Los Angeles County
Metropolitan Transportation Authority

Metro Vanpool Guide to Monthly Ridership Reports



Metro®

Introduction

Welcome to the Metro Vanpool Guide for Monthly Ridership Reporting. This guide is designed to help Metro Vanpool Coordinators and Reporters accurately complete their monthly ridership reporting requirements and maintain compliance with the Metro Vanpool Program.

Monthly Ridership Reports are essential to ensuring the continued success of the program. The information submitted each month is used to verify program eligibility, support funding requirements, monitor vehicle occupancy, and evaluate overall program performance. Timely and accurate reporting helps Metro maintain reliable program data while ensuring that your vanpool continues to receive the benefits and subsidies available through the program.

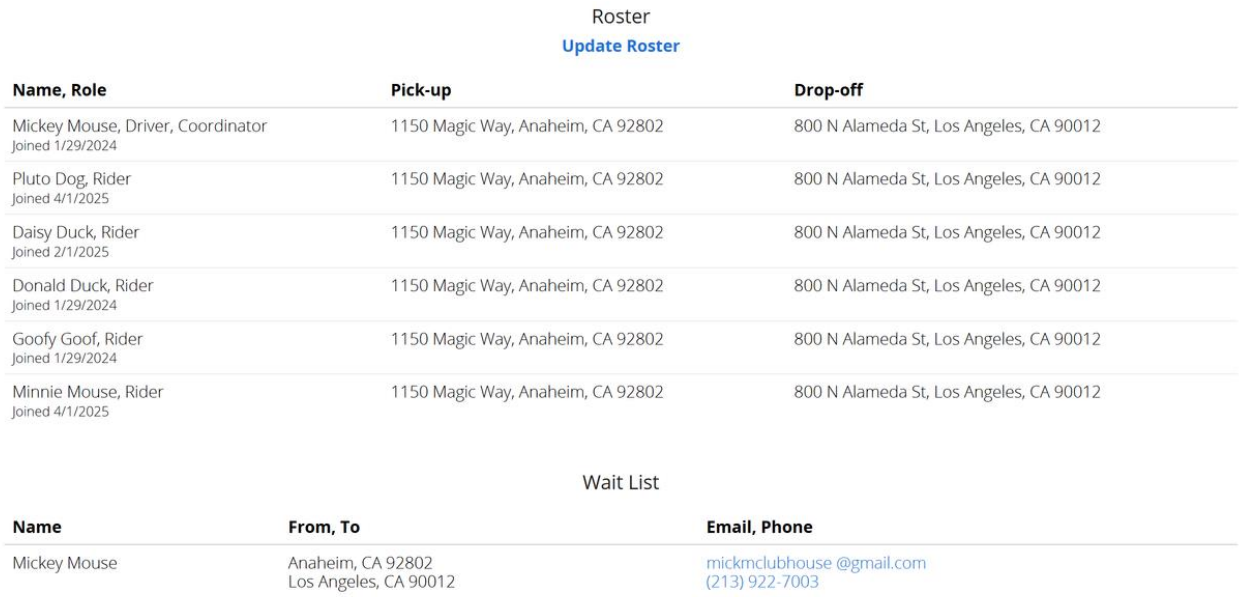
This guide provides step-by-step instructions for completing the Monthly Ridership Report, explains common reporting requirements, and offers helpful tips to avoid errors and delays. Whether you are submitting your first report or simply need a refresher, this resource is intended to make the reporting process as straightforward as possible.

Thank you for your continued participation in the Metro Vanpool Program and for helping provide a reliable, cost-effective commuting option for your fellow riders.

CONFIRM ROUTE AND ROSTER

Prior to starting your ridership for the month, please confirm that your route and roster are accurate. You can access this info from the "New Report" tab.

Review your roster. If a passenger is missing, or if there are people on your roster that are no longer part of your vanpool group, click on the link to update your roster. If a new passenger is added to your roster, they will automatically be emailed a participant agreement and you will not be able to finish your report until it has been signed. Any rider with an outstanding participation agreement will have a red asterisk next to their name. **You will need to have them complete their agreement before you complete the report so you can ensure all ridership is accurately reported.** After reviewing the information and making any necessary corrections, click the checkmark box "I confirm that all of the information above is correct about this route."



Roster

Update Roster

Name, Role	Pick-up	Drop-off
Mickey Mouse, Driver, Coordinator Joined 1/29/2024	1150 Magic Way, Anaheim, CA 92802	800 N Alameda St, Los Angeles, CA 90012
Pluto Dog, Rider Joined 4/1/2025	1150 Magic Way, Anaheim, CA 92802	800 N Alameda St, Los Angeles, CA 90012
Daisy Duck, Rider Joined 2/1/2025	1150 Magic Way, Anaheim, CA 92802	800 N Alameda St, Los Angeles, CA 90012
Donald Duck, Rider Joined 1/29/2024	1150 Magic Way, Anaheim, CA 92802	800 N Alameda St, Los Angeles, CA 90012
Goofy Goof, Rider Joined 1/29/2024	1150 Magic Way, Anaheim, CA 92802	800 N Alameda St, Los Angeles, CA 90012
Minnie Mouse, Rider Joined 4/1/2025	1150 Magic Way, Anaheim, CA 92802	800 N Alameda St, Los Angeles, CA 90012

Wait List

Name	From, To	Email, Phone
Mickey Mouse	Anaheim, CA 92802 Los Angeles, CA 90012	mickmclubhouse @gmail.com (213) 922-7003

Every time you fill out your report you will be prompted to confirm your route. Please make sure you look at your route so that it is accurate.

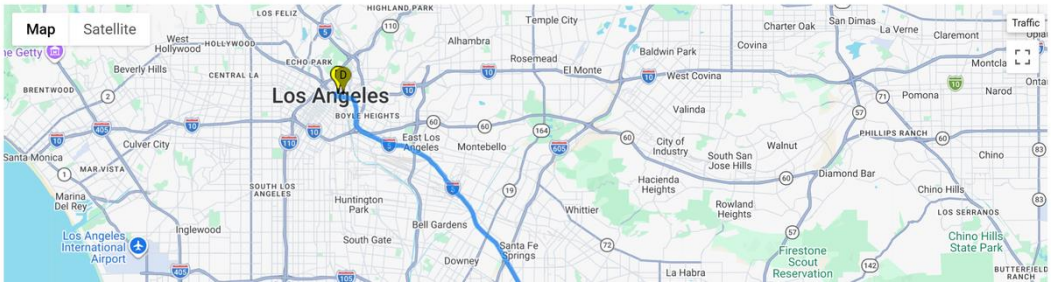
Schedule

Going Trip 6:00 AM - 8:00 AM
Returning Trip 5:00 PM - 7:00 PM
Operating Days: Mon Tue Wed Thu Fri
Update Schedule

Route

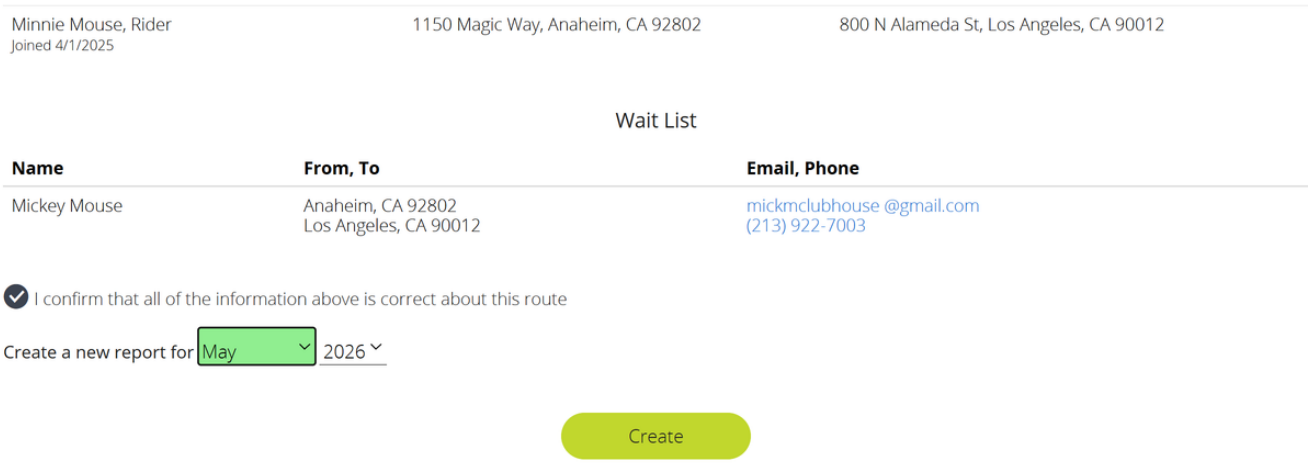
Origin → Destination: 26.56 mi
Destination → Origin: 26.58 mi
Update Route

Name	Type	Address
1. Route Origin	Origin	1150 Magic Way, Anaheim, CA 92802
2. Route Destination	Destination	800 N Alameda St, Los Angeles, CA 90012

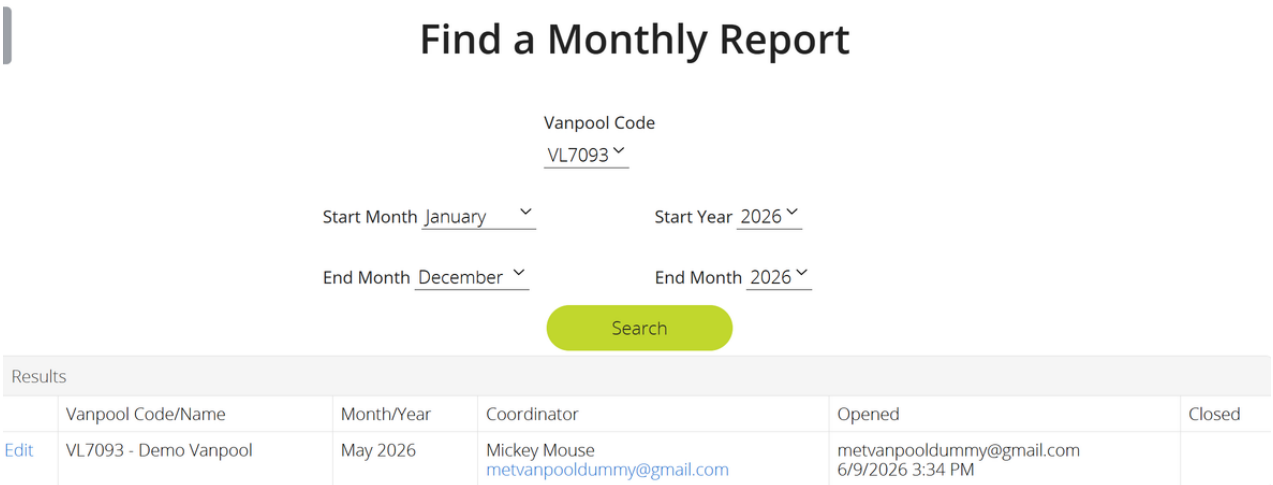


CREATE OR FIND CURRENT REPORT

At the end of the “New Report” page, once the route and roster are confirmed, make sure the month and year are for the current reporting month due, then press “Create” at the bottom to generate a report.



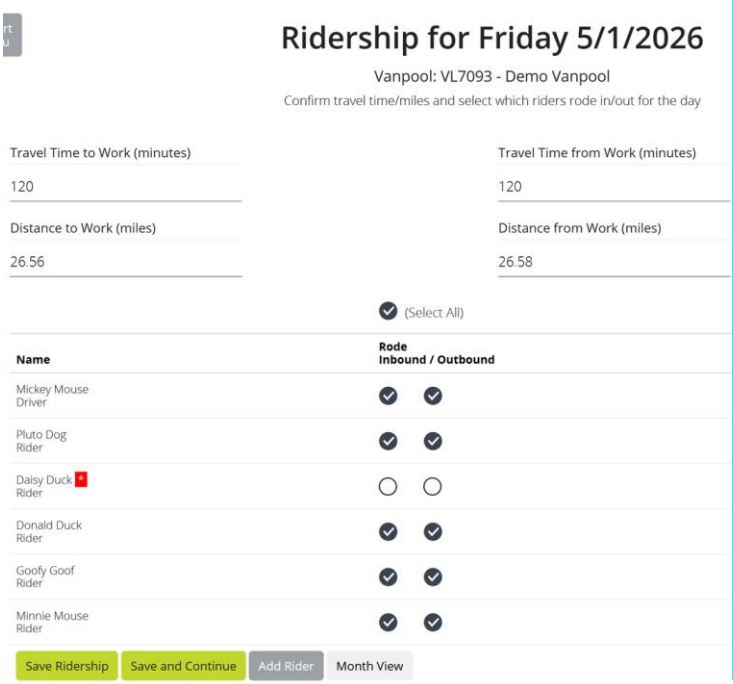
If the report has already been created, you can find it again by clicking on the “Find Report” tab and clicking “Edit” beside the open report.



ENTER RIDERSHIP

On the Month View screen, click on each date that your vanpool commuted for the month and enter in the going/return mileage and ridership trips of each rider that day.





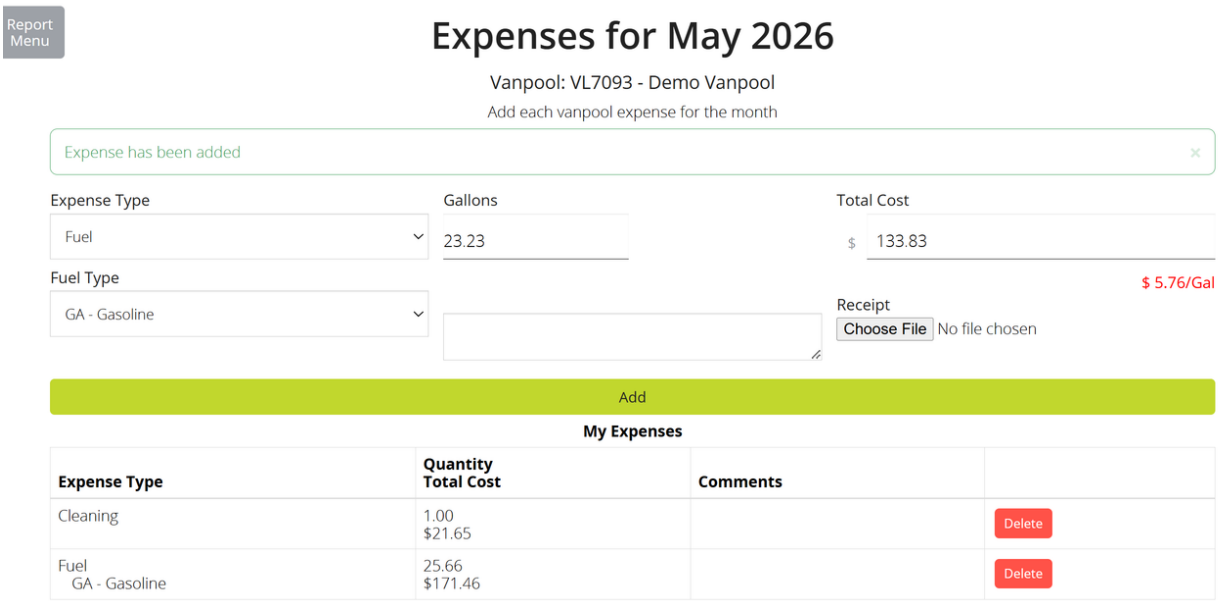
TIPS:

- The default going/return mileage is based what is calculated from your route. Keep these numbers as-is if your vanpool had a regular commute that day. If your vanpool took an alternative route that day (detour for traffic, different work site), input the distance and travel time manually instead.
- If a rider is not in the vanpool for both ends of the commute, you may select only inbound/outbound. However, at least one rider each day needs to be marked as having travelled both ways.
- Riders marked red are missing their Participation Agreement and cannot have their ridership filled. Please reach out to those riders so that their agreements are signed.

When a day's mileage and ridership is completed, it will be highlighted green on the calendar in the Month View. Once all commute days for the month are entered, click the blue arrow to continue. **NOTE:** Any day that you click into will also turn green. If you don't report any ridership for that day, it will still appear green but it's okay. Proceed to the next day of ridership.

ENTER EXPENSES

Enter your expenses for the month. For fuel, you will also enter the amount of fuel (gallons for gas, kWh for electricity) and the fuel type (GA for gas, EB for electric, HG for hybrid, ET for ethanol fuel like E-85).



- Comments –add any comments that may be of assistance Metro Vanpool regarding your expenses.
- If you saved your entry and you made an error, click Delete to remove the entry and re-enter the expense (the system does not have the ability to edit an entry once it has been saved).

FAQ: What if I fill up the tank at work?

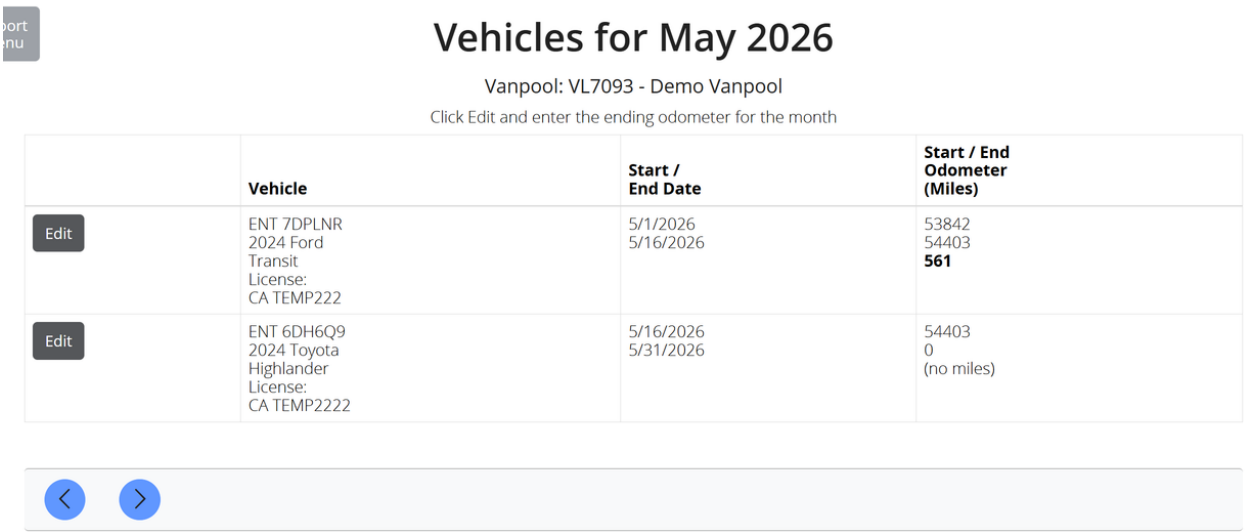
- It's still important that we receive your fuel quantities so you will need to get that information from the pump by taking a photo.
- Metro is required to report on the energy consumption of our fleet, so we will reach out to you for this information if you don't provide it.
- Your employer should be able to provide you with the information you need.

FAQ: What if I charge my vehicle at a free charger at my workplace?

- We still need to capture the charging quantities. Please record the total number of kWh for each charging session for your report. You can work with your employer to obtain the cost per kWh for that month

CONFIRM VEHICLE INFORMATION

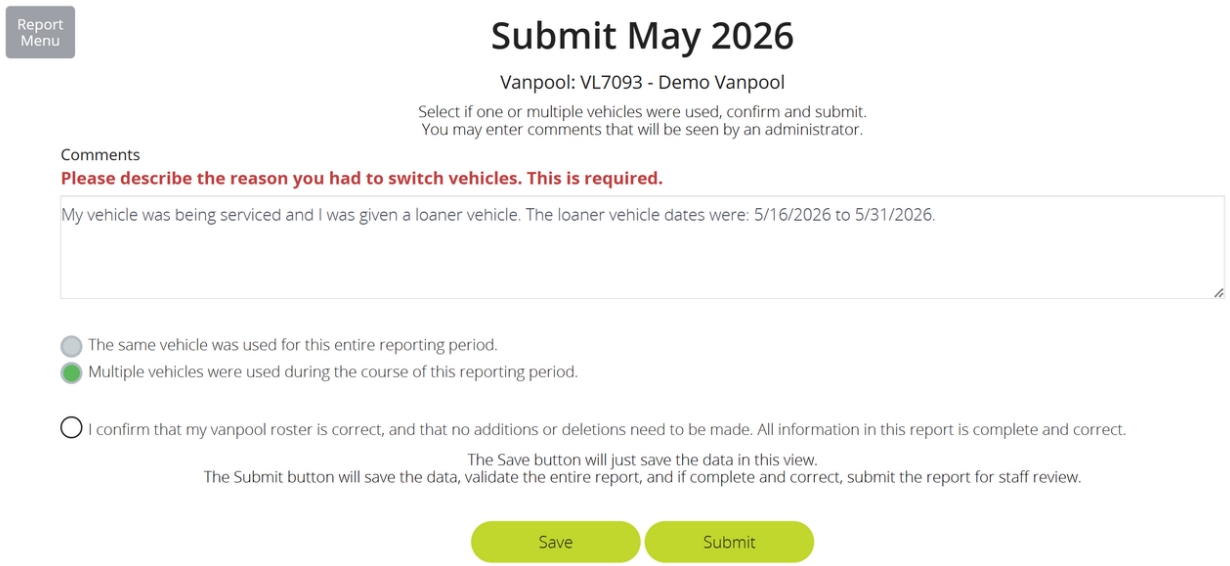
Click Edit to enter your ending odometer miles from the month's final commute day, and confirm that your vehicle information is correct.



If more than one vehicle was assigned to you during a reporting month, complete the odometer information for the vehicle that was in your possession on the last day of the report month. If this report does NOT show the vehicle currently assigned to you, or if you were assigned a new or loaner vehicle on the last day of the reporting month, please email *vanpool@metro.net*. Please do not submit your report without all vehicles logged.

FINAL COMMENTS AND SUBMISSION

Enter any comments about this reporting month, such as information regarding a vehicle change during the period (you can click "Multiple vehicles were used" to auto-generate a comment), any changes to your normal ridership, single occupancy trip justifications, etc.



Certify that everything is correct. You can click "Save" to keep changes in the report while keeping it open.

Click submit to close your report. Once submitted, you will no longer be able to make edits to the report. If you receive an error message and the system is unable to submit your report, please correct the errors noted.

If you are having trouble correcting the errors, or if you submitted the report and then found that changes are required, contact Metro Vanpool to re-open your report.

Congratulations! You have submitted your Metro Vanpool Monthly Ridership Report. You will receive an email from Metro Vanpool confirming receipt of the report. Metro Vanpool staff will review your report and may contact you with questions or if any issues are found.

WHERE TO GO FOR SUPPORT

If you encounter technical issues or have any questions while completing your Monthly Ridership Report, reach out to the Metro Vanpool team immediately.

213.922.7003
vanpool@metro.net
metro.net/vanpool