

Rideshare Review

A bimonthly publication from Capitol Rideshare

March/April 2020



Governor's Stay Home, Stay Safe, Stay Connected policy has many state employees teleworking

IT personnel assists with tech needs during the surge in telework

Following guidance under Governor Doug Ducey's executive orders comprising the Stay Home, Stay Safe, Stay Connected policies, many state employees moved to a telework schedule. For the month of March, just under 10,000 state employees reported teleworking via the 110 telework code in HRIS. Several agencies indicated 50 -100 percent of their employees were teleworking by April. For most of these employees, it was their first time teleworking.

Though the State of Arizona's Telework program was designed and implemented as a travel reduction option, agencies quickly adapted the telework program as a continuity of operations (COOP) option. At least one agency had included telework in its COOP.

"Our agency had just rolled out its completed COOP plan, so the process was fresh on our minds when this event happened. It was helpful to have developed an understanding of what could be required during such an event," said Paula Rodriguez, travel reduction coordinator for the Industrial Commission.

The sudden rush to telework created a series of challenges for agencies, supervisors and employees, especially for those agencies where telework was not already well established. But even for agencies that already had a telework program firmly in place, there were challenges ensuring that the new teleworkers had the hardware and software they needed to telework.

Most agencies were able to quickly identify and address their needs. Several travel reduction coordinators indicated that their agency IT professionals (or ADOA's ASET team) had provided technical assistance to ensure employees were able to connect and work remotely.

"Our IT staff has been available by phone and video chat, plus they can remotely access all our equipment. This level of support for our staff is a large reason we were successful in implementing these changes," said Nicole Baker, HR Manager for the Arizona Departments of Insurance and Financial Institutions.

Agencies also focused on internal employee support. "Creating a Telework Best Practices Tab on our Intranet as a 'Hub' for all things telework allows for our staff to quickly reference agency relevant information," said Michelle Reardon, HR Analyst at the Arizona Department of Revenue.

In spite of the challenges at the start, several travel reduction coordinators indicated that employees and supervisors quickly adapted. Several indicated that their agencies will continue to embrace increased telework once the crisis has passed.

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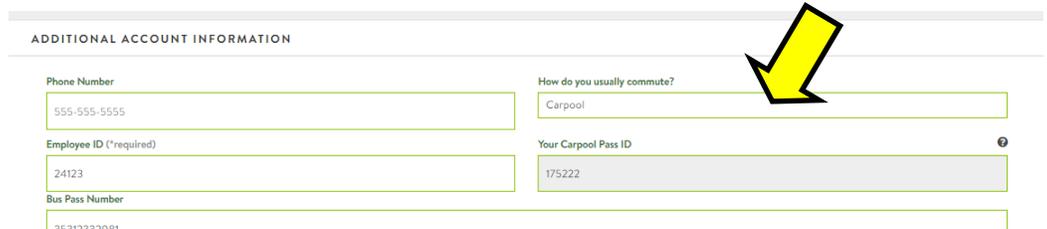
FY 2021 carpool parking permit renewals delayed, new permit issuances suspended temporarily

Capitol Rideshare issues carpool parking permits to Commuter Club members who carpool at least three times per week. However, Capitol Rideshare has suspended issuing permits temporarily because of the number of employees teleworking as a result of the COVID-19 restrictions.

Permits must be renewed by June 30 of each year; currently, carpool parking permits issued in 2019 expire on June 30, 2020. Because of the COVID-19 restrictions, Capitol Rideshare is delaying issuing new permits for 90 days. Because of the delay, Capitol Rideshare is reaching out to agency travel reduction coordinators, requesting that they work with their facilities maintenance teams to suspend parking permit enforcement of expired stickers through September 30 (employees must display the expired placard to use designated carpool parking). This will allow additional time for processing renewals and delivering the 2021 permit stickers to agency travel reduction coordinators for distribution to employees who are seeking to renew their permits.

What employees with permits should do

Continue displaying your parking permit. The parking permit renewal process will be managed through Commuter Club powered by RideAmigos. If you have a permit, you should have a Commuter Club account in RideAmigos and your parking permit number should be included in your profile. Commuter Club members had their accounts migrated to RideAmigos in January. If you are not sure whether your permit number is included, please review the information on the [Capitol Rideshare RideAmigos page](#), then log into RideAmigos. Once you have logged into RideAmigos, go to your profile page (click the menu under your name in the upper right corner). Once you are in your profile page, check to see if your carpool permit number is in the field labeled “your carpool pass ID” as noted in the yellow arrow below. If your permit number is not included, please be sure to add it before June 1, 2020. **Only those employees whose permit numbers are included in their RideAmigos profiles will receive a 2021 renewal sticker.**



ADDITIONAL ACCOUNT INFORMATION

Phone Number	How do you usually commute?
555-555-5555	Carpool
Employee ID (*required)	Your Carpool Pass ID
24123	175222
Bus Pass Number	
35212320081	

The 2020 Annual Travel Reduction Survey is complete

Arizona Revised statute (A.R.S.) 49-588 requires all large employers in Maricopa County, including the State of Arizona, to annually survey their employees regarding their commuting habits. Survey data allows Capitol Rideshare to secure bus subsidies, provide input on the transit system. This year, the survey was sent to more than 22,000 state employees in Maricopa County. Here are the unofficial results:

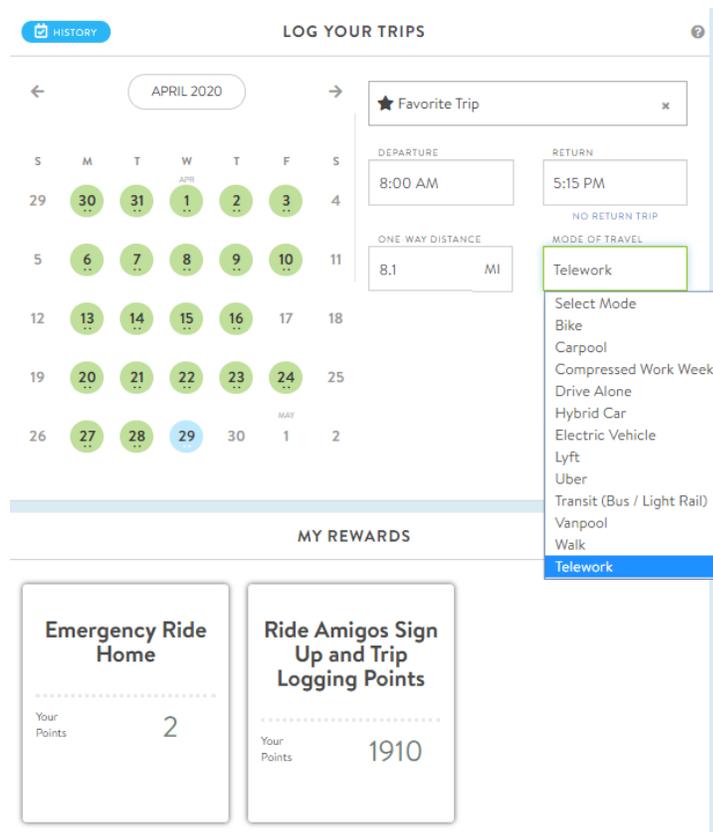
- State’s overall response rate: 77%
- 58 agencies had a response rate at or above 80%
- Total surveys submitted: 17,643
- Average number of miles employees drive (one way): 21.15
- Average commute time (one way): 36.39 minutes

To see your agency’s response rate, check out the 2020 [agency response rates](#) on the Capitol Rideshare website.

Teleworking? Be sure to log those “trips” on your RideAmigos dashboard

Capitol Rideshare launched the [Capitol Rideshare RideAmigos](#) Transportation Demand Management (TDM) platform in January; state employees can sign up for a free account using their work email addresses. This interactive platform powers [Commuter Club](#) and offers a variety of interactive features, including a multi-modal trip planner and [trip-logging application](#). Each alternate mode trip earns points; alternate modes include carpool, vanpool, transit, compressed work week, hybrid or electric vehicle, bike, walking or telework. Capitol Rideshare is finalizing a gamification module that will allow users to redeem points for contest entries for a chance to win prizes. The gamification module is expected to go live in May.

With so many state employees currently teleworking, this is the perfect opportunity to sign up, create your profile and start logging telework days in your dashboard! Employees can go back 30 days and log alternate modes. Once the gamification module launches, you can redeem points for contest entries and watch for upcoming challenges to earn and redeem points!



SCOOP managed carpool program will re-launch at a later date, to be determined

SCOOP is Capitol Rideshare’s partner for administering a formal managed carpool program that is customized for state employees. This solution is in response to questions and concerns state employees have voiced over the years regarding their desire for a robust, on-demand carpool solution built exclusively within a network of state employees.

During the two-week period of March 2 –13, SCOOP hosted tables at agency buildings and other outreach events, such as the farmer’s market and Food Truck Friday. During that time, nearly 700 state employees signed up for the SCOOP app. SCOOP offered employees a \$20 Amazon gift card when they registered and booked a carpool ride with SCOOP during a promo period (March 9 – 23). By the end of March, employees had booked and taken 139 rides.

As the COVID-19 crisis resulted in stay-at-home orders and state employees began moving to telework in late March, fewer employees were seeking rideshare solutions. Also, the promo period was curtailed as a result. As such, Capitol Rideshare and SCOOP are working to plan a re-launch of the program at a later date, to be determined. In the lead-up to the re-launch and new promotional period, SCOOP is developing policies and procedures related to COVID-19, which they will post on their [website](#) and share with SCOOP users via direct messaging.

Coordinator's Corner

Please work with your employees to ensure they are coding telework hours accurately in HRIS

Telework hours have a specific code when reporting time and effort in HRIS: 110. A new telework code has been added per the State of Arizona Accounting Manual (SAAM) to capture expenditures related to COVID-19, including [new payroll codes](#) for hours spent on COVID-19 work. For employee time spent working on COVID-19 related tasks while teleworking, that HRIS payroll code is 110C.

In prior years, state agencies had a telework coordinator who tracked and reported employees' telework hours each quarter. In 2018, Capitol Rideshare moved to tracking the aggregated telework hours via the 110 code in HRIS. This measured each agency's efforts against the telework executive order mandating a 20% participation rate. This measure, in turn, tracks the state's progress toward meeting the travel reduction goals for the state of no more than 60 percent of employees driving to work alone (the SOV rate).

In order for Capitol Rideshare to get an accurate accounting of the state's telework participation rate, employees' time cards must include the 110 (or 110C) payroll codes for telework time worked. Please ask supervisors to ensure their employees are using the 110 code to record telework. Please note: telework is defined as a full work day; employees who leave their work site early and then work from home are not participating in the state's telework program. The purpose of the telework program, a management option, is to reduce their agency's SOV rate. That does not happen when employees drive to work, then leave early.

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Editor: Mary Marshall

Reminders

Valley Metro changes because of COVID-19

Beginning April 27, Valley Metro service changes include schedule and routing adjustments. Additional route changes have been announced, [effective May 4](#). Please review all service changes and check your route before taking any essential trip by visiting the website, valleymetro.org/servicechanges. These new service route changes are in addition to service adjustments already in place due to COVID-19. Please see Valley Metro's adjustments and [online COVID-19 response information](#).

Transit pass charges are billed in arrears

[Platinum Pass](#) charges are billed in the month following usage. Once the billing cycle closes on the last day of the month, ADOA receives a bill and data file for each state employee's Platinum Pass usage in the previous month. Capitol Rideshare pays 50 percent and the remaining 50 percent is deducted from the employee's pay (usually the second pay period of the month). For example, rides taken in March were paid in April. This works similar to utility bills (the user pays after the billing cycle has closed). If an employee did not use their card, they will not be billed the following month. Riders only pay per ride, with charges capped at 50 percent of the cost of a monthly pass (\$32 for local transit and light rail; \$52 for Express and RAPID buses).

Tell us how we're doing!

Have you recently contacted the Capitol Rideshare office with a request for information or service? Please complete this [brief online survey](#) and let us know how we're doing.



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Ride smarter. Breathe easier.