

Rideshare Review

A bimonthly publication from Capitol Rideshare

May/June 2019

2020 carpool parking permit renewal underway

Employees must be enrolled in Commuter Club to receive a renewal sticker

Capitol Rideshare parking permits are expiring at the end of June. The 2020 carpool parking permit renewal is being managed through Commuter Club; employees enrolled in Commuter Club who have indicated they carpool will automatically receive renewal stickers from their agencies' travel reduction coordinators. **You must have a current Commuter Club membership to receive a 2020 renewal sticker.** If you have not done so, please do the following:

If you are not sure whether you signed up through the new portal since July 2018, please do the following:

1. Go to the [online Commuter Club portal](#), click on the sign-in button, and enter your user name and password. Please update your profile to select carpool, include your parking permit number and your carpool partner's name and email address.
2. If you can't remember your password, use the password reset function.
3. If you are unable to reset your password, you DON'T have an account; please register using the directions below.

If you need to register for an account, please do the following:

1. Go to the [online Commuter Club portal](#), click on the sign-in button, which will take you to a page where you can register for an account. Please use your state email address to register. This [quick guide](#) can help.
2. Fill out ALL required information, including your alt mode (carpool or alt fuel for ZEV) and the name and email address for your carpool partner. Also, please include your parking permit number (you can update this information after registering).
3. If you are no longer carpooling, please let us know and return your permit to Capitol Rideshare (100 N. 15th Ave., #305) or to your agency's travel reduction coordinator.

Capitol Rideshare will be using the Commuter Club carpool database list as the basis for renewing carpool parking stickers for 2020, so it is imperative that you are registered. Each [agency's travel reduction coordinator](#) will receive a list of employees who carpool and 2020 renewal stickers to distribute accordingly. **Please email RideshareHelp@azdoa.gov if you have any questions.**



Contact:

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RideshareHelp@azdoa.gov
CapitolRideshare.az.gov

Emergency Ride Home program offers peace of mind for Commuter Club members who share the ride to work

Capitol Rideshare’s Emergency Ride Home (ERH) program offers peace of mind for state employees enrolled in Commuter Club who commit to using an alternate mode at least twice each week in an effort to reduce traffic and related air pollution. Alternate modes include carpool, vanpool, bus, light rail, telework, zero-emissions vehicles (ZEV), bike or walking. The ERH program provides free emergency rides home twice per fiscal year for qualifying unexpected emergencies, such as a medical emergency, family emergency or the commuter’s carpool driver unexpectedly leaves early. When faced with this type of unplanned emergency, a Commuter Club member can call Capitol Rideshare and staff will book a ride with Lyft or Uber at no cost to the employee.

Currently, more than 1,500 state employees are enrolled in Commuter Club. Long-time carpooler Reza Karimvand, an employee with the Arizona Department of Transportation, has been a Commuter Club member for six years. He has used the ERH service multiple times and affirms the program’s purpose. “It provides peace of mind,” said Karimvand.

In 2017, Capitol Rideshare changed the emergency ride home transportation service provider. Previously, the service was provided by a taxi company, but the service was unreliable and the wait times were lengthy. The switch to Uber and Lyft has improved the customer experience and employees are pleased with the results. Mary Mee, an employee with the Arizona Corporation Commission, has been a Commuter Club member for three years. Mee rides the bus and carpools and recently called for an emergency ride home. “I was impressed with the ease and swiftness of the whole process,” said Mee. “ERH takes away any apprehension one has about having a ride in an emergency.”

Capitol Rideshare staff exercises discretion when a Commuter Club member requests an emergency ride, asking only the nature of the emergency. This was a quality that really stood out for Monica Albert, an Arizona Department of Public Safety employee who needed a ride home. “I didn’t have to go in depth on why I needed it—just that it was a family emergency and I needed to get home right away,” said Albert.

Sometimes colleagues in state service decide to share. In one memorable case, a Commuter Club member called for an emergency ride back to his car at a park and ride location in the east valley. When asked the nature of the emergency, he replied, “My wife just went into labor!” Staff quickly booked his ride and offered congratulations to the father-to-be!

Emergency Ride Home service is available ONLY to current Commuter Club members

To receive the emergency ride home service, you must be a registered member of Commuter Club. Membership is available to non-university state of Arizona employees working in Maricopa County who use an alternate mode at least twice a week (transit, carpool, vanpool, telework, bike, walk, or use of zero emission vehicle).

To check whether you have an account, or to sign up for Commuter Club, please visit [the online portal](#). Guidance for enrolling in Commuter Club can be found [here](#). Capitol Rideshare will not honor requests for ERH unless the employee is registered!

Help fight transit fraud!

A reminder for employees who have a Platinum Pass: employees are responsible for all charges incurred on their Platinum Pass until they notify their human resources department, in writing, that the pass is lost or stolen. **To prevent fraud:**

- Keep your Platinum Pass secured.
- Check your paystub for charges, even when you have not used your pass.
- NEVER loan your pass to anyone else.
- Report your pass missing immediately, in writing, to your human resources liaison.
- Follow up with HR to ensure your missing pass has been replaced (Capitol Rideshare can check).

2019 Annual Travel Reduction Survey results: positive news

State's overall Single Occupancy Vehicle (SOV) rate dropped notably over 2018

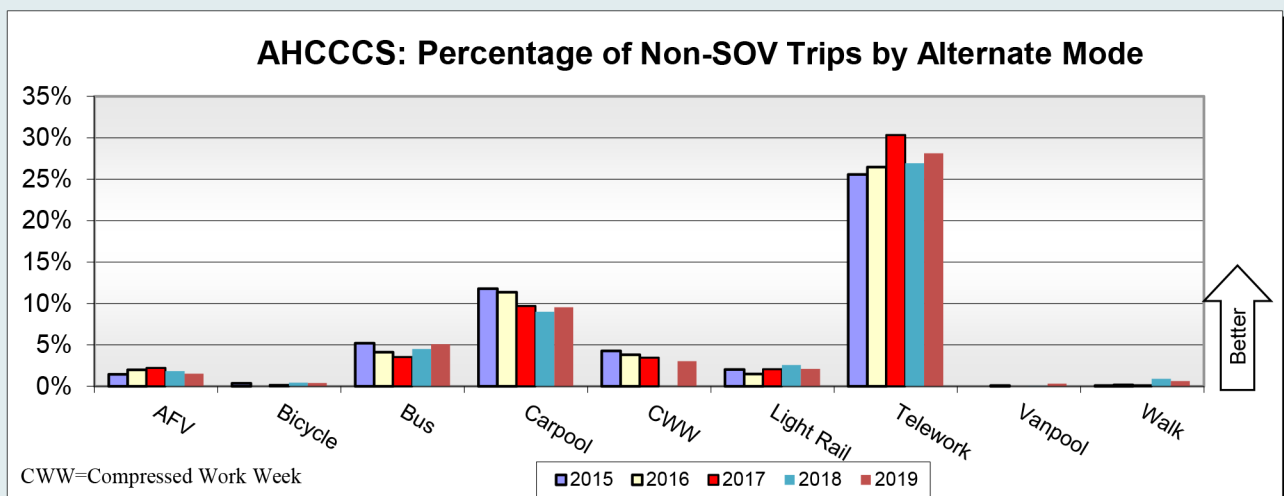
Roughly 18,000 state employees working in Maricopa County completed the annual Travel Reduction Survey in March. Once the surveys are complete, Capitol Rideshare staff packages the anonymous data and sends it to Maricopa County Air Quality Department (MCAQD) for analysis. The MCAQD sorts the data by site, then determines the single occupancy vehicle (SOV) trips and the single occupancy vehicle miles traveled (SOVMT) rates based on the information employees provided about their commutes. It's important to note that a site may include multiple agencies at a single address. MCAQD then provides Capitol Rideshare with the analysis to determine whether the sites have met the goal of 60 percent SOV and SOVMT rates. The state's overall SOV rate for 2019 was 69 percent, a notable drop from 76 percent in 2018. The results are encouraging as air quality improvement is included as a key function in the Governor's Arizona Management System (AMS) Fundamentals Map.

Capitol Rideshare sorts the survey data by agency and creates scorecards for each agency with 10 or more employees. The scorecards provide a visualization of the data as reported by employees on the survey. The 2019 scorecards are posted to the Capitol Rideshare website on the [2019 survey results](#) page. **Congratulations and thank you to employees at the following agencies that had an SOV rate lower than 60 percent:**

Accountancy Board • AHCCCS • Arizona Finance Authority • Dept. of Education (Capitol Complex site) • State Board of Equalization • Dept. of Homeland Security • Liquor Licenses & Control • Medical Board • Board of Nursing • State Parks (Capitol Complex site) • Dept. of Revenue • Treasurer's Office • Board of Technical Registration • Veterans' Services (Century Plaza site).

Arizona Health Care Cost Containment System (AHCCCS) is a model for a successful travel reduction program

For more than a decade, the Arizona Health Care Cost Containment System (AHCCCS) has met or exceeded the goal of 60 percent SOV and SOVMT rates; the agency's SOV/SOVMT 2019 rates are 49 percent. AHCCCS met this milestone through implementation of a variety of travel reduction strategies. While the agency has a number of employees that use transit and carpool, the most significant factor in consistently meeting the goal is the agency's robust telework program. Flexibility is part of the AHCCCS corporate culture; in fact, it's covered in new employee orientation on every employee's first day. The 2019 survey data indicates roughly 30 percent of AHCCCS employees telecommute (including working in virtual offices). With technology that includes a virtual private network (VPN) system, employees can easily connect remotely. The figure below illustrates how AHCCCS achieves the state's mandate year after year.



Coordinator's Corner

Travel Reduction Plans are due June 30

The 2019 annual Travel Reduction Survey results are posted; agency TRP plans are due June 30. The Maricopa County Air Quality Department (MCAQD) analysts have completed their review of the data. For agencies with 10 or more employees, staff has generated reports cards that detail the reported participation in travel reduction programs and alternate mode use. The [survey results \(report cards\) are posted online](#). Each agency that did not reach 60 percent or less on the SOV rate is required to have an [agency travel reduction plan](#); Capitol Rideshare provides a template for the plan online. Agencies in the Capitol Mall area with fewer than 10 employees will be included in Capitol Rideshare's master plan and will not need to submit an individual plan. All agency coordinators should have received an email from Capitol Rideshare regarding the individual agency travel reduction plan. If you have questions about preparing the plan, contact Capitol Rideshare staff at 602.542.7433.

New Employee Orientation and other presentations from Capitol Rideshare

Capitol Rideshare staff is available to present an overview of the state's travel reduction program to employees at your agency's new employee orientation (NEO). We also sent you the redesigned Capitol Rideshare brochures to be included in new hire packets for new state employees. Staff also can set up an information table during the lunch hours to assist employees with travel reduction queries. To order brochures or to request a Capitol Rideshare speaker, please email the request (with times and dates) to RideshareHelp@azdoa.gov.

Capitol Rideshare is administered by the Arizona Department of Administration Office of Grants and Federal Resources; it is funded by the Federal Highway Administration through the Maricopa Association of Governments and by the Arizona Department of Environmental Quality.

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Reminders

Platinum Pass: reconsider transit options at a reduced rate

The state offers a transit subsidy to employees who sign up for the Platinum Pass; there is no fee to apply for the pass and employees are only charged when they use the pass. The current subsidy rate is 50 percent of the fare, up to half the cost of a monthly pass. Complete the [application](#) and send it to your agency's human resources unit. Learn more about this program on [Capitol Rideshare's website](#).

New light rail station opens in Mesa

In May, officials and hundreds of people from the local community welcomed the first train into the new Gilbert Road/Main Street light rail station. The extension, which includes the light rail system's first roundabout at Horne and Main Street, broke ground in October 2016. It includes a station at Stapley Drive and a transit center with bus service and a park-and-ride at Gilbert Road.

Resources for electric vehicles

State employees who have invested in electric (EV) or plug-in hybrid electric vehicles (PHEV) have options for charging these vehicles during the work day. ChargePoint has multiple charging stations at (or near) many state worksites, including properties in the Capitol Mall area. [ChargePoint's website](#) features an interactive map detailing where charging stations are located and the associated costs. Drivers set up an account with ChargePoint; users can order a card or download an app onto their smartphones, which will allow them to plug in and use the charging stations. User fees vary by location. The fees at the Capitol Mall stations are \$1.50/hour for the first three hours and \$5.00/hour after. The higher rate serves as a deterrent to a single employee monopolizing the charging station. The phone app will alert the user when their charging time is up. Employees driving zero-emission vehicles at least three times a week are eligible for Capitol Rideshare parking permits and Commuter Club membership.



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RIDESHARE**

Ride smarter. Breathe easier.