



## Bicycle Incentive

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### Purpose

The purpose of the Bike Incentive Program is to promote the use of active transportation and assist in meeting the goals of the Marquam Hill Plan by encouraging the use of bicycles as a means of transportation to and from OHSU. The Bike Incentive Program consists of a communications program, a bike website, free basic repair tools and parts, and a parking/transit/cash incentive program.

### Definitions

**Member** – OHSU Members as defined in the OHSU Code of Conduct.

### Procedure

#### **Communication Procedure**

The Bike Incentive Program requires communication and promotion to ensure OHSU's bike community is participating and following proper eligibility requirements and procedures. Communication with the bike community will be done in the following ways:

- Online ([www.ohsu.edu/bike](http://www.ohsu.edu/bike))
  1. Online information will be updated whenever changes are made to the program.
  2. The Member interface will be accessed via a website.
- Employees/Student Orientations
  1. PowerPoint Presentations will be made including up-to-date information.
  2. A Transportation and Parking (T&P) Bike Liaison or other qualified Public Service Representative (PSR) will attend each



orientation to provide additional information and to field questions. Additionally, information cards will be made available at these events.

- Transportation & Parking Customer Service Center
  1. Questions not able to be answered by the Customer Service Center (CSC) will be directed to the program representative.
  2. Visual displays in the CSC will promote current information.
- Special Events & Community Outreach
  1. A representative for the bike incentive program will:
    - a. Attend University events,
    - b. Field questions from other institutions and agencies.
  2. Contacts with media will be overseen by the department's supervisor in charge of communications.
  3. The Bike Liaison will coordinate bike workshops as needed.
- Program changes or events will be communicated via website announcements, Staff News & the OHSU Bicycling newsletter.

## Member Experience

Members can register for the program at [www.ohsu.edu/bike](http://www.ohsu.edu/bike):

- Members will require a computer with internet access and an OHSU username & password.
- Members new to the site will need to fill out all required fields and agree to the Terms of Use.
- Members will be able to log a trip matching the previous entry or may choose to input a new route.
- The Member and T&P will receive automated notification when 30 trips are reached and an incentive is earned.

## Incentive Payment

- Members Eligible for Payroll Adjustments
  1. Incentives will be collected and entered into the employee bike incentive spreadsheet by pay period based on the date the incentive is received.
  2. In the incentive spreadsheet each employee will be entered by using an Identification (ID) number and/or name and the information provided on the receipt (i.e. payroll deductions, and number of incentives earned).



3. Each payday, incentives will be organized and sorted by name and adjustment amount (if any) and emailed to the T&P Payroll Auditor by the following Tuesday to be sent to payroll.
  4. The spreadsheet for that pay period will be saved for reference and a new one created from the HR master spreadsheet for the next pay period.
  5. Payment of the incentive is made on the following paycheck to the employee.
- Students & Others
    1. The information provided on the form sent via the web application will be entered into the Student Bike Incentive spreadsheet including address and amount earned.
    2. The Monday following a payday, the incentive spreadsheet will be printed and mailed to the Accounting Technician in Accounts Payable via the intercampus mail. A check will then be mailed to the address provided on the form when the incentive is turned in.
    3. In situations where the forms are not filled out completely (*i.e. a missing address*) the student or employee will be contacted.

### Member Support

- Issues that Members may report include:
  1. Problem: Trip did not log correctly.
    - a. Solution: The system is locked and Members cannot add a trip to a previous day. All entries must be made on the day the trip was made. If the issue is due to a system error, the Bike Liaison may credit the Member 1 trip.
  2. Problem: Login issues.
    - a. The Member is logging in to the Ozone network, not an independent secure site. The Member will need to contact Information Technology Group (ITG) by phone: 503-494-2222.
  3. Problem: Computer access.
    - a. The Member should first speak with their department concerning computer access for logging their daily trips.
    - b. Publicly available computers around the university are listed on the site FAQ (including at T&P CSC).



4. Problem: Member did not receive an incentive payment.
  - a. If payment has not been received within the expected timeframe, contact T&P.