. Go to the SolVan [website](#) to download a document titled "Steps/Instructions for Monthly Reporting".

B. Application Process

- 1. Overview.** Only the vanpool's Leaseholder may apply to the SolVan Vanpool Program. The qualification and application process entails gathering a variety of information about the vanpool and the passengers. It is also the Leaseholder's responsibility to ensure that your Vendor is aware that an application is being submitted. The entire application process is contained on SolVan's online/web-based system (referred throughout as [SolVan.org](#)). If you do not have access to a computer or the internet, contact SolVan at SolVan@SunLine.org or call us at (877) 4-SOLVAN (877.476.5826).

Upon application approval by SolVan, the Leaseholder will serve as the vanpool's administrator and is required to maintain accuracy of information contained in your application that is online at [SolVan.org](#). SolVan provides a Change form (available at this [link](#) in either a Microsoft Excel or Adobe PDF format) that can be filled out and submitted to SolVan, so your information is accurate and up to date. When you track



vanpool participation and submit your report each month, that report will be inputted on a different website TransTrackSystems.net (referred throughout as "TransTrack"). The Leaseholder may designate an Alternate Vanpool Reporter to assist with the reporting process and the reporting process is discussed more fully in Section C.6 below.

2. **Qualification.** Log onto SolVan.org and select the "Apply Today" button. You will be asked a few simple questions to determine if you qualify for the Vanpool Program, based on the eligibility requirements outlined in Section A.1 above.

In addition to the program criteria outlined in Section A.1 above, the qualification will NOT be approved based on these circumstances as well:

- a. Arrangement from any other third-party leasing vendor who is not an approved SolVan Vendor, or
- b. Use of a personal or employer-owned vanpool vehicle.

For this reason or any other reason where you do not meet the qualification criteria, SolVan will notify you via email with the reasons why you do not qualify. You may go back to SolVan.org and fill out the qualification form again (if you made an error answering the questions) or you may contact SolVan for clarification.

An applicant who has yet to enter into a vanpool lease with a Vendor may fill out the qualification form and proceed with the qualification process. Upon qualification, contact the SolVan-Approved Leasing Vendor to review lease rates, as well as their terms and conditions. You are only required to enter into a month-to-month lease.

When SolVan notifies you that you qualify, the approval email will also provide you with a username and password so that you may continue with the application process.

3. **Application Submittal.** After qualifying for the Vanpool Program and initiating a lease with an Approved Vendor, with your username and password provided to you in your qualification email notification, log back onto the SolVan [website](#) and complete the application by providing the following information:

- a. **Sections A & B - Contact Information:** Leaseholder's contact information and information about your employer (address and employer representative contact information).
- b. **Section C - Vanpool Schedule:** Identify the days of the week the vanpool is typically in operation. Provide the time the vanpool usually leaves the home end and arrives at work, as well as 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 (if a 9/80 work schedule) or other variances.
- c. **Section D - Vanpool Pickup/DropOff Locations:** Provide physical addresses and/or landmarks of all locations the vanpool picks up passengers on the way to work, and all locations at the work end passengers are dropped off. Be aware the vanpool begins its route when the driver starts up the van each workday at the home end. That location can be at the driver's home, or at a Park'N'Ride lot, or another location. But this 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 your 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.

- d. **Section E - Passenger List/Vanpool Manifest:** Provide the names, email addresses, a contact phone and the employer name of each of the vanpool passengers, including the Primary Driver. You will also identify if you are not the Primary Driver, which of the passengers is the Primary Driver. In addition, should you desire to have a vanpool passenger assist you with the monthly reporting requirements, then you will identify the passenger who will serve as the Alternate Vanpool Reporter.
- e. **Participation Agreements:** The SolVan website has a [page](#) called "Participation Agreement" that certain Participants are required to read, agree to and sign online.
 - i. Every 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, SolVan will send him/her a request to visit the website and read, agree to and sign the online Participation Agreement, as well. The Primary Driver executing an online Participation Agreement is a Program requirement.
 - iii. Should in your application you select a passenger as an Alternate Vanpool Reporter to assist you in the monthly reporting/logging responsibilities, upon selection, SolVan will send him/her a request to read, agree to and sign the online Participation Agreement. SolVan 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. The Alternate Vanpool Reporter executing an online Participation Agreement is a Program requirement.
 - 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.
- f. **Passenger List/Vanpool Manifest Form:** The SolVan website has a [page](#) called "Passenger List/Change Form" that is required for your monthly reports/log submittals. Note that this form can only be filled out after you have taken possession of your vanpool and have started commuting. Go to the [website](#) and review the instructions and download the attachment so that you can provide detailed odometer readings for each passenger and identify which passengers board and alight at each stop. When the sheet is completed, attach it to the online form and submit. Note that should you have any future changes to your vanpool, you will be asked to update this form and re-submit.
- g. **SolVan-Approved Leasing Vendors:** SolVan will notify your Vendor of your application, who will submit specific information about the leased vehicle, provide a copy of the lease and identify the date your lease is signed. SolVan will include this information in your application and you will be able to view this information, but not change it online at SolVan.org/apply. Should you have questions about this information, please contact SolVan.



- h. **Section F - Complete Application:** Upon completing the online sections, and submitting the Participation Agreement and Passenger List forms, you are asked to check three boxes to confirm that all the necessary steps are complete. Upon checking these boxes, SolVan will review the application and possibly contact you, your vanpool passengers or Vendor for additional information.

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

Upon approval, SolVan will notify you with the start date of your subsidy and the exact amount of your subsidy. Should your subsidy begin during the month, SolVan 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 – make sure everything is complete and accurate upon submittal.

Should you qualify and submit an application, and should your application NOT be approved, SolVan will contact you with the reasons why and potential next steps.

Should an application be in the System for three months and unsubmitted, SolVan will be in contact with the applicant to determine if he/she is still interested in the Program and completing an application. Should you not respond or are no longer interested in completing your application, SolVan may remove the application from the System.

C. Rules and Procedures

1. **Ineligible Vanpool Subsidies/Incentives.** Once SolVan approves a vanpool's participation in the Program, the Participants in the vanpool (including the Primary Driver, Alternate Vanpool Reporter and all passengers) are no longer eligible to receive ongoing monthly 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), Riverside County Transportation Commission (RCTC), San Bernardino County Transportation Authority (SBCTA), San Diego Association of Governments (SANDAG) and/or the Victor Valley Transit Authority (VVTA). Accepting monthly subsidies from any of the above-mentioned programs while receiving a SolVan subsidy simultaneously will immediately disqualify the vanpool and its Participants from participating in the SolVan Vanpool 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, the Leaseholder or any of the vanpool passengers that are new to ridesharing, may be eligible to receive the three-month \$5/day subsidy provided by [IE Commuter](#). IE Commuter also offers a reward program called Rideshare Plus for vanpool participants that have been ridesharing for three or more months. Qualified vanpool Leaseholder and passengers are permitted to apply and participate in this



reward program. For more information on the \$5/day incentive or on Rideshare Plus, call IE Commuter at (866) RIDESHARE (866.743.3742).

Subsidy Amount. SolVan’s subsidy per approved vanpool is up to 50% of total lease costs for the vanpool each month, not to exceed \$400 per month, OR, \$500 per month if leasing a qualified zero emission vehicle. 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 Leaseholder or the Alternative Vanpool 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.

3. **Subsidy Payment.** SolVan pays the subsidy directly to your 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 Alternative Vanpool Reporter directly to SolVan (see Section C.5 below). The remaining lease amount not covered by SolVan’s subsidy is billed by your Vendor to the vanpool Leaseholder, who may recover the balance of costs from the vanpool Participants.
4. **Participant Monthly Report.** Submitting a monthly report/log is a condition of receiving the Program’s subsidy. SolVan utilizes an online software program called TransTrackSystems.net (“TransTrack”) for Vanpool Program reporting. The Leaseholder or Alternative Vanpool Reporter must track information from the first of the month to the last day the vanpool operates during a calendar month period. SolVan has available an Intake Form referred to as a “Cheat Sheet” (available at this [link](#)) that you can print out and track your vanpool statistics each day you commute. You may track the information on board the vanpool and submit the information online at TransTrack at the end of the day, week or at month end – whatever works best for your vanpool. For each day the vanpool operates, the following information must be tracked on your “Cheat Sheet” and submitted on TransTrack:
 - a. From the application you submitted on SolVan.org, as well information contained on the Passenger List/Vanpool Manifest Form, SolVan will input into TransTrack your vanpool specifics, as well as your passenger/driver names and each of their pickup and dropoff locations.
 - b. For each day your vanpool operates, you will provide the following:
 - i. the name of the vanpool’s driver,
 - ii. identify the day if you were driving a loaner vehicle,
 - iii. the date of the commute,
 - iv. the departure and arrival times using 24-hour military time (for example, 5:00 p.m. would be entered as 17:00),
 - v. any non-commute personal or maintenance miles driven,
 - vi. check any passenger(s) that **DID NOT** travel as expected during on the way to work or from work back to home,
 - vii. vanpool expenses (parking, car washes or tolls) incurred for the day (do not include your monthly lease costs),
 - viii. fuel costs and how many gallons were purchased, and



- ix. on the last day of the month enter the odometer reading when you parked the van at the home end.
 - c. If during the month there are changes to your passengers, you must resubmit a Passenger List/Vanpool Manifest to SolVan, so that we may update TransTrack with this new information - otherwise your reporting will not be accurate. The Passenger List/Vanpool Manifest information is found at this [link](#).
 - d. Participant Monthly Reports must be submitted no later than **the 6th day** of the month following your reporting period. For example, for the month of April, your report/log must be complete on TransTrack by May 6th.
5. **Vanpool Updates.** The Leaseholder or Alternative Vanpool Reporter is responsible for maintaining the information submitted into [SolVan.org](#) including submitted Passenger List/Vanpool Manifest Form. ANY changes in your contact or employer information, passengers, your route, drop off or pickup locations, or scheduling information, must be provided to SolVan through the Change Form found on this [page](#), and [email](#) to SolVan by no later than five business days after the change takes place. These changes must be completed BEFORE the end of the month, so that SolVan may update TransTrack so that the information is current and ready for reporting input. It is recommended that the Leaseholder or Alternative Vanpool Reporter review all information and ensure it is accurate and current before filling out and submitting the Participant Monthly Report, as this will make reporting go much more smoothly.
6. **Vendor Reports.** Periodically, your Vendor must submit various reports to SolVan to verify vanpool participation and lease costs, as well as provide current vehicle information.
7. **Termination.** The Leaseholder may withdraw from the SolVan Vanpool program at any time. Upon doing so, 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. SolVan may terminate a vanpool for a variety of reasons, which are identified in the Participation Agreement (available at this [link](#)). Should you have questions about the Participation Agreement, please [email](#) SolVan or call SolVan staff at (877) 4-SOLVAN (877.476.5826).

D. Other Requirements

1. **Federal Public Transit Requirements.** Vanpools must meet Federal Transit Administration (FTA) public transit requirements. One such requirement is that vanpools must be advertised and open to the general public. To this end, SolVan will promote all vanpool routes and schedules, advertise empty seats in vanpools, and provide referral services for Vanpool Program participation and vanpool seat availability. 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 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, [email](#) SolVan or call SolVan staff at (877) 4-SOLVAN (877.476.5826).

2. **Accommodations for Riders with Disabilities.** In the event a current or future passenger requires the leased van/vehicle be accommodated to comply with the Federal Americans with Disabilities Act (ADA), your Vendor will change or modify the vehicle to become ADA-compliant. Additional charges may apply to modify a leased vanpool to accommodate a rider with a disability, which SolVan is not responsible for any additional costs.
3. **Restriction on Vanpool Vehicle Usage.** So as 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 SolVan service area. "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. A lease may provide for additional, personal miles, but personal miles shall not exceed 20% of the total van miles traveled during a month period.



Attachment A – SolVan Service Area Map

