



User Guide to the SB Loop Application Process

Welcome to the SB Loop Vanpool Subsidy Program! The following step by step guide will provide you with instructions on how to apply to SB Loop (the Loop) on the Loop's program website ridetheloop.com (System). This Guide is for applicants that have or will have a lease with **Enterprise Rideshare** and who intend to apply for the Loop vanpool subsidy. If you have or will have a lease with the **California Vanpool Authority (CalVans)** please visit their website, calvans.org or call (866) 655-5444, to apply for the Loop subsidy.

The most important factor in applying for a Loop subsidy is that the person applying (the "Applicant") must be the vanpool's Leaseholder (i.e., the person who has signed or will be signing a vanpool lease agreement with Enterprise Rideshare. To view the complete SB Loop Guidelines, visit ridetheloop.com.

- If you are a *rider or a driver* in a vanpool but are NOT the Leaseholder of an Enterprise Rideshare vanpool, do NOT submit an application.
- If you are Interested in becoming a passenger in an existing vanpool, visit ridetheloop.com to find a seat in an existing Vanpool.

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1. Getting started.

If you do not have an existing lease with Enterprise Rideshare, you may contact them at (800) VAN-4-WORK (800) 826-4967 or visit www.enterpriserideshare.com to learn more about their lease rates and terms and conditions prior to applying to the Loop. If you have a lease or intend to lease with CalVans, contact and apply for the Loop subsidy at www.calvans.org or call (866) 655-5444. Vanpools that are employee/employer-owned or are leased through any other leasing company other than Enterprise Rideshare or CalVans, may not apply for a Loop subsidy.

If you have an existing lease with Enterprise Rideshare, continue to Section II. 2. Pre-Qualifying for the Loop.

2. Pre-Qualifying for the Loop



A. Complete the Pre-Qualification Form. Prior to the application process, visit ridetheloop.com, click the “Pre-Qualify Your Vanpool” icon and complete the pre-qualification form to see if you qualify:

- i. **Vanpool Origin** – Location where the van is parked at the home end (this can be the driver’s home, a Park & Ride lot or other location).
- ii. **Vanpool Destination** – Location where the vanpool is parked at the work end.
Note - the distance between the vanpool origin and destination must be at least 15 miles one-way – this is a Loop vanpool program requirement.
- iii. **Number of Seats** – Enter the vanpool vehicle’s maximum seating capacity, including the driver. **Note** - the Loop only permits vanpools that carry between seven and 15-passengers, including the driver.
- iv. **Number of Participants** – Enter the total number of participants including the driver. When you apply, you must have at least 70% of your vanpool seats filled. View the [SB Loop Program Guidelines](#) for more details.

Based on these inputs, the System will immediately determine if you qualify or do not qualify for the Loop vanpool program.

B. Qualify. If you qualify, continue to **Section III. Steps to the Online Application Process.**

C. Do not Qualify. If you receive the message “Your vanpool does not meet the minimum criteria to qualify for the SB Loop program”, and if you think your vanpool should qualify but the information you entered may have been in error, you may try again by closing the window and correcting your entries. The System will highlight the reasons why your pre-qualification form was not approved. Those reasons may include:

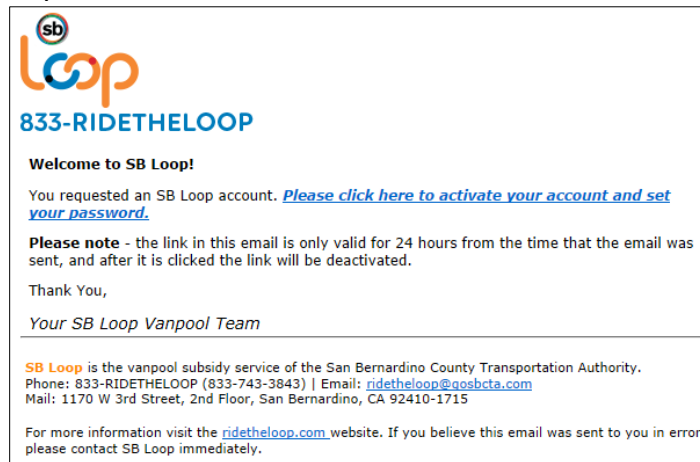
- The number of participants you input did not meet the minimum Loop requirements in the program guidelines; and/or
- The ratio of participants to seats may be less than 70%; and/or
- Your destination does not fall within the Loop [service area](#).

3. Steps to the Online Application Process

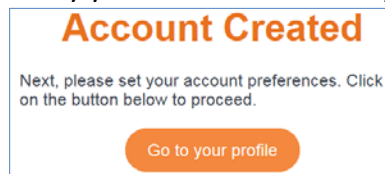
A. Congratulations – You Pre-Qualified! Now that you have met the minimum pre-qualifications for participation in the Loop, the System will immediately advise you via a pop up box with a link to “*Click here to Create an Account and to begin your Loop application.*”
Note - Creating an account is required to submit an application. If you already have an SB Loop account you can continue by signing in or complete the required information to create an account:

- i. First Name
- ii. Last Name
- iii. Email Address - **Note:** The email address you use for your Loop account will be your login/username every time you sign into ridetheloop.com. We recommend this email address be one that you check on a frequent basis as the Loop will email you information on your application status, your application approval status, and upon approval, monthly logging reminders.

- **Important** - If you use your work email address as your login, you may want to discuss with your employer's IT administrator to confirm that emails from the Loop (noreply@rideproweb.com) are accepted, as well as general accessibility from your employer's computers to ridetheloop.com.
- iv. How did you hear about the Loop? (Select one source from the dropdown list provided).
- v. Read the Loop Terms and Conditions and if you agree, **check the box** to acknowledge that you have read and agree to the ridetheloop.com Terms and Conditions. Checking this box is a requirement for participation in the Loop.
- vi. Click **Submit**. A pop up box will notify you that soon you will receive an email with instructions that describe how to set your password. You may now close the browser screen.
- vii. Check that you received a **"Welcome to SB Loop Vanpool"** email. Clicking the embedded link within the email will redirect you to ridetheloop.com to activate your account and set your password.
 - Don't see the welcome email from SB Loop in your Inbox? Check your junk or spam folders and be sure to add the email address noreply@rideproweb.com to your safe sender's list.

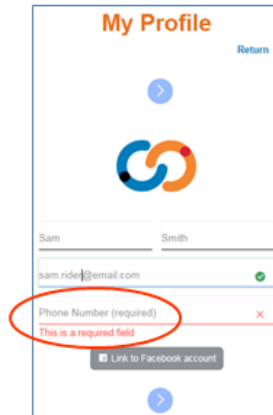


- **Please note** - the link in this email is only valid for 24 hours from the time that this email was sent. Should you not click this link within the 24 hour period, you must go to ridetheloop.com, click the "Sign In" button and click the "Create an Account" button.
- **Create a Password** - Passwords must be at least eight characters long and contain a combination of at least one letter, one number and at least one special character. Once you have entered your password, a pop up box will notify you with the status of your password/account submittal.



B. My Profile. The first screen of **My Profile** will be pre-populated with your first and last name and your email address. *Please review to confirm that your spelling is correct or if you prefer to Link your Loop Profile/Account to your Facebook account, click on “Link to Facebook account”.*

- i. **Phone Number** – Enter the best contact number where SB Loop can reach you regarding your application, vanpool or subsidy.



- ii. **Home Address** - Enter your complete Home physical address (**No PO boxes**).
- iii. **Employer Work Location** –
 1. *Location Name or Workplace* - Enter the full name of your Employer/Worksite. As you begin typing, your Employer/Worksite may populate, if not, simply type the name of your Employer/Worksite).
 2. *Address* - Enter your Employer’s physical address (**No PO Boxes**)
 3. *Work Start Time* - Enter your Work Start Time (*Make sure to correctly note AM or PM*)
 4. *Work End Time* - Enter your Work End Time (*Make sure to correctly note AM or PM*)

You may review/edit your entries before proceeding by using the blue arrows, once ready select “Start a Vanpool Application”.

Start a Vanpool Application

➤ **Tips - Before beginning an application:**

- ❖ Have the contact information for the vanpool group members (first and last names, phone numbers, emails and employer names);
- ❖ Determine the vanpool route, commute schedule, recruit riders and coordinate all vanpool details.

C. Account Summary. Click the link on the screen to update your Supervisor Information.

- i. **My Supervisor** - If there is an Employer Transportation Coordinator or Human Resources representative that organizes vanpools for your employer, please provide their information. If neither of these exists, please identify your immediate Supervisor.
- ii. *Supervisor First Name*
- iii. *Supervisor Last Name*
- iv. *Supervisor Email*
- v. *Supervisor Phone Number*

vi. **Submit**

D. Vanpool General Information (Screen 1 of 6)

- i. **Vanpool Name** – Enter a name for the vanpool group. This can be anything, such as a catchy group name, a combination of your name and/or your home or destination, etc.
- ii. **Vehicle Leasing Vendor** - Enterprise Rideshare is automatically defaulted since they are the current Loop-approved leasing vendor for this application process. If your leasing vendor is CalVans, please visit their website, calvans.org or call (866) 655-5444, to apply for the Loop subsidy.
- iii. **Lease Start Date** – Enter the date you entered into a lease or you anticipate executing a lease agreement with Enterprise Rideshare. If you do not yet have a lease with Enterprise Rideshare, call them at (800) VAN-4-WORK (800-826-4967).
- iv. **Vehicle Size** – Enter the total number of passenger seats in the vanpool (including the driver seat). SB Loop vanpools must be between seven (7) and 15-passenger vehicles.

E. Vanpool Schedule (Screen 2 of 6). Input your vanpool commute times and operating days. *(Make sure you correctly note whether AM or PM)*

- i. **Going Trip** – The trip from home end (where the driver starts the van at the beginning of the work day, such as the driver’s home, a Park & Ride lot or a business) to work.
 1. *Start Time* – Enter the time the commute starts at the home end.
 2. *Arrive Time* – Enter the time the vanpool arrives at the work end.
- ii. **Returning Trip** – The return trip from work to home.
 1. *Start Time* – Enter the time you start your commute at the end of your work day.
 2. *Arrive Time* – Enter the time you arrive at the home end at the end of your work day.
- iii. **Operating Days**
 1. Click the check marks for each of the days that vanpool will commute from the home end to work.
 2. **Alternate Schedule** – check this box if the vanpool operates on a 9/80 work schedule.
 - a. Type in the box additional scheduling information about your vanpool or describe other schedule variances you may have. *Example, if the vanpool leaves the home end early on Fridays and returns home an hour early at the end of the work day.*

Operating Days

Sun Mon Tue Wed Thu Fri Sat

Alternate Schedule

My vanpool operates on a 9/80 schedule (skips one day every other week, indicate the day in additional info below).

Use this area to indicate additional details about your alternative schedule, including the day and any other information.

OFF EVERY OTHER FRIDAY

Save and Go Back Save and Continue

3. Click **Save and Continue**.

F. Route (Screen 3 of 6). A vanpool route has an **origin** (the home end where the driver starts the van at the beginning of the work day, such as the driver's home, a Park & Ride lot or a business) and a **destination** (where the driver parks the van at the work end). In addition to the vanpool route's origin and destination, there may be any number of additional Pick-up locations, (stops where you pick-up passengers on your way to work), and additional Drop-off locations at the work end.

➤ **Tip:** As you begin to type your origin, destination or other stops, the system (Google Maps) will infill suggested addresses. Should you see an address that matches your desired entry, select that address and continue. If you do not have an exact address, you may need to enter different landmarks or other descriptive entries until you find and select the appropriate address.

- i. **Origin:** The address of the location where the van is parked at the *home end*.
- ii. **Destination:** Enter the address of the location where the van is parked at the *work end*.
- iii. **Adding additional Pick-up Stops** – Stops where you pick up passengers on your way to work:
 1. Click **Add a Stop** to add the name and address of the first **Pick-up** stop *after* the vanpool leaves the Origin (home end) location.
 2. Enter the stop/location name.
 3. Enter the stop/location address.
 4. Click the drop down arrow to select this as a **Pick-up** on your **Going to Work** route.
 5. Click **Add a Stop** to enter additional Pick-up stops and repeat this process to add as many stops as needed.
- iv. **Adding additional Drop-off Stops** – Stops where your riders disembark at the work end - this can be businesses or locations *other than* your route's final destination.
 1. Click **Add a Stop** to add the name and address of the location of your first **Drop-off** stop that the vanpool drops off passengers.
 2. Enter your stop/location name.
 3. Enter the stop/location address.
 4. Click the drop down arrow to select this as a Drop-off on your Going to Work route.
 5. Click **Add a Stop** to enter additional Drop-off stops and repeat this process to add as many stops as needed.


➤ **Tips:**

- ❖ You do not need to enter the stops from work to home at the end of the work day.
- ❖ Should you have entered the additional Pick-up and/or Drop-off Stops out of sequence, click anywhere in a stop and drag it up or down on the screen to re-order the stops.
- ❖ To **Delete** a stop, click the **X** in the upper right hand corner of the stop.
- ❖ Need to change something? Click **Save and Go Back**.

6. Click **Close** once you have added all of your stops.

G. Confirm Your Route (Screen 4 of 6). After inputting the vanpool's origin, destination and all Pick-up and Drop-off stops, an interactive map will appear so you can visually confirm your **Route**. You may adjust the stops directly on the map by dragging them to new locations, or you may click **Go back to Route and Stops** and enter a different address for a specific stop, origin or your destination. Should the map displayed not match the exact route taken to work each day, you can drag the lines on the map between the stops to force the map to display your exact route to work.

i. If the information you entered looks correct, click **Confirm and Continue**.

➤ **Important - to avoid the loss of your data, do not use your Browser's back button to make changes to your pick-up/drop-off locations/route. To make changes, click** 

H. Vanpool Roster (Screen 5 of 6). The Vanpool Roster is the list of the members that commute in the vanpool group and who are picked up and dropped off at the stops you entered as your **Route** to work (Item G Screen 3 of 6 above). Some roster members will be riders in the van whereas other riders you may assign roles so they may assist you with vanpool group responsibilities, such as:

- **Primary Driver** - Is a vanpool passenger (may be the Leaseholder or another passenger) who primarily drives the vanpool for commuting purposes. The Leaseholder must designate a Primary Driver in the System during the application process or through "My Vanpool" after the application has been approved. If you have multiple drivers, we suggest that you designate the individual who drives the majority of the time as the Primary Driver in your Roster and designate those that drive occasionally as Back-up Drivers.
- **Back-up Driver** - Is a vanpool passenger (may be the Leaseholder or other passengers) who drives the vanpool for commuting purposes when the Primary Driver is not available to drive. The Leaseholder may designate multiple Back-up drivers in the System.
- **Rider** - Is a passenger in the vanpool (also referred to as Participant).
- **Reporter** - Is a vanpool passenger(s) (other than the Leaseholder), who is designated by the Leaseholder to assist in the responsibility of submitting the monthly reports into the System. Reporter(s) can serve a dual role as a Primary Driver, Back-up driver or a Rider. Select someone that can be depended upon as the reporting and logging responsibilities are very important to ensure continuation of your SB Loop subsidy.

i. If a Primary Driver, Back-up driver(s) and/or a Reporter(s) are designated in the vanpool, each of these designated roles will be sent an email from SB Loop requesting that they read, execute and electronically sign the Loop **Participation Agreement**. All required Participation Agreement(s) must be received **before** SB Loop can consider your application for approval.

ii. **SB Loop Occupancy Requirements** – To submit an application for approval, the vanpool must meet the required **70% minimum** start up occupancy rate, which is the ratio of passengers to the available seats. *For example*, if there are eight (8) seats in a vanpool, a minimum of six (6) riders are needed to meet the 70%

occupancy requirement. For qualification purposes, the number of riders required has been rounded up. The SB Loop Program Guidelines can be viewed on ridetheloop.com.

- iii. The Roster will be pre-populated with the Leaseholder's (Applicant's) name, role as the Leaseholder and email address. In addition, the Leaseholder will automatically be designated as the vanpool's **Primary Driver**.
 - If the Leaseholder will not serve as the Primary Driver, please update the Leaseholder role by clicking "**Edit this member**" (directly below their name/email address). Click on **Role** and select either "Rider" or "Back-up Driver" as appropriate.
- iv. Should the vanpool's Primary Driver, Back-up Driver(s) or Reporter(s) change in the future and/or new persons are added to the roster with these designations, those individuals will be required to submit an online Participation Agreement. When these assignments are made, the System will automatically send an email, requesting they electronically sign the Participation Agreement.
- v. To add vanpool members to the **Roster**, begin by clicking **Add new member to roster**.
 1. First Name
 2. Last Name
 3. Email address
 4. The date this individual joined the Vanpool
 5. Role - Select one from dropdown menu (Roles described above).
 6. Pick-up and Drop-off Stops (select one from dropdown menu). This relates to the Pick-up and Drop-off stops in Section G (Screen 3 of 6) above. Should a stop not be listed for a particular rider, that stop must first be added in the Route section.
 7. Employer Name - Provide the full Employer name for this member. This person will be a **Reporter** - Check this box **only** if this member will be designated as a Reporter, who will assist with required monthly online vanpool ridership reporting. There is no limit to the number of Reporters assigned.
 8. Click **Save and Add Another** to add another member.
 9. Repeat the process until all members have been added.
 10. To view the Roster entries at any time, click **Save**.
 11. To enter additional riders, click **Add new member to Roster**.
 12. To edit a roster member's information, click **Edit this member** (directly below their name/email address) to update their information.
 13. Click **Remove** if you added member information in error and wish to start over.
 14. If a Pick-up or Drop-off Stop needs to be added for a member, click **Save and Go Back**. From the **Confirm Vanpool Route** screen, click **Go Back to Route and Stops** (bottom left corner, below the map) and click **Add a Stop**; once this is complete, return to the **Vanpool Roster** to continue adding members.
 15. Once all members have been added and the information entered is correct, click **Save and Continue**.

➤ *Note: The System will flag if there are not enough riders in the vanpool to meet the 70% startup occupancy requirement, based on the vehicle's maximum seating capacity. The System will **create display** a popup message noting the application will not be complete until the minimum 70% occupancy requirement is met.*

- I. **Submit Application/Sign Participation Agreement (Screen 6 of 6).** If all required information has been completed, the final step will be to electronically sign the Participation Agreement and submit the application. Should there be errors in the application, the System will flag those errors and require them to be corrected before proceeding.
- J. The Leaseholder is required to read each of the provisions in the **SB Loop Participation Agreement** prior to clicking the "I Agree" button and electronically signing and submitting the application. **Important - If any final changes need to be made to the Route or Roster, click **Go Back to Roster** before the application is submitted. **Changes cannot be made once the application has been submitted.****
- i. **How to Electronically Sign the Participation Agreement.** Full legal name (at a minimum your first and last name) is required and will serve as your digital "signature".
1. PC - Use your mouse to sign your name.
 2. Laptop - use your finger on the track pad to sign your name.
 3. Touch screen devices - such as smart phones/tablets - use your finger or a stylus to sign your name.



4. To clear your signature and resign, click Clear Signature.
 5. Click **Print this Agreement** to print a copy of your Participation Agreement for your records.
 6. Click **Submit** - The pop-up box will notify you that this is your final step in submitting your SB Loop Vanpool Application. If changes need to be made, Click **Cancel** and click **Go Back to Roster/Route**, otherwise if you are **ready to submit**, click **OK**.
- **Unable to proceed!** Forgot to check the **I Agree** box? Read the Participation Agreement and scroll down to below box 16 of the Agreement. If you agree, click **I Agree** and click **Submit**.

6 of 6

You must agree to all of the items below.×

- 4. Your Application has been submitted.** Should the System deem that the application is complete, you will receive a confirmation indicating the Application status. Make sure to check your email Inbox for the confirmation email from SB Loop (noreply@rideproweb.com) that your application was submitted successfully. Upon submitting your application, the System will email Enterprise Rideshare who will also submit information about your vanpool and will upload your executed lease agreement and vehicle checklist. You may now sign out of ridetheloop.com and close your browser screen.

Your Primary Driver, Back-up Driver(s) and/or Reporter(s) will also receive a welcome email with instructions to click on the embedded link so that they may sign the required SB Loop online Participation Agreement. They will be redirected to ridetheloop.com where they will be asked to create a password and to electronically sign and submit the Participation Agreement.

➤ **Important – SB Loop will not receive and/or review an application until all required participants have electronically signed the SB Loop Participation Agreement.**

- 5. Leasing Vendor and SB Loop Application Review.** SB Loop may possibly contact you, your vanpool participants and/or the Leasing Vendor for additional information during review of the application.

A. Application Is Approved by SB Loop. Upon application approval by the Loop, you will receive an email with the start date of your subsidy, the exact amount of your first month's subsidy, the amount of the ongoing monthly subsidy and additional instructions on next steps and reporting. In addition, all vanpool participants will receive an email notifying them of the Loop subsidy approval. Should your subsidy begin after the first day of the month, the Loop will prorate the subsidy based on your anticipated commute days during that month. However, it is possible that the subsidy may not begin until the first of the following month after approval.

B. Application Is Not Approved. Should your application be denied, the Loop will contact you via email with an explanation and potential next steps. Reasons for denial of approval may include, but are not limited to: the application did not meet the minimum program guidelines (such as the origin and/or destination selected are not within the Loop service area, incomplete/inaccurate information, invalid email addresses and/or signed Participation Agreements have not been submitted by the designated Drivers/Reporters).

Need Assistance? The Loop has many tools to assist you – go to ridetheloop.com to view the SB Loop Program Guidelines, Frequently Asked Questions (FAQ), and other program materials. SB Loop staff is also available, email ridetheloop@gosbcta.com or call 833-RIDETHELOOP (833-743-3843).

Thank you for riding the Loop for a better commute!