



PLATFORM STANDARDS & SAFETY GUIDE

VERSION 1.0

Neighborly Rideshare – Powered by Neighbors!

Purpose

This guide outlines the platform standards, safety expectations, rider experience principles, and security procedures designed to promote a safe, respectful, and professional environment for all participants utilizing the Neighborly Rideshare platform.

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

Drivers utilizing the Neighborly platform operate as independent contractors and remain responsible for complying with applicable laws, insurance requirements, vehicle requirements, and safety obligations.

Neighborly Rideshare's Mission

Neighborly Rideshare exists to improve transportation access within the communities we serve.

Unlike traditional rideshare platforms that focus primarily on on-demand transportation, Neighborly specializes in:

- Employment transportation
- School transportation
- Healthcare transportation
- Senior transportation
- Recurring transportation services
- Community mobility

Drivers play an important role in helping riders access essential destinations safely and reliably.

Safety First

Safety is Neighborly's highest priority.

Drivers are expected to:

- Operate vehicles safely and lawfully.
- Follow all traffic laws.
- Exercise sound judgment.
- Maintain awareness of road conditions.
- Prioritize rider and public safety.

If safety concerns arise, safety should always take precedence over convenience, speed, or scheduling.

Vehicle Standards

Drivers are responsible for maintaining vehicles in safe operating condition.

Vehicles should maintain:

- Working seat belts
- Functional headlights and taillights
- Safe tires
- Properly functioning brakes
- Operational mirrors
- Working windshield wipers
- Functional climate controls
- Clean interior and exterior condition
- Valid registration
- Current insurance coverage

Vehicles equipped with ignition interlock devices are not eligible for platform participation.

Pre-Trip Readiness

Before accepting transportation opportunities, drivers are encouraged to verify:

- Fuel or battery levels
- Tire condition
- Lighting systems

- Mobile device readiness
- Navigation functionality
- Vehicle cleanliness
- Camera operation (if equipped)

Regular vehicle checks help support safe and reliable service.

Rider Verification

Before beginning a trip:

- Verify rider identity.
- Confirm pickup information.
- Review ride notes.
- Confirm destination information when appropriate.
- Follow active security procedures.

Drivers should not transport individuals who cannot reasonably be matched to the ride request.

If rider verification concerns arise, contact dispatch before proceeding.

Professional Conduct

Neighborly riders may include:

- Workers
- Students
- Children
- Teenagers
- Seniors
- Healthcare patients
- Individuals with disabilities

Drivers are expected to interact professionally and respectfully with all riders. Professional conduct includes:

- Courtesy
- Patience
- Professional language
- Respectful communication
- Respect for personal boundaries

Anti-Discrimination & Equal Service

Neighborly is committed to providing equal access to transportation.

Drivers should provide service without discrimination based on:

- Race
- Color
- Religion
- National origin
- Sex
- Gender identity
- Sexual orientation
- Disability
- Age
- Any legally protected status

Harassment, threats, intimidation, or discriminatory conduct may result in suspension or removal from platform participation.

Passenger Comfort

Drivers are encouraged to provide a comfortable transportation experience.

Recommended practices include:

- Maintaining vehicle cleanliness.
- Maintaining reasonable cabin temperatures.
- Limiting excessive noise.
- Driving smoothly and responsibly.
- Respecting rider preferences whenever reasonable and safe.

Navigation & Route Guidance

Drivers remain responsible for determining appropriate routes.

Drivers may consider:

- GPS recommendations
- Traffic conditions
- Construction zones
- Road closures
- Rider route preferences

When delays occur, drivers are encouraged to communicate appropriately with riders and dispatch.

Appointment-Based Transportation Standards

Neighborly primarily facilitates scheduled transportation.

Many riders utilize the platform to attend:

- Work
- School
- Healthcare appointments
- Government appointments
- Community programs
- Recurring obligations

Drivers accepting scheduled transportation opportunities are encouraged to:

- Review ride information in advance.
- Allow sufficient travel time.
- Consider weather and traffic conditions.
- Communicate delays when practical.

Many riders have limited transportation alternatives and depend heavily on scheduled transportation.

Healthcare, Workplace & School Transportation

A significant percentage of Neighborly riders travel for essential activities.

These may include:

- Employment
- Medical appointments
- School attendance
- Vocational training
- Community services

Drivers should remember that transportation reliability can significantly impact a rider's ability to maintain employment, access healthcare, or attend school.

Drivers are not healthcare providers and should never:

- Provide medical advice.
- Administer medications.

- Perform medical procedures.

Emergency medical situations should be referred to emergency services.

Youth Transportation Standards

Neighborly may facilitate transportation involving minors through:

- Rideshare Kids
- Rideshare Teens

When transporting minors:

- Review ride notes carefully.
- Follow verification procedures.
- Maintain professional boundaries.
- Avoid exchanging personal contact information.
- Avoid inappropriate conversations.

Questions regarding rider identity or pickup authorization should be directed to dispatch immediately.

Senior & Accessibility Rider Considerations

Neighborly frequently serves seniors and riders with mobility limitations.

Drivers are encouraged to:

- Exercise patience.
- Allow additional boarding time.
- Communicate clearly.
- Respect mobility needs.
- Provide reasonable assistance when safe and appropriate.

Drivers should only provide assistance within their comfort level and physical capability.

Camera & Recording Systems

Neighborly strongly encourages vehicle safety camera systems.

Drivers utilizing camera systems must comply with:

- Illinois recording laws
- Privacy requirements
- Data protection requirements
- Platform procedures

Drivers should not:

- Disable cameras.
- Tamper with recordings.
- Alter recordings.
- Share recordings without authorization.

Tampering with required safety equipment may result in suspension or removal from platform participation.

Rider Privacy & Confidentiality

Drivers may obtain access to sensitive rider information.

Drivers should:

- Protect rider privacy.
- Maintain confidentiality.
- Secure devices containing rider information.
- Avoid sharing rider information with unauthorized individuals.

Rider information should only be used for legitimate transportation purposes. Special care should be taken when transporting healthcare patients, students, and workplace riders.

Lost & Found Procedures

If rider property is left behind:

- Secure the item when practical.
- Notify dispatch promptly.
- Follow return procedures.

Drivers should not use, retain, or dispose of rider property without authorization.

Substance Use Policy

Drivers should never operate a vehicle while impaired.

This includes impairment resulting from:

- Alcohol
- Illegal drugs
- Prescription medications that impair driving ability
- Any substance that affects safe vehicle operation

Safety concerns involving impairment should be reported immediately.

Solicitation & Off-Platform Activity

Drivers should not:

- Solicit riders for personal businesses.
- Distribute promotional materials.
- Offer competing transportation services.
- Arrange unauthorized off-platform rides.
- Market products or services during transportation activities.

Neighborhoodly riders should remain platform riders unless otherwise authorized by Neighborhoodly.

Incident Reporting

The following incidents should be reported as soon as practical:

- Accidents
- Rider injuries
- Vehicle damage
- Safety concerns
- Rider misconduct
- Driver safety concerns
- Security incidents

Reports should include:

- Date
- Time
- Location
- Individuals involved
- Description of events

Neighborhood Rideshare Safety & Security Procedures

Driver Identification

Drivers should ensure:

- Driver profiles remain accurate.
- Vehicle information remains current.
- Required vehicle identification materials are displayed when applicable.

Rider Verification Tools

Neighborhood may utilize security measures including:

- Rider identity verification
- Driver identity verification
- One-Time Passcodes (OTP)
- QR verification systems
- Ride monitoring tools

Drivers should follow any active security procedures associated with a ride.

Vehicle Decals

When issued, official Neighborhood Rideshare vehicle decals should be displayed in the bottom right of the vehicle's windshield according to company guidelines.

Decals help riders identify authorized vehicles and improve platform security.

Carle Health, OSF, Workplace & Sensitive Transportation

Some riders may be traveling to:

- Healthcare facilities
- Employment locations
- Educational institutions

Drivers should maintain confidentiality and professionalism regarding these destinations and circumstances.

Emergency Procedures

If an emergency occurs:

1. Prioritize immediate safety.
2. Contact emergency services when appropriate.
3. Follow emergency responder instructions.
4. Notify Neighborly dispatch as soon as practical.
5. Document relevant information.

Platform Integrity

The following activities may result in account review, suspension, or removal from platform participation:

- Fraudulent activity
- Falsification of information
- Unsafe driving
- Harassment
- Discrimination
- Solicitation violations
- Repeated safety violations
- Unauthorized disclosure of rider information
- Tampering with safety equipment
- Misrepresentation of identity

Neighborly Rideshare reserves the right to review participation when safety, compliance, or platform integrity concerns arise.

Personal Safety

Drivers should prioritize their own personal safety at all times.

Drivers are encouraged to:

- Remain aware of surroundings.
- Trust reasonable safety instincts.
- Avoid entering situations they reasonably believe are unsafe.
- Maintain charged communication devices.
- Notify dispatch regarding significant safety concerns.

No transportation opportunity is more important than personal safety.

Weather & Road Conditions

Drivers remain responsible for determining whether weather and road conditions allow for safe vehicle operation.

Examples include:

- Snow
- Ice
- Flooding
- Severe thunderstorms
- Fog
- High winds
- Reduced visibility

Drivers should never feel obligated to continue transportation activities when conditions present unreasonable safety risks.

Technology & Device Safety

Drivers are encouraged to maintain working communication and navigation capabilities.

Drivers should:

- Maintain a charged mobile device.
- Keep navigation tools available.
- Secure devices appropriately while driving.
- Avoid distracted driving.

Hands-free technology should be utilized whenever practical and lawful.

Rider Refusal & Trip Discontinuation

Drivers may encounter circumstances where transportation cannot safely proceed.

Examples may include:

- Rider identity concerns.
- Safety concerns.
- Threatening behavior.
- Vehicle capacity limitations.
- Illegal activity.

- Rider conduct that creates safety risks.

When practical, drivers should document concerns and notify dispatch. Drivers should prioritize safety when making decisions regarding transportation activities.

Professional Boundaries

Drivers should maintain professional boundaries with riders.

Drivers should avoid:

- Romantic advances.
- Requests for personal relationships.
- Sharing unnecessary personal information.
- Personal financial transactions.
- Social media connections with riders encountered through the platform.

Professional boundaries help protect both riders and drivers.

Social Media & Public Communications

Drivers should avoid publicly sharing:

- Rider information.
- Rider photographs.
- Rider destinations.
- Ride details.
- Private platform information.

Drivers should respect the privacy and confidentiality of all platform participants.

Safety Reporting Commitment

Neighborly Rideshare encourages the reporting of safety concerns.

Drivers are encouraged to report:

- Unsafe rider conduct.
- Unsafe driving conditions.
- Security concerns.
- Fraud concerns.
- Technical issues affecting safety.
- Vehicle-related safety concerns.

Good-faith safety reporting helps maintain a safer platform for everyone.

Important Notice

This guide provides general platform standards, safety expectations, and informational resources.

Nothing contained in this guide:

- Creates an employment relationship.
- Guarantees transportation opportunities.
- Alters the independent contractor relationship.
- Restricts a driver's ability to determine when, where, or whether to accept ride opportunities.

Drivers remain independent contractors responsible for their own business decisions, vehicle operation, and compliance with applicable laws.