



Vanpool Contacts and Links

For Assistance	Contact	Phone	Email
New Vanpool Formation Meetings	OCTA, Kristopher Hewkin	714.560.5331	khewkin@octa.net
Starting a Vanpool	OCTA, Kristopher Hewkin	714.560.5331	khewkin@octa.net
Switching a Vehicle	Enterprise	800.826.4967 Option 1	vehicleswitches@vanpool.com
Switching a Coordinator/Leaseholder	Enterprise	800.826.4967 Option 1	coordinatorswitches@vanpool.com
Adding a Driver	Enterprise	800.826.4967 Option 3	
Terminating a Vanpool	Enterprise	800.826.4967 Option 1	terminations@vanpool.com
Help Finding New Riders	OCTA, Kristopher Hewkin	714.560.5331	khewkin@octa.net
Billing or Invoice Issues	Enterprise	800.826.4967 Option 2	Billing@vanpool.com
Fuel Cards and Toll Violations	Enterprise	800.826.4967 Option 2	Billing@vanpool.com
Maintenance	Enterprise	800.826.4967 Option 4	Maintenance@vanpool.com
Roadside Assistance and Accidents	Enterprise	800.826.4967 Option 4 or 310.436.2375	Maintenance@vanpool.com
Setting up an OC Vanpool Account	OCTA, Tracy McConnell	714.560.5672	vanpool@octa.net
Vanpool Key Number	OCTA, Tracy McConnell	714.560.5672	vanpool@octa.net
Add a Vanpool to Your Account	OCTA, Tracy McConnell	714.560.5672	vanpool@octa.net
Monthly Report Questions/Assistance	OCTA, Tracy McConnell	714.560.5672	vanpool@octa.net
Add a New Passenger to a Vanpool	OCTA, Tracy McConnell	714.560.5672	vanpool@octa.net
Route or Address Change	OCTA, Tracy McConnell	714.560.5672	vanpool@octa.net
Submitting New Participant Agreements	OCTA, Tracy McConnell	714.560.5672	vanpool@octa.net
Subsidy Question	OCTA, Tracy McConnell	714.560.5672	vanpool@octa.net
Guaranteed Ride Home	GRH Program	951.352.8229	khewkin@octa.net
Helpful Links			
OC Vanpool Overview	https://www.octa.net/Vanpool/Overview/		
OC Web Portal for Reporting	https://vanpools.octa.net (or search "OC Vanpool" in App Store/Google Play)		
OC Vanpool Reporting Instructions	https://www.octa.net/Vanpool/Vanpool-Reporting/		
Guaranteed Ride Home Claim Form	https://www.octa.net/pdf/GRH_Reimbursement_Claim_Form.pdf		
Commute with Enterprise	https://www.commutewithenterprise.com/		