



# **DRIVER OPERATIONS HANDBOOK**

VERSION 1.0

**Neighborly Rideshare – Powered by Neighbors!**

## **Purpose**

This handbook provides operational information regarding Neighborly Rideshare's platform, services, communication systems, support resources, and available driver programs.

This handbook is informational only and does not create an employment relationship.

Drivers utilizing the platform operate as independent contractors and remain responsible for their own business decisions.

## **About Neighborly Rideshare**

Neighborly Rideshare is an appointment-first transportation platform serving Bloomington-Normal and surrounding communities.

Unlike traditional rideshare services that primarily focus on immediate ride requests, Neighborly specializes in:

- Scheduled transportation
- Recurring transportation
- Employment transportation
- School transportation
- Healthcare transportation
- Senior transportation

# Service Area

Primary Service Area:

- Bloomington
- Normal

Additional Service Areas May Include:

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

Service availability may change over time.

## Neighboring Rideshare Ride Options

### Ride Now

Immediate transportation opportunities when driver support is available.

### Ride Later

Transportation opportunities scheduled in advance.

Ride Later services are commonly used for:

- Work
- School
- Healthcare
- Appointments
- Events

### Ride Weekly

Recurring transportation opportunities that repeat on a regular basis.  
Examples include:

- Employment transportation
- School transportation
- Medical transportation
- Ongoing personal transportation needs

Ride Weekly riders often become recurring customers of the platform.

## **Neighborhood Rideshare Services**

### **RideCare (Beta)**

Transportation opportunities involving riders requiring additional mobility considerations. Also transportation opportunities involving older adults.

### **RideCorp (Beta)**

Business and employee transportation opportunities.

### **RideDelivery (Beta)**

Local delivery opportunities when available.

## **Communication Systems**

### **Driver Dispatch**

Primary Quo Driver Line:  
309-225-5600

Driver Dispatch will help communications to users with:

- Ride updates
- General Appointment Dispatch Details

### **Customer & Driver Support**

Neighborhood Rideshare Dispatch/Scheduling Specialist Support:

Quo Support Number

833-443-2863

- Scheduling questions
- Rider concerns
- Incident reporting
- Operational support

## **Group Communication**

Neighborly may maintain driver communication groups for operational updates. Drivers are encouraged to:

- Remain professional.
- Stay respectful.
- Limit responses to operationally relevant communication.
- Acknowledge important updates when requested.

## **Ride Opportunity Information**

Ride opportunities may include:

- Rider name
- Pickup location
- Destination
- Appointment time
- Special notes
- Service type

Drivers are encouraged to review available ride information before accepting opportunities.

## **RideWeekly Operations**

RideWeekly riders often depend on recurring transportation.

Drivers servicing RideWeekly opportunities are encouraged to:

- Review recurring schedules.
- Communicate delays when practical.
- Notify dispatch regarding issues affecting service.

Reliability and communication help support rider retention and satisfaction.

## **Rider Arrival Procedures**

Current platform procedures may include:

- Arrival notification
- Waiting period
- Rider communication attempts
- No-show documentation

Platform procedures may change periodically.

Current Neighborly procedures:

- 3-minute complimentary waiting period
- Additional rider notifications
- No-show documentation after required attempts

Refer to current platform policies for updated procedures.

## **Rider Cancellations & Reschedules**

Neighborly may assess fees related to:

- Late cancellations
- No-shows
- Same-day reschedules

Drivers should document relevant information when requested.

## **Driver Availability**

Drivers determine when they are available to accept ride opportunities.

Neighborly may offer optional programs related to driver availability and platform coverage needs.

Participation remains voluntary.

## **Drivers United Program (Beta)**

Drivers United is Neighborly's driver recognition and incentive program. The program may include:

- Tier levels
- Availability incentives
- Fuel discounts
- Car wash benefits
- Recognition awards
- Other partner benefits

Program details may change over time.

## **Driver Tiers**

### **Tier 1**

Entry-level platform participation.

### **Tier 2**

Demonstrated reliability and platform participation.

### **Tier 3**

Highest participation tier.

May include eligibility for additional incentives, recognition programs, and Guaranteed Availability Pay opportunities when applicable.

Current GAP eligibility may require:

- Minimum platform tenure
- Availability participation requirements
- Performance requirements

Refer to current program details for eligibility.

## **Driver Compensation**

Current compensation structure:

Driver Share: 60% Holidays: 65%  
Platform Share: 40% Holidays: 35%  
Tips are 100% retained by the driver.

Compensation schedules, revenue sharing arrangements, incentive programs, and payment procedures may be modified periodically and communicated through approved channels.

## **Payment Processing**

Current payment schedule:

- Weekly processing
- Friday distributions
- Certain late-week driving activity may process Saturday morning

Neighborly may periodically update payment procedures.

## **Early Cash-Out Opportunities**

Eligible drivers may have access to limited early cash-out opportunities. Availability and eligibility requirements may change.

## **Incident Reporting**

Drivers should report:

- Accidents
- Rider injuries
- Vehicle damage
- Security concerns
- Rider misconduct
- Technical issues

Prompt reporting helps support platform operations and rider safety.

## **Technology Systems**

Neighborly currently utilizes various technology platforms to support operations.

These may include:

- Scheduling systems
- Dispatch tools
- Payment systems
- Communication platforms
- Mobile applications

Technology systems may change as the platform evolves.

## **Future Platform Features**

Future Neighborly technology may include:

- Mobile applications
- OTP verification
- QR verification
- Enhanced dispatch systems
- Driver self-service tools
- Real-time ride management

Feature availability may vary by release schedule.

## **Questions & Support**

Driver Dispatch:  
309-225-5600

Customer Support:  
833-443-2863

Website:  
[neighborlyrideshare.com](https://neighborlyrideshare.com)