

SECTION 5300 – RIDESHARING

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SECTION 5300 – LIST OF EXHIBITS

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5300 RIDESHARING

5301 CARPOOL MATCHING PROGRAM

Commuters joining the carpool matching program are assured that their names will be given only to other commuters looking for carpool partners. The Commuteride Office also uses the information to help form new vanpool routes. Names are never given or sold for any other purpose. Carpool matching lists are mailed to individuals who request the information, whether or not they intend to join the carpool matching program. Effective June 1, 1995, exact home addresses will not be printed on the carpool matches.

Company programs that require extra security measures, such as Micron Technology, are handled separately from the Ridematch program. Only company employees are allowed to have the names. Prospective employees are given only general information, such as the number of people coming from a particular area. Specific names and telephone numbers are not given. If the District is not sure a person is employed at a company, staff will contact the company representative and confirm employment before the specific name is released.

If the District learns that someone is abusing the information or behaving offensively, the individual is removed from the ridesharing file. Calls are made to other Ridematch participants warning them against accepting or providing rides for the individual.

5302 OWNER-OPERATED VANPOOLS

Owner-operated vanpool programs are individuals who operate their own vanpool route independent from the Commuteride Office. The owner sets fares and provides vehicle and insurance with little guidance from the District Commuteride Office.

The District will provide informational help to the owner-operator if requested. This includes calculating fares, new rider referrals, back-up support in case of breakdowns, and route planning.

Financial aid may be available to help finance vehicle purchase for a vanpool route. Agreements are made with the owner-operator to finance up to 75% of the vehicle purchase for 100,000 miles or 5 years, whichever comes first. Monthly or quarterly payments are required, and ridership, revenue and expense reports are part of the agreement.

Ridership on all owner-operated vanpools are considered in all reports by the office.

5303 PARK AND RIDE LOTS

Formal Park And Ride Lots are usually arranged through an agreement between the property owner and the District. The District tries to acquire use of property without charge, but short or long term rental or leasing of the lot is also possible. The agreement specifies that the District will not pay any taxes, assessments, or other fees for the property owner. There is a 30-day written notification required to cancel the agreement with the property owner.

The District provides signs, both on the property and on the public street adjacent to the lot. Formal signed lots are published in the Park and Ride Lot Location flyer distributed by the Ridesharing Office.

Informal lots are arranged verbally with property owners. There are no signs or written agreements. These lots may be included on publications, and are used when referring commuters to the closest park and ride facility. The use of the lots is at the discretion of the property owner.

A Park & Ride Lot Directory is provided to the general public listing locations of the lots.

5304 COMMUTERIDE VANPOOL

5304.1 ACHD Commuteride Vanpool Policies

Policies about operation of the Commuteride Vanpool Program are contained in the Policies and Driver's Handbook for the Program.

5304.2 Insurance

The District carries the following liability insurance coverage:

| | | |
|-------------|-----------------------|---------------------------------|
| \$1,000,000 | Single Limit Combined | Bodily Injury/Property Damage |
| \$10,000 | Per Person | Passenger/Medical |
| \$1,000,000 | Single Limit Combined | Uninsured/Underinsured Motorist |

Comprehensive and collision coverage is also purchased on vehicles that are six years old or less.

The rider's own personal auto policy or employment medical coverage may also apply in some cases if injuries occur while riding the van.

Passengers riding the van regularly (not necessarily every day), are advised to tell their insurance agent.

5304.3 Drivers

The Vanpool Operator Agreement outlines driver/back-up driver and the District responsibility, including personal use of the van. (See Exhibit 1)

Drivers are not required to have a commercial drivers license. Drivers are responsible for keeping a valid Idaho Motor Vehicle Operator's license at all times. Cost of the license is the responsibility of the driver.

All moving violations against a driver or back-up driver that result in a notation on the official driving record should be reported to the District Commuteride office promptly. Driving records are checked by the District periodically.

Routes will be determined jointly by the driver and the office. Changes to the route that increase mileage or travel time must be cleared with the office. On most routes, some riders may have to walk or drive to pick-up points or walk to work from drop off points.

The driver will give route maps to the office as permanent changes occur in the route, or as requested by the office.

Drivers and back-up drivers may request approval for their spouses to operate the van during non-commute hours. A written request should be submitted with a copy of a current Motor Vehicle Operator's License check. With a payment of \$4.00 and the spouse's birth date and license number (social security number), the District will obtain a Motor Vehicle Operators License report. Driver license checks after the initial request will be paid by the program.

5304.4 Back-Up Drivers

There must be at least one back-up driver. The passengers should know that if no one will drive when the driver and back-up driver are not available, the van will not operate.

The driver will advise the Vanpool Office of the name and phone number of potential back-up drivers. The vanpool office will make final selection of the first back-up driver. The back-up driver should sign Attachment A of the Vanpool Operator Agreement (see Exhibit 1).

1. The back-up driver should be a monthly rider, over 23 years old and possess a valid Idaho Motor Vehicle Operator's license. They should have experience driving a camper, van, or truck.
2. The approved back-up driver will receive a driver credit for each day they drive in the place of the regular driver.

Back-up drivers and "emergency" drivers should be given the opportunity to drive the van empty before picking up passengers. These drivers are allowed up to 20 miles driving to become familiar with the van. Charge such miles to "other". Back-up drivers should be allowed to drive at least two days per month. They should be aware of route and time changes when they are made.

5304.5 General

5304.5.1 Holidays

On holidays when only part of the van group is working, any rider with a valid Idaho Operator's License may drive. The group should total at least 5 (driver + 4). Otherwise the group should take a private car. The District will credit the driver with a one-day driver credit for each person in the carpool, including the driver. Whenever possible, drivers should combine routes to accommodate the passengers. If a rider chooses to take a private car and drive alone, the rider may deduct the amount equal to a one-day driver credit. This credit will be deducted off their next monthly fare.

This policy is also in effect on other weekdays whenever the van does not operate.

5304.5.2 Anniversary Credit

Riders may claim an "Anniversary Credit" after they have been paying their monthly fare for twelve (12) consecutive months. The Anniversary Credit of \$10.00 is

applied toward the 13th monthly fare. If there is a break in ridership or payment, the anniversary date will be moved to the next month a full fare is paid. New riders start their anniversary month when they pay their first full month's fare. Drivers are notified when the credit is to be applied.

5304.5.3 Recruitment Bonus

A \$20.00 "New Rider" credit is given to a passenger when a new rider is recruited for any of the Valley Commuteride vans. Payment is made directly to the sponsoring passenger when the Rider Referral Reimbursement Form is received, and after the new rider has paid two full monthly fares (effective 08/01/90). If two passengers submit the same new passenger's name, the first Form 19 arriving at the District will be paid. The bonus must be claimed within 90 days of the rider's original start date.

5304.5.4 Free Trial Ride Offer

The program offers a one-time five day free trial ride to any new monthly rider. This means five consecutive days that the van is operating, beginning the first day the new monthly rider starts.

5304.5.5 Personal and Bonus Miles

The driver is responsible for personal use of the van and may allow the back-up driver(s) and approved spouses to drive the van for personal use.

Miles are to be recorded on VP Form 11 each day, totaled for the month and accounted for on VP Form 1. Mileage rates are stated in the Vanpool Operator Agreement. Drivers are allowed 25 free personal use miles per month. These cannot be carried forward to the next month. It is the driver's option to share those miles with any back up drivers.

Payment for personal miles above the free miles should be included with the monthly report due at the first of the month.

5304.5.6 Reports and Forms

The following three reports must be mailed (preferably in Boise) the day after the first working day of the month. Checks for all riders should be sent with the reports.

Checks will not be deposited before the third working day of the month, for people concerned that paychecks have not reached the bank. **DO NOT HOLD REPORTS WAITING FOR LATE CHECKS.** Mail late checks as received during the month and the van office will post them on Form 12.

1. VANPOOL RECAP SHEETS - Personal expenses for washes, gas, oil, and accessories. Please include a signed receipt for any item for reimbursement. Include a list of, and payment for personal miles.
2. DAILY RIDERSHIP, MILEAGE AND EXPENSE - Date of maintenance checks should be noted on back of this form and signed.

3. PICK UP & PAYMENT LOG - Please make sure ALL spaces are completed with the information requested. (Update phone numbers, pick up times and locations as necessary.)
4. PASSENGER AGREEMENT - This is to be completed by all monthly passengers when they pay their first monthly fare or have a change in home address, employment site, or work phone. Send white copy to the District. The driver keeps the yellow copy, and the pink copy is given to the rider.

5304.6 Fares

ALL fares are payable in advance. Payment of a monthly fare guarantees a seat for the month. Monthly fares must be paid by check or money order. To reserve the seat for the next month, the rider must pay the fare to the driver by the first working day of the month. If a rider will not be riding the first working day, they can give the check to the driver early or mail it to the Ridesharing Office. Checks may be post-dated to the third working day of the month, if desired. No fare checks will be deposited before the third working day of the month. Failure to pay the fare as outlined above could result in loss of ridership eligibility. Please call the Ridesharing Office if questions arise.

The driver should advise new riders, before the end of the free trial ride, the amount owed to the end of the month. This is the daily driver credit rate times the remaining number of days the van will operate in that month.

If a rider has not paid a fare by the 3rd day following the free trial ride, the driver will contact the rider, to tell them the amount owed and get a date the fare will be paid.

If arrangements can be made for payment, though at a later date, the rider may continue riding. If no arrangements can be made, or if previous arrangements are not kept, the passenger will be asked not to ride. The Vanpool office will collect the fare through telephone calls, letters, or if necessary, small claims court action.

If the passenger continues to ride after the driver has been told by the Vanpool office to refuse ridership, payment for the unpaid fare is the responsibility of the driver.

5304.6.1 Cash

No cash should be sent through the mail. If you are unable to send a check, call the office to have it picked up. If cash is lost in the mail, it is the driver's responsibility to replace it. Remember, ALL fares are payable in advance.

5304.6.2 Additional Mileage

A rider requesting service beyond the District established route may be required to pay a mileage fee for additional distance, above the monthly fare. The additional mileage fee will be in effect until the extra mileage becomes cost effective enough to be included as part of the established route.

5304.6.3 Monthly Fares

Riders wanting to reserve their seat must pay a full monthly fare. New riders who start mid-month pay at the daily driver credit rate for the days remaining in the month (excluding weekends and holidays) after their free trial ride.

Note: The "monthly fare paid weekly" rate applies only if four payments are made within the month. If four payments are not made, casual rate applies. New monthly riders pay at the driver credit rate for each day remaining in the month after the free trial week.

Riders paying monthly are not credited with days not ridden. The Anniversary Credit of \$10.00 given on the 13th monthly fare compensates the rider for these days.

5304.6.4 One-Way Fares

The monthly one-way rider should be charged as follows:

If a rider wishes to reserve a one-way seat monthly, charge 1/2 of the full fare. One-way riders are guaranteed a reserved one-way seat on a month to month basis. If a new rider wishes to purchase a monthly seat and there is a monthly one-way rider on the van, the one-way rider has the option to pay the full monthly fare for the one-way ride. Do not accept half a monthly fare for a one-way rider if you have a rider who will pay a full monthly fare.

5304.6.5 Seat Sharing

A monthly rider who does not use their seat everyday may choose to share the seat with another person. This can be done only on a regular basis. For example, a student attending classes Monday, Wednesday and Friday may regularly share the seat Tuesday and Thursday. This arrangement must have the written approval of both the driver and the District Ridesharing office. If both passengers want to ride on the same day, the passenger not scheduled for that day must pay a daily rate plus \$1.00, if space is available. Passengers involved in the sharing arrangement must agree on how to split the fare, and which passenger is responsible for paying the monthly fare. Pick-up and drop-off arrangements must be acceptable to the driver and should not cause undue hardship on the group as a whole.

If one rider of the arrangement quits riding or paying the share, the remaining rider will be given the opportunity to:

1. Pay the full fare to guarantee the seat though not using it;
2. Pay the full casual rate only for the days used.

5304.6.6 Returned Check Policy

For the first check returned in a 12-month period, the rider must purchase money order or certified check to replace the returned check. For the second returned check in a 12 month period, the rider must purchase a money order or certified check to replace the returned check, plus a \$10.00 service charge. The office will tell the driver that no personal checks from that person will be accepted for future vanpool fares. Certified checks or money orders must be submitted.

5304.6.7 Vacations

Monthly riders wishing to take vacation from the vanpool group can do so two ways.

1. Monthly rider can pay the entire monthly fare to reserve seat until his return.
2. The rider can pay for rides at the monthly rate (same as daily driver credit) until the last day ridden and quit the vanpool. The rider can later return to the vanpool. There is no guarantee that a seat will be available when the rider returns. Anniversary Credit starts with the month a rider pays his first full monthly fare again.

5304.6.8 Leave of Absence

If a passenger wishes to stop riding temporarily in a vanpool group due to a medical or family emergency beyond his control, a leave of absence may be given for a 90-day period.

A written request for the leave should be submitted by the passenger to the driver explaining the circumstances, giving an estimate of time the rider expects to be gone. The driver will forward the request to the District Ridesharing Office for approval of the leave.

The policy is set to allow monthly passenger to guarantee their seat while on medical or family emergency and to keep the same Anniversary month for 90 days without paying the fare. The seat may be sold to another rider until the passenger on leave returns.

This policy is not designed to accommodate temporary leaves for convenience sake or summer vacations.

5304.6.9 Cancellation/Consolidation of Routes

If ridership falls below where it is cost effective to operate, the group will be given a 30 day notice that fares will be adjusted to equal 11 monthly fares. If the group is unwilling or unable to pay the increased rates, the route will be canceled on the 31st day after notice is given. Every effort will be made to incorporate monthly riders into other existing routes in the area.

5304.7 Fuel and Supplies

Fuel will be bought with open charge accounts or credit cards with major suppliers in the area of the origin or destination of each vanpool route. Gas stations will allow charges by drivers for supplies to include: wiper blades, oil, power steering and brake fluid, antifreeze, headlights and other vanpool operations related items for up to \$25, excluding gasoline purchases. Drivers will keep receipts for all purchases and send them with their monthly reports to the District.

5304.8 Maintenance

Drivers should report any mechanical problems to the office immediately. Arrangements will be made to use a back-up van if necessary.

Watch front tires for uneven wear, cupping or weather cracks. Also report at once any "wear bars" becoming visible. Check tire pressure when tires are cold.

The driver is responsible to make monthly (or more often) checks as required on the back of the Daily Ridership Log.

Monthly maintenance checks will be scheduled for each van by the District Commuteride Office and Bruneel Tire, (or other service facility arranged by the District). Safety inspections include all fluid levels, visual brake check, lights, tire pressure and condition. Any scheduled maintenance will be done during these maintenance checks. The appointment is arranged by the maintenance facility in cooperation with the driver. A back-up van will be provided until the van is returned by the maintenance staff.

5304.9 Cleanliness

Vans should be cleaned at least twice during the month. If the driver wants to do the cleaning, the Highway District will pay \$7.50 for cleaning for interior and exterior, or \$4.50 for the inside, and \$3.00 for exterior only. Washes can be charged at Nu-Look Car Wash: 5950 Fairview; or 1790 Broadway Avenue. Bruneel Tire will wash vans each month when service is scheduled.

5304.10 Emergency Plan

The driver must determine appropriate action if van cannot run.

5304.10.1 A.M. Emergency Transportation Procedure

1. Two or three riders drive their own cars and pick up nearby passengers. Emergency carpool drivers will receive driver credit for each person in the carpool for using their private vehicle.
2. If one person drives alone, they will receive a credit equivalent to one-day driver credit.
3. Let the Commuteride Office know about the problem and they will determine what should be done.
4. Leave a key with the van (usually in the ashtray).

If you need a battery jump, call a taxi. It may be faster and cheaper than a tow truck. Any service you obtain in an emergency will be repaid by the office, but you may have to pay on the spot. Get a receipt for any service you pay for.

5304.10.2 P.M. Emergency Transportation Procedures

1. Move vehicle away from traffic. Leave key in the ashtray in the unlocked van. Tie an orange tape on the rear door handle to signify a vanpool in distress. Whenever possible, drivers should stop to help each other. This may include calling a wrecker, or taking passengers home, but only if the safety of the passengers will not be compromised.

2. Call YELLOW CAB to take passengers home. Identify yourself as an ACHD Valley Commuteride driver. Make sure the dispatcher understands this is a charge. Tell them number of passengers and their locations. The last person delivered must sign a charge slip. DO NOT pay the driver. Every rider must have a seat and a seat belt. Send more than one taxi, if necessary.
3. Call B & W WRECKER SERVICE and identify yourself. Have the van towed to the nearest dealer for your particular van (Ford, Dodge, etc.).
4. Contact office staff with details of where the van is located and what the problem is.

Some type of phone relay system to tell riders about the emergency may be advisable. In some cases, other vans can take some of your riders.

5304.11 Accident Procedure

If there is an accident, the driver should follow the procedure stated in Exhibit 3. The procedure is also included in the van glove box or side pocket in a packet marked "Emergency Procedures". Steps include the following.

1. Aid the injured.
2. Call police and the Vanpool coordinator.
3. Don't move the vehicle until police advise you.
4. Get name and address of police investigating the accident and to report number.
5. Get facts about the other vehicle.
6. Get facts about injured person(s).
7. Get facts about the property damage.
8. Get witness information on witness cards.
9. Describe and diagram accident.
10. Do not discuss the accident except with police, a District representative or passengers.
11. Complete a written report detailing accident and submit to the Vanpool office as soon after the accident as possible.
12. As soon as possible, arrange transportation for passengers, if needed (taxi, friends, co-workers). Contact wrecker, if necessary.

5304.12 Parking

Parking is available as follows:

1. In State parking structure located on State Street between 5th and 6th, first floor, at any "vanpool" space. If all reserved spots are full, any unreserved spot may be used. DO NOT PARK ABOVE THE GROUND FLOOR OF ANY GARAGE.
2. At parking meters in areas shown on reverse of Parking Permit. PARKING PERMIT MUST BE DISPLAYED on curb side of dash or center of windshield.
3. In spaces reserved for carpools at place of employment, when prior arrangements have been made by driver, back-up driver or Vanpool Office.
4. In your company employee parking spaces.
5. In an emergency, park in a commercial lot and obtain a receipt for the fee. Advise the Vanpool Office.

ANY parking tickets are the responsibility of the driver. If you are given a ticket when parked in an authorized area with a permit in the window, contact Boise City Parking Control. (New attendants may not be aware of the policy.)

Park 30' from stop signs or crosswalks to avoid illegal parking tickets.

5304.13 Grievance Procedure

Problems that cannot be satisfactorily resolved between driver/passenger and/or the ACHD Commuteride office should be handled according to the Commuteride Vanpool Program Grievance Procedure.

5304.14 Special Incentive Programs

Federal Congestion Mitigation/Air Quality funding provides special incentive programs that are offered to vanpool commuters. These special programs include a monthly rebate program, to encourage riders to continue their ridership into the next quarter in order to be eligible. The current rebate is \$15 per month, with a total quarterly payment of \$45. The federal program pays 80%; riders provide the 20% match required.

The second program is a guaranteed ride home program for vanpool riders that have an emergency and have no car available. Vouchers are given to riders participating in the program for the full cost of a taxi ride. The incentive program pays 80%; vanpool fares pay the 20% match required.