

## **Scoop**

### **Frequently Asked Questions**

### **New! Question on Wage Works and Scoop**

Q: What is Scoop?

A: Scoop is a dynamic rideshare app that allows members of the Berkeley Lab community to connect with one another to arrange for rides to and from work.

Q: How are the Lab and Scoop working together?

A: The Lab is working with Scoop to decrease the number of single-occupant vehicles to the Lab. This will result in four things:

- Lowering CO2 emissions with fewer solo drivers
- Improving the local neighborhoods with fewer vehicles on the streets
- Reducing the strain on the Lab's parking resources
- Building community by connecting people

Q: How does Scoop work?

A: Scoop is an app-based program that connects Lab community members who have signed up for shared rides to and/or from work. These can be occasional rides or rides on a more regular schedule. You can ride with one driver to work and ride home with another. Or ride one way and use public transit the other.

Q: How much does Scoop cost?

A: Riders and drivers share the cost of the commute. Riders pay a nominal fee, largely based on distance, and drivers are reimbursed directly in the app. Once you download the app and register with your Lab email, enter your primary commute addresses to check on pricing.

Q: How is the price of a ride determined?

A: Costs are largely determined by distance, though Scoop makes periodic pricing adjustments based on other factors to build participation and optimize rider-driver balance. Pricing and reimbursement are always visible in the app before booking a carpool trip.

Q: Is the Lab subsidizing Scoop rides?

A: No, there is no subsidy. All funds are exchanged between the driver and the passenger through a third-party app.

Q: Is Scoop a carpool matching system?

A: Not exactly. Scoop is a dynamic model that adds flexibility and convenience to carpooling. Rather than assigning users into recurring carpool groups, Scoop handles each independent carpool request and is designed to find the best carpool for each independent request.

Q: Do I need a firm schedule to use Scoop?

A: No, since Scoop is dynamic it can change with your plans. There are two independent scheduling windows every day of the workweek, and you can schedule to ride or drive.

Q: Will there be enough people in the database to make matches?

A: We need enough people in the pool to make matches. If you are signed up you are not required to use the service, but by signing up you can learn more and see how a dynamic ride service may make your commute easier.

Q: Can those with unpredictable schedules use Scoop?

A: Yes, unpredictability works well with Scoop. You can ride or drive with one or two others in the morning, then ride or drive home with different carpoolers if you need to stay later.

Q: What is the registration process?

A: Download the app from Google Play or the App Store. Follow the setup instructions, and enter and verify your Lab email address. Set up your primary commute to see pricing, and then schedule your first trip.

Q: What happens if my driver doesn't show up or has an emergency and can't drive?

A: In the morning, riders who have been canceled on or whose requests were not matched will be added to the Shortlist. There, their requests can be matched by drivers looking to pick up riders for the commute. In the evening, Scoop offers a Guaranteed Ride Home program for riders who used Scoop to get to work in the morning and did not get matched in the afternoon.

Q: Does Scoop offer a guaranteed ride home to Lab participants?

A: Scoop offers a Guaranteed Ride Home, reimbursable up to \$50 per month, to support riders who used Scoop in the morning, but did not get matched in an evening carpool. See [eligibility details](#) on the Scoop help page.

Q: Is this different from the county's guaranteed ride home?

A: Yes, it is. You can register for the [Alameda County Guaranteed Ride Home program](#).

Q: Can I use my Wage Works account to pay for my Scoop rides?

A: No. Wage Works is a pre-tax benefit account used to pay for public transit—including train, subway, bus, ferry or vanpool—as part of your daily commute to and from work. Scoop rideshare is not considered public transit.

Q: Can I drive with others who are heading my way even if they don't work at the Lab?

A: Scoop's dynamic matching algorithm facilitates the most convenient two-person and three-person carpools possible. This means that, while Lab employees are likely to ride together, it is possible that a Scoop carpool will include neighbors and carpoolers from the surrounding community.

Q: Can I sign up for Scoop if I work at Lab offsite locations?

A: Currently, the Lab's program only includes the main Lab campus in Berkeley.

Q: Are Scoop participants screened in some way if I ride with someone outside of the Lab community?

A: All drivers undergo a motor vehicle history check before they can schedule trips. Additionally, user feedback on both riders and drivers is collected after every trip to ensure that carpoolers follow Scoop's Community Guidelines.

1,000 } Q: Is the Lab sharing my information with Scoop? Is it safe to give my information to Scoop?

A: The Laboratory does not provide your personal information to Scoop and does not have access to any personal information you provide to Scoop. Information you provide, including your credit card or banking information, would be voluntarily provided by you to Scoop under the terms of their agreement with you and this agreement also defines how Scoop may use your data. The University/Laboratory is not a party to these transactions and does not provide any assurances about Scoop's information practices.

Q: Do I use my Lab Username and Password to access Scoop?

A: No, you will create a unique password for the Scoop app when you first install it. Do not use your Lab password as your Scoop password.

See the [Scoop Help Center](#) for more information on how Scoop works.