



# **Club Red**

# **Participant Handbook**

Updated 5-2022

## **WELCOME TO CLUB RED**

Club Red is the Ada County Highway District Commuteride's vanpool program (herein referred to as Club Red, Commuteride or District) that provides smart commuters, like you, a safe, dependable commuting option with multiple financial, health and environmental benefits. Each year, our program saves several million miles of wear and tear on personal vehicles and public roadways and thousands of pounds of carbon dioxide from entering the atmosphere. The program removes an average of 500 cars from the road each day and the average vanpool participant saves more than \$2,000 per year over driving alone.

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## **OUR TEAM**

We understand you have a choice in how you get to work, and we appreciate you choosing to commute with Club Red! Please be aware of the resources we have to make your commute a success.

## **COMMUTERIDE RIDESHARE OPERATIONS**

The Rideshare Operations team manages and operates the Club Red vanpool program. Our office hours are Monday through Friday from 8 am to 4:30 pm and we can be reached at 208-345-POOL (7665) or at [commuteride@achdidaho.org](mailto:commuteride@achdidaho.org). Below are some of the ways our team can help:

- Scheduling preventative maintenance and windshield repair service
- Monthly ridership reporting
- Fare payments
- Starting new vanpool groups

Please leave a voicemail with your name, van number, and a brief description of your contact reason if we are busy helping other customers.

## **VANPOOL OVERVIEW**

Commuteride currently supports two types of vanpools.

### **CLUB RED VANPOOL PROGRAM**

When you join a vanpool you automatically become a member of Club Red - a group that is leading the charge in fundamentally changing the way our community gets to work. Not sure what a vanpool is? A vanpool is like a large carpool with groups of 5+ commuters who share a similar commuting route and schedule. Club Red vanpools are driven by a volunteer member of the vanpool. With your fare, Commuteride covers all of the operating costs associated with your vanpool including your van, maintenance, gas, and insurance.

Much more than just a ride to the office, when you catch a ride with Club Red you leave behind your stressful commute, save money, and free up valuable time you can use each day to relax, chat with your ride mates, catch up on some work, or even grab that much-needed (and well deserved) nap. Need another reason to get started?

### **STANDARD ROUTES**

Groups of commuters pay Commuteride monthly fares and get everything else needed for successful ridesharing: driver training, rider support services, maintenance, insurance, fuel, and benefits like emergency ride home. Commuteride requires between

5 to 7 riders (including the driver) depending on the capacity of the vehicle to start and maintain a vanpool route. Each route / vanpool group is required to have a minimum of two who volunteer to be drivers. A driver keeps the van at their house overnight or keeps the van parked at a pre-determined “park-and-ride” location where the riders are picked up and dropped off each day.

## EMPLOYER-SPONSORED VANPOOL

Employers may sponsor vanpools by paying the monthly fare of the route. Benefits of this include a discounted monthly fare and simplified billing. For information on employer sponsored vans, please visit: <https://www.commuteride.com/sponsor-vanpool>

## PARTICIPANTS AND GROUPS

This section discusses what it takes for a group to be successful, including an overview on required forms and roles and responsibilities.

### PARTICIPANT AGREEMENT

The [Commuteride Participant Agreement](http://hdlf.achdidaho.org/forms/CMRParticipant) (<http://hdlf.achdidaho.org/forms/CMRParticipant>) must be filled out and signed by all participants before they may ride in a commuter van. The [Participant Agreement](#) details the specific terms, conditions, and responsibilities that every participant agrees to be bound by when participating in the program.

Participant Agreements may be found on our website, on the Club Red page under Key Forms. As it is a digital form, Commuteride automatically receives these as they come in and follow up with new riders and drivers accordingly.

### RIDERS

Each participant makes a commitment to the Vanpool when he or she signs the Participant Agreement. To ensure that the vanpool operates smoothly and efficiently, all participants agree to the terms and conditions detailed in the Participant Agreement, which includes but is not limited to the following:

- Pay the approved full-time/part-time vanpool fare in advance no later than the 10th of each month
  - Payments accepted via cash, check, or debit/credit card. Do not send cash by mail as Commuteride is not responsible for cash lost in the mail.
- Arrive at the pick-up points on time.

- Keep the vehicle in a safe, clean, and orderly condition.
- Abide by all day-to-day operational rules as established by Commuteride and/or by a majority of the vanpool members. Abide by Commuteride's decision in disputes arising out of the day-to-day operational vanpool rules.
- Notify the Driver in advance of the day(s) you will not ride.
- Notify Commuteride before transferring to another van.
- Assist the driver by helping to navigate around blind spots.
- Keep your driver and Commuteride advised of any changes in your home or work telephone numbers.
- Be knowledgeable about their group's inclement weather and emergency procedures.
- Wear seatbelts and shoulder straps while the van is in motion.
- Remove garbage daily and immediately clean up spills.
- Remove all personal belongings from the vehicle. Commuteride will not be held responsible for the loss of personal property if left in the van.
- Respect fellow riders and the public. This means avoiding behavior or communications toward fellow riders, employees, or the public that is offensive or that threatens the cohesiveness of the vanpool or damages the reputation of the District.
- Avoid heavy perfume/after-shave, cigarette/cigar/pipe smell, bad breath, body odor, and greasy work clothes, which are sources of discomfort to some others.
- Not ride the vanpool if you are ill or exposed to a contagious illness. We require all participants to follow local/state/federal public health and safety guidelines, including relevant COVID-19 guidelines.
- Not use tobacco, marijuana, and vaporizer products while on the van, and while in or within 25 feet of any District vehicle or structure. Not possess alcohol or prohibited substances, including marijuana, while on the van. Not be under the influence of marijuana, alcohol, or drugs while on the van.
- Not ride in a Commuteride vehicle if you are under the age of 18 unless it has been approved by Commuteride and the child's parent or Legal Guardian.
- Not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin, or disability in any manner contrary to applicable local, state or federal laws and regulations.

## **RIDERSHIP OPTIONS:**

### **STANDARD**

Most of our participants fall into this group. An individual rides as often as the route is scheduled on a monthly basis and pays a full monthly fare.

## **PART-TIME**

Rides up to 8 days each month and pays a reduced amount (50% of full fare). Existing monthly riders wanting to move to a part-time status can do so if a part-time seat fare seat is available (max 2 per full-size van), and if it doesn't cause their existing vanpool to drop below 7 full fare riders (or minimum occupancy for that van). Part-time riders may be bumped from a route when there are not enough available seats, and they do not wish to move to full time. If currently paying a "grandfathered" fare, a rider loses that status and pays the regular part-time fare.

## **DRIVERS**

Commuteride vans are driven by a member of the vanpool. Only drivers who have been approved by Commuteride are authorized to drive a van.

Drivers are the ambassadors for Commuteride. They represent us on the road with safe driving habits, being punctual and being respectful leaders in their groups.

## **DRIVER BENEFITS**

### **REDUCED FARE DRIVER POLICY**

A Reduced Fare Driver is a Primary Driver who drives 70% or more of time, on a route with at least 70% van occupancy, and as a courtesy will have a 50% reduction on their fare. To be eligible for a reduced fare:

- Commuteride must authorize all Reduced Fare Drivers.
- Drivers with discounted fares are not eligible for other driver incentives.
- The driver must re-apply for a reduced fare if you terminate ridership.
- Commuteride sets occupancy requirements for routes, and you must continue to accept new riders until the occupancy has been met.
- If Commuteride splits a van to create a new route, a driver can keep their discounted fare for up to 90 days or until the new route reaches the occupancy requirements.
- Driver must use assigned driver ID FOB whenever operating a Commuteride van.
- Submit monthly reports no later than the 10th of each month.
- No at fault crashes/incidents while operating a Commuteride Van.
- Route must operate at least 19 days per month.
- Driver's employer does not cover any portion of your fare.

\*All requirements must be met to have a reduced fare



## **Quarterly Incentives**

Volunteer drivers are eligible for the quarterly incentive program based on the number of days they drive a Commuteride van.

Incentive amounts:

- Daily rate for driving the van - \$1
- Maintaining and sending in a complete report - \$5

Over a quarter we are able to monitor the habits of drivers using the GPS system and driver ID FOBS. We will coach those who drive aggressively and incentivize drivers who follow local laws and exhibit safe driving.

A driver may lose their incentive benefits during a quarter if:

- Monthly reports are incomplete, illegible, contain errors, or sent in after the 10<sup>th</sup> of the following month.
- They received a warning from the Commuteride office about safe driving habits, received a traffic citation or had a preventable crash while driving a Club Red van in the previous year
- The route is below minimum ridership requirements more than 90 days
- They do not use their assigned driver ID FOB

## **Personal Use of Van**

- Personal miles are those not related to the vanpool route but occur during the regular commuting hours for personal errands such as doctors' appointments, going out to lunch, or errands on the commute.
- Family vacations, work transportation, or group outings are not considered personal miles.
- Twenty-five personal miles per month are available to each vanpool route at no additional cost and must be shared with all the drivers.
- Drivers are required to report personal miles in the monthly report and to pay 56 cents per mile above the first twenty-five free personal miles.

## **DRIVER REQUIREMENTS**

We require a minimum of two volunteer drivers per van who pass our background check and an online orientation course.

The background check includes a 3-year Idaho Motor Vehicle Records check with the Idaho Transportation Department. We require all vanpool drivers be 25 years or older, have less than 6 points on their 36-month driving record, have not received a DUI in the last 5 years, and have at least five years of driving experience. If you have an out of state license, please provide your driving record with your application.

If you would like more information on becoming a driver for your van, please find the driver application and driver agreement [here](http://hdlf.achdidaho.org/forms/CMRDriverApp) (<http://hdlf.achdidaho.org/forms/CMRDriverApp>).

**The requirements of vanpool drivers are fully outlined in the Commuteride Driver Application, which includes but is not limited to the following:**

- Maintain a valid Idaho driver's license (exceptions may apply for Oregon or military members).
- Immediately report to Commuteride any incidents involving vehicle damage (interior or exterior), property damage, injury, fatality, or the potential for a medical or liability claim.
- Conduct daily vehicle inspections using Commuteride's provided pre-trip inspection form.
- Have their assigned driver ID token on their key chain when operating a Commuteride vehicle.
- Keep daily and monthly records as required by Commuteride staff.
- Maintain a safe and legal driving record.
- Notify Commuteride of changes to driving record immediately.
- Maintain personal automobile insurance while serving as a Volunteer Driver. Notify Commuteride immediately of any changes to your insurance coverage.
- Keep the van locked when not in use and not leave keys in the van unless instructed by Commuteride.
- Must return key and ID FOB if separating from Commuteride program.
- Only allow the van to be operated by Commuteride-approved drivers.
- Observe safe and defensive driving habits and comply with all traffic regulations and laws.
- Never use a cell phone or other telecommunication device while driving a Commuteride vehicle.
- Not transport any child under the age of 18 in a Commuteride vehicle unless this has been approved by Commuteride and the child's parent or Legal Guardian.

### **Primary Drivers Must:**

- Drive the van each scheduled day to and from work, picking up and dropping off riders in accordance with the mutually established route and schedule.
- Respond in a timely manner to new riders and communications from the Commuteride office.
- Coordinate all van fueling, maintenance, service, and cleaning (except as coordinated by Commuteride).
- Know which approved backup drivers are using the van and when.
- Ensure all riders have completed a Commuteride Participant Agreement prior to riding in the van.
- Ensure the group has enough backup drivers (one at a minimum, no more than three backup drivers) to ensure continued operation of the vanpool in their absence.
- Submit the Monthly Report to [Commuteride@achdidaho.org](mailto:Commuteride@achdidaho.org) no later than the 10<sup>th</sup> of the following month.
- Maintain an updated contact list with phone numbers and emails of group members to be used for regular updates or emergency purposes.
- Distribute information from Commuteride to group participants, as necessary
- Wash the van between 2-4 times per month. Use your assigned fuel card to purchase a basic car wash at a participating gas station when fueling up.
- Establish, in cooperation with the District, the vanpool route and schedule. Coordinate with other District-approved drivers for the daily operation of the van, picking up and discharging riders in accordance with the established route and schedule.

### **Backup Drivers Must:**

- Be available to drive when the primary driver is unable to do so.
- Assume all responsibilities of the primary driver when acting in that capacity.

Groups may be asked to return their van to Commuteride for non-payment of fares or inaccurate or late reporting.

### **DRIVER TERMINATION**

The following violations may result in dismissal, if a driver receives more than three reports within any 6 months. Reports may include call in complaints, ACHD staff observations, and GPS aggressive driving notifications.

- Using unsafe driving practices, including but not limited to speeding, driving too

closely/tailgating, aggressive driving/cutting other drivers off, and/or not driving for the current road conditions.

- Failure to follow rules on cell phone usage and or texting while driving.
- Failure to pay for van fares/personal miles in a timely manner.
- Using the van for unapproved personal use.
- Involvement in more than one preventable incident in a 12-month period, depending on severity of the incident. ACHD Commuteride will remove a driver immediately if a preventable accident happens because of gross negligence.
- Failure to complete additional online training required after the first preventable incident occurs.
- Leaving the van unlocked when not in use or leaving a key in the van unless authorized by ACHD Commuteride.

**The following outlines violations wherein a driver will immediately lose his/her right to drive a Club Red van:**

- Receiving a DUI while an ACHD Commuteride driver,
- Receiving more than 6 points on their 3-year driver's license check, and/or
- Representing ACHD Commuteride in an unethical, unsafe, or unprofessional manner.

Drivers are required to report all moving violations that result in a notation on your official driving record, including out of state violations, to the ACHD Commuteride office promptly. ACHD Commuteride expects drivers to notify the ACHD Commuteride office within 24 hours of receiving a DUI or other loss of driving privileges. ACHD Commuteride checks driving records periodically and may remove a driver if they find an unreported violation.

## **VANPOOL OPERATING RULES**

Groups should establish their own operating rules and discuss potential problems in advance. Please note that no group operating rule may contradict or supersede Commuteride policy.

Some examples of potential problems and discussion topics are:

- **Route:** Where will the van stop to pick up riders? Will the group add additional stops to gain riders?
- **Tardiness:** How should participants (both riders and drivers) communicate to the rest of the group if they will be late? How long will the group wait? Using the clock inside the van, consider a 3-minute limit before leaving without a rider.

- **Seating:** Will seating be first come, first served? First out sits closest to the door. We recommend developing a seating arrangement for easier loading and unloading. Please note there are no assigned seats.
- **Noise:** Will you have a quiet van? Will you rotate radio stations or have the driver listen to their station of choice, but others can use headphones?
- **Fragrances:** Is anyone sensitive or allergic to scents? Consider a policy to ban any scented products.
- **Spotters:** Riders sitting in the front passenger seat or one of the rear corners should assist drivers in navigating and checking blind spots. We also recommend having a spotter when backing the vehicle.

## MAINTAINING RIDERSHIP

Groups may lose participants over time for a variety of reasons, but it is Commuteride policy that every vanpool group must have at least five participants on minivans, six in a 10-passenger van, and seven in a 13-seat van. Because of these requirements, recruiting new riders and drivers is important to ensure your group's success over time.

## VOLUNTEER DRIVERS

There must be at least two volunteer drivers. Asking existing riders if they would be willing to be a driver is the best way to fill these roles. Participants who are interested in becoming a driver should submit a Driver Application. They must meet specific criteria outlined in the application.

## RIDER RECRUITMENT

We encourage all riders to use their experience riding the van to recruit other riders. We offer a \$50 bonus to an existing vanpooler if they successfully recruit another rider (that rider does have to stay on a van at least three months). We issue this bonus to the recruiting rider upon receipt of a [Rider Recruitment Form](#) and after the new rider has been on any van for a full 90 days. If two passengers submit the same new passenger's name, Commuteride splits the bonus between the two submitters. Participants must submit their claim within 90 days from the new rider's start date. Upon review of your [Rider Recruitment Form](#), Commuteride will send your e-gift card with redemption instructions. See [www.tangocard.com/reward-catalog/](http://www.tangocard.com/reward-catalog/) for where e-gift cards can be redeemed.

## CORRECTIVE DRIVING COURSES

Commuteride has several courses available for continued learning, or in the case of a preventable accident or safety concern, a course may be required to maintain driver status.

## **TERMINATION/CONSOLIDATION OF ROUTES**

In the event ridership falls to a point where it is no longer cost effective to operate, or does not meet applicable regulations, Commuteride provides the group with a 30-day notice; however, staff will work with the group to find additional participants within those 30 days. If at the end of the 30 days, the vanpool does not have enough participants, we will take the van off route. Our staff will place participants on other existing routes in the area, if possible.

## **VEHICLES**

This section discusses safe operating habits, inspections and maintenance, and emergency procedures.

### **FLEET DETAILS**

We operate a fleet of 102 vehicles, which are primarily full size 10-13 seat vans, and a small number of minivans. We typically keep a van for 100-140,000 miles and 7-9 years. Replacement vans may be assigned to specific routes due to specific funding sources and availability. Van placement is at the discretion of the Commuteride staff, although we do take into consideration a driver's request for a specific vehicle size or type.

### **INSPECTIONS, EQUIPMENT AND MAINTENANCE**

Our vans are a significant program investment. Maintaining the health and safety of the van keeps them operating properly over time, while helping Commuteride manage program costs.

You must report defective equipment, new damage, and van problems to Commuteride as soon as possible.

### **PREVENTATIVE MAINTENANCE**

Commuteride partners with Commercial Tire locally for maintenance service and vehicle repair. Approximately every 6,000 miles, your vehicle will receive oil change, filter replacement, and safety inspection, etc. Drivers are encouraged to contact Commercial Tire directly.

Please also note the service sticker on your front windshield and contact Commercial Tire (email: [fairview@commercialtire.com](mailto:fairview@commercialtire.com) or call: 208-375-4661) if your vehicle's mileage is approaching soon.

### **LOANER VANS**

Loaner vans are provided to groups when their primary vehicle is in for service. There is

approximately one loaner van in our fleet for every 10 vanpools on the road.

## **DAILY INSPECTION**

The daily inspection is essential to catch problems before the start of a commute.

Drivers are expected to complete a pre-trip inspection prior to driving the vehicle (<https://clubred.commuteride.com/Documents/360PreTripInspectionChecklist.pdf>), looking above, under, behind, and in front of their vehicle as well as inside of their vehicle and look for:

- Fluid leaks
- New body damage
- Windshield cracks
- Tires that look damaged, low tread, or flat
- Malfunctioning lights (headlights, turn signals, brake lights, and reverse lights)
- Make sure your gas tank is at least  $\frac{1}{4}$  full
- Listen for unusual noise and note unusual smells
- Before entering traffic, check the steering and braking for responsiveness.

If any part of your inspection leads you to believe your van is unsafe, do not drive it and contact Commuteride immediately.

## **PURCHASING GAS**

Each vehicle is equipped with an assigned fuel card. You may also purchase ice scrapers, sun visors, and car washes at the gas station using the fuel card.

- Swipe the card, enter in your exact odometer reading and assigned 4-digit fuel pin.
- If the first swipe doesn't work, take it to the station attendant for manual entry to prevent a locked account.
- **Only purchase 87-octane fuel.**
- Leave the gas card in the glove compartment in the provided pouch.
- Notify Commuteride immediately if the fuel card is lost or stolen or non-operational

If the fuel cards do not work, and you must purchase gas using a personal card, you may submit your receipt to Commuteride for reimbursement. We do not need copies of the fuel invoices.

## **BIKE RACKS**

Bike racks are available upon request.

- Key to the hitch lock must be stored in the glove box of the van.

- Rack needs to be removed during van washes.
- Rack needs to be taken off and stored during the winter.
- When the bike rack is not in use, it needs to be in the upright position.

## **SERVICE PROVIDERS**

You may contact the location directly arrange for a service call with the following information:

- AAA - After hours emergency roadside assistance  
800-222-4357  
Services: Accident / Emergency Towing, Battery Service, Lockout Services

\*Please be prepared to provide your location, Van # and AAA Member # on card in the van's glove box.

- Commercial Tire - General maintenance and repairs for the Commuteride Fleet  
208-375-4661  
[fairview@commerciantire.com](mailto:fairview@commerciantire.com)
- Windshield Repair Specialists – Windshield replacement and rock chip repair  
208-283-2447  
[info@boisewindshields.com](mailto:info@boisewindshields.com)

## **ACCIDENT/EMERGENCY PROCEDURES**

Although rare, accidents and breakdowns do occur. In the case of an accident, Commuteride has outlined the following procedures for each participant's safety.

### **ACCIDENT / EMERGENCY GENERAL GUIDANCE**

1. Any situation involving vehicle or property damage, or injury must be reported immediately to Commuteride at 208-345-7665. If you are not able to reach us, please leave a voicemail.
2. Each van contains a packet of information in the glove box with instructions for handling emergency situations.

\*if your van's emergency kit is missing, please contact Commuteride staff



## **SAFETY**

Commuteride's number one priority is to ensure a safe and reliable vanpool program for its participants and the public. Participants are encouraged to notify Commuteride of any safety-related observations or concerns associated with the program and its operations. Participants may reach out to Commuteride by phone or email with such concerns. To this end, Commuteride may make decisions regarding drivers or other operational procedures that are in the best interest of public safety.

## **ACCIDENT PROCEDURES**

In the event you are involved in a collision or serious incident, refer to the emergency procedures packet located in your glove box, [also linked here](#). It will guide you through the following accident procedures. If for some reason the packet is missing, contact Commuteride.

1. Aid the injured. Call 911 to request medical assistance, if needed.
2. Make sure you are in a safe location. Use your judgement as to whether you should remain in the van or move to a safer location near the scene. Place emergency reflective triangles if needed (located in back of van).
3. Call 911 if this is an emergency, for medical assistance and to file a police accident report. **All accidents involving another vehicle or resulting in personal injuries or property damage must be reported to the Police.**
4. Seek medical attention, if needed. Coordinate this care with your auto/health insurance\*.
5. Make sure the drivers follow the procedures outlined in the Accident Report Kit, available in each van.
6. Do not leave the scene of the accident unless police release you.
7. Have at least two riders fill out a Witness Card located in the Accident Report Kit.
8. Contact AAA 24/7 Roadside Assistance: (800-222-4357)
  - a. Services: Accident / Emergency Towing, Battery Service, Lockout Services (additional service information in brochure in glovebox)
  - b. Please be prepared to provide your location, Van # and AAA Member # if known.
  - c. AAA membership card will be in the glovebox.
9. Use the Club Red Emergency Ride Home+ benefit to get you to work or to where your car is parked, if necessary.

## **EMERGENCY RIDE HOME +**

Club Red members are never stranded at work. In the case of an emergency including family illness, unexpected overtime, etc. our emergency ride home program will take you back to your pick-up point if a situation arises that prohibits you from

using an alternative transportation mode to get home. The Emergency Ride Home+ is available to participants that have gone to work that day by vanpool., etc.: planned/scheduled trips such as neither a doctor's appointment; nor overtime known prior to going to work. Emergency Ride Home is available through Uber, depending on location (Club Red participants are invited to enroll in an app-based program to request a ride through Uber). The ride provider bills us directly. Commuteride does not pay for or reimburse gratuities beyond 20%. Club Red members can use this program up to six (6) times per calendar year, with a maximum of \$300 per year per applicant, and only while funding is available. Commuteride reserves the right to verify alternative transportation modes on days participants use the emergency ride home option.

## **INSURANCE INFORMATION**

ACHD is self-insured for liability and collision up to \$500,000 per occurrence with a \$50,000 deductible. A rider's own personal auto policy and/or medical coverage may apply if injuries occur while riding the van when the Commuteride driver is not at fault. If you are involved in an accident, when you are exchanging insurance information, vanpool drivers / participants must provide the other party the information on the insurance card in the glove compartment as ACHD will handle the claim. Contact us at 208-345-POOL to get the information for the insurance contact for the incident.

We may determine that a driver is liable for repairs and replacement costs if an incident occurs due to gross negligence.

Drivers are required to maintain personal automobile insurance.

## **REPORTING**

Ada County Highway District requires that the fares set by Commuteride for the Club Red vanpool program recover 100% of the program's operating costs and 20% of administrative costs. In addition, as a recipient of federal funds for van purchases, Commuteride submits both monthly and annual ridership information to the National Transit Database. Due to these requirements, we must comply with the following policies:

## **MINIMUM RIDERSHIP REQUIREMENT**

The minimum ridership requirement for all groups who pay full-time fares will depend on the capacity of the van. Commuteride requires a minimum of 5 riders to start a vanpool, two of the riders to be approved drivers, and to maintain average occupancy of 50% of seating capacity excluding the driver (different conditions may apply during COVID-19).

## MONTHLY MILEAGE AND RIDERSHIP REPORTING

Mileage and ridership reporting is due for the previous month on the first week of the month, emailed no later to [Commuteride@achdidaho.org](mailto:Commuteride@achdidaho.org) by the 10<sup>th</sup>.

The Ridership Report tracks ridership for every participant in your group:

- Their position in the group – primary driver, backup driver, rider
- Last and first name
- Their employer
- Whether or not they rode each day
- For new or departing participants; the date they started or the date they left

| Monthly Report | Report Due to Commuteride  |
|----------------|----------------------------|
| January        | February 10 <sup>th</sup>  |
| February       | March 10 <sup>th</sup>     |
| March          | April 10 <sup>th</sup>     |
| April          | May 10 <sup>th</sup>       |
| May            | June 10 <sup>th</sup>      |
| June           | July 10 <sup>th</sup>      |
| July           | August 10 <sup>th</sup>    |
| August         | September 10 <sup>th</sup> |
| September      | October 10 <sup>th</sup>   |
| October        | November 10 <sup>th</sup>  |
| November       | December 10 <sup>th</sup>  |
| December       | January 10 <sup>th</sup>   |

## FARES

### MONTHLY FARES

Every vanpool participant pays a monthly fixed rate based on their van's daily round-trip

miles and the average number of days commuting per month. The current monthly fare structure already considers holidays, with the average number of commuting days being 21 in a five-day work week. Commuteride also provides a part-time rider fare option, which assumes a maximum ridership of 8 days per month.

## **FARE ANALYSIS**

ACHD Commuteride aims to conduct an annual assessment of its vanpool fare structure to validate adherence with the following vanpool program tenets:

1. Provide vanpool option at the lowest cost possible
2. Maintain a 100% operational recovery rate

Commuteride will provide advance notice to vanpool participants to notify of any upcoming fare changes.

## **FARE PAYMENT**

Each participant makes a commitment to make on-time fare payments when they sign the [Participant Agreement](#).

Many participants in the vanpool program receive some sort of fare subsidy from their employer. There are several fare payment options for participants.

- TRANServe benefit card (Military and General Schedule members)
- GO! benefit card (employees of Veteran's Affairs Hospital)
- Qualified Fringe Benefit
- Personal checks
- Our website offers an online opportunity to pay with a debit/credit card (<https://clubred.commuteride.com/>)

## **EMPLOYER RELATED INCENTIVES**

Several Treasure Valley employers provide incentives for their employees to use a smart commuting option. The two below are the most common. Check with your Human Resources department on whether they provide either of these or any other employer related incentive.

### **QUALIFIED FRINGE BENEFIT**

As of 2022, the US tax code allows tax-free transportation fringe benefit of up to \$280 per month per employee for riding a vanpool. Employees receive the benefits in one of three ways: 1) through a tax-free employer-paid subsidy, 2) a pre-tax employee-paid payroll deduction, or 3) a combination of both (Internal Revenue Code, Section 132(f)—Qualified Transportation Fringe).

The tax-free employer paid subsidy is where employers provide a pre-determined amount of funds to a qualifying employee who then use it pay their vanpool fare. This tax benefit saves payroll taxes for employers. The funds paid to employees are a tax-free transportation fringe benefit; therefore, not wage or salary compensation and payroll taxes do not apply. Employers can save roughly 7.5% in payroll taxes (including FICA, SUI, SDI and city taxes) on the amount employees set aside. If the employer chooses to offer the benefit in addition to the employee's monthly salary, giving an employee up to \$280 in transit benefits is less expensive for an employer than increasing the employee's salary by \$280. The pre-tax employee-paid payroll deduction works like flexible spending plans for health care costs. Employers that provide this option allow employees to set aside income on a pre- tax basis to use to pay their vanpool fare.

### **TRANServe**

As a member of the military or GS Employee, you are eligible for a transportation benefit card which pays 100% of your monthly fare. A private company issues and manages these cards; however, you must request the card from the appropriate office. Applying for any employer-provided transportation subsidies is your responsibility.

- Gowen Field: Building 442 (HRO), 208-272-4228
- MATES: 208-272-7642
- Mountain Home Air Force Base: Building 1132 (LRS), 208-828-2488, 208-828-2215

<https://www.commuteride.com/military>

## **COMMUTERIDE-PROVIDED FARE INCENTIVES**

### **UP TO FIRST MONTH FREE**

A new vanpooler does not pay the first month he/she starts riding. For example, a vanpooler starting any time in January does not pay for that month. Commuteride offers up to one full month free to give commuters enough time to understand the advantages of our vanpool program so they will stay on as a paying Club Red member. Returning participants are eligible for this incentive if they are gone for longer than one year.

### **TRANSI-CHECKS**

New participants are eligible for a \$20 subsidy (Transi-Check) for each of the first three months fare (2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> months). Transi-Checks are available through participating employers. Check with your employer, if they are not already participating, let our marketing team know by emailing [Commuteride@achdidaho.org](mailto:Commuteride@achdidaho.org) or calling 208-345-POOL.

## **VAN DID NOT RUN CREDITS**

In the event there is not a driver and/or serious mechanical issues with the van, the van cannot run. In this case, riders may receive a credit on their next month's fare called a VDNR credit. If riders carpool together on these days, the emergency carpool driver may receive their VDNR credit along with any unclaimed VDNR credits from the other carpoolers. The VDNR credit amount is the fare paid by participant (not any portion of the fare paid by the employer) divided by 21 (average number of business days in a month).

Additionally, riders cannot use this credit on the following holidays: New Years, Christmas Day, Thanksgiving Day, July 4th, Memorial Day, Labor Day, and Veterans Day. Drivers are not eligible for VDNR credits.

If you have any questions regarding the VDNR policy, contact your account specialist.

\*

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