

# vanpool

by Spokane Transit

## 2019 Reporting Guide

CommuteFinderNW



VANPOOL



CARPPOOL



BIKE - WALK



TRANSIT



MY COMMUTE

Vanpools ▼

Account ▼

1212 W Sharp Avenue, Spokane, WA 99201

[STAvanpool@spokanetransit.com](mailto: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 8<sup>th</sup> 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 8<sup>th</sup> 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 in their individual accounts at [www.commutefindernw.com](http://www.commutefindernw.com)

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

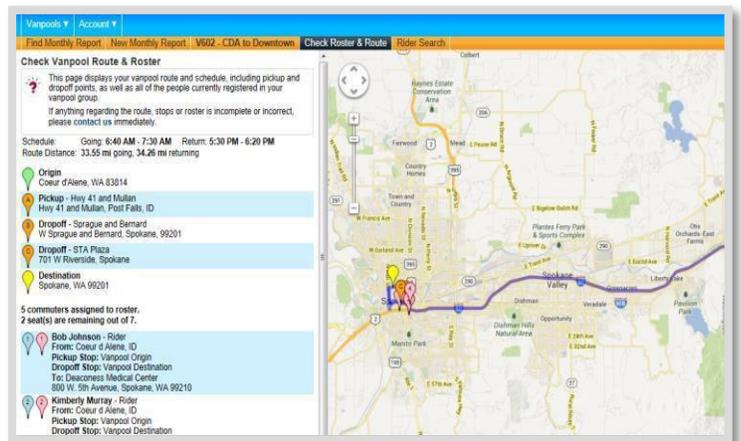


When you log in, you will see the menu above. Your vanpool route code and name are displayed in the middle. The menu includes four primary choices.

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

Click on “Find Monthly Report” and then select “Search” to bring up a list of reports for the current year. Click on “Edit” next to the monthly report you would like to fill out.

If a report has been submitted, you will not be able to 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 range.

Year / Make / Model	VIN	License	Provider	Vehicle ID	Seats
2012 Grand Caravan	2C4RDGBG5CR374081	A0872C	STA	R193	7

## 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 or wash the van, or to deliver the van to the maintenance shop. 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.

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)

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
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	Remove

Save   Next

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

	M	T	W	R	F	Sa	Su	M	T	W	R	F	Sa	Su	M	T	W	R	F	Sa	Su	M	T	W							
Name	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
<b>Set everyone on this day to the code you enter here.</b>																															
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	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	D	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	2		

## Submitting the Report

In the final section of the report, there is a comment box for you to offer any feedback or ask questions. Please do NOT use this space to inform STA about maintenance issues or changes in roster. For maintenance issues please contact 326-7665 or [stavanpool@spokanetransit.com](mailto:stavanpool@spokanetransit.com). Please contact the Vanpool Office directly to report any new riders or rider removals and include the accompanying paperwork.

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.

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. If your vanpool fare is covered entirely by direct payment to STA from your employer, you do not need to submit a payment record, as we will invoice your employer for the amount due.

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 "A" List any payments being remitted directly to 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.

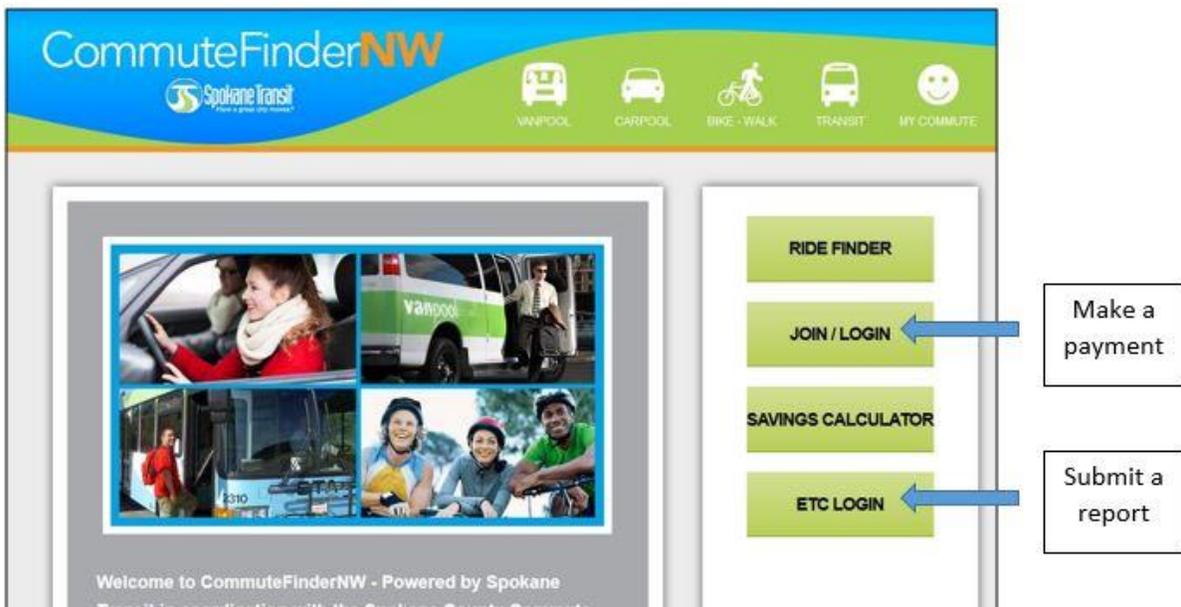
Mail a copy of the payment record with any checks using an STA pre-paid envelope. Vanpool, 1230 W Boone Ave, Spokane, WA 99201 - **DO NOT SEND CASH** -

Email the report if all payments are made online: [stavanpool@spokanetransit.com](mailto:stavanpool@spokanetransit.com)

## Online Payments

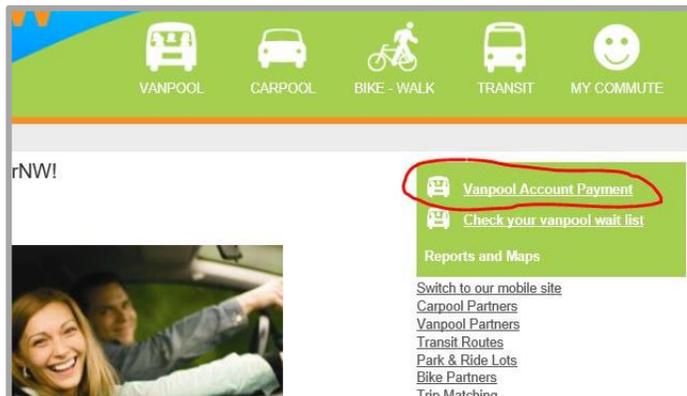
Riders can make fare payments online by logging into [www.commutefindernw.com](http://www.commutefindernw.com). When a rider joins a Vanpool, STA Vanpool staff creates an online profile for them at [www.CommuteFinderNW.com](http://www.CommuteFinderNW.com) if the rider has not already made a profile themselves. When the account is created, participants will receive an email from the site prompting them to log into that profile and reset their password. If a participant has set up their own profile *prior* to joining a vanpool, STA Vanpool staff will link the profile the participant created to the vanpool roster the rider joins. If a participant is unsure as to how to access their account, please direct them to contact [stavanpool@spokanetransit.com](mailto:stavanpool@spokanetransit.com) or 326-POOL.

Vanpoolers will use their email address as their username and their unique password to log in under "Join/Login." Please note that AS A BOOKKEEPER, you will have to LOG OUT of the account you normally use to submit online reports, then go back to the Commute Finder NW home screen to log back in under "Join/Login." This will take you to your personal commuter account *without* bookkeeping administrative access, and give you the same view that all your riders will see in their own accounts. *You will not have the option to make a payment if you are logged in as a bookkeeper.* To log back into your bookkeeping view to submit reports, click on the "Admin/ETC" tab on the Commute Finder NW homepage. Even though you have to log in separately, these accounts are linked to the same profile and *you will use the SAME email and password for BOTH.*



### Make a Payment in Commute Finder NW:

- 1) Log into your personal commuter account
- 2) Click "**Vanpool Account Payment**" on the right-hand side of your screen.



## User's Guide to Vanpool Reporting

3) Enter the amount you owe for the current month. If you would like to make any notes about the payment, you can do so in the "Memo" box.

The screenshot shows the 'Make Secure Payment' interface on the CommuteFinderNW website. At the top, there is a navigation bar with the Spokane Transit logo and icons for VANPOOL, CARPOOL, BIKE - WALK, and TRANSIT. The main content area is titled 'Make Secure Payment' and includes the following fields:

- Balance Due:** \$59.43
- Payment Amount:** A text input field containing '\$59.43'.
- Memo:** A large empty text area for notes.
- Buttons:** 'Make Secure Payment' and 'Cancel' buttons at the bottom.

4) Click "Make Secure Payment," and you will be redirected to a secure payment site that will take your card information

### View payments made in Commute Finder NW:

In order to view the payments made by the riders in your group for the current month by logging in as a bookkeeper and selecting "Check Roster/Route/Waitlist/Statements." From there, you can open up a "Commuter Statement Summary Report."

The screenshot displays the 'Check Route / Roster / Wait List / Statements' page. The page includes a navigation bar with 'Vanpools' and 'Account' dropdowns, and a secondary bar with 'Find Monthly Report', 'New Monthly Report', 'Reports', 'V431 - Garland to FAFB/ANG', 'Check Route / Roster / Wait List / Statements', and 'Rider Search'. The main content area is titled 'Check Route / Roster / Wait List / Statements' and contains the following information:

- Schedule:** Going: 5:15 AM - 5:45 AM, Returning: 4:30 PM - 5:15 PM
- Route Distance:** 17.39 mi going, 17.98 mi returning
- Origin:** N Ash St & W Garland, Spokane, WA 99217
- Pickup:** N Alberta and W Northwest Blvd, Spokane WA
- Pickup - N A St and W Broadway Ave:** N A St and W Broadway Ave, Spokane WA
- Dropoff:** W Arnold and Foulis Ave, Fairchild AFB
- Destination - Washington Air National Guard:** 1415 El Paso rd, Fairchild AFB, WA 99011
- Commuter Statement Summary Report:** A link to the report, which is circled in red.
- 4 commuters assigned to roster. 3 seat(s) are remaining out of 7.**
- Leo Hubbard - Backup Driver Bookkeeper View Statement**
- From:** Spokane, WA 99205
- Pickup Stop:** Vanpool Origin

A map on the right side of the page shows the route between Spokane and Fairchild AFB, with a red pin indicating the current location.

Any payments made by riders will appear as a "credit" next to their name on the report.

## Other Forms and Important Information

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](mailto: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](mailto: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 a Van Log

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

**vanpool**  
by Greater Transit

**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.

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

**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	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.																																							
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