vRide Vanpool Program
Frequently Asked Questions (FAQs)

1. **Why was the vanpool program outsourced to VPSI, Inc. (VPSI)?**
   Based upon a thorough analysis, outsourcing to VPSI will be more cost effective for participating employees.

2. **Will participants continue to pay for vanpool rates through pre-tax payroll deductions?**
   Yes. Commuter Services will continue to collect vanpool rate fees from participating employees through pre-tax payroll deductions. (Pre-tax deductions are based upon the IRS allowable amount for the current calendar year.)

3. **Does the estimated vanpool rate include insurance coverage?**
   Yes. VPSI provides $1 million liability insurance coverage for property and bodily injury, which is included in the van rental fee.

4. **Does the estimated vanpool rate include fuel cost?**
   Yes. Fuel cost was estimated based upon reported vanpool mileage and current fuel prices and was included in the estimated vanpool rate. (Fuel cost will vary depending upon market prices. Vanpool rates will be adjusted accordingly.)

5. **Where will vanpools go to fuel the vanpool vehicles?**
   All vanpools will be provided with a Wright Express fuel card to pay for fuel. Vanpool vehicles may be fueled at any commercial fueling station that accepts the Wright Express fuel card, which is a Mastercard. (Costco does not accept Wright Express fuel cards.)

6. **Where is the vanpool vehicle to be parked?**
   The vanpool vehicle must be parked in a consistent location at the worksite. Vanpool vehicles must be parked at night, and on weekends, on the driveway or in the garage of the Primary Vanpool Driver or Alternate Driver. Alternatively, vanpool vehicles may be parked at a County of San Bernardino facility, State-sponsored Park and Ride facility, or in the parking lot of a major retailer (with owner permission). Any other parking arrangements must be approved by VPSI.

7. **What are the eligibility requirements to become a Primary Driver or an Alternate Driver?**
   - Driver has volunteered to be a vanpool driver and has not been designated by a group or company as a driver and receives no compensation from a group or company for driving. Driver is not an agent, servant or employee of VPSI. The Driver is an independent party participating, with others, in a voluntary, not for profit, ridesharing arrangement.
   - Driver has a valid driver’s license from the state in which driver resides.
   - Driver is 25 years of age or older.
   - Driver has a minimum of five years current and uninterrupted licensed driving experience.
   - Driver does not have more than one moving violation or at-fault accident in the past 12 months.
   - Driver does not have more than two moving violations or at-fault accidents in the past 36 months (or any combination thereof).
   - Driver does not have any record of convictions for serious offenses such as:
     - Excessive speed (20 mph or more over posted speed limit)
     - Operating to endanger
     - Reckless or careless driving
     - Driving under the influence of alcohol or drugs
     - Operating a motor vehicle with a suspended or revoked license
12. School bus stopping or passing violations
10. Leaving the scene of an accident that involved personal injury or property damage
11. Motor vehicle homicide.

8. What are the responsibilities of the Primary Driver and Alternate Driver?
The Primary Driver assumes the following responsibilities:

- Sign the Voluntary Driver Agreement to become the vanpool vehicle leaseholder
- Complete the online driver safety awareness course as required
- Obey traffic laws and practice safe, courteous driving habits at all times
- Provide leadership and act as the primary contact for the vanpool
- Make the final decision for minor grievances
- Escalate extreme grievances to Commuter Services, as necessary
- Coordinate the collection of fares from non-County participants
- Consistently follow the appropriate departure times to and from work as agreed to by the vanpool
- Notify VPSI of any changes in vanpool membership, routes, schedules or any other alterations pertaining to the vanpool
- Make certain the vehicle adheres to the prescribed service and maintenance schedule and maintain the overall cleanliness
- Notify VPSI of any vehicle problems or vandalism
- Notify VPSI of accidents and take appropriate action as described in Section 11(A) of the Vanpool Policy
- Prohibit any unauthorized person from riding in the vanpool without securing prior permission from VPSI
- Fulfill application and reporting requirements of regional subsidy agency (if applicable)
- Park the vehicle in a consistent location at the worksite
- Park the vehicle after-hours in a location approved by VPSI
- Maintain a current copy of the Vanpool Policy and the Non-Discrimination/Harrassment Policy for periodic review and to answer member questions
- Carry all required licenses, statements, and documentation

The Alternate Driver will be required to fulfill the responsibilities of the Vanpool Driver whenever the Primary Driver is unavailable.

9. Will the Primary Driver receive a discounted vanpool rate?
Yes. The Primary Driver will receive a discount of up to $50 per payroll deduction ($100 per month). This discount shall be given to all primary drivers of a vanpool who maintain satisfactory performance in carrying out the required responsibilities. The driver discount may not be shared with other members of the vanpool.

10. Are multiple Alternate Drivers allowed?
Yes. Each vanpool shall appoint a Primary Driver and an Alternate Driver. VPSI encourages multiple Alternate Driver assignments. Alternate Drivers must meet the same eligibility criteria as the Primary Driver and sign the Alternate Volunteer Driver agreement. Alternate Drivers do not receive a driver discount.

11. Where is the vanpool vehicle serviced?
When service is necessary, and if the vehicle can be driven safely, the vehicle can be taken to a service center of the Primary Driver’s choice. Vehicles can be serviced at a variety of convenient locations. To schedule service, the Primary Driver can call (800) VAN-RIDE for a list of approved service centers. The Primary Driver will receive a $25 incentive (per occurrence) for coordinating the vehicle maintenance.

12. Will there be a loaner provided for service or breakdown issues?
Yes. A loaner vehicle will be provided for service requiring more than one business day. In cases of a breakdown,
or an accident that disables the vehicle, the Driver should contact the “Rider Rescue” hotline at (800) VAN-RIDE. A loaner vehicle will be towed to the scene for immediate use by the vanpool. In cases of emergency road side assistance (flat tire, dead battery, out of gas, keys locked in vehicle), the Driver should contact the “National Auto Club” hotline at (800) 622-2130.

13. **Will participants receive reimbursement of expenses incurred for obtaining the required medical examination certification?**
   Yes. Upon the participant’s request, fees incurred for obtaining the required medical examination certification will be eligible for reimbursement from VPSI, not to exceed $40 every two years. Use of the vanpool vehicle is permitted for this purpose.

14. **Will participants be guaranteed a ride home in the case of an emergency?**
   Yes. Each vanpool participant is allowed two guaranteed rides home per year. VPSI will coordinate the ride home at no cost to the participant.

15. **Will vanpools be required to submit weekly vehicle mileage to Commuter Services?**
   No. Commuter Services will no longer monitor weekly mileage, and VPSI does not require weekly mileage reports. However, if the vanpool is receiving a monthly subsidy from a regional agency, such as VVTA, OCTA, or IECS, there are specific reporting requirements that must be satisfied in order to keep the subsidy. The Primary Driver will be responsible for fulfilling the application and reporting requirements of the applicable regional agency.

16. **Will Commuter Services continue to track program participation for vanpool members?**
   No. Each participant will be responsible to track monthly rideshare participation on-line at [http://cmscl.sbcounty.gov/hr-commuterservices/RideshareTools/RideshareTracking.aspx](http://cmscl.sbcounty.gov/hr-commuterservices/RideshareTools/RideshareTracking.aspx). To be eligible for the rideshare incentives, Commuter Services must receive monthly tracking from each participant by the deadline.

17. **Will participants receive rideshare incentives?**
   Yes. The vRide vanpool is a qualifying mode of transportation to receive rideshare incentives. Each participant will be responsible to track rideshare participation monthly on-line at [http://cmscl.sbcounty.gov/hr-commuterservices/RideshareTools/RideshareTracking.aspx](http://cmscl.sbcounty.gov/hr-commuterservices/RideshareTools/RideshareTracking.aspx). To be eligible for the rideshare incentives, Commuter Services must receive monthly tracking from each participant by the deadline.

18. **Will personal use of the vanpool vehicle be allowed?**
   Yes. Incidental personal use of the vanpool vehicle by Primary and Alternate Drivers is permitted, including use for lunch breaks and personal errands. Prior authorization must be obtained from VPSI, should the vanpool vehicle be used for trips out-of-state or in excess of 200 miles. Vanpool vehicles may also be used for official County business by County employees attending scheduled training, official County meetings, and seminars in the local area.

   If personal use of the vanpool vehicle results in exceeding the monthly mileage allowance, additional fees will be incurred. Under no circumstances shall use of the vanpool vehicles for purposes other than commuting delay or disrupt the normal scheduled pickup and drop-off of the other vanpool members. There are no exceptions for vanpool delays.