

Defining Successful Rideshare Programs

A Vision for Kauaʻi County



Report Submitted to Kauaʻi Planning & Action Alliance
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August 2010

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Introduction

The County of Kaua'i* is facing a growing transportation dilemma. Many of its roads are increasingly congested during peak commuting hours, leading to traffic jams and commuter delays. This congestion also leads to increased pollutant emissions, including green house gases like carbon, and wastes the time and resources of both residents and visitors. While adding capacity to the current road system could help alleviate some of this congestion it is a costly and time consuming endeavor fraught with political and environmental obstacles. A far more effective solution is providing alternative transportation opportunities and utilizing Transportation Demand Management (TDM) strategies to reduce single-occupant automobile use. Currently only one alternative form of transportation is available to county commuters, the Kaua'i Bus. Although clearly a benefit to the community, the system is incapable of addressing the needs of the county's diverse population. The bus remains inaccessible for some due to its limited service areas and hours of operation. While continued funding efforts should be made to support and improve this system, a complementary rideshare program, specifically focused on serving commuting professionals who do not currently utilize the Kaua'i Bus, could help reduce congestion. According to the Community Indicators Report for 2008 by the Kaua'i Planning & Action Alliance [KPAA], demand for alternative transportation is growing and ridesharing would be practical for 34% of all workers in the county (KPAA, 2009, p. 69). Addressing this need should be a top priority for both KPAA and the County of Kaua'i in order to create a more sustainable transportation network.

Carpools

There are two distinct ridesharing classifications, carpooling and vanpooling. Carpooling involves the use of privately owned automobiles to transport two or more passengers from one area to another. This practice is common among families (also known as fampools) and co-workers because their trip origins or destinations are the same. Carpools among coworkers can be organized informally or formally depending on the specific situation. More formal arrangements are generally set up by an employer. Some complex programs utilize automated computer databases to match riders with drivers based on pick-up and drop-off locations. In carpools drivers serve on a volunteer basis and often times switch with passengers for who operates the vehicle on a daily or weekly basis. No fares are collected and the cost of fuel is divided up between riders.

Vanpools

Vanpools typically use owned or leased vans provided by an employer, private operator, or transit authority to transport a group of people from one location to

* Population approximately 62,800 (US Census, ACS Demographic and Housing Estimates: 2006-2008)

another. The use of high capacity vans requires a much more formal organization and is generally not limited to family members or co-workers, making it an option for commuters who do not share the same trip origin or destination. However, vanpools do require rider origins and destinations to be in somewhat close proximity to one another.

Some programs are owner/operator run; others rely on employers to provide the service. Many vanpool programs are run through private operators or through state and local transit services. Others use a combination of operation of these schemes. For example, some state and local governments use employer outreach activities so that employers create rideshare programs. However, no matter who runs the service these programs generally consist of three primary features: 1.) matching services for vanpoolers 2.) marketing for the program 3.) incentives for rider use.

Vanpools are typically used for longer distance commutes with few stops, taking riders from a semi-central location to a central location, like a core commercial district. Vanpools also require more riders than a carpool to operate. At least five to seven riders are usually required, depending on the type of vehicle to make up for the additional cost of the leased or owned vehicle. Consequently, most programs require a minimum number of riders for the establishment of a vanpool route and that number must be maintained in order for service to continue (Center for Transportation and the Environment, 2008, p. 27).

The cost for riders varies from program to program. In some cases the fare includes the cost of a leased vehicle as well as the maintenance, insurance, and licensing costs. Other programs set the fare per vehicle or per rider. However, the majority of programs typically vary the price by the number of days the vehicle is in operation, the number of riders, the total number of miles traveled per month, and the capacity of the vehicle. Fares can sometimes be used to cover the total cost of a program, but usually this requires riders to pay a high price which leads to lower ridership. Therefore, most successful programs try to reduce the cost for riders by using other funding sources, which will be discussed further in this report (Center for Transportation and the Environment, 2008, p. 27). Like carpools, automated databases can be used to match riders. Although somewhat limited in its application by the need for a predictable schedule, this requirement also makes it an ideal form of alternative transportation for commuters who have set daily work schedules. While buses often dictate a schedule, vanpools provide workers with a more customized transportation option without the use of a single occupancy vehicle.

School Pools

School Pools are also a growing trend in ridesharing. The programs are where groups of parents take turns taking children to and from the same school ("School Pool Programs", n.d.). Like carpooling, drivers serve on a volunteer basis and fares are not collected. They are also typically informal and are

generally planned and facilitated by a group of parents. However, development of formal School Pools could help augment safe route to school programs until safer bicycle and pedestrian facilities are constructed.

Benefits of Rideshare Programs

Employers, commuters, and communities receive numerous benefits from a successful rideshare program. Employers can reduce parking costs by providing fewer parking stalls and may see an improvement in worker productivity (Amey, 2010, p. 8). This is especially true if the carpool or vanpool program incorporates premium quality service options like wi-fi so that work can be done while commuting. According to the Vanpool Pricing and Finance Guide, employers may also see a reduction in absenteeism and tardiness if the rideshare program is successful (Winters & Cleland, 2001).

Commuters benefit through travel time savings, having lower individual insurance, maintenance, and fuel costs, as well as a reduction in stress caused by commuting. Ridesharing can also lead to more interaction between community members and co-workers leading to new friendships and collaboration (Winters & Cleland, 2001). Simply stated, ridesharing allows commuters to relax and split the cost of travel.

With a reduction in the number of cars on the road, community benefits include reduced emissions, congestion, and crash risk. Congested networks gain some relief and there is a reduction of wear and tear on infrastructure. A community with a rideshare program also gains a new mode of transportation that is both safe and dependable (Center for Transportation and the Environment, 2008, p. 12). Tables 1 and 2 illustrate the various travel impacts and benefits created by rideshare programs according to the Online TDM Encyclopedia. While rideshares may help support urban sprawl by improving access for people who live farther from urban centers, overall their benefit to communities is relatively positive.

Table 1 Rideshare Travel Impact Summary

Travel Impact	Rating	Comments
Reduces total traffic.	2	Reduces vehicle travel.
Reduces peak period traffic.	3	Effective at reducing commute auto trips.
Shifts peak to off-peak periods.	0	
Shifts automobile travel to alternative modes.	3	
Improves access, reduces the need for travel.	-1	May encourage sprawl.
Increased ridesharing.	3	
Increased public transit.	0	
Increased cycling.	0	
Increased walking.	0	
Increased Telework.	0	
Reduced freight traffic.	0	

Rating from 3 (very beneficial) to -3 (very harmful). A 0 indicates no impact or mixed impacts.

Source: Online TDM Encyclopedia, www.vtpi.org/tdm/tdm34.htm accessed: June 16, 2010.

Table 2 Rideshare Benefit Summary

Objective	Rating	Comments
Congestion Reduction	3	Reduces peak-period automobile travel.
Road & Parking Savings	3	Reduces peak-period automobile travel.
Consumer Savings	3	Provides consumer savings.
Transport Choice	3	Increases travel choice.
Road Safety	2	Reduces vehicle mileage, but increases vehicle occupancy, so crashes that do occur may have more casualties.
Environmental Protection	2	Reduces automobile travel.
Efficient Land Use	-1	May encourage longer-distance commutes and urban sprawl.
Community Livability	2	Reduces automobile trips.

Rating from 3 (very beneficial) to -3 (very harmful). A 0 indicates no impact or mixed impacts.

Source: Online TDM Encyclopedia, www.vtpi.org/tdm/tdm34.htm accessed: June 16, 2010.

Successful Rideshare Features

If a rideshare program on Kaua'i hopes to achieve some of the benefits noted above, it is important to understand some of the important features of other programs that have been successful so that they can be implemented here as well. Utilizing a combination of these incentives and policies is a crucial part of creating a program that maintains high ridership and attracts new users. It is important to note that most of these subsidies are usually offered only through private operators or public transit agencies as individual employers and operator owned vans do not have the resources for these features.

Price Subsidies

As more people choose to use a rideshare program, matches between users becomes more efficient and additional routes can be created. As a result more commuters will start to use the service (Victoria Transport Policy Institute, 2010). Therefore, creating a service that attracts ridership through incentives and other strategies is critical in order to promote the initial program and help it grow. Several studies have examined the relationship between the use of incentives and their impact on rideshare use. A study by York and Fabricatore suggests that rideshare programs that offer incentives attract 10-30% of commute trips while those that only encourage ridership and provide information on the service attract 5-15% (as cited by Victoria Transport Policy Institute, 2010). A number of other studies have found that price does have a significant effect on the use of such a service. Increases in price lead to lower use, while decreases in price lead to higher use. For example, according to a 2004 study, each 10% increase in a vanpool price led to either a 6% or 13% decrease in vanpool choice. But, with every 10% decrease in price came a 6% or 13% increase in vanpool use (Wambalaba, Concas, & Chavarria, 2004, p. 50). Providing fare subsidies so that prices remain low can help foster vanpool use.

Empty Seat and New Start Subsidies

Empty seat subsidies are important in order to maintain vanpool routes once they have been established. For instance, if a vanpool group loses a member, each remaining rider's cost will increase or the route may be completely cut. Providing a subsidy that allows the price to remain the same until a replacement member can be found will keep the rate at a predictable level for the other riders and help maintain the route. If no substitution is found after a certain allotted time, members can then choose to pay the higher rate or disband the route.

New start subsidies can also be used to help promote rideshare programs. These subsidies could be used in direct marketing campaigns to attract riders in a certain neighborhood by offering either a reduced or free trial (Victoria Transport Policy Institute, 2010). For example, the San Francisco Bay Area's^{*} 511 program offers up to \$900 in gas cards for starting up a new vanpool. This would expose new users to the program which could ultimately lead to increased ridership.

Preferential Parking

While the previous paragraphs have focused on vanpool specific subsidies, the following could be used to support a carpool system as well. One incentive that could be easily implemented is preferential parking for rideshare vehicles at employment and shopping centers or other major trip attraction locations.

Employer Related Tax Incentives (Commuter Choice/Commuter Benefit Programs)

Section 132 (f) of the federal tax code (See Appendix A) and The Transportation Equity Act for the 21st Century (TEA-21) allows private employers, non-profit organizations and public agencies to provide transit benefits (also known as commuter or transportation fringe benefits) to employees tax-free. Employers can pay or allow their employees to pay for transportation costs, including rideshare services like vanpools, through payroll deductions up to \$230 per month per individual (University of South Florida, "Commuter Tax Benefits Summary Table, 2009). This deduction is treated as a fringe benefit, similar to a pre-tax flexible spending account for medical expenses and dependent care offered by some employers, which means it is not counted as taxable wages. Therefore, it is also not subject to federal and state withholding or payroll taxes (FICA and unemployment taxes) ("\$99 Section 132 Commuter Benefit Plan Document", n.d.). By allowing employees to pay for their transportation with untaxed funds, ridesharing, as well as other forms of alternative transportation, becomes a more attractive option for commuters. They also do not incur the costs of using an individual car everyday (gas, insurance, etc.). Employers also benefit by receiving a tax break for providing an alternative to single occupancy vehicular

^{*} Population approximately 7.3 million (US Census, ACS Demographic and Housing Estimates: 2006-2008)

commuting. Employers simply need to create Commuter Benefit programs to take advantage of these incentives and inform their employees about them, requiring little additional work or funding. The County of Kaua'i Transportation Agency is already promoting Commuter Benefit programs to employers to increase bus use. Making employers aware that this program also supports vanpool programs could be done easily.

It is important to note that employers must formally set up Commuter Benefit Programs in order for employees to receive any benefits for using a vanpool. They also support other modes of commuting including transit use, telework, and bicycling.

Retailer Certificates and Discounts/Prizes

Providing certificates or discounts for rideshare users to local retailers and restaurants is another potential encouragement program. An example of this kind of program is taking place through a private firm called NuRide. The firm created a web site where participants receive points for each trip they take using a non-single occupant vehicle, including carpools and vanpools. These points can then be used to redeem discounts at participating businesses and events (Amey, 2010, p. 13). This serves two purposes. While it provides an incentive to use the program continually, it is also an effective way to market the program.

Direct Cash Incentives

Direct cash incentives could also be used without employer facilitation. Atlanta's Clean Air Campaign involved a cash for commuters program in 2003 which gave commuters \$3 a day for each day that they used an alternative means of transportation to get to and from work, including ridesharing. Participants in the program were screened through an application process showing that they were a solo driver who was utilizing a new form of alternative transportation. Those who were selected were required to log their commuter online or by paper. Additionally participants were required to have their supervisors sign and date their submitted log forms in order to be eligible for the earned reward. Although the program ended for participants after 90 days, follow-up surveys showed that a majority of participants continued to use a commute alternative (Amey, 2010, p. 13). While direct cash incentives may not be a sound long-term incentive program, it could be used to obtain initial ridership and create buzz about the program.

Flexibility

Other strategies can also be effective in promoting and supporting a rideshare program. A successful program should be flexible. Instead of requiring riders to utilize the service every day, riders should be encouraged to use it two or three times a week instead (Victoria Transport Policy Institute, 2010). This will likely draw more interest and participation in the program. While some may choose to use the service for every commute trip, others may not feel comfortable doing so. Expecting riders to change their habits completely to use a system they are

unfamiliar with is unrealistic. Program flexibility will allow riders to use their own vehicles two or three times a week, but provide them with an alternative that, as they become more familiar with and better understand its benefits, they may choose to use more frequently.

Multimodal Connectivity

Riders should also be able to easily transfer from a rideshare to other modes of transportation, specifically bus routes and pedestrian and cycling pathways (Victoria Transport Policy Institute, 2010). Ridesharing, especially vanpooling, is tremendously effective in moving riders from a semi-centralized location to a centralized location. To make the program more effective some vanpool pick-up and drop-off locations should be near primary bus stops and pedestrian friendly routes so riders who may require additional travel via these modes of transportation have easy access to them. Providing adequate connectivity to the larger multimodal transportation system is essential. One way to do this may be the addition of more park and ride facilities which allow participants to meet at a central location and offer connection with other modes of transportation, including private vehicles (“Ozone-Reduction Strategies Toolbox: Rideshare Programs”, n.d.). Facilities like this already exist on Kaua’i and could be expanded to support greater rideshare use in areas without park and rides.

Other TDM Strategies

Rideshare programs should also be used in conjunction with other TDM strategies whenever possible to ensure success. While a rideshare program gives commuters another modal choice for travel, other TDM strategies like smart parking and congestion pricing can be used to change commuter behavior. If commuters start paying the real price of using an automobile, other forms of transportation like ridesharing become a more attractive choice. High Occupancy Vehicle (HOV) and High Occupancy Toll (HOT) lanes can also be used to further incentivize ridesharing, although their application for Kaua’i would require additional vehicle lanes. Other TDM strategies that are successfully used in conjunction with rideshare programs are Telework programs, Alternative Work Scheduling, and Walking and Cycling Improvements (Victoria Transport Policy Institute, 2010). These programs should be examined to complement a rideshare program.

Guaranteed Ride Home Program

A Guaranteed Ride Home Program could also be set up to ensure that riders have options for getting home in case they miss their car or vanpool due to an emergency or having to work overtime. This program generally reimburses participants for a taxi ride home (“Ozone-Reduction Strategies Toolbox: Rideshare Programs”, n.d.). Such a program could help stifle some of the fears potential riders may have in using a rideshare program.

Premium Quality Service Options

Creating a program that appeals to working professionals is another effective strategy. This could be done by providing riders with free wi-fi, folding workstations, and electric power in the vehicles so that they could work while commuting. Providing complementary newspapers and coffee for users who pay an extra fee could also make the service more attractive (Victoria Transport Policy Institute, 2010). This would further set a rideshare program apart from a traditional transit service like the Kaua'i bus and make it a unique option for working professionals. Another example of this kind of service can be seen with Vanpool Hawaii, which offers commuters the option of using a "sportier" vehicle for additional fee. Riders who pay this extra fee can commute in SUVs as opposed to vans. While there is no real transportation benefit to this option, it makes the program more attractive to potential users.

Ride Matching Service

Providing an easy to use and adequate ride matching service is a tremendously important feature of any successful rideshare program. While many programs are run through employers who do not require advanced matching services, programs that serve a region, like a potential Kaua'i rideshare, could require a sophisticated database and matching service. Typically these services are accessed by phone or websites where users input their origin and destination address (or zip code), and schedule and are then put into a database. The system then filters through the database to find an appropriate match. If no match is found there is generally an option to start a new route or have the service notify the user when an available match is made.

Website matching services allow the user to search through a list of current rideshare offerings themselves, allowing them more control over the process. There are numerous examples of these services including San Francisco's 511 website (<https://www.ridematch.511.org/SanFrancisco/>), RideShare Online (<http://rideshareonline.com/>), and Seattle's Metro Vanpooling Program (<http://metro.kingcounty.gov/tops/van-car/van-car.html>). While this can be costly, having a system that matches riders effectively is necessary to providing a successful rideshare program. It is important to note that with a carpooling program this service is the most cost intensive aspect, while a vanpooling program would require a similar service on top of the cost of vehicles.

Marketing and Public Relations

Perhaps one of the more important strategies in creating a successful rideshare program is marketing and public relations. As with any service, unless consumers know about it and understand it, it will not be successful. There are two types of marketing campaigns that successful programs use. The first is a general branding program where the service as whole is marketed. Special direct-marking promotions could be used to notify the public of the program and give them a chance to try it for free or at a reduced rate for a certain period of time. Advertisements, whether in the form of radio, print, billboards, or television, are also used to introduce the public to the rideshare program, how it operates,

and how they can become a part of it. Consumers are generally prompted to go to the program's website to learn more, or are given the number to the matching service, depending on the individual program. An example of a successful branding program is the Easy Street Vanpool program in Connecticut discussed in the next section.

The second campaign is focused on specific incentives or events. Instead of focusing on the program as a whole, certain aspects are marketed, like a guaranteed ride home service or a special promotional giving away, like a month of free service. According to a study of several rideshare programs across the nation by the Center for Transportation and the Environment, most organizations typically focus their efforts on this second campaign and have found that radio and print are the most effective means of paid media (Center for Transportation and the Environment, 2006, p. 23).

Marketing a rideshare program to an employer is often the most effective way of marketing it to individual commuters. In many cases, transit agencies or third party operators market ridesharing as part of a Commuter Benefit Program. Due to costs, most employers rely on the provider, whether a public or private organization, to market this program and any associated vanpool service. Marketing typically includes three components: new hire orientation, ongoing awareness, and special promotional events.

New hire orientation marketing could include the use of flyers and FAQ sheets to expose new employees to the Commuter Benefit Program and the vanpool option. A sign-up sheet to join the program or provide matching information could also be given to new employees. Ongoing awareness marketing would include posters and flyers in easily visible locations in employer work sites, newsletters, and email broadcasts. This would keep employees aware of the program and any potential changes or new services that may be offered. Special promotional events might include networking meetings or "Pool Day" to encourage vanpooling use (Environmental Protection Agency, [EPA], 2001, p. 2). The United States Automobile Association (USAA) in San Antonio Texas serves as a good example of marketing a vanpool program as part of a Commuter Benefit Program. Throughout the summer months several vanpool fairs and media events are held to increase visibility of the program. Quarterly meetings are also held for vanpool riders to address concerns and other topics related to the program. This has led to sustained ridership and active participation in the program by employees. (EPA, 2001, p. 6). Properly marketing a Kaua'i rideshare program would be essential for its success. The most effective way to do this may be to pair it with Commuter Benefit Program outreach and marketing.

New Innovations in Ridesharing

Technological innovations are shaping future rideshare program features. Carpool programs that once relied on sign-up sheets posted on public boards at employment centers now utilize online matching systems. But, this too may

change in the coming years. Already, some commuters are using social networks like Facebook and Twitter to find potential carpools and vanpools (www.dynamicridesharing.org). Yet, even these systems are somewhat limited in the need for dynamic ridesharing services.

According to dyanmicridesharing.org, a site that tracks past, current, and future dynamic ridesharing programs, dynamic ridesharing is “A system that facilitates the ability of drivers and passengers to make one-time ride matches close to their departure time, with sufficient convenience and flexibility to be used on a daily basis.” (www.dynamicridesharing.org). Such programs are a growing trend with the dissemination of mobile technology. Opti-Trans, a demonstration project in Europe, is a journey planner accessed from users’ smart phones that automatically determines travel options for a chosen destination. The smart phone, utilizing its installed GPS device, determines the location of the user automatically and combines information on public transit options, as well as rideshare availability and sends requests into an application on the phone (Amey, 2010). Users can find ridesharing options instantly without having to previously determine their origin and destination location. Similar programs are in development across the world. Though these systems are presently limited, future technological innovations may allow potential rideshare users to set up carpools dynamically without the need for prearranged services.

Most Effective/Least Effective Program Elements

The Center for Transportation and the Environment also summarized in a report for the Arizona Department of Transportation (ADOT) that there are several effective program elements that generally led to program success. These included:

- Employer outreach and partnership
- Customer Service
- Employer related tax incentives (Commuter Choice)
- Guaranteed Ride Home/ Emergency Ride Home Services
- Flat rate structure for vanpool
- Electronic communication (Internet rideshare application submittal, online ridematching, and websites)
- In rural areas specifically, providing low-income residents with access to jobs, keeping vanpool rates stable, and forming partnerships with local human resource agencies).

Similarly the report noted the least effective elements and the challenges that any agency considering adopting a rideshare program may face. These included:

- Getting policy leaders and business executives to understand the value of TDM programs
- Securing funding and competing for transportation dollars (public transit funding competition specifically)
- Competing with other commute alternatives, like commuter rail lines
- Limited funding available to provide incentives to encourage program use
- Coordination with other TDM providers

- Growing TDM programs in rural areas
 - Vanpool formation and maintaining ridership at required levels
- (Center for Transportation and the Environment, 2008, p. 23-24)

Model Rideshare Programs

There are numerous examples of successful rideshare programs across the nation that demonstrate some or all of the features listed above and should be looked at as best practice examples for Kaua'i. Several of these programs are state or locally operated while others are employer based. Many are a combination of the two, where the state or local transit authority provides assistance or incentives to employers to supply rideshare programs to their employees. Many of these programs are operated through private third party operators.

King County Metro Rideshare Operations

Washington State is one of the most extensively served regions for ridesharing in the U.S. The Seattle metropolitan area* (population approximately 4 million) accounts for nearly one-third (1/3) of all vanpool trips in the nation ("MIT Real-Time Rides Research", 2009). In the Puget Sound region vanpooling accounts for 2% of all commute trips and 7% of all commute trips over 20 miles (Victoria Transport Policy Institute, 2010). Clearly, the programs in this region are excelling and what leads to this success should be modeled in any area considering adding rideshare programs.

King County operates the largest public vanpool in the nation with over 900 vans in the Vanpool program and an additional 170 vans operating in a new program called Vanshare, which serves a rideshare program to public transit facilities instead of the workplace. These programs are responsible for the removal of over 5,000 cars daily ("Metro's Vanpool program getting more popular all the time", 2010). King County Metro provides the van, maintenance, insurance, and gas to interested employers or employee associations. A Courtesy Cab program, similar to a guaranteed ride home program is also offered. Rates are based on the miles per round trip and the number of riders. Potential riders are able to search for existing vanpools using RideshareOnline.com or they can fill out a Ridematch Application and send it in to be posted on the VanPool Riders Wanted Bulletin. Riders themselves decide on the routes and schedule. A bookkeeper is required to collect fares and a driver and back-up driver are selected based on several criteria (see Appendix B). Drivers and bookkeepers take a mandatory half-day orientation class, after which the primary driver is allowed to pick up the van. A Commuter Van Program and Application and Agreement Form are required for all passengers. The carpool matching system is also run through RideshareOnline.com and both carpooling and vanpooling are integrated into the

* Population approximately 4 million (US Census, ACS Demographic and Housing Estimates: 2006-2008)

King County Metro's trip planner application. While most of the incentives of the program are limited to tax credits for employers who create or subsidize programs and allowing van and carpools to utilize HOV lanes, the accessibility and flexibility that the online resource RideshareOnline.com provides should not be discounted. The system is easy to use and connects various forms of transportation together in one place.

Douglas County Rideshare

Douglas County is a perfect example of a county operated program. Based in the Atlanta, Georgia region and governed by the Douglas County Board of Commissioners, the program provides work-trip vanpools and a carpool matching services. For vanpool services riders meet their rideshare in a centrally located area in the morning and are driven to work. In the afternoon commuters are picked up from their work location and driven back to their originating central location. Several of these centrally located pick-up locations are park and ride lots making them easily accessible for riders. Both pick-up and drop-off locations, as well as the times and routes of the vanpool, are determined jointly by Rideshare staff, the riders, and van drivers. All vanpool drivers are volunteers who do not pay a monthly fare in exchange for their services. Each of these drivers are required to complete an application, provide a copy of the Motor Vehicle Record, take a Defensive Driving Course, be screened for drugs, and be approved by Rideshare staff before they are allowed to operate the service. Both drivers and vans are covered by Douglas County government fleet insurance. Passengers are required to submit a passenger information form, fare policy form, guaranteed ride home form, and the first month's fare before being allowed to use the service ("Douglas County Rideshare Fact Sheet").

Passenger fares are based on the number of total riders, the daily round-trip mileage and the van's history of repairs and expenses. These fares are paid a month in advance and currently average around \$85 ("Douglas County Rideshare Fact Sheet"). However, there are several different types of rider classifications with differing fare requirements.

Full fare riders pay for a monthly boarding pass and reserve a guaranteed seat for every working day.

There are also two types of half fare riders. One is a rider who uses the service daily, but only needs a ride in the morning or afternoon. The second is a rider who utilizes the service ten days or less during a month. Half fare riders are guaranteed a seat unless another rider purchases a full fare. If this happens the half fare rider must be willing to purchase a full fare or the new passenger will take their place.

Daily riders pay by the day for either a one-way or round trip, but they are not guaranteed a seat. Combo riders are full fare riders who ride one van in the

* Population approximately 123, 590 (US Census, ACS Demographic and Housing Estimates: 2006-2008)

morning and use another van in the afternoon. These riders are required to pay the full fare of the morning van and if another rider offers to pay a full fare for their afternoon seat they may be required to pay two full fares.

Senior citizens (those over 60) can be full, half, or daily riders, but receive a five percent fare discount. Other discounts are also offered. A family discount (half the full fare price) is given to the immediate family of a full fare rider. A referral incentive (one month free) is given to a rider if they convince someone else to become a monthly rider. No discount is given to students or children. Special needs users are accommodated, but also do not receive a discount “Douglas County Vanpool Manual/Code of Conduct”).

The rideshare program staff are allowed to discontinue a van route or combine it with another if there is low ridership or a loss of passenger revenue. However, this decision is made on a case-by-case basis and is based on several factors including the potential for new or additional riders to the route and the willingness of current riders to recruit new riders or pay a higher monthly fare. If after these considerations are taken the staff determines that the route should be canceled or to combine the route with another route, riders are given sixty days to determine if they want to continue with the program or find another form of transportation (“Douglas County Vanpool Manual/Code of Conduct”).

The carpool matching system operates in areas where there are no current vanpool services being provided and uses a database of riders interested in carpooling. The larger Atlanta Regional Commission’s 1-87 program is also used to match carpool participants. Both of these services are offered to the public for free (“Douglas County Rideshare Fact Sheet”).

The Douglas County Rideshare program has been very successful. Originally started in 1986 as a two route vanpool program it now boasts 60 routes. In 2008 the program provided more than 161,000 one-way passenger trips and in 2009 it had 650 regular vanpool riders (“Douglas County Rideshare Fact Sheet”). By offering its riders flexibility and incentives it has grown into a popular form of alternative transportation that helps reduce congestion in Atlanta and the surrounding area. (For additional information on the Douglas County Rideshare program see Appendix C).

Easy Street® Vanpool Program

The Easy Street Vanpool Program is a statewide service provided by the Connecticut Department of Transportation and operated by a non-profit organization called the Rideshare Company. Offering 300 routes, the program is tremendously successful throughout Connecticut* (population approximately 3.4 million). Riders can use 7-passenger mini-vans as well as 12 and 15-passenger

* Population approximately 3.4 million (US Census, ACS Demographic and Housing Estimates: 2006-2008)

sized vans to commute to and from work. The program offers riders a variety of incentives including discounts on personal automobile insurance, cash rewards for recruiting new full-time riders, and a guaranteed ride home service. Drivers also receive incentives including free fares and free personal miles (Transportation Research Board [TRB], 2005, p. 5-46). Riders pay a monthly fare based on the round-trip miles of their commute. Program operations are handled by the Rideshare Company including maintenance, insurance, gas, and program administrative costs (www.easystreet.org). One of the most successful aspects of the Easy Street program is its branding campaign. Instead of using bland white vans, Easy Street vans have a green, yellow, and purple decal design along with a written toll free number. This design was used in order to brand their name and image and raise consumer awareness of the program. Much of the ridership increases, especially in the early years of its operation, are due to the improved visibility that the branded vans provide (TRB, 2005, p. 5-47). The various incentives and clever marketing have led the Rideshare Company to become the third largest vanpool network in the country, with programs expanding beyond Connecticut into New York, Massachusetts, and Rhode Island (www.rideshare.com).

UTA Rideshare

The UTA (Utah Transit Authority) rideshare program includes several steps to improve mobility in the Salt Lake City region including both vanpooling and carpool matching. Developed in partnership with Salt Lake County and several other key stakeholders, the vanpool program is extremely popular. It allows employers or employee associations to lease 15-passenger or 7-passenger vans from UTA. UTA also sponsors zero-percent financing to workers who wish to buy their own vans for the purpose of carpooling (“UTA Rideshare”, n.d.). Like the King County program, UTA allows vanpooler groups to determine their own rules within the vanpool and requires that riders select a bookkeeper to track ridership and mileage as well as collect fares (www.utarideshare.com). UTA provides the van, fuel, maintenance, and insurance along with a guaranteed ride home program. Ridership is monitored and drivers and bookkeepers are screened, but most administrative work is done by the riders themselves. This produces a tremendous amount of flexibility. Cost for passengers is determined by the average miles per month divided by the number of riders.

The UTA Carpool Matching service is a free computerized system that matches individuals and companies to existing carpools or allows them to create new carpool services. Users simply create a profile on the UTA carpool website to access the matchlist. For those unable to find a match right away, their information is stored on the database so that if and when a carpool that meets their needs is created they are notified.

Large Third Party Operators (VPSI and Enterprise Rent-A-Car)


* Population approximately 1.7 million (US Census, ACS Demographic and Housing Estimates: 2006-2008)

Private industry plays a major role in providing rideshare programs. Two of the biggest companies in the trade are VPSI Inc., which operates over 3,500 vehicles in over 60 cities (Center for Transportation and the Environment, 2008, p. 7), and Enterprise Rent-A-Car, which created a special division dubbed Enterprise Rideshare and operates primarily in Northern and Southern California (www.vanpool.com). Both operators offer vanpools as well as carpool matching services and are often contracted by government agencies, including state DOTs, to provide rideshare programs. VPSI Inc. currently has a contract with the State of Hawaii DOT to operate Vanpool Hawaii.


Vanpool Hawaii

Vanpool Hawaii primarily operates on O'ahu but is also active on Maui, the Big Island, and Kaua'i. The program offers groups of riders the use of vans or SUVs for their daily commute. Insurance, registration, and maintenance are all paid for by Vanpool Hawaii while riders are charged a varying rate dependent on monthly mileage and the cost of the vehicle (See Figure 1).

Figure 1 Vanpool Hawaii Price Sheet



FAQ's
FREQUENTLY ASKED QUESTIONS



Neighbor Island Price Sheet

Tax on Vehicle Purchase 1.5%

Price Includes \$975 charged to HDOT

Miles	2005	2006	2008	2008	2007	2008	2009	2010	2010
Per Month	15 Split	15 Split	15 Split	9 Pass	7 Pass (Vanpool)	7 Pass (Vanpool)	7 Pass (Vanpool)	7 Pass (Vanpool)	7 Pass (Coolpool)
0-500	\$312	\$323	\$545	\$502	\$257	\$336	\$336	\$336	\$386
501-750	\$335	\$346	\$581	\$519	\$272	\$352	\$352	\$352	\$402
751-1000	\$364	\$375	\$604	\$542	\$291	\$370	\$370	\$370	\$420
1001-1250	\$406	\$417	\$634	\$567	\$314	\$393	\$393	\$393	\$443
1251-1500	\$429	\$440	\$657	\$606	\$356	\$462	\$462	\$462	\$512
1501-1750	\$458	\$469	\$671	\$643	\$383	\$474	\$474	\$474	\$524
1751-2000	\$485	\$495	\$731	\$670	\$411	\$487	\$487	\$487	\$537
2001-2250	\$555	\$567	\$812	\$740	\$473	\$549	\$549	\$549	\$599
2251-2500	\$642	\$655	\$911	\$821	\$523	\$603	\$603	\$603	\$653
2501-2750	\$708	\$721	\$995	\$900	\$561	\$665	\$665	\$665	\$715
2751-3000	\$769	\$783	\$1,072	\$971	\$616	\$735	\$735	\$735	\$785
3001-3500	\$913	\$928	\$1,243	\$1,136	\$746	\$875	\$875	\$875	\$925
3501-4000	\$1,066	\$1,083	\$1,409	\$1,335	\$876	\$1,038	\$1,038	\$1,038	\$1,088
4001-4500	\$1,110	\$1,134	\$1,624	\$1,480	\$946	\$1,098	\$1,098	\$1,098	\$1,148
4501-5000	\$1,284	\$1,310	\$1,822	\$1,642	\$1,046	\$1,206	\$1,206	\$1,206	\$1,256
5001-5500	\$1,416	\$1,442	\$1,990	\$1,800	\$1,122	\$1,330	\$1,330	\$1,330	\$1,380
5501-6000	\$1,538	\$1,566	\$2,144	\$1,942	\$1,232	\$1,470	\$1,470	\$1,470	\$1,520

Pricing Effective January 1, 2008.

Vanpool Hawaii, 711 Kapiolani Blvd., Suite 985 (808) 596-8267 F: (808) 596-2056 www.VanpoolHawaii.com

One rider from the commuting group serves as the volunteer driver while at least one other rider serves as an alternate driver. Drivers must be at least 25 years old, have a current driver's license, a clean driving record, and be employed full-

time or be a full-time student. The group determines the pick-up and drop-off locations as well as the schedule of the route. While the program does not currently have a guaranteed ride home program, a recent survey suggested that vanpool users would like to see this feature added to the program. Vanpool Hawaii is also considering adding other features like the addition of wi-fi to some vehicles, portable DVD players, and bike racks (T. Bassingthwaite Personal Communication, July 9, 2010).

While both individuals and employers are allowed to set up vanpool routes, businesses and their employees are eligible for federal tax incentives that individually set up vanpools are not. There are two ways of doing so. Utilizing the commuter tax benefit incentive mentioned earlier, an employer can pay for the full cost of the vanpool for an employee and deduct that cost as a business expense from its federal and Hawaii income taxes. This reduces the actual cost of the benefit by its applicable federal and state tax rates. The employer then does not have to include the amount paid for the vanpool as part of the employee's salary and will not incur payroll taxes on the cost. Or the employer can allow an employee to take a monthly pre-tax payroll deduction for the cost of the vanpool. Because the amount is not considered taxable wages, the employer avoids paying payroll taxes and the employee does not pay federal and state income tax and payroll taxes on the amount deducted.

Currently, Vanpool Hawaii runs three routes on Kaua'i, one for employees of Pioneer Hybrid and two for employees at the Pacific Missile Range Facility (T. Bassingthwaite Personal Communication, June 25, 2010). (See Appendix D.) Due to this existing operation and current contract with the Hawaii DOT, Vanpool Hawaii is an extremely attractive choice for creating a larger rideshare program for the county. (For more information on Vanpool Hawaii see Appendix E.)

Funding Sources

Federal Sources

Funding for rideshare programs like most TDM strategies generally comes from a combination of Federal, State, and Local funding sources. The chief source of Federal assistance comes from Federal Congestion Mitigation Air Quality (CMAQ) funds. Although provided by the Federal government, CMAQ funds are controlled by the State and must follow State DOT procedures to be utilized (FHWA, 2010). The Surface Transportation Program funding (STP) is another source of Federal assistance used to support rideshare programs. These funds can be used on projects on any Federal-aid highway or public road, and on transit capital improvement projects and bus terminals and facilities (FHWA, 1998). According to the CMAQ Detailed Project Listing Report for 2000, the Shared-Ride Vanpool program in Hawaii (Vanpool Hawaii) received \$1,659,417 in CMAQ and STP funds (FHWA, 2004). The Federal Highway Administration's (FHWA) Transportation and Community and System Preservation Program (TCSP) also "provides funding for the planning and implementation of programs

that address the relationship between transportation and the community” (Council of Governments of the Central Naugatuck Valley, 2007). These funds are available to local governments to create strategies to improve the efficiency of transportation systems, reduce the environmental impacts of transportation, reduce the need for new and expensive public infrastructure, ensure access to jobs and other necessities, and relate to highway safety or congestion relief (FHWA, 2009). This is a highly competitive source of funding and is generally reserved for larger projects, but can certainly apply to the establishment of a rideshare program. The Federal Transit Administration (FTA) also offers some funding sources used to help fund a rideshare program, including Section 5307 which allows for carpool and vanpool matching programs. However, this assistance is limited to incorporated urban areas of 50,000 people (FTA, n.d.).

State Sources

State funding sources are also used to support rideshare programs. Typically these funds are used to match Federal CMAQ funds (which requires a 20 percent state or local match) or other Federal sources and can be collected in a number of ways. For example, Arizona DOT uses a State Air Quality Fund to meet the matching requirements for the Federal funds it receives (Center for Transportation and the Environment, 2006, p. 5) while Michigan DOT utilizes gasoline tax revenues (Mielke, 2006).

Local Sources

Funding a rideshare program through Local sources is also possible, although, this is generally done in conjunction with Federal or State funding. For example, San Francisco’s regional fund for TDM programs comes from surcharges on motor vehicle registration, while Houston* uses a portion of a local sales tax to fund their TDM strategies. Riverside County†, California receives some of its funding from a ½ cent per gallon gas tax within the county (Center for Transportation and the Environment, 2006, p. 6). Yet, creating a new local funding source is somewhat problematic. It would require substantial political support and could lead the community to express opposition depending on how the funds are collected.

Funding Sources for a Kaua’i Program

Clearly, funding sources can be found at every level of government. But, Hawaii is already utilizing Federal CMAQ and STP funds to support Vanpool Hawaii. Therefore, funding for an additional program may be difficult to obtain from the State. Additional Federal funding should be closely examined along with Local funding sources if an additional rideshare program is needed beyond Vanpool Hawaii.

* Population approximately 5.6 million (US Census, ACS Demographic and Housing Estimates: 2006-2008)

† Population approximately 2 million (US Census, ACS Demographic and Housing Estimates: 2006-2008)

Budgeting Rideshare Programs

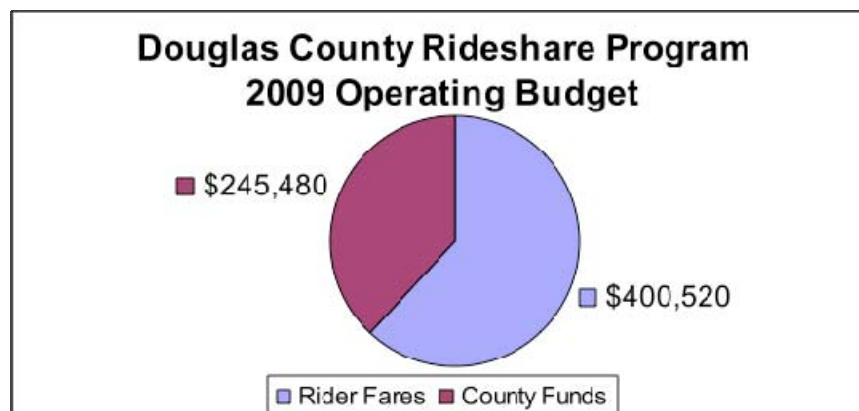
While rideshare programs are considered relatively cost effective choices as opposed to more tradition transit services, the total cost of a rideshare program is highly dependent on what type of service is created (carpool/vanpool or both), who provides the service, and what incentives are offered by the program.

Providing an online service to match riders with carpools is perhaps the least expensive option for creating a basic rideshare program. This too is dependent on how sophisticated the system is and who maintains and operates it. Costs for a county-run system would include staff to program, operate, and maintain the system as well as provide customer service for it.

A county-run vanpool program would necessitate a larger budget given that it would require the lease or purchase of vans as well as the maintenance, registration, and insurance for the vehicles. At least one full-time staff member would also be required to provide administrative services for the program. Incentives like empty seat subsidies, price subsidies, or a guaranteed ride home program would require additional budgeting. While fares could cover some of these costs, additional funding would most likely be required in order to fully fund a program that maintained reasonable prices for commuters. (For additional information on vehicle operation costs for vanpools see Appendix F.)

Providing a combination of carpool and vanpool services would combine all of the above costs and would therefore be the most expensive option. Although many of these costs could be recouped by Federal, State and/or Local sources of funding as well as rider fares, a more cost effective solution would be to utilize third party operators for some or all of these services. Using the Douglas County Rideshare program as an example, the program's 2009 operating budget was approximately \$646,000, with passenger fares paying for about 62 percent of the total program costs. The County was responsible for paying for the rest of the budget. (See Figure 2)

Figure 2



Source: (www.celebratedouglascounty.com, "Douglas County Rideshare Fact Sheet")

Admittedly, the Douglas County Program is much larger than a Kaua'i rideshare program would need to be. Yet, it is interesting to note that despite high ridership

as well as an average full fare price of \$85 per month, the County still must fund 38% of the program at a cost of \$245,000. A program on Kaua'i would require less operational funding, but would initially require more capital spending for vehicles and the creation of a matching service.

Contracting out to third party operators is another option for providing rideshare services. As previously mentioned, there are numerous companies that currently perform these tasks including the Rideshare Company, VPSI, and Enterprise Rent-A-Car. Third party programs have some advantages over a county-run program as far as cost. A third party operator provides the vehicles and performs all administrative duties for the program. Therefore the county would only devote funding for the contract and would not need to provide other resources.

Partnering with Vanpool Hawaii (VPSI) would be the most cost effective solution to provide rideshare programs for the county. The program is already fully funded through Federal and State funds while rider fares pay for the rest of the service. Vanpool Hawaii is already operating on a limited capacity on Kaua'i and could be expanded with minimal cost to the County. Any additional funds for a rideshare program could be spent on providing further incentives to riders and marketing the service.

Recommendations

Providing rideshare programs is essential to meeting the current and future transportation challenges of the County of Kaua'i. A successful rideshare program would reach members of the community currently underserved by the Kaua'i Bus and help meet increasingly important sustainability goals. Based on the findings of this report, several steps should be taken in order to increase the current rideshare programs on Kaua'i and introduce future service to better serve the community.

- Ridesharing should be integrated into all multimodal transportation plans.
- The County Transit Agency should form a partnership with Vanpool Hawaii to coordinate an increased presence on Kaua'i.
- The County Transit Department, Vanpool Hawaii, Kaua'i Planning & Action Alliance (KPAA), and the Chamber of Commerce should meet to discuss marketing Commuter Choice programs to employers in the region. The goal of this marketing should be to increase interest in both transit and ridesharing as well as to inform riders and employers about tax incentives for implementing these programs.
- The County and KPAA should meet to discuss if additional rideshare service should be created for the island once Vanpool Hawaii has been given the opportunity to expand services on Kaua'i.
- If an additional rideshare service is deemed necessary, key questions should be addressed including the nature of the service, how the service will be funded, who will operate it, how many vehicles are

needed, and what incentive programs and policies should be used based on the successful features and case studies discussed in this report.

- KPAA should examine funding opportunities for an online carpool matching system.
- County parking lots should be outfitted with preferential parking for carpools and vanpools to further incentivize ridesharing activities.
- The County and KPAA should explore using other TDM strategies including smart parking solutions, telework programs, and alternative work schedule programs to operate in conjunction with rideshare.
- KPAA should examine the creation of a school pool program with local schools.

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<http://www.easystreet.org>

<http://www.rideshare.com>

<http://www.utarideshare.com>

<http://www.vanpool.com>

Appendicies

Appendix A: IRC Section 132 (F)

Internal Revenue Code Section 132(f) - Qualified Transportation Fringe.

(1) In general. - For purposes of this section, the term "qualified transportation fringe" means any of the following provided by an employer to an employee:

(A) Transportation in a commuter highway vehicle if such transportation is in connection with travel between the employee's residence and place of employment.

(B) Any transit pass.

(C) Qualified parking.

(D) Any qualified bicycle commuting reimbursement.

(2) Limitation on exclusion. - The amount of the fringe benefits which are provided by an employer to any employee and which may be excluded from gross income under subsection (a)(5) shall not exceed-

(A) \$230 per month in the case of the aggregate of the benefits described in subparagraphs (A) and

(B) of paragraph (1),

(B) \$230 per month in the case of qualified parking, and

(C) the applicable annual limitation in the case of any qualified bicycle commuting reimbursement.

(3) Cash reimbursements. - For purposes of this subsection, the term "qualified transportation fringe" includes a cash reimbursement by an employer to an employee for a benefit described in paragraph (1). The preceding sentence shall apply to a cash reimbursement for any transit pass only if a Voucher or similar item which may be exchanged only for a transit pass is not readily available for direct distribution by the employer to the employee.

(4) No Constructive Receipt. - No amount shall be included in the gross income of an employee solely because the employee may choose between any qualified transportation fringe (other than a qualified bicycle commuting reimbursement) and compensation which would otherwise be includible in gross income of such employee

(5) Definitions. - For the purposes of this subsection-

(A) Transit pass. - The term "transit pass" means any pass, token, farecard, voucher or similar item entitling a person to transportation (or transportation at a reduced price) if such transportation is-

(i) on mass transit facilities (whether or not publicly owned), or

(ii) provided by any person in the business of transporting persons for compensation or hire if such transportation is provided in a vehicle meeting the requirements of subparagraph (B)(i).

(B) Commuter highway vehicle. - The term "commuter highway vehicle" means any highway vehicle-

(i) the seating capacity of which is at least 6 adults (not including the driver), and

(ii) at least 80 percent of the mileage use of which can reasonably be expected to be-

(I) for purposes of transporting employees in connection with travel between their residences and their place of employment, and

(II) on trips during which the number of employees transported for such purposes is at least 1/2 of the adult seating capacity of such vehicle (not including the driver).

(C) Qualified parking. - The term "qualified parking" means parking provided to an employee on or near the business premises of the employer or on or near a location from which the employee commutes to work by transportation described in subparagraph (A), in a commuter highway vehicle, or by carpool. Such term shall not include any parking on or near property used by the employee for residential purposes.

(D) Transportation provided by employer. - Transportation referred to in paragraph (1)(A) shall be considered to be provided by an employer if such transportation is furnished in a commuter highway vehicle operated by or for the employer.

(E) Employee. - For the purposes of this subsection, the term "employee" does not include an individual who is an employee within the meaning of section 401(c)(1).

(F) Qualified bicycle commuting reimbursement. - The term "qualified bicycle commuting reimbursement" means, with respect to any calendar year, any employer reimbursement during the 15-month period beginning with the first day of such calendar year for reasonable expenses incurred by the employee during such calendar year for the purchase of a bicycle and bicycle improvements, repair, and storage, if such bicycle is regularly used for travel between the employee's residence and place of employment.

(G) Applicable annual limitation. - The term "applicable annual limitation" means, with respect to any employee for any calendar year, the product of \$20 multiplied by the number of qualified bicycle commuting months during such year.

(H) Qualified bicycle commuting month. - The term "qualified bicycle commuting month" means, with respect to any employee, any month during which such employee-

(i) regularly uses the bicycle for a substantial portion of the travel between the employee's residence and place of employment, and

(ii) does not receive any benefit described in subparagraph (A), (B) or (C) of paragraph (1).

(6) Inflation adjustment.

(A) In General. - In the case of any taxable year beginning in a calendar year after 1999, the dollar amounts contained in subparagraphs (A) and (B) of paragraph (2) shall be increased by an amount equal to -

(i) such dollar amount, multiplied by

(ii) The cost-of-living adjustment determined under section 1 (f)(3) for the calendar year in which the taxable year begins, by substituting "calendar year 1998" for "calendar year 1992".

(B) Rounding. - If any increase determined under subparagraph (A) is not a multiple of \$5, such increase shall be rounded to the next lowest multiple of \$5.

(7) Coordination with other provisions. - For the purposes of this section, the terms "working condition fringe" and "de minimis fringe" shall not include any qualified transportation fringe (determined without regard to paragraph (2)).

Appendix B: King County Vanpool Driver and Bookkeeper Selection Criteria



Leaders of the Pack

Vanpool Driver and Bookkeeper Selection Criteria

Rank 1-10	Priority/ Ranking Status	Apply under the primary van pool up How.
✓	✓	1. Age. At least 21 years of age.
✓	✓	2. Employment. Employed by current employer for two years, or other indication of stable employment.
	✓	3. Licenses and Experience. Must have a current and unrestricted Washington State driver's license and have a license for at least 1 or years. Restrictions for glasses or contact lenses are acceptable. Others must be reviewed in light of Guidelines below.)
1	✓	4. Insurance History. Cancellation or non-renewal within the past five years will be clearly indicated. If the action is related to the applicant's driving behavior, this will result in not being accepted.
	✓	5. Suspension or Revocation of License. Anytime reporting a suspension or revocation of driver's license within the past five years will not be accepted. Also unacceptable is any suspension or revocation of license within the next 10 years for reckless driving, hit and run, leaving the scene of an accident, driving while under the influence of alcohol and/or drugs, driving while impaired, or any or numerous violations of Lane Changing.
	✓	6. Medical Conditions. The highest health standards are required for van drivers. Any condition that would impair a driver's ability to operate the van may result in not being accepted. (Poor eyesight that is correctable by glasses is acceptable.) If necessary, drivers may require a physical examination as a condition of acceptance.
2	✓	7. Accidents. A preferred driver will be selected from at least three years. However, an inferior or superior driver may have not more than one non-preventable accident within three years.
1	✓	8. Violations. A preferred driver will have no violations for the last three years (except parking citations). This will be confirmed by checking state records.
1	✓	9. Alcohol and Drugs. An applicant who reports any alcohol- or drug-related charge within the past 10 years will not be accepted.
1	✓	10. Certificate of Financial Responsibility (CFR). An applicant who has had to file a CFR due to his or her personal driving record will not be accepted.
1	✓	11. Other Rules. The selected driver will have at least one other rule.
	✓	12. Personal Use of Van. Restricting carrying of a group of unrelated persons, bus, City Scout or Unit's League group) is not allowed. An applicant who consents to commit the van to such routine non-commuting use will not be accepted.
2	✓	13. Off-Street Parking. Drivers are expected to provide off-street parking at a private residence of the driver van.

Appendix C: Douglas County Rideshare Vanpool Manual/Code of Conduct

WELCOME!

Thank you for your interest in Douglas County Rideshare's vanpool program. You have joined an increasing number of local commuters who have abandoned their single occupant vehicle for the safety, economy and relaxation of alternate means of transportation. You can take pride in knowing that your transportation choice is helping to improve air quality and reduce traffic congestion in Douglas County and the entire metro Atlanta area.

HISTORY

Douglas County Rideshare has been serving area commuters since 1986. Starting out modestly with two vanpool routes to downtown Atlanta, Rideshare is now approaching 60 routes that travel to locations throughout the Atlanta region and beyond.

Rideshare is a department of the Douglas County government and receives financial and technical support and assistance from the Board of Commissioners and other county departments.

The Federal Transit Administration and Georgia Department of Transportation are other key sponsors of the Rideshare program.

While Rideshare is best known for its vanpool program, it also works closely with the Georgia Regional Transportation Authority in providing express bus service, and participates in transit planning, marketing and special events on the local, state, regional and national level.

Rideshare's administrative offices are in the Douglas County Transportation Center.

The address is:
Douglas County Rideshare
Douglas County Transportation Center
8800 Dorris Road
Douglasville, GA 30134

Phone: 770-949-7665
Fax: 770-920-7515
E-mail: vanpool@co.douglas.ga.us
Website: www.DouglasCountyRideshare.com

Rideshare welcomes your comments about vanpooling and all aspects of alternative transportation.

ABOUT YOUR VANPOOL

Vanpools serve a group of eight to fourteen commuters who work the same hours in the same general area. Riders gather each morning at a central location to board the van, which carries them to their work destinations. A similar process is repeated in the afternoon for the trip home. Pickup and drop-off locations are determined jointly by the Rideshare staff, van driver and the riders.

Vanpools normally operate Monday through Friday, but can run on weekends for work, if authorized by the Rideshare office.

Most vans do not operate on major holidays.

Each van's route and times are determined by the Rideshare office following consultation with the van's drivers and passengers. Changes such as adding or deleting stops, revising pickup times or increasing trip length require authorization from the Rideshare office.

The Rideshare office encourages each van to tune to a radio station in order to be aware of accidents, traffic jams and other factors that can affect a van's schedule and safety. Rideshare's official radio station for **time** and **traffic conditions** is **WSB-AM, 750**, although vans are not required to listen solely to this station.

If another station is chosen, it should be done so by a majority of passengers. Also, the radio should be played at a volume that is not annoying to passengers. If drivers and passengers cannot agree on which station to listen to, the Rideshare office can direct the van to set the radio to **WSB-AM 750 or an alternative selected by the Rideshare office.**

ABOUT YOUR DRIVER

Each van has a primary driver, an associate driver and backup drivers who are responsible for making sure the van runs each working day. Drivers are volunteers and do not receive payment from the Rideshare program. They are not allowed personal use of the van. Unauthorized use of a Rideshare van by a volunteer driver can result in suspension of driving privileges.

Only individuals who have completed the certification process are allowed to drive Rideshare vans. Non-certified individuals may be allowed

to drive temporarily in emergency situations, but only after receiving permission from the Rideshare office.

To drive a Rideshare van, an individual must have a current, valid Georgia driver's license. The applicant's Motor Vehicle Record and Criminal Background History must be reviewed and approved. The driver must be at least 24 years old, be road tested by a Rideshare staff member, undergo driver orientation conducted by a Rideshare staff member and take a Defensive Driving Course offered by Rideshare within six months after being approved as a driver.

The driver certification process also includes drug testing. Potential drivers must have a negative drug test. Also, drivers are tested for drugs during an annual recertification process. Primary, Associate and Backup drivers must participate in Rideshare's drug testing program. Drivers and potential drivers are given a copy of Rideshare's Drug Testing Policies and Procedures.

For its volunteer drivers, Rideshare has a **zero tolerance** policy relating to alcohol and/or drug abuse. Rideshare will immediately terminate any volunteer driver if there is **suspicion** or **evidence** of alcohol consumption or drug abuse that would impact the driver's ability to properly discharge their duties as a driver.

Rideshare can terminate a volunteer driver at any time without due process, especially if the safety and security of the van passengers is in question, or if the efficient operation of the van or vanpool program is in jeopardy.

Rideshare may request that a driver take a drug or alcohol test if there is suspicion of drug or alcohol use. A driver will be asked to take a drug test immediately following their involvement in a traffic accident, even if the Rideshare driver is not at fault.

Drivers are allowed limited authority to make emergency decisions relating to the safe, timely operation of the van. This includes changing a route for one day due to accidents, traffic jams, or requesting assistance from authorities in handling an unruly rider. Drivers should consult the Rideshare office on changes that are temporary but in effect for more than one day.

All non-emergency decisions relating to the van are made by the Rideshare staff following discussion with the driver and riders.

Drivers are responsible for reporting any mechanical defects the van is experiencing and coordinating regular maintenance and repairs with the

Rideshare staff. Drivers should perform a daily visual inspection of the van and check oil and fluids at least once a week.

Drivers are encouraged to try to resolve any issues that may occur between or among passengers. If the driver cannot bring the matter to a satisfactory conclusion, they should request assistance from the Rideshare staff.

Drivers are recertified annually. Recertification can include a drug test, interview with a Rideshare staff member, discussion of any operational or passenger issues relating to the van, additional defensive driving training and an update of the driver's Motor Vehicle Record. Drivers are subject to suspension or termination if any significant negative information is revealed during the recertification process.

YOU AS A RIDER

Van Assignment

You will be assigned to a van that serves your work location and work hours.

During the process of becoming a vanpool rider, you will be asked to submit some signed paperwork to the Rideshare office, including a Passenger Information Form, Fare Policy and Guaranteed Ride Home Form. You need to submit your paperwork and first month's payment before you start riding.

Rideshare issues Boarding Passes. No one is allowed on a Rideshare van without a Boarding Pass. For more information on Boarding Passes, see the **FARE** section of this manual.

Know the number of the van you are riding. Know where to meet the van in the morning and what time to meet it. Know where the van will pick you up in the afternoon and what time you will be picked up. You can get this information from the Rideshare office or your driver(s).

Be on time for morning and afternoon pickup. It is Rideshare's policy for vans to strictly adhere to their morning and afternoon departure times.

If an emergency requires you to come home during the day, or if you have to unexpectedly work late, you can utilize the Guaranteed Ride Home Program which provides taxi service or pick-up by a Rideshare staff member. You have five free Guaranteed Rides Home per calendar year. You arrange your Guaranteed Ride Home by phoning the Rideshare office at 770-949-7665.

Rideshare is not responsible for providing transportation for riders who miss their morning pickup.

You can stop riding the van at any time without advance notice. Please see the **FARE** section for important information about discontinuing your ridership.

Vanpool passengers are responsible for notifying the Rideshare office of any change in their ridership status. Please contact the Rideshare office if you are going to discontinue riding, changing to Half Fare or Full Fare, will be late purchasing your Boarding Pass, or are having trouble getting your subsidy/voucher/check from your employer. Failure on your part to communicate with the Rideshare office can result in your termination from the program.

Rider Classification

Full Fare: Pays the monthly Boarding Pass amount to reserve a seat for every working day. Is guaranteed a seat as long as their fare is current.

Half Fare: Two definitions: 1. Rides every working day, but only in the morning **or** the afternoon. 2. Rides ten days or less during the month. A Half Fare rider is guaranteed a seat until another potential passenger offers to purchase the seat as a Full Fare. When this occurs, the Half Fare rider will be given first option to purchase the seat as Full Fare.

Daily Rider: Pays by the day, either one way or round trip. Is not guaranteed a seat.

Senior Citizen: Can be a Full Fare, Half Fare or Daily Rider. At age 60 or older, receives a five percent fare discount.

Student: Typically a college student. The student fare is the same as the regular fare, including any applicable discounts.

Children: Children as passengers will need the **approval** of Rideshare management, since Rideshare's program is geared toward transporting people to their jobs. Rideshare strongly discourages children as passengers on the vans. A child's fare is the same as an adult fare.

Special Needs: Rideshare vans can accommodate special needs passengers. The only requirement is that the destination of the special needs passenger must be in the normal service area of a Rideshare van. The fare is the same as a regular adult fare.

Combo Rider: Full Fare passengers who ride one van in the morning and another van in the afternoon. The Rideshare office discourages this

arrangement due to the communication and coordination required. Combo riders pay a Full Fare, and are responsible for communicating with drivers if they will or will not be riding. Drivers are not required to wait on combo riders, and drivers are not responsible for combo riders missing the van. A combo rider pays the fare of their morning van.

If another individual offers to pay a Full Fare for the combo rider's morning or afternoon seat, the combo rider may be asked to pay **two** full fares (morning and afternoon) to reserve both seats.

Rider Code of Conduct

Rideshare expects the following of its vanpool passengers:

Know and adhere to vanpool policies and procedures, particularly those described in this manual and any other Rideshare material accompanying it.

Know and adhere to your van's routes and your pickup locations and times.

Be on time. The Rideshare office has directed all vans to strictly adhere to their morning and afternoon departure times.

Wear a seatbelt at all times while on the van

Be courteous to your fellow riders

Pay your fare and purchase your Boarding Pass on time

Be cooperative with your driver

Take any issues or complaints about fellow passengers or the operation of your van to your driver first, and if the problem is not resolved, to the Rideshare staff.

Maintain proper personal hygiene

Use perfumes and fragrances in moderation

Use earphones for radios, hand-held TVs or other electronic devices.

By completing and signing a Passenger Information Form and other Rideshare documents and/or purchasing a Boarding Pass, an individual agrees to abide by all vanpool policies described in this manual and all other policies established by Rideshare.

The following is **prohibited** on Rideshare vans:
Disruptive behavior

Smoking

Inappropriate language or cursing

Violence or threats of terrorism

Weapons of any type

Use of illegal substances, including controlled substances, and abuse of prescription medicines and over-the-counter medicines.

Alcoholic beverages

Radios, hand-held TVs or other electronic devices without earphones

Rideshare can, at any time, without due process, dismiss a rider from the vanpool program if that individual is participating in any of these prohibited activities, or acting in any way that threatens, intimidates or harasses volunteer drivers or other paying passengers or threatens the safety, security or efficient operation of the van or vanpool fleet.

Any individual who is dismissed from a Rideshare van due to improper conduct but refuses to leave is subject to being physically removed by the Douglas County Sheriff's Office.

OTHER VANPOOL RULES AND COURTESIES

Some vans have assigned seating. Others do not. However, it has always been an unwritten rule of courtesy that riders with the most seniority ride at or near the front, while new passengers go to the back.

If he/she believes it will contribute to the efficient operation of the van, a driver can assign seating, with the permission of the Rideshare staff.

Special seating arrangements may be necessary on a permanent or temporary basis to accommodate passengers who are limited due to surgery, illness, injury or disability. The driver can establish these arrangements after consulting with the Rideshare office.

The Rideshare staff does not have a formal policy regarding eating and the consumption of non-alcoholic beverages on vans. Each individual van is free to establish its own policy. However, Rideshare can ask an individual or individuals to refrain from eating or drinking if their eating

or drinking or the items being consumed become disruptive to the operation of the van or the comfort of other passengers.

Also, failure to keep a van clean can lead to Rideshare revoking eating and drinking privileges.

Do not ask drivers or fellow passengers for hand-outs or special favors.

VANPOOL OPERATIONS

Rideshare's mission is to transport as many people as possible to and from work in the safest, most economical, most efficient manner. With that mission in mind, the following applies:

Bad Weather, Traffic Backups and Manmade Hazards

The Rideshare staff can suspend operation of vanpool routes temporarily if severe weather or manmade conditions pose a threat to riders. In such cases, riders will receive a credit for days the van does not run, but they will be responsible for finding their own way to and from work.

Individual drivers have some limited authority to shut down or change a van's route or times if they have concerns about their personal safety or the safety of their passengers.

All vans should have alternate routes in place for traffic, weather or safety emergencies.

Ridership

The Rideshare staff can discontinue a van route or combine it with another because of low ridership or inadequate passenger revenue. Such decisions will be made on a case-by-case basis and will take into consideration such factors as potential for additional riders and the willingness of existing riders to recruit new riders or pay an increased monthly fare. If a van route is discontinued or combined, riders will be given adequate notice, generally sixty days, to decide if they want to remain in the vanpool program or make other transportation arrangements.

Rather than have their route discontinued, riders can choose to pay an amount added to their standard monthly fare in order for their van to meet required revenue. The additional amount will be determined by the Rideshare office.

Parking

Rideshare offers commuters free parking at the Transportation Center and park and ride locations at Thornton Road and I-20, Lee Road and I-20, Post Road and I-20 and at several business and church locations.

Commuters park at these locations at their own risk. Rideshare asks that commuters lock their vehicles and remove all valuables from their vehicles while parked at these locations.

Rideshare and/or Douglas County and the businesses and/or churches are not responsible for any theft or damage to commuters' vehicles or property while parked at any of these locations or other locations utilized by Rideshare.

FARES

Your standard monthly fare is based on your van's monthly operating expenses and the number of Full Fare riders. However, the amount you actually pay can be affected by several factors, including subsidies paid by employers and other agencies, and incentives and discounts. Some of these are discussed later in this section.

Rideshare issues Boarding Passes. When you pay your fare, you are issued a Boarding Pass. Van drivers have been instructed not to allow a rider access to the van unless they have a current Boarding Pass. **Do not ride on a Rideshare van until you have purchased a Boarding Pass.**

Rideshare issues the following Boarding Passes:

- Two Day Trial
- A.M. Daily Rider
- P.M. Daily Rider
- Half-Fare/One-Way Rider
- Monthly Full Fare Subscriber

Boarding Passes can be purchased over the counter at the Transportation Center, or via mail. Riders whose fares are paid by their company still must acquire a Boarding Pass from the Rideshare office or their company's Transportation Representative.

Rideshare's monthly passenger cycle begins the first working day of each month. For example, to be able to ride the van in December, you must present to your driver a December Boarding Pass on the first working day of December, or the first day you ride in December, whichever comes first.

Fare Definitions

Rideshare's goal is to sell a monthly Boarding Pass for every seat in the vanpool fleet. This accomplishes two goals: maximizing services to local commuters and, 2. Maximizing revenue for the Rideshare program.

Full Fare: This reserves a seat for the rider for every working day of the month. A passenger who expects to ride every day or miss only two or three working days during the month should purchase a Full Fare Boarding Pass.

Daily Fare: If you do not want to ride on a monthly basis, you can pay the daily fare of \$8 roundtrip or \$6 one-way. However, as a van gets full, monthly riders will be given preference over daily riders, who are not guaranteed a seat. Daily riders are accepted on a “space available” basis. Rideshare makes every effort to accommodate daily riders, but daily Boarding Passes must be used on the **day for which they are issued**. Otherwise, the seat cannot be guaranteed.

Half Fare: Two definitions: 1. A regular passenger who only rides the van in the morning or in the afternoon, but not both. 2. A passenger who will be riding ten days or less during the month. The Rideshare staff will issue a Boarding Pass that clearly identifies the rider as “Half Fare.” Drivers have been instructed to contact the Rideshare office if a passenger attempts to ride more times than allowed by a Half Fare Boarding Pass.

Individuals who do ride more than allowed by their Half Fare or Daily Boarding Pass will be subject to collection efforts for the outstanding balance. Failure to pay the balance or abide by the terms of a Half Fare or Daily Boarding Pass can result in the rider being terminated from the vanpool program.

Special Fares:

Family Discount: If one member of a family is a Full-Fare monthly rider, the second and subsequent immediate family members pay half of a Full-Fare. “Immediate family” means husband/wife, mother/father-daughter/son, brother/sister. In-laws are considered immediate family.

The Family Discount **does not apply** to half fares or daily fares, or to family members of drivers who do not pay a fare.

Senior Citizens Discount: Anyone age 60 or over can take five percent off their monthly subscription fare. If a rider receives a partial subsidy for their monthly fare, the senior discount will be calculated using the amount the rider pays out-of-pocket. For example, a rider’s monthly fare is \$100, but they receive a \$20 subsidy from their employer, meaning they pay \$80 out of pocket. The senior discount would be five percent of \$80.

Referral Incentive: If you convince someone to become a monthly rider, you get to ride free for one month. You can take your free month any

time after your referral has paid their first month's fare. Rideshare does ask you to complete a very short, simple form in order to get the referral discount.

Daily Amount: There are occasions when you can deduct a daily amount from your fare:

- If your van doesn't run for some reason on a regularly scheduled work day and you aren't given notice and have to arrange your own transportation.
- If you are given notice that your van is not going to run and our office can't assign you to another van and you have to arrange your own transportation.
- Riders cannot deduct for holidays or other special occasions on which the van generally would not run.
- These deductions are taken from your upcoming month's fare. For example, if your van did not run on two regularly scheduled days in November, you can deduct those two days from your December fare.
- The daily fare is determined by dividing your van's monthly fare by the number of working days in the month.

Emergency Purchase: If you have to make an "emergency" purchase for gas, keys or some other item for the van, you can deduct the amount of the purchase from your next month's fare, provided a receipt is attached.

Parking Fare: Some vans have a monthly parking fare. Individual monthly riders are required to pay this parking fare in addition to their regular monthly Boarding Pass amount. Rideshare will ask a passenger to discontinue riding if they refuse to pay their monthly Boarding Pass amount or parking fare.

The parking fare is paid directly to the driver. It is not included as part of the regular monthly fare that is submitted to the Rideshare office for a Boarding Pass.

Refunds: Upon written request and return of a Boarding Pass(es), Rideshare will issue prorated refunds. Be advised that refunds may take as long as three weeks to process.

Rideshare will refund Boarding Passes, provided the Use Date has not expired. For example, if a passenger requests a refund for a March monthly boarding pass on March 15, Rideshare will issue a refund for the remainder of the month but not for the first fourteen days of the month.

Another example: a refund will not be issued for a November boarding pass if the passenger waits until December to request the refund.

The policy is similar for Daily Boarding Passes. For example, a passenger will not be issued a refund if the request is made March 15 for a Daily Boarding Pass that should have been used on March 14.

Subsidies: Some employers/agencies pay all or a portion of an individual's monthly subscription fare. If the employer/agency discontinues their payment, the individual passenger must begin paying that amount in addition to any portion of the monthly fare they were already paying.

Collections

A \$5 late fee will be assessed to vanpool fares paid between the sixth and tenth days of the month. A \$15 reinstatement fee will be assessed to vanpool fares paid on the eleventh day of the month or later.

The \$15 reinstatement fee will not be added to the \$5 late fee. If you are late with payment, you will either pay the \$5 on days six through ten, or the \$15 for days eleven or later.

On the eleventh working day of each month, a Termination Notice is sent to vanpoolers who still have not purchased their Boarding Pass. Please keep in mind, however, that not receiving a Termination Notice does not exempt a rider from paying the reinstatement fee. It is the responsibility of each individual rider to stay informed of their payment status.

If, for some reason, a passenger has continued to ride without paying, collection proceedings may be instituted through a collection agency.

Checks for Boarding Passes that are returned by your bank due to insufficient funds will be handled by the Finance Department of the Douglas County government. Failure to submit funds to cover a dishonored check can result in a warrant being issued for your arrest.

VAN MAINTENANCE

Rideshare's first priority is getting you to and from work on time and in the safest possible manner.

In addition to making repairs on an as-needed basis, Rideshare has a regular schedule of preventive maintenance for all vans that is based on manufacturer's recommendations.

Rideshare's Operations Assistant (fleet manager) will coordinate all repairs and regularly scheduled maintenance with the van driver.

Back-up vans are available to insure there is no disruption in service

while a van is in the shop.

Most work on vans is performed by the Vehicle Maintenance department of the Douglas County government. Some tasks, such as front end alignments, are performed by carefully selected private providers.

SPECIAL NOTICES

Drug Free Workplace

The Douglas County Board of Commissioners approved a Drug Free Workplace Statement for Douglas County, including Rideshare, on March 7, 1995.

The use of controlled substances in or on Douglas County Rideshare facilities and property, in Rideshare vans, or while performing Rideshare services is prohibited. The abuse of over-the-counter drugs and prescription drugs is also prohibited.

In addition, the unlawful manufacture, distribution, dispensing or possession of a controlled substance is prohibited in the Rideshare workplace.

Any Rideshare employee or volunteer who is convicted for any criminal drug statute violation occurring while on Rideshare property, in Rideshare vans, or while on Rideshare business must notify the Rideshare office within five days of the conviction.

Rideshare has up to thirty days to take appropriate action against any convicted employee or volunteer. Appropriate action may include immediate termination, especially for volunteer drivers.

Rideshare's place of business is considered the Transportation Center Campus, 8800 Dorris Road, Douglasville, GA 30134 and any other locations where vanpool passengers may board or exit a Rideshare van.

Equal Opportunity

Douglas County Rideshare operates its vanpool service and all other programs for the public. Discrimination against any individual on the basis of age, ethnic origin, color, gender or religion is prohibited. This applies to Rideshare services as well as its day-to-day business practices.

Information on how to file a discrimination complaint is available at the Douglas County Transportation Center or on the Internet at www.DouglasCountyRideshare.com.

Second Language

Rideshare publishes vanpool schedules and other important documents in Spanish. Translation services are also available.

Appendix D: Vanpool Hawaii Company Affiliations



Company Affiliations

James Campbell Co. LLC	Mauna Kea Prunco
Schneider Realty	Puna Certified Nursery, Inc.
JM Glass Inc.	Uluopono Academy
Reliant Security Corporation	Blazonmasters
MaoFarms Of Hawaii	Palama Holdings LLC
PCN	PPF Hawaii, Inc.
Goodwill Industries Of Hawaii	Lanakila Rehabilitation
Buster Seals	SECON
Responsive Caregivers	Holomele Services and Mgt
The Lodge at Koele	Manole bay Resort
Hickam Air Force Base	Pearl Harbor
Queen's Medical Center	Tripler Hospital
Maul Land & Pine	Boeing
Island Tile	Alamae Services
First Hawaiian Bank	Kona Coast Resort
Waikoloa Hilton	Hilton Hawaiian Village
Hapuna Prince	Cheml Tol

Appendix E: Vanpool Hawaii FAQ



FAQ's FREQUENTLY ASKED QUESTIONS

What is Vanpool Hawaii?

We're a commuter service company, operated by VP&L, Inc. the first and largest commuter service in the nation. We're under contract to the State of Hawaii Department of Transportation to provide Hawaii's ridesharing program.

What is a Vanpool?

A "vanpool" is just like a carpool except "vanpoolers" don't use their personal vehicles. A vanpool is a group of 7 to 16 people who share their commute to and from work in a van provided by Vanpool Hawaii. The most successful vanpool programs are ones that have commuters who live and work in the same geographical area, and have similar work schedules.

What are the benefits of Vanpooling?

Vanpool participants save time and money on parking, gas, car maintenance and possibly reduce their personal auto insurance bills. Vanpoolers are advocates for the environment by reducing air pollution, traffic, demand for new roads and parking facilities. Riders arrive to work with less stress and can use the time in the morning to read, sleep, socialize or do paper work.

What is a Cool Pool?

Commuters requested smaller vehicles, so Vanpool Hawaii introduced "Cool Pool" - a new type of vanpool. Our vanpoolers can now commute to work in a trendy SUV.

Who can become a Primary or Alternate driver?

Anyone who is 25 years of age or older, has a clean driving abstract and a current driver's license, and is employed full time or is a full time student can become a driver. In addition the primary driver must meet and satisfy a credit decision. Anyone who is over 16 years old can participate in the program. However, children can participate if their parent or guardian is a commuter in the vanpool.

Who makes up the routes and schedules?

The vanpool group decides on the schedule and the route that the van will take every day. The group also decides if central pick-up and drop-off locations will be used or if door-to-door service can be provided.

Vanpool Hawaii, 711 Kapahulu Blvd., Suite 666 (2ND) 808-428-7171 F: (808) 453-8036 www.VanpoolHawaii.com



FAQ's

FREQUENTLY ASKED QUESTIONS

What happens to the van after-hours, on weekends and holidays?

The primary driver has the van for personal use. In return, the primary driver is responsible for keeping the van clean inside and out.

What happens if the driver gets sick or goes on vacation?

If the primary driver gets sick or goes on vacation, one of the alternate drivers may take over operating the van during the primary driver's absence.

Do I need a full vanpool to start?

No, you can start with as few as four people for a 7-passenger van (the driver and three riders). You have four months to fill the 7-passenger van. For 15-passenger vans, you will need a driver and six riders to start. You will then have five months to fill the 15-passenger van.

Who pays for fuel and parking?

Everyone (including the driver) in the vanpool splits the cost of fuel and parking (if there is a parking fee). Passengers may be required to provide, in advance, a pro-rated monthly payment for their share of expenses. The driver retains the advanced funds to pay for the expenses incurred during the month.

What about maintenance and insurance costs?

Vanpool Hawaii pays all maintenance from routinely scheduled preventive maintenance to 24-hour emergency roadside assistance. Also, we take care of the registration, safety inspection and insurance costs of each vehicle.

Do I have to find all the riders myself?

No, we can help! Commuters who are interested in becoming vanpoolers call us daily and we keep their information in our database. It is possible that our database information can be helpful in finding the riders for your vanpool.

1 We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. Write or call the Commission on Persons with Disabilities or the departmental Affirmative Action Officer at Box 3375, Honolulu, Hawaii 96801-3375, or at 586-4616 (voice) or 586-4648 (TDD) within 180 days of a problem.

2 Personal use excludes operating the vehicle under the influence of mind-altering substances, racing, towing other vehicles, and transporting hazardous or contraband materials. The van cannot be used as a taxi service or other business purposes. If the driver wishes to transport formal groups (e.g. Church groups, athletic teams, etc.) on a regular basis, the driver must first obtain written permission from VPSI, Inc.

Vanpool Hawaii, 711 Kapiolani Blvd., Suite 985 (808) 596-8267 F: (808) 596-2056 www.VanpoolHawaii.com

Appendix F: 1995 Vehicle Operating Expenses For Vanpools

	Transit Agency Name	Veh. Oper. in Max Service	Vehicle Operating Expenses (in thousands)						Operating Expense per VOMS
			Vehicle Oper.	Vehicle Main.	Non-Vehicle Main.	Gen. Admin	Purch. Trans.	Total	
WA	Seattle-Metro	513	1988.6	0.3	1.4	5130.4	0.0	7120.8	\$ 13.88
IL	Chicago-RTA-Pace	205	544.9	255.8	0.0	2398.6	0.0	3199.3	\$ 5.61
WA	Bremerton-Kitsap Transit	113	89.3	128.3	0.0	104.1	0.0	321.7	\$ 2.85
TX	Austin-Capital Metro	99	0.0	0.0	0.0	0.0	1047.4	1047.4	\$ 10.58
WA	Richland-Ben Franklin	94	352.1	221.6	169.9	202.6	0.0	946.2	\$ 10.07
AZ	Phoenix-RPTA	85	0.0	0.0	0.0	0.0	693.5	693.5	\$ 8.16
WA	Tacoma-Pierce Transit	78	452.3	67.8	7.0	93.0	0.0	620.2	\$ 7.95
NC	Winston-Salem-WSTA	62	176.3	92.3	0.0	136.4	0.0	405.0	\$ 6.53
FL	Orlando-LYNX	49	0.0	0.0	0.0	0.0	364.0	364.0	\$ 7.43
UT	Salt Lake City-UTA	37	0.0	0.0	0.0	0.0	320.7	320.7	\$ 8.67
NC	Durham-Triangle Transit	30	233.5	51.0	0.0	0.0	0.0	284.5	\$ 9.48
IL	St. Louis-MCT	26	0.0	0.0	0.0	0.0	494.5	494.5	\$ 19.02
WA	Spokane-STA	25	45.4	18.7	0.9	70.3	0.0	135.2	\$ 5.41

		Vehicle Operating Expenses (in thousands)							
	Transit Agency Name	Veh. Oper. in Max Service	Vehicle Oper.	Vehicle Main.	Non-Vehicle Main.	Gen. Admin	Purch. Trans.	Total	Operating Expense per VOMS
GA	Atlanta-CCT	24	0.0	0.0	0.0	0.0	303.4	303.4	\$ 12.64
WA	Olympia-IT	24	83.5	17.5	0.0	19.8	0.0	120.9	\$ 5.04
NC	Charlotte-CTS	21	13.9	14.4	0.0	82.2	0.0	110.4	\$ 5.26
AL	Birmingham-Max	18	49.6	19.1	0.0	44.5	0.0	113.2	\$ 6.29
CO	Fort Collins-Transfort	17	22.4	7.7	0.0	42.1	0.0	72.2	\$ 4.25
GA	Atlanta-Douglas Co.	13	16.0	26.4	0.0	58.7	0.0	101.2	\$ 7.78
VA	Norfolk-TRT	10	22.6	27.3	0.0	37.4	0.0	87.2	\$ 8.72
WA	Vancouver-C-Tran	6	10.7	21.7	0.0	2.8	0.0	35.1	\$ 5.85
WA	Bellingham-WTA	2	0.0	0.0	0.0	0.0	91.5	91.5	\$ 45.75
AL	Huntsville	1	9.1	3.8	0.0	19.0	0.0	31.8	\$ 31.80