**Vanpool Roles and Responsibilities**

There are several important roles in each vanpool. Each of these roles has a set of responsibilities and is essential for the safe and successful operation of the vanpool. Vanpool participants may have one or more roles according to the needs of the vanpool group.

- Primary Driver: Responsible for ensuring the van is safety operated and maintained according to UTA requirements.
- Point of Contact for the Vanpool: Responsible for receiving requests to join the vanpool or provide information to current and potential riders or UTA staff.
- Backup Driver: Responsible for operating the van when the Primary Driver is unavailable, accepting all Primary Driver responsibilities when acting in this role.
- Participant or Rider: Any approved person riding on the vanpool regardless of their responsibility. May ride in the vanpool on a part-time or full-time basis and responsible for keeping the van in a clean and presentable condition and helps to maintain a positive and safe commuting experience.
- Bookkeeper: Responsible for submitting online monthly ridership reports to UTA and ensuring participants pay their fares on time.

**UTA Roles and Responsibilities**

- UTA Vanpool Support Specialist: Supports the vanpool group, maintains vanpool records, reviews and approves driver applications, assists in finding new participants, helps new participants establish online payment accounts, and supports general accounting questions.
- UTA Vanpool Maintenance Specialist: Supports maintenance concerns, questions or issues, assists in vehicle rotation when necessary, provides vehicle insurance information, and manages the vehicle accident process.
- Vanpool Accounts Coordinator: Manages the monthly billing, accounts payable and accounts receivable for vanpool groups.

Please contact your UTA Vanpool Support Specialist for any questions regarding the roles and responsible in your vanpool. You may also refer to the UTA Vanpool Manual located at www.rideuta.com/vanpool for additional details.

All Riders and Participants on the vanpool must complete the UTA Vanpool Participant Agreement. All Primary Drivers and Backup Drivers must complete the UTA Vanpool Driver Application and Agreement in addition to the UTA Vanpool Participant Agreement.