

START a Lean, GREEN, TRAVELLING TEAM

Frequently Asked Questions (FAQ)

What happens first?

When you get in touch with colleagues who live near you or on your route to work, you can discuss exactly how things progress from there, where and at what time you meet and so on. Even if you both want to travel using the same mode, such as walking, finding out how they want to do it is important; maybe they want to power walk and you want to stroll. This may mean that the match is not a good one.

How is my privacy protected?

We will make every effort to protect your personal privacy but we do need to share your contact details with your with potential travelling team mates.

You do not need to share your home address. When you register, you can enter a nearby intersection, street or key location e.g. local shops, as your starting point. Whatever location you choose will only be made known by those who we match you up with. Only enter a phone number that you are comfortable with having people contact you on. If you prefer this could be your general work number rather than your direct dial. Using work email addresses is a good way to confirm you work at the Canterbury District Health Board.

We will only give out your contact details with *potential* teamers.

How do I look after my safety?

Once we've put you in touch with a potential travelling companion or team, it's recommended that you e-mail and/or call them to begin the process of getting to know them. Arrange a meeting in a public place before starting to commute together and if someone doesn't seem like a good fit for you, you can just say you'd prefer not to start a travelling team with them at the moment.

Having three or more people in your team is good for your safety. Your preferred pick-up location you provided on your registration form is all that they will be told.

Do I have to be in the Travelling Team every day?

No. You can participate every day, a few days a week, or once a week. You and your travelling team decide the schedule. Some people could even belong to more than one type of team - you may carpool with one carpool on Mondays and Tuesdays and then cycle with a couple of others for the remainder of the week.

What happens if I'm sick?

Call your team or follow the chain of communication that has been decided upon at your initial meeting. Some people have found that phone texting works well. If you're the driver of a car pool, try to give as much advance warning as possible.

What happens if I oversleep or am late?

We anticipate that people being late, or having to wait longer than anticipated, will be one of the most common reasons the travelling team will fail. Travelling teams work best when people can rely on each other. Each team should have clearly defined guidelines for how long they will wait.

What if I have appointments or errands before / after work?

Schedule your errands and appointments on the days you're not teaming. Even if you share the commute just one day a week you will still get the benefit of teaming!

What if I have to drive my child to day care or school?

If you would like to settle your child in at day care before leaving, or walk your child to school, you can make the day care or school your pick-up location on your registration form.

If you wish to drop your child off to day care or school after you have picked up other carpoolers, you need to let your team know.

What if my travelling team isn't working out?

Give your team notice that you will be leaving. Get back in touch with us. We might be able to match you up with a new group and you can try again.

How many people should I travel with?

You choose. There is a safety in numbers effect when you cycle with two or more people as you are more visible. If driving, even travelling with just one person will halve your travel costs. Staff working shifts may want to keep in touch with a group of four to six people or more to improve chances of carpooling. Remember the more people you travel with the cheaper your journey to and from work will be.

What about casual teaming?

Casual teaming is when commuters meet, without specific prior arrangement, at designated locations. We can't guarantee that people will be there, though!

What happens if no one else who lives close to me registers?

Your potential teamers don't have to live close to you but could be on your route to work- or you may be on theirs.

Over time, more people will join the scheme and the bigger the membership the more chance you have of finding someone to travel with. If we can't match you up straight away when you register, we will keep your details on file and let you know if it becomes possible later on.

Letting other people at your workplace know about the Lean Green Travelling Team is a great way to increase your chances of finding someone. Feel free to distribute the posters available on the HEAL website – www.heal.org.nz .