

vanpool

by Spokane Transit

2016 Reporting Guide

CommuteFinderNW



VANPOOL



CARPPOOL



BIKE - WALK



TRANSIT



MY COMMUTE

Vanpools ▾

Account ▾

1212 W Sharp Avenue, Spokane, WA 99201

STAvanpool@spokanetransit.com

509-326-POOL (7665)

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Thank You Bookkeepers

Your work is greatly appreciated! As the bookkeeper you are responsible to submit the monthly report and payments to STA on or before the 8th of the month. This includes the on-line reporting for vehicle mileage and ridership and the payment report which is completed in MS-Excel.

You will be able to log into on-line reporting anytime during the month to enter data. If your on-line report is not yet submitted and the deadline is approaching, you may receive a reminder email from the Vanpool office.

Groups that fail to turn in their reports by the 8th of month may be assessed a late fee, and the group's fuel card may be deactivated. Please reference the STA Vanpool manual for further information.

On-line Reporting for mileage & Ridership

Access to reporting is through the website <https://mytrip.commutefindernw.com/rp2>

The website is also a ride matching service providing bookkeepers an easy way to search for new Vanpool members.

Payments and Payment Record

Each month bookkeepers will prepare a payment record and inform the riders of their payment amount due. This should be done prior to the 1st of the month so the riders will be able to submit their payments in a timely manner.

The payment forms (and all other forms) are located on our website under Bookkeeper Forms: <https://www.spokanetransit.com/vanpool>

Riders can now make payments by check or on-line at the Vanpool Payment Center
<https://www.spokanetransit.com/vanpool/payments/account>



Vanpool Payment Center

Check payments can be sent in with a copy of the payment record using a provided SASE envelope. If you do not have one, please call 509 326-POOL for more. You may also send payments to:

Spokane Transit Rideshare
1230 W Boone Ave
Spokane, WA 99201

Terminology

Vanpool Group	A designated group of persons joined together to commute to and from worksite(s) in a single van. A group is assigned a vanpool group number (i.e. V602) that does not change.
Roster	All the persons who are members of the group comprise the vanpool roster. Only the vanpool staff can make changes to the roster.
Vanpool Vehicle	This is the vehicle assigned to a vanpool group. Vehicles can change for a group due to changes in roster, van availability or temporary assignments. Vans are assigned a number that starts with the letter 'R'.
Loaner Vehicle	A temporarily assigned vehicle to a group who will use it while the regularly assigned vehicle is being serviced.
Vanpool Route	The mapped route with all pick up and drop off stops of a vanpool group.
Bookkeeper	The person responsible for monthly reporting for a vanpool group.
Revenue trip	Vanpool term for any trip on the van where riders are going to or from their work sites.
Personal Miles	Groups can use up to 50 total personal miles per month. Approved drivers must sign an agreement and the bookkeeper logs each trip as a non-revenue trip (see next entry).
Non-Revenue Trip	A trip made for any purpose other than commuting. Use for fueling or washing your van that amount to 3 or more additional miles. Personal Mile trips are also called Non-Revenue Trips
Inbound trip	Vanpool term for a trip going to the work site.
Outbound trip	Vanpool term for a trip coming from the work site.

Important Tips

Saving your Work	Entries are not saved when you type them. They are saved when you "submit" or "save" the page, or click the "next" button to move to the next page. If you make a change, then navigate to another function without saving, the change will be lost.
Signing out	You are logged in the reporting site until you click on "Sign Out" or close ALL tabs in the web browser. If you close one tab while another is running, you are still logged in.
Back Function	Use the back function to navigate to previous pages.

Logging In

Reporting is done via a password protected web page. To access bookkeeper reporting, the Vanpool office will need to activate for you.

If you are viewing this guide on your computer, click [here](#) to access the log in page.

Direct access: <https://mytrip.commutefindernw.com/rp2>



Web Site Menu

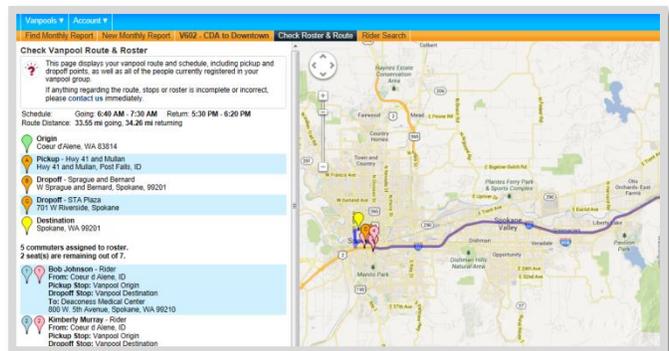


When you log in, you will see the menu above. Your vanpool route code and name are displayed in the middle. The menu includes four primary choices.

1. **Check Roster & Route.** Please review your vanpool route and roster frequently and notify the vanpool office of any changes.
2. **New Monthly Report.** Start the reporting process for a new month.
3. **Find Monthly Report.** Use if you have already started a report for a month, and need to come back to it to finish it.
4. **Rider Search.** Use to find riders to fill an empty seat in your van.

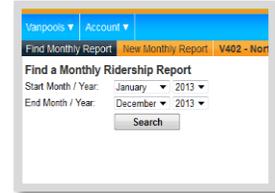
Checking your Roster and Route

- Periodically check your roster and route. If it is not correct, please call or email the vanpool office.
- A rider agreement should always be submitted when a rider joins the van and when a rider leaves the van, submit a withdrawal.
- Please make sure the route and the stops are correct and assigned correctly to the riders.



Your Monthly Report

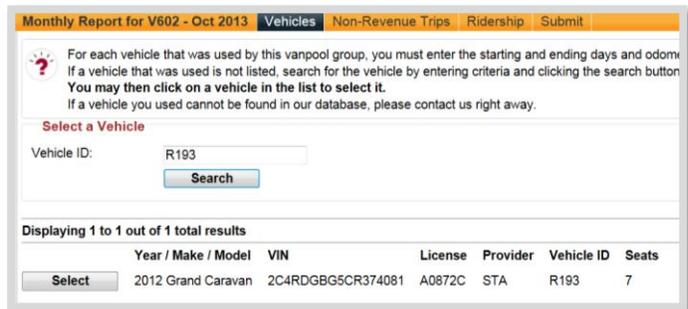
- To begin, you will need to have with you the vanpool log from the van (see example page 16):
- NEW Monthly Report. Select "New Monthly Report" from the menu. Confirm the month and year, and click "open."
- FIND Monthly Report. If you have already started a report, you will need to find it so that you may continue entering your data.



If a report has been submitted, you will not be able change the data. Please ask the vanpool office to re-open the report. Call 509-326-POOL (7665) or STAvanpool@spokanetransit.com

Vehicle Usage

- The vehicle odometer at the end of last month will be copied forward to this month. If this is the only vehicle driven for the entire month, with no trips to the shop, simply enter the ending odometer and this will complete the usage.



Add additional van(s) by entering the vehicle number(s) and clicking "Search" and "Select". You may search and select the same vehicle more than once. This will allow you to enter odometer readings for same van for different date ranges.

Loaner van

Record the date range and miles of the loaner van.

Year	Make	Model	Provider	Vehicle ID	Seats	Start Day	End Day	Start Odometer	End Odometer	
2007	CMD	EWB 2LT	STA	R133	7	1	19	41607.0 mi	42700.0 mi	Delete
2007	CMD	EWB 2LT	STA	R141	7	19	21	60150.0 mi	60300.0 mi	Delete
2007	CMD	EWB 2LT	STA	R133	7	21	31	42714.0 mi	42890.0 mi	Delete

- Enter the end odometer BEFORE driving to shop and AFTER returning from shop. This is true for both regular and loaner vans. The miles between the shop and your location should not be recorded as commuter miles.
- You will need to record two date ranges and odometers of the regular assigned van. In the example, entries are recorded for the dates of the 1st to the 19th and another range from the 21st – 31st.

Non-revenue Trips

Trips taken by a driver for non-commuting purposes are called non-revenue trips. These trips may include traveling to fuel the van, deliver the van to the maintenance shop, and travel to wash the van. Non-revenue trips are also recorded for Personal Use trips (see full Vanpool manual for details).

- Record non-revenue trips as Fuel/Wash when the van is driven to fuel or wash a round trip distance of 5 or more miles.
- Record non-revenue trips as Maintenance when the van is driven by the vanpool driver to the Spokane Transit maintenance shop.
- Record non-revenue trips as Personal Miles when the van is driven by the vanpool driver during non-commuting times for errands and appointments as outlined in the Spokane Transit Vanpool Manual.

Common errors in non-revenue trips:

- Non-revenue trips start and end on the same day. Please record that as such.
- An error will occur when vehicle usage dates do match with non-revenue dates. For example: a group is reporting their main van (R214) was exchanged on the 12th and then returned on the 15th. The ending and beginning mileages are not the same.

User's Guide to Vanpool Reporting

Year	Make	Model	Provider	Vehicle ID	Seats	Start Day	End Day	Start Odometer	End Odometer	Miles	
2014	DTD	GRANDCAR	STA	R214	7	1	12	8589 mi	8653 mi	64	Delete
2007	GMC	EX3500	STA	R126	15	12	15	96250 mi	96275 mi	25	Delete
2014	DTD	GRANDCAR	STA	R214	7	15	29	8662 mi	9012 mi	350	Delete

The bookkeeper erroneously recorded the difference as a non-revenue trip. When the report was ready for submission, the system kicked the bookkeeper back to the non-revenue page with a message: "Date/Time range is not entirely contained by a vehicle usage date/time range" (see below)

▲ Date/Time range is not entirely contained by a vehicle usage date/time range

Please use the following form to record any trips that were taken with this vehicle for a reason other than commuting. Click on a vehicle below to record a non-commute trip for it. You must enter the start/end date/time and odometer readings for each trip. Every vehicle you used during the month should be listed under "Vehicles assigned this month." If any vehicles are missing from the list, you must return to the Vehicles page and add that vehicle.

Vehicles assigned this month

Vehicle ID	Year / Make / Model	License	VIN	Start Day	End Day	Start Odometer	End Odometer	
<input type="button" value="Add Trip"/>	R214	2014 DTD GRANDCAR	A6964C	2C4RDGBG2ER263117	1	12	8589	8653
<input type="button" value="Add Trip"/>	R126	2007 GMC EX3500	82253C	1GAHG39U871185174	12	15	96250	96275
<input type="button" value="Add Trip"/>	R214	2014 DTD GRANDCAR	A6964C	2C4RDGBG2ER263117	15	29	8662	9012

This month's non-revenue trips

ID	Vehicle	Purpose	Start Day	End Day	Start Odometer	End Odometer	Miles	
R214	2014 DTD GRANDCAR A6964C	MAINT - Maintenar	12	15	8653 mi	9012 mi	359	<input type="button" value="Remove"/>

This happened because the dates of the non-revenue trip report the miles happened while the van was not in the possession of the group. During that time, the group had R126. These miles were put on the van by STA maintenance and they were recorded separately at STA.

To correct this, remove the non-revenue trip entirely. Only miles the group themselves put on the van are recorded by the group.

- In the example below, the assigned van R193 traveled 5 miles for fueling. This would be one non-revenue trip. Add more trips as necessary.

Monthly Report for V602 - May 2013 Vehicles Non-Revenue Trips Ridership Submit

Non-Revenue trips were successfully saved

Please use the following form to record any trips that were taken with this vehicle for a reason other than commuting. Click on a vehicle below to record a non-commute trip for it. You must enter the start/end date/time and odometer readings for each trip. Every vehicle you used during the month should be listed under "Vehicles assigned this month." If any vehicles are missing from the list, you must return to the Vehicles page and add that vehicle.

Vehicles assigned this month

Vehicle ID	Year / Make / Model	License	VIN	Start Day	End Day	Start Odometer	End Odometer	
<input type="button" value="Add Trip"/>	R193	2012 DTD Grand Caravan	A0872C	2C4RDGBG5CR374081	1	31	4908	5612

This month's non-revenue trips

ID	Vehicle	Purpose	Start Day	End Day	Start Odometer	End Odometer	Miles	
R193	2012 DTD Grand Caravan A0872C	FUELWS - Fuel/W	13	13	4956 mi	4961 mi	5	<input type="button" value="Remove"/>

Ridership

- When the month is opened, all riders on the roster are defaulted to riding both ways, except for days the van route normally does not operate, holidays, and days when a person was not on the vanpool roster.
- If a rider agreement was not entered into the system prior to opening a monthly report, you may add a rider by clicking “Add Rider” Please submit rider agreements to ensure they are including in the following month.
- Ridership is entered via ride codes. Ridership codes are all alphabetic with the exception of round trip “2”. The only codes accepted are the ones in the list below.

‘O’ outbound, ‘I’ inbound, ‘2’ round trip, ‘X’ not on roster, ‘D’ day off (did not ride van), ‘H’ Holiday, ‘V’ vacation.

- To change everyone on a particular day to the same code, Use the “Set everyone on this day to the code you enter”. Just enter the letter in the top row for that day. You will be prompted to click “OK”, the code will be entered for everyone. This can be time saving if the van did not operate on a day that it otherwise would have, or if it did operate on a registered holiday.
- To proceed to “Submit”, click the next button.

Find Monthly Report | New Monthly Report | Reports | **V602 - CDA to Downtown** | Check Roster & Route | Rider Search

Monthly Report for V602 - Jul 2013 | Vehicles | Non-Revenue Trips | **Ridership** | Submit

Monthly ridership data was successfully saved.

Use the form below to record the daily 'ride code' for each commuter. The 'ride code' is a single character code that indicates if and how the commuter utilized the vanpool on a given day. See below for a list of valid codes.

Ride Codes

I Inbound	O Outbound	2 Round Trip	H Holiday
D Day Off	V Vacation	X Not on Roster	

Name	Role	City / State / Zip	M	T	W	R	F	Sa	Su	M	T	W	R	F	Sa	Su	M	T	W	R	F	Sa	Su	M	T	W	R	F	Sa	Su	M	T	W
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
<i>Set everyone on this day to the code you enter here.</i>																																	
Bob Johnson	Rider	Coeur d Alene, ID	2	2	2	D	2	2	2	D	2	2	2	D	2	2	V	V	V	V	D	D	2	2	2	I	O	2	2	2	D	D	
Kimberly Murray	Rider	Coeur d Alene, ID	X	X	X	X	X	X	2	D	2	2	2	D	D	2	2	2	2	2	D	D	2	2	2	2	D	D	2	2	2		
Ima Rider	Rider	Coeur d Alene, ID	2	2	2	2	V	V	V	V	2	2	2	2	D	D	2	2	2	2	2	D	D	2	2	2	2	D	D	2	2	2	
Jana smith	Rider	Hayden, ID	2	2	2	2	D	D	2	2	2	2	D	D	2	2	2	2	2	D	D	2	2	2	2	D	D	2	2	2	2		
Betsy Thompson	Rider	Post Falls, ID	2	2	2	2	D	D	2	D	D	D	D	2	2	2	2	D	D	D	D	D	2	2	2	X	X	X	X	X	X	2	

Save | Next | Add Rider

Submitting the Report

The final step of the report involves nominating yourself and a driver on your van for the monthly bookkeeper and driver drawing. Every group that turns in their ridership report on or before the 8th of the month and nominates their bookkeeper and driver is eligible to win \$25. 2 Drivers and 2 Bookkeepers will each win \$25 every month. Simply enter the names into the comments box. Do not put comments such as 'maintenance needed' or 'remove riders' in this comments box. Contact STA directly with any maintenance concerns and submit the appropriate withdrawal/transfer forms to remove or transfer riders.

The screenshot shows a web interface for submitting a report. At the top, a navigation bar includes 'Monthly Report for V602 - Jul 2013', 'Vehicles', 'Non-Revenue Trips', 'Ridership', and 'Submit'. A blue notification bar states 'Monthly ridership data was successfully saved.' Below this is a 'Comments:' section with a large text input area. To the right, a help box with a question mark icon contains the following text: 'Click the submit button below to confirm that you have correctly entered all required ridership data. **Once ridership data is submitted you will not be able to edit it again.** If you have not completed your data entry, or wish to check it for correctness, you may use the menu above to navigate to previous steps. Thank you for your cooperation!' At the bottom center is a 'Submit' button.

Once you hit submit, all of your entries will be checked. If no errors are found, the month will be closed and you will not be able to make further changes. You will receive an email confirming receipt of the data.

Searching for More Riders

Our web site features a "rider search." The Rider Search will check the database for other persons that commute at the same time your vanpool operates, and have origins and destinations similar to your vanpool's route. If your vanpool route has one or more empty seats, you can search the database for candidate riders. To do so, select the Rider Search menu item.

The screenshot shows the 'Rider Search' section of the website. The navigation bar includes 'Find Monthly Report', 'New Monthly Report', 'Reports', 'V602 - CDA to Downtown', 'Check Roster & Route', and 'Rider Search'. The 'Vanpool Rider Search' section contains a help box with a question mark icon and the text: 'This feature allows you to search for new riders for your vanpool route. Each person displayed in this list either lives near a pickup point or passes by a pickup point, and works near a dropoff point, and their schedules are compatible with your vanpool route. You may adjust the search by choosing how far to search around pickup points and dropoff points.' Below the help box are two search criteria: '* Search around pickup points' with a text input field containing '1.5' and 'mi', and '* Search around dropoff points' with a text input field containing '1.5' and 'mi'. A 'Search' button is located below these fields. To the right is a map showing a route through a city area with labels for 'Lon', 'Nine Mile Falls', 'Fairwood Mead', and 'Nevada / Lidgerwood'.

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You may adjust the search by how far to look at the start and end of your vanpool route, and how much time flexibility to consider.

The results will be displayed in text, and on an accompanying map. You may also export the list to a spreadsheet.

Monthly Payment Report Instructions

STA must receive a copy of the payment record each month either by mail or email. This is the only record STA will have of expected payment amounts and method of payment by each rider.

In the top right section of the payment report, record the group number and month/year of the payment period.

Using the drop down menu, enter operational days. Enter round trip miles to calculate the correct monthly payment. If the correct fare amount isn't calculating properly or other variances have changed your fare, please notify us immediately so we can assist you. If there are daily rider payments or reduced fare payments, enter the total amount in the "due from other riders" box. This will leave the remaining to be "Divided equally by monthly passengers".

In the Vanpool Fare Payment section:

Record each participant's name and employer. Enter the individual fare amount assigned to each rider. The amounts in each column will be entered as explained below;

- | | | |
|--------------------|---|--|
| Column directly to |  | "A" List any payments being remitted STA by an employer. |
| Column "B" | | List any payments made by the online Vanpool Payment Center. |
| Column "C" | | List any incentives or payments paid directly to STA by the rider. |
| Column "D" | | List any physical payments to be collected from each rider. |

Mail a copy of the payment record with any checks using an STA pre-paid envelope. Vanpool, 1230 W Boone Ave, Spokane, WA 99201 - **DO NOT SEND CASH** -

Email the report if all payments are made online: stavanpool@spokanetransit.com

Recording Online Payments

Visit: <https://www.spokanetransit.com/vanpool/payments>

Vanpool Payment Center provides a convenient option for paying your vanpool fares online. As a bookkeeper, it is highly suggested you go into the system and register even if you do not plan on paying your fare online. When you have done so, contact Spokane Transit Vanpool office and ask to have your Payment Center account toggled to bookkeeper status.

As a bookkeeper in the Vanpool Payment Center, you will:

- Receive email alerts when a payment has been made
- View all on your roster who have registered in the Payment Center for your group
- See a history of recent payments made

You can access your bookkeeper options by clicking the My Account tab after you have logged into the Vanpool Payment Center.

My Account

Make Payment My Account Logout

[Change Password](#) | [Payment History](#) | [Vanpool Roster](#)

Clicking Vanpool Roster will scroll your screen down to view your vanpool roster and each member's last five transactions. Only roster members who are registered for online payments will show up here. You can also just manually scroll down on the My Account Page.

Name	Email	Last 5 Payments
John Doe	john.doe@notrealemail.com	<ul style="list-style-type: none">• Payment ID: 9600. Paid \$38.50 on 04/01/2016• Payment ID: 7930. Paid \$78.00 on 02/05/2016• Payment ID: 6730. Paid \$52.00 on 12/14/2015• Payment ID: 6185. Paid \$26.00 on 11/20/2015• Payment ID: 5432. Paid \$26.00 on 10/13/2015

Additionally, when a member makes an online payment, you will receive an email giving you the details of their transaction. The sample email below displays the following information about your roster member's transaction.

You are receiving this email because you are the accountant for van V602

John Doe

- **Order ID: 9600**
- **Date: April 1, 2016**
- **Payment Details:**
 - **Month to apply payment: April, 2016**
 - **Vanpool Group: V602**
 - **Total: \$18.50**
 - **Month to apply payment: May, 2016**
 - **Vanpool Group: V602**
 - **Total: \$20.00**
- **Order Total: \$38.50**

How to Make Online Payments

Below is the step-by-step process of making online payments

1. First-time users must register at www.spokanetransit.com/vanpool/payments with their group number.
2. Upon logging in, the user will enter the amount they wish to pay.

Make a Vanpool Payment Make Payment My Account Logout

Amount to Pay * X

This Payment is For: + ADD

Total: \$18.50

[Go to Checkout](#)

3. If the user wishes to pay for future month, they can change the month by clicking on the downward arrow and select a future month. If the user wishes to make an additional payment, click 'Add' and another month and amount entry boxes appear.

Amount to Pay *

This Payment is For: + ADD

Amount to Pay *

This Payment is For: + ADD - REMOVE

Total: \$38.50

[Go to Checkout](#)

4. Click 'Go to Checkout' and verify the billing address is correct.

Checkout Cart: \$18.50 Checkout My Account Logout

BILLING DETAILS

Email

Billing First Name Billing Last Name

Billing Address

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5. Enter the credit card information and click 'Make Payment'. Credit card information is NOT stored in the users account. The last billing address is.

PAYMENT

Spokane Transit accepts Visa, Mastercard or Discover for online purchases.

Card Number	Name on Card
<input type="text"/>	<input type="text"/>
Expiration Month	Expiration Year
<input type="text"/>	<input type="text"/>
CVV (The 3 digit security code on the back of the card)	
<input type="text"/>	

PAYMENT SUMMARY

Month to apply payment: **April, 2016**. Total: **\$18.50**

Month to apply payment: **May, 2016**. Total: **\$20.00**

Other Forms and Important information for bookkeepers

All forms are located on our website: <https://www.spokanetransit.com/vanpool>

Forms

- *Expense reimbursement form*
- *Rider Transfer/withdrawal*
- *Rider Agreement*
- *Driver Agreements/information on how to become a driver*
- *Vanpool Bus Pass registration*
- *Event/Accident Report*

All forms can be submitted by any of the following:

1. Email: stavanpool@spokanetransit.com
2. Mail: Vanpool, 1230 W Boone Ave, Spokane, WA 99201 or use our pre-paid envelope.
3. Fax: 509-232-6784

We can be reached at 509-325-7665 (POOL) or email: stavanpool@spokanetransit.com

Other Information

1. All new riders must fill out a rider agreement and submit to STA – The vanpool staff will add to your roster. Bookkeepers cannot make changes to rosters.
2. All riders leaving or transferring vans should fill out a Rider Transfer/withdrawal – The vanpool staff will delete or move the rider to another group roster. Bookkeepers cannot make changes to rosters.
3. Riders may obtain a Vanpool Bus pass by visiting the STA Plaza Customer Service.
4. Please feel free to inquire on Account Balances.
5. Please let us know of Roster, route and stop changes. These can only be made by the vanpool staff, please keep us current.
6. Maintenance: 509-325-6012 Vans are serviced every 4,000 miles. A next due sticker is in the windshield. Please help the shop by scheduling an appointment.
7. All accidents or incidents need to be reported immediately and an Event Report will need to be filled out.

Example of Van Log

Use this form to log daily trips and odometers. When the month is finished, transfer this information into your on-line report.



RIDERSHIP and MILEAGE

DO NOT SEND THIS RIDERSHIP LOG TO STA. ENTER ALL INFORMATION INTO ONLINE REPORTING SYSTEM.

MONTHLY VEHICLE MILEAGE REPORT - record each date range for all vans for the month.

NON REVENUE TRIPS - record the date and mileages of each non-commuting trip. For Purpose, use **MAIN** for Maintenance, **FUEL** for fuel or wash, **PERS** for Personal miles

VAN	Start Day	End Day	Start Odometer	End Odometer	VAN	Date	Purpose	Start Odometer	End Odometer

RIDERSHIP KEY CODES: **R** = Round Trip **A** All other codes are alphabetic. **I** Inbound **O** Outbound **D** Day off/Did not ride **X** not on roster

Vanpool Passengers' Names	DAY OF MONTH																															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
1.																																
2.																																
3.																																
4.																																
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