



# **Rideshare On-site Coordinator Training**

# Goal of Rideshare Program

- **Provide commuter assistance to all employees, increase the average vehicle ridership of the home-to-work commute, and cost effectively comply with AQMD regulations.**
  - **Managed by OCHRD**
  - **Administered by TVS**

# Management Support

- Human Resources Leadership Forum
  - Annual presentation / update
  - Annual Survey Response Rates @ 90%
- New Hire Outreach
  - Presentations
  - E-mail outreach within 90 days
- On-site Coordinators

# Manager's Rideshare Tools

## (Webpage)

- **Overview of Rideshare Program**
  - [Executive Summary](#)
  - [PowerPoint Presentation](#)
  - [Presentation Handouts](#)
- **Important Forms**
  - [All-in-One Incentive Application](#)
  - [Payroll Deduction Authorization Form](#)
  - [Guaranteed Ride Home Form](#)
  - [Managers Material Order Form](#)
- **All Employee Transportation Survey**
  - [Overview of On-Line Survey](#)
  - [FAQs](#)
  - [Hardcopy Version of Survey](#) (available 2011)
  - [Printable Survey Poster](#) (available 2011)
- **On-site Coordinator Resources**
  - [Carpool Classifieds Listing](#)
  - [Display Rack Locations](#)
  - [Display Rack Material Order Form](#)
  - [On-site Coordinator Training PowerPoint](#)
  - [Printable Rideshare Posters](#)

# Major Program Elements

- 1. Outreach and Education**
- 2. Commuter Assistance**
- 3. Incentives and Benefits**
- 4. Annual Transportation Survey**

# 1. Outreach and Education

- **Web = [www.ocgov.com/hr/rideshare](http://www.ocgov.com/hr/rideshare)**
- **E-mail = [rideshare@ocgov.com](mailto:rideshare@ocgov.com)**
- **OC Commuter Newsletter**
- **Message Center = 714-647-1931**
- **30 Information Display Racks**
- **28 On-site Coordinators**



### How Do I

HOW DO I?



### Online Services

SELECT AN ONLINE SERVICE



## Rideshare

- [Rideshare Home](#)
- [HR Home](#)
- [Assistance for Commuters](#)
- [Carpool Connection](#)
- [Incentive Programs](#)
- [Applications & Forms](#)
- [Display Rack Locations](#)
- [Newsletters](#)
- [Rideshare Events](#)
- [Contact Us](#)
- [Manager's Rideshare Tools](#)

[Home](#) >> [Human Resources \(OCHR\)](#) >> [Employee Relations](#) >> [Rideshare](#)

## HR Rideshare

### • General Assistance for Commuters

Check the [General Assistance](#) links for traffic conditions, maps, directions, toll roads info, and weather conditions. Check out the [Rideshare Information](#) links for details about vanpooling, public transit, and other rideshare modes. Employees can also find self-service Commuter Information [Display Racks](#) filled with program brochures, OCTA bus schedules, Metrolink schedules, application forms, Guaranteed Ride Home Authorization forms, and much more. The quarterly [County Commuter Newsletter](#) is distributed electronically to all employees and contains articles about the County's rideshare program and items of interest to all commuters. The [Carpool Classifieds](#) includes a list of fellow employees who are interested in carpooling and tips on forming a carpool.

### • Commuter Benefits

Employees can get an [Emergency Ride Home](#) via a rental car or a pre-selected taxi service if an emergency arises on a day that they rideshare. Employees can enroll in the [Commuter Choice Program](#) to purchase Metrolink, OCTA bus, and vanpool "tickets" through the convenience of monthly payroll deductions. By doing so, their taxable income is reduced by that amount up to \$115 per month. The [Commuter Club](#) award program is for employees who commit to rideshare at least once a week to receive discounts

## Popular Links

- ➔ [Jobs - How to Apply](#)
- ➔ [Regional Ridematching](#)
- ➔ [Traffic Updates](#)
- ➔ [Park and Ride Lots](#)
- ➔ [FasTrak](#)
- ➔ [Metrolink Schedules](#)
- ➔ [OCTA Bus Schedules](#)
- ➔ [Bus/Train Trip Planner](#)
- ➔ [Enterprise Vanpool](#)
- ➔ [VPSI Vanpool](#)
- ➔ [Bike Routes](#)

## Rideshare Kick Start

Tired of traffic, congestion and smog? There are better ways to commute

[Learn More](#)

## Related Agencies

## **2. Commuter Assistance**

- **Guaranteed Ride Home**
  - **Emergency On Day of Rideshare**
  - **Taxi or Rental Car (Free)**
- **Ridematching**
  - **On-line Carpool/Vanpool Classifieds**
  - **Dial 511 for agent**
  - **[www.ridematch.info](http://www.ridematch.info)**

# On-site Coordinators

- **Annual Update Training**
- **Manage Info Display Rack**
  - Order Materials and Replenish
- **Post Flyers**
- **Coordinate Small Events**
- **Assist Employees or refer to Rideshare Office**



11/30/2010

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# 3. Incentives + Benefits

Incentive / Service	Eligibility	Details
<b>Carpool / Vanpool Classifieds</b> Free Match List	Any employee interested in finding a carpool or vanpool match with fellow OC or SC employees. Employees can also register with <a href="http://www.ridematch.info">www.ridematch.info</a> or call 1-800-COMMUTE.	Employee contact information is added to the carpool/vanpool interest database posted on-line and shared with other employees with similar interests. Employees are encouraged to contact others on the list with similar commutes. Employees may be contacted directly by other County employees. Participants receive the Carpool discussion checklist and related startup incentive applications that may apply.
<b>Try the Train on Us</b> Free 4-trip (2-day) Ticket	Any employee who has not ridden Metrolink to work during the past 90 days. A viable Metrolink route must service the commute route.	Employee will receive a complimentary 4-trip (2-day) ticket provided by Metrolink and supporting material. Ticket is valid on any Metrolink line and is valid for 60 days. If not able to use, the ticket should be returned so that it can be re-circulated before it is invalid. Employee may receive follow up information directly from Metrolink. This is a one-time incentive.
<b>Try the Bus on Us</b> Free 1-day pass	All employees who have not ridden OCTA Bus to work during the past 90 days. A viable local bus route must service the commute.	Employee will receive a complimentary 1-day OCTA pass and supporting material. If not able to use, the pass should be returned so that it can be re-circulated. Employee may receive follow up information directly from OCTA. This is a one-time incentive.
<b>Commuter Club</b> \$10 to \$15 Gift Card, Merchant Discounts, Quarterly Drawings	Any employee who rideshares at least 5 work days per month for 3 months or longer. Those that continue to rideshare 5 work days a month can use the Commuter Club Card for discounts and may qualify for the annual thank you gift and quarterly drawings.	New members will receive a \$15 Starbucks Card. All members will automatically be entered into ongoing quarterly drawings for one of eight \$25 gift cards. Participation is renewable each year through the annual transportation survey process. Renewing members receive a \$10 Starbucks Card. All members receive a Commuter Club Card good for discounts from participating merchants for as long as they continue to rideshare. All receive a Guaranteed Ride Home Authorization form.
<b>Commuter Choice</b> Purchase tickets pretax and get one month free*	All employees who purchase OCTA Bus, Metrolink or vanpool tickets on a monthly basis through the payroll deduction process. One-time only first-month free applies if no other County of Orange startup subsidy previously received.	This program allows the use of pretax dollars up to \$230 per month on approved commuting options (reducing your taxable income). Commuter Choice Program Guidelines are provided on the Voluntary Payroll Deduction Authorization form which must be submitted by the 1 <sup>st</sup> of the month to receive tickets for the following month.
<b>Start-A-Vanpool</b> \$300 + \$300	Any employee that leases a vanpool vehicle from a vanpool service provider for sharing the commute ride with at least 3 other County of Orange employees.	Lessee receives a \$300 gift card three months after lease is signed and another \$300 gift card at six months. Vanpool must be in use during each consecutive three month period.
<b>Guaranteed Ride Home</b> Free ride home by taxi or rental car	This is funded by OCTA and certain guidelines will apply. All employees who have used a rideshare mode on the day that the valid emergency situation arises. Limited to 4 GRH trips per 12 months. Form must be signed by supervisors.	Valid emergencies are unplanned situations such as family emergencies, illness, or unscheduled overtime. Planned or scheduled trips such as a doctor's appointment or overtime that was known prior to coming to work are not valid emergencies. The Guaranteed Ride Home Authorization form is required (available on-line or see your HR Manager). All Commuter Club Members receive an authorization form.
<b>Advantage/ Option Rideshare</b> \$2 Per Day for First Three months	This is funded by RCTC and SANBAG and certain guidelines apply. New ridesharers living in western Riverside County or San Bernardino County. Participant can not have participated in a rideshare arrangement within the past 90 days.	Receive \$2 per day for each day you rideshare to work for 3 months. Incentives are paid in the form of gift cards. The incentive begins once an employee uses one or more alternative transportation modes to work at least 5 days per month for 3 consecutive months. Gift cards are provided after completing 3 months of ridesharing. This is a one-time only startup incentive.

# Commuter Club Reward

- **Rideshare 5 times/month x 3 month**
  - **\$15 Starbucks Gift Card at signup**
  - **\$10 Starbucks Gift Card annually**
  - **Card Honored for Special Discounts**
  - **Quarterly Drawings (8 x \$25)**



# Commuter Choice Program

- **Purchase fare through payroll deduction**
  - Bus, train and/or vanpool
- **Reduce taxable income**
  - Portions of payment are pretax
- **Passes Mailed to Home**

# Try the Bus/Train/Van

- **One or Two-day free transit pass**
- **Sign up for Commuter Choice**
  - **First month free**
  - **Deducted from paycheck thereafter**
  - **Auto Enrolled in Commuter Club**
  - **Guaranteed Ride Home Voucher**

# Start-A-Vanpool

- **\$300 to Person Leasing Van after 3 months and again at 6 months**
- **At least 4 County employees in the vanpool**

# Three Primary Forms

- **For Most Incentives**
  - All-In-One Form
- **For Commuter Choice Program**
  - Voluntary Payroll Deduction Authorization Form
- **For Guaranteed Ride Home**
  - GRH Authorization Form



**BEST**  
Workplaces  
for Commuters™



County of Orange  
Commuter Assistance Program  
All-In-One Application

Today's Date:					
First Name:		Initial:		Last Name:	
Home Address:		City:		Zip Code:	
Work Address:		City:		Zip Code:	
Agency/Dept:		Bldg #:		Work Hours:	
Work Phone:		Email:			

The rideshare incentives and services listed below are for County of Orange and Superior Court employees. All those registering will automatically receive a **Guaranteed Ride Home** Authorization form and instructions. All employees that live in Riverside or San Bernardino Counties will automatically receive applications for incentives (**Advantage/Option Rideshare** and/or **RidesharePlus**) funded by those counties. The Commuter Assistance Program Guidelines are printed on the reverse side of this form. For questions, call 714/647-1931 or [rideshare@ocgov.com](mailto:rideshare@ocgov.com). Certain incentives will be reported as income.

**Carpool/Vanpool Classifieds Registration Section - for those that want help finding a ride match**

- Yes, list my home city, work hours, work phone number and/or e-mail address in the Carpool/Vanpool Classifieds section of the Commuter Assistance Program web site so other County employees can contact me about carpooling or vanpooling. Also send me a list of other employees with a similar commute. My Work Start Time: \_\_\_\_\_ My Work End Time: \_\_\_\_\_

**"Try The Train On Us" Application Section - for those that want to try riding Metrolink to work**

- Please send me a complimentary 4-trip (2-day) ticket and the Metrolink Ride Guide. I have not received this incentive in the past. The Metrolink station nearest my home is \_\_\_\_\_ and the station nearest my work is \_\_\_\_\_. See [www.metrolinktrains.com](http://www.metrolinktrains.com).

**"Try The Bus On Us" Application Section - for those that want to try riding the OCTA bus to work**

- Please send me a complimentary 1-day bus pass. I have not received this incentive in the past. The nearest cross streets to my home are \_\_\_\_\_ and \_\_\_\_\_. The nearest cross streets to my worksite are \_\_\_\_\_ and \_\_\_\_\_. See [www.octa.net](http://www.octa.net).

**"Start-A-Vanpool" Application Section - for those that lease a vanpool vehicle for a OC vanpool group**

- I certify that I have leased a vanpool vehicle to share the commute with 3 or more County of Orange employees. Start Date of Lease: \_\_\_\_\_ Vanpool Service Provider: \_\_\_\_\_. Vanpool Number: \_\_\_\_\_. Attach copy of vanpool roster.

**Commuter Club Registration Section - for those that already rideshare**

- Yes, I have been ridesharing at least 5 days a month for three months or longer. I would like the benefits of the Commuter Club including the one-time sign up bonus, the annual thank you gift by renewing through the annual transportation survey, participation in the on-going quarterly drawings, and the merchant discounts while I continue to rideshare. The rideshare mode that I typically use is:
- Carpool  Bus  Train  Vanpool  Bike  Walk  Other \_\_\_\_\_

# Other Incentives

- **Funded by OCTA**
  - \$400/Mo. Vanpool Lease Reduction
  - Guaranteed Ride Home
- **Funded by RCTC/SANBAG**
  - Inland Empire Residents only
  - \$2 / day first 3 months of ridesharing
  - Annual gift and discounts @ 3 months

# 4. Annual Survey

- **All County and Court Employees**
  - On-line Version (Preferred)
  - Hard Copy Also Available
  - 90% Response Rate Required
- **Summarizes Commute Patterns**
- **Data Used for Ongoing Outreach**

# **CAP Awards**

- **2001 AQMD Clean Air Award**
- **2002 OC Business Council**
- **2004 OCTA Mercury Award**
- **2009 OCTA Diamond Award**
- **2009 BWC Designation**
- **2010 OCTA Diamond Award**



**Awards from AQMD, OCTA, OC Business Council and BWC Designation**