

# Metro Vanpool Program

## Participation Guidelines

Metro administers the Metro Vanpool Program (Program) to provide alternative transportation choices to commuters, improve air quality, and reduce congestion on regional roadways. The Program offers a monthly lease fare subsidy to commuter vanpools to offset the monthly lease of the vanpool vehicle.

Please retain a copy of these guidelines for your records and future reference. Visit our [Participating Vanpools page](#) at [metro.net/vanpoolforms](#) for more information.

### Eligibility

The Metro Vanpool Program offers up to a \$500 monthly lease fare subsidy for publicly operating commuter vanpools with a destination within LA County.

Ineligible to enroll in the Metro Vanpool Program are vanpool vehicles or passengers receiving financial subsidy and/or incentives from any public funding source, private transit, private shuttles, day care/primary school trips, charter trips, owner-operated vanpools vehicle feeder services and private vanpools. Private refers to commuter services that are owned by an organization or is exclusive to a particular employer, institution, or group and not open to the general public.

### Application & Enrollment

Applicants that enter into a valid vanpool vehicle agreement with any Metro authorized vanpool vehicle supplier must complete and submit a Metro Vanpool Program Participation Application and Metro Vanpool Program Participation Agreement. Metro's authorized suppliers include:

- > Airport Van Rentals **310.803.2142**
- > Enterprise Rideshare **800.VAN.4.WORK**
- > Green Commuter **844.4RIDECC**

Applicants must submit their Metro Vanpool Program Application and Agreement to Metro by the 15th of the month to be considered for enrollment on the 1st of the following month. For example, deliver by August 15th to be considered for enrollment on September 1st. Deliver completed and signed application as a scanned PDF to [vanpool@metro.net](mailto:vanpool@metro.net) or call 213.922.7003 for other submission options. Incomplete or invalid documents will be returned for completion or correction. Late applications will be considered for the following month.

### Enrollment Evaluation

Metro will review each complete and valid Metro Vanpool Program Application and Agreement for eligibility to authorize Program enrollment based on the following:

- > Applicant is the confirmed vehicle agreement holder: primary driver coordinator or vehicle leaseholder.
- > Applicant agrees to all terms and conditions without exception.
- > Vanpool begins service with at least a 70% vehicle occupancy rate. For example, a seven-passenger vehicle will qualify with a minimum of five passengers including the driver.
- > Vanpool route ends at work/drop-off location within LA County.
- > Vanpool route operates at least three commute days each week.
- > Vehicle is 1) a qualified commuter vanpool vehicle, 2) less than four years old, and has 3) less than 200,000 miles.
- > Vehicle lease does not exceed the maximum monthly lease fare authorized by Metro.

### Metro Vanpool Program Enrollment Notice

Applicants will be notified by U.S. Postal mail and email regarding enrollment approval, lease fare subsidy authorization, and instructions after receiving a complete and valid Metro Vanpool Program Participation Application and Agreement.

### Maintaining Metro Vanpool Program Enrollment

Upon enrollment the applicant shall become a Volunteer Participant subject to the Program terms of agreement and requirements. Vanpools will be continually evaluated for enrollment compliance and lease fare subsidy payment. Failure to comply with the terms of agreement and requirements below will result in termination of the Metro Vanpool Program Participation Agreement and discontinued lease fare subsidy.

Requirements for maintaining enrollment compliance include the following:

- a. Volunteer Participant shall use the Metro authorized vanpool vehicle exclusively in Commute Service with a vanpool route ending at a worksite in LA County including Incidental Vehicle Trips. "Commute Service" means pick-up and transport of passengers between vanpool route origin, route pick-up locations, and route work destination(s) including detours. "Incidental Vehicle Trips" are limited workplace related trips, vehicle maintenance and servicing, and/or other non-prohibited trip purpose adjacent to the vanpool route on commute days within the Service Area. The "Service Area" is limited to the seven (7) Southern California counties of: Los Angeles, San Bernardino, Orange, Riverside, Ventura, Kern and San Diego.
- b. Volunteer Participant is prohibited at all times from operating the Metro authorized vanpool vehicle for travel outside the Service Area.
- c. Volunteer Participant shall follow Terms of Agreement as detailed in the Metro Vanpool Program Participation Agreement and the policies as posted on [metro.net/vanpoolforms](#).
- d. Volunteer Participant shall submit complete, valid, and legible Monthly Vanpool Reports when due and on time without demand. Reports must comply with Metro's Monthly Vanpool Report Policy.
- e. Volunteer Participant shall, when requested, respond to and submit complete, valid, and legible Metro Vanpool Audits when due and on-time without demand.
- f. Volunteer Participant shall achieve a minimum rider performance (occupancy) rate of 55% each calendar quarter as defined in Metro's Occupancy Policy.
- g. Volunteer Participant shall respond to public requests for vanpool information, seat availability, and process to join the vanpool within one business day of request.
- h. Volunteer Participant shall respond to any request to join the vanpool from a passenger requesting ADA accommodations to the vehicle, route, or schedule, as the Volunteer Participant would consider similar requests from any other passenger. Fares for passengers requesting ADA accommodations shall be the same as fares for any other passenger. See our ADA Compliance Policy.
- i. Volunteer Participant shall submit a complete and valid Vanpool Update form to process any change to Volunteer Participant contact information, route details, schedule and their passenger list.

Metro retains the right to deny funding for any new Metro Vanpool Program applicant and to terminate the funding of any individual vanpool or the entire Program if Metro deems it to be in the best interest of the agency to do so.



**Metro**