



DRIVER RESOURCE GUIDE

VERSION 1.0

Neighborly Rideshare – Powered by Neighbors!

Welcome

Thank you for your interest in partnering with Neighborly Rideshare.

Neighborly Rideshare is a community-focused transportation platform designed to connect riders with independent drivers throughout Bloomington-Normal and surrounding communities.

This guide provides general information about the platform, available services, and resources available to independent contractors who choose to utilize the Neighborly platform.

This guide is informational in nature and does not create an employment relationship.

Independent Contractor Relationship

Drivers utilizing the Neighborly platform operate as independent contractors and are not employees of Neighborly Rideshare.

As an independent contractor:

- You decide when you are available.
- You determine whether to accept ride opportunities.
- You may perform services through other platforms or businesses.
- You are responsible for your own taxes, expenses, and business decisions.
- You control the manner and means by which you provide transportation services.

Neighborly Rideshare provides technology, rider matching, support resources, and operational systems designed to facilitate transportation opportunities.

Service Area

Primary Service Area:

- Bloomington
- Normal
- Champaign-Urbana (Coming Soon)

Additional Service Areas May Include:

- Towanda
- Hudson
- Downs
- Danvers
- Carlock
- Heyworth
- Lexington

Service areas may expand or change over time.

Neighborhoodly Rideshare Ride Options & Services

RideNow

Immediate transportation opportunities when driver support is available.

RideLater

Transportation opportunities scheduled in advance.

Common Ride Later uses include:

- Employment transportation
- School transportation
- Healthcare appointments
- Events
- Personal transportation

RideWeekly

Recurring transportation opportunities that repeat on a regular schedule.

Examples include:

- Work transportation

- School transportation
- Medical transportation
- Ongoing personal transportation needs

Ride Weekly riders often become recurring customers of the platform.

RideCare (Beta)

Transportation opportunities involving riders with accessibility or mobility considerations.

RideCorp (Beta)

Business and employee transportation opportunities.

RideDelivery (Beta)

Local delivery opportunities when available.

Community Impact

Neighborhoodly riders often depend on transportation to:

- Maintain employment
- Attend school
- Access healthcare
- Participate in community activities
- Maintain independence

Drivers who utilize the platform contribute directly to improving transportation access within the communities we serve.

Available Driver Programs

Neighborhoodly Rideshare may offer optional programs and incentives designed to recognize participation and support platform growth.

Examples may include:

- Drivers United
- Driver recognition programs
- Availability incentives
- Fuel discounts
- Car wash rewards

- Special promotions

Program availability and eligibility requirements may change over time. Participation in these programs is voluntary.

Platform Resources

Driver Dispatch:

309-225-5600

Customer Support:

833-443-2863

Website:

neighborlyrideshare.com

Drivers are encouraged to contact support with questions regarding platform operations, rider concerns, or available resources.

Additional Driver Documents

Drivers may receive additional informational materials including:

- Platform Standards & Safety Guide
- Driver Operations Handbook
- Driver Compliance & Eligibility Policy
- Independent Contractor Agreement
- Vehicle Inspection Requirements
- Insurance Requirements
- Drivers United Program Information

These documents contain more detailed information regarding platform participation.