

FREQUENTLY ASKED QUESTIONS AUGUST 6, 2020

Dear Metro Vanpool Participant,

We are excited to launch new software and implement a new web-based platform that will enable you to directly submit Monthly Vanpool Reports online. We understand this is a new process and we are here to provide guidance and assistance throughout the way. With that in mind, we have prepared these FAQs.

Why did I receive an email from metrovan.ridematch.info?

As a participant of the Metro Vanpool Program, you should have received an email prompting you to create an account with <https://metrovan.ridematch.info/>. This will be the new Metro Vanpool Program website and will be accessible through metro.net/vanpool by July 10, 2020.

What information is in the email I received?

The email you were sent contains detailed instructions for how to activate your profile, as well as how to complete and submit your Monthly Vanpool Report. Please review and update your contact information, vanpool route and schedule, and passenger list. After you activate your account, you can also update your email address. Please use an email address that you check regularly.

What is The VLXXXX ID?

The VLXXXX ID is only for internal purposes. Please continue to use your Vehicle ID as assigned by your Vehicle Supplier.

When should I start using the new software?

Vanpool Participants can use this new software to begin recording July 2020 Monthly Vanpool Report data. Our new system may have sent you a reminder to start your July Monthly Vanpool Report. Beginning with the July 2020 Monthly Vanpool Report, all monthly reporting must be completed through the new website.

Will I need to provide additional information?

The new reporting system does require additional information; however, this data is crucial to the program and is used for federal reporting purposes. Previously this data was collected through an audit process.

What about the June 2020 report?

As a reminder, the June 2020 Monthly Vanpool Report must still be submitted as an e-mail attachment to vanpool@metro.net or FAX to 213-652-1112.

I received an email asking me to complete a Participation Agreement.

A Participation Agreement must be signed by all passengers added to the vanpool. Each passenger you add will receive an email link to sign their Participation Agreement. Your profile will remain incomplete until all the required Participation Agreements are signed.

Is there a smartphone application for the new software?

Yes! The smartphone application is currently under development and will be available in the fall.

Due to COVID-19 restrictions, my van has not operated for the month of July. How do I complete my July 2020 Monthly Vanpool Report?

If your van was non-operational, you do not need to submit a Monthly Vanpool Report for July 2020 to qualify for the vanpool subsidy. We will receive a list of confirmed non-operational vanpools from your Vehicle Supplier. Your van will be temporarily marked as Suspended/Trial in the software.

What are some of the features of the new software?

This new system is designed to provide you with an easy and intuitive way to submit your reports and access your information. The software includes many great features to simplify your responsibilities as a Volunteer Participant. The various new functions include the ability to:

- Report daily Monthly Vanpool Report data (You can still report Monthly)
- Delegate reporting responsibilities
- Update contact information, routes, schedules, and passenger lists directly

Who can I contact if I have additional questions?

If you have any questions or require any additional information, do not hesitate in contacting **the Metro Vanpool Help Desk** at vanpool@metro.net and 213.922.7003.

As always, thank you for your support and continued participation in the Metro Vanpool Program.