**Partner Rides Operating Polices**

The Partner Rides Program is coordinated through the existing system and program infrastructures listed below:

|  |  |
| --- | --- |
| **Existing Infrastructure** | **Partner Ride Correlation** |
| VolTran Volunteer Driver Program | * Insurance Provision * Driver Payments & Reimbursements * Training Mentorship |
| FAMS One-Call/One-Click Center | * Ride Coordination * Data Collection |
| Regional Transportation Collaborative | * Ride Payment Processing * Driver Processing * Program Oversite * Partnership Support * Fiscal Management |

**Program Goal**

To provide additional transportation options for elderly/disabled individuals to get to critical appointments or complete essential errands.

**Program Funding**

Provided through a grant awarded from the PATH Foundation to the Regional Transportation Collaborative RTC which is a partnership of over twenty community organizations/programs focused on improving transportation/mobility options in the region.

**Program Concept**

Pay ‘local’ drivers a stipend and mileage reimbursement to provide nominal/low-cost rides for individuals in need of transportation that can’t be supported via public transit.

**Program Overview**

* Drivers are eligible to provide stipend rides if they are employed with one these partner organizations and in good standing.
* Drivers provide their overall availability to the FAMS Call Center and it is inputted into the coordination database.
* Ride requests are processed via the FAMS Call Center / Mobility Coordinators and matched with the location/availability of stipend drivers.
* Mobility Coordinators text/call drivers to confirm their availability to take a ride and reserve the request.
* Mobility Coordinators provide the drivers with the pickup/drop of location and times.
* Each ride TO & FROM are scheduled separately to ENSURE ride times are as accurate as possible and do not needlessly occupy drivers’ time.
* Coordinators ensure that rides are not scheduled before/after the driver’s personal cut off time to ensure that there is NEVER a conflict with the driver’s primary employment schedule – for example John Smith drives the school bus from 6am until 8am and again from 2pm until 4pm – scheduling would never occur before 9am or after 1pm to ensure a clear window of availability.
* Rides are coordinated to utilize a driver within 15 minutes from the pickup location to efficiently utilize drivers/transportation.
* Drivers are paid quarterly for their stipend hours and mileage reimbursement calculated using the Call Center software that tracks each ride and distance.
* Each driver can pre-designate their availability including which locations they are willing to drive to.
* The pilot program is set to run in Rappahannock, Fauquier, and Culpeper.

**Ride Payments & Data**

Ride Fees

Home Address or Starting Address to Ending Address or Destination

|  |  |  |
| --- | --- | --- |
| 10 Miles or Less | 11 Miles to 25 Miles | 26 Miles or More |
| $3 | $5 | $8 |
| Round Trip $6 | Round Trip $10 | Round Trip $16 |

\*Paid per trip.

Ride & Payment Flow

|  |
| --- |
| FAMS Call Center provides drivers with pre-posted sealable envelopes, to be given to the rider. |
| Customer receives sealable pre-paid envelope for mailing fee from driver. |
| Customer Pays Cash in Sealable Envelope; is then sealed and mailed day of the ride if possible by rider. |
| Envelope is mailed to Regional Commission for Processing. RRRC Staff account for payments received in cloud software. |
| Store cash in vault, reconcile cash quarterly. |
| Funds are cycled back into the stipend program to pay reimbursements/stipends quarterly |
| Envelope Example: |
| Rider Name Prepaid Postage  Ride Date   * Home to Destination * Destination to Home * Other   RIDE PROGRAM  RRRC 420 Southridge Parkway, Suite 106  Culpeper, VA 22701 |

**Taking a Ride Process:**

**Driver Requirements**

* Must be 21 Years of Age or Older
* Valid Virginia Drivers’ License
* Proof of Personal Vehicle Insurance
* Valid Registration and Inspection Sticker
* Current Employment with Specified
* Employment Verification Release

**Expectations**

* Complete a Brief Training Review
* Coordinate all Rides through the FAMS Call Center
* Report all Ride Data through the FAMS Call Center
* Arrive on Time
* Maintain a clean vehicle free of clutter.
* Follow all local driving laws and regulations at all times including seatbelt and cell phone use rules.
* Utilize a map or map aid app for direction support.
* Driver will be kind and courteous at all times.
* Driver will not make political, non-diplomatic, controversial, or disrespectful statements.
* Driver will respect the privacy and confidentiality of passengers.
* Driver will not transport a passenger if they feel safety is an issue.
* Drivers will not physically move or support a passenger’s mobility due to liability and lack of specialized trainings.

**Giving a Ride Process:**

**Driver Payments**

Driver’s Starting Address Round Trip Mileage Calculation

|  |  |  |  |
| --- | --- | --- | --- |
| 10 Miles or Less | 11 Miles to 25 Miles | 26 Miles or 40 Miles | 41 Miles or More |
| Mileage Reimbursement - $0.25 | Mileage Reimbursement - $0.25 | Mileage Reimbursement - $0.25 | Mileage Reimbursement - $0.25 |
| Stipend Payment – $10 | Stipend Payment - $15 | Stipend Payment - $20 | Stipend Payment - $30 |
| Minimum – Maximum Payment Total: $10.25 - $12.50 | Minimum – Maximum Payment Total: $17.75 - $21.25 | Minimum – Maximum Payment Total: $26.50 - $30.00 | Minimum – Maximum Payment Total: $40.25 – 55.00 |

\*Paid out on a quarterly schedule.

$26.70 per ride average

585 – 149 Rides Possible