



## Vanpool Roles & Responsibilities

For a vanpool to run efficiently, vanpool members must be willing to take on certain roles. These roles include volunteer participants (all persons, including leaseholder or driver and alternate driver, who coordinate and/or operate a Valley Vanpool Program vehicle) and riders. Drivers often act as vanpool coordinators.

You and your vanpool group will need to determine the best set up for your vanpool. Some groups may have one primary driver and one or more alternate drivers, while other groups rotate driving and other responsibilities among their vanpool members. Consider the following information to assure that all vanpool responsibilities are addressed. Determine what works best for your group, and make sure that all vanpool members agree on their roles and responsibilities. Often, responsibilities are shared.

### **Primary Driver Responsibilities:**

- Must meet vendor driver qualifications
- Pick-up and deliver passengers safely and on time
- Fuel and wash the van

### **Vanpool Coordinator (may be Primary Driver) Responsibilities:**

- Work with vendor and group to establish pick-up times and stops
- In coordination with vanpool riders, establish rules including wait time, radio, etc.
- Maintain monthly ridership reports. Due to vendor on the 5<sup>th</sup> day of month (for previous month)
- Advise Valley VanPool partner of any changes to route/schedule/fare, open seats and waiting lists
- Respond to Valley VanPool and vanpool vendor requests for information
- Recruit riders as needed. Act as contact point for commuters interested in joining vanpool
- Coordinate maintenance, cleaning, and repairs

### **Bookkeeper (May be coordinator and/or Primary Driver)**

- Handle vanpool finances. Collect rider fares in advance.
- Pay vanpool lease at beginning of month

### **Alternate Driver Responsibilities:**

- Relieve primary driver
- Know the responsibilities of the primary driver and handle them accordingly
- Handle other duties as requested by the primary driver

### **Rider Responsibilities:**

- Pay fares on time
- Abide by vanpool rules
- Recruit riders as needed
- Be on time
- Notify driver/coordinator of schedule changes such as sickness, vacation, etc.
- Maintain a clean and tidy van
- Provide 15-30 days advance notice when leaving the vanpool (according to vanpool rules)