

Guaranteed Ride Home Refresher





Hi! I'm Sherry with the CTR Team at Community Transit and I'm happy to be able to provide a quick refresher for the Guaranteed Ride Home Program that is not only a key tool in overcoming some of the objections employees may have to choosing Smart Commute Options, but also a way to actually provide a seamless transportation option in the time of need.

Seamless is the word we are striving to achieve.

Because employees aren't requesting guaranteed rides home every day, we understand the process can be confusing, especially when an employee may be having a crisis. It's also confusing for cab drivers, who may be new to the process.

What is Guaranteed Ride Home?



The Guaranteed Ride Home program provides occasional subsidized rides to employees who use transportation options to get to work.

communitytransit

So what is Guaranteed Ride Home?

In a nutshell, Guaranteed Ride Home provides occasional subsidized rides to commuters who use transportation options.

Commuters may take advantage of GRH up to six times per year to get home for unexpected emergencies such as a personal illness or a sick child. GRH can also be used for unscheduled overtime when an employer mandates that overtime is necessary.

More importantly, Guaranteed Ride Home provides a peace of mind and more confidence to someone using optional modes of transportation.

This helps all of us with our goals.

Community Transit CTR Team Responsibility

Your CTR Team manages the cab company contracts on behalf of the state mandated CTR program and the ORCA contracts as they pertain to Guaranteed Ride Home obligations for employees who ride in Vanpools.

We also provide training related to GRH and work with cab companies to help educate their drivers.



Community Transit's role in the process.

As part of our role in the CTR process, Community Transit contracts with local cab companies to make sure that calls from ETCs are handled on a priority basis and the billing is handled through our CTR office.

ETC Responsibilities

- Be the point person for employees needing Guaranteed Rides Home.
- Understand the GRH program to be able to communicate eligibility and authorize eligible rides.
- Appoint a second contact in the event you're unavailable.



communitytransit

What are the responsibilities of our Employee Transportation Coordinators?

Making sure as part of your CTR program, employees who use transportation options know that you are the person who can start the Guaranteed Ride Home process. You are their local hero.

This will help stave off the first round of confusion. They shouldn't need to wonder who to go to for help.

It's great to have a second contact on site, so in the event you are not available, there is another person who can help the employee through the process.

Knowing who is eligible is key.

Because each employee is allotted only six approved Guaranteed Rides Homes annually, ETCs also need to track their employees' use of the program.



Who is eligible you ask? There are specific guidelines to eligibility.

The first step is to make sure the employee who is requesting a Guaranteed Ride Home arrived to work using any other mode besides riding solo in their car.

These modes include riding public transit, carpooling, vanpooling, bicycling and walking.

What are allowed circumstances?

- An employee, or someone in their family, is sick.
- An employee missed a shared ride home because of overtime, shift cancellation, or the driver of the employee's carpool or vanpool had to leave due to an emergent issue.
- Other emergency situations.



communitytransit

Their reasons for needing a ride home are limited, as well.

- They are sick or an immediate family member is sick.
- They had to work late unexpectedly and missed a car or vanpool ride.
- They missed their normal car or vanpool ride home because the driver had to leave with an emergent issue or they were informed that their shift or work was canceled.

Emergency situations come in many flavors, so they really are on a case-by-case basis.

What doesn't qualify for GRH?

- Personal errands.
- Pre-scheduled appointments or pre-scheduled overtime.
- Hospital trips when an ambulance is a better option.
- Business-related travel.
- On-the-job injury.
- Changes in weather.

communitytransit

There are several situations where an employee cannot justify Guaranteed Ride Home:

- Personal errands.
- Pre-scheduled appointments or overtime.
- Trips to the hospital when an ambulance would be a better option.
- Business related travel.
- Injury while on the job, or
- Weather, including snow or rain. We live in the Pacific Northwest, so preparing for anything other than sun should always be a personal responsibility.

There are other specific criteria that need to be accounted for when using Guaranteed Ride Home.

- Employees' trips must begin at the worksite and end at home or another location such as a park and ride. There is one stop allowed to pick up a family member, prescription, etc.
- If a commute involves a ferry ride, the cab will drop the employee **off at the ferry terminal for departure but cannot go on the ferry and you cannot get an additional Guaranteed Ride Home appointed cab on the other end.**
- Covered Rides Home are allowed up to 65 miles one way. Additional miles are paid for

by the employer or employee depending on the company's policy.

- Gratuity is not included and is up to the employee's discretion.
- If an employee uses the service inappropriately, they could be terminated from the program. We don't generally police this, but we've had employees abuse the service in the past where they have figured a way to go around their ETC.

Steps in the process

- Follow the steps on the back of the GRH Voucher.
- Call one of two cab companies on the GRH Voucher.
- Fill out the voucher and sign it to authorize the trip.
- Have the employee hand the voucher to the driver and make it clear the driver needs to complete the voucher in full for submittal for payment.

Guaranteed Ride Home Service Request Instructions

1. Determine that the employee is eligible and has a valid need for a Guaranteed Ride Home (GRH).
 - a. Employee commuted via non-drive alone mode on day of request
 - b. Employee may use service up to six times annually
 - c. Employee experienced an unexpected emergency, situation, overtime, or have a personal or family member illness
 - d. Employee is permitted to make one brief, intermediate stop, for example, at a pharmacy or to pick up an ill child
 - e. GRH will provide service up to 65 miles one-way
 - f. GRH will provide service to the outbound ferry terminal only if ferry travel is necessary.
2. Fill out ALL requested information on the Guaranteed Ride Home Authorization Form. See other side.
3. Copies of the Authorization Form can be made and will be accepted. Copies must be of a blank form and may not contain any pre-filled information such as workable name, reason, Employee Transportation Coordinator (ETC) name, authorizing signature, etc.
4. Worksites may have Authorization Forms accessible to the employee needing the Guaranteed Ride Home, ETC or designee.
5. Employee needing the Guaranteed Ride Home, ETC or Designee can contact a contracted service provider to arrange the ride. Current contracted providers are:
 - a. Orange Cab 425-783-0000
 - b. Yellow Cab 425-609-7777
6. Call the operator who answers that this is a Community Transit Guaranteed Ride Home service request.
7. Identify yourself and the employer. Give the operator the employee's name, pick-up address and location, and the time the taxi is needed. If an intermediate pick up is needed, inform the operator of this also.
8. Give the original, completed Authorization Form to the employee to submit to the taxi driver.
9. Tips are at the discretion of the employee and are not included in the GRH service. Any tips will not be reimbursed.
10. Discourage employees from requesting a taxi ride if they are unsure they will use it. Community Transit pays a fee for "no shows." If, for some unavoidable reason, the employee does not need the taxi ride, contact the taxi company and cancel as soon as possible.

communitytransit

- So once employees have come to an ETC for help, there is a form to follow that can help with the overall process.
- The form is located on our website on the ETC Resources Page. We suggest downloading it and printing a few copies to have on hand.
- On that form you will find the numbers of the two cab companies, also known as service providers, with whom that we contract services. We need to highly encourage you and your staff to use the numbers that are listed on the form. We've found that even if an ETC knows we contract with Yellow Cab and Orange Cab, there are multiple orange and yellow cab companies in our region. If you're in Bothell and you Google Yellow Cab, you'll end up with a completely different cab company than the one Community Transit contracts with in Snohomish County.
- The driver should never ask for payment upon completion of the trip. And as was mentioned before, gratuity is up to the employee. The Guaranteed Ride Home program does not cover tips.

Information needed to complete the process

Guaranteed Ride Home Authorization Form

The Guaranteed Ride Home service, offered by Community Transit, provides transportation to employees who don't drive alone to work when emergencies or unforeseeable situations arise during the workday.

This section to be completed by the employee requesting the Guaranteed Ride Home. Please complete all required items legibly.

Today's Date: _____

Name: (first and last name) _____	Employer: _____
--	------------------------

How did you get to work today? <input type="checkbox"/> Carpool <input type="checkbox"/> Vanpool <input type="checkbox"/> Bus <input type="checkbox"/> Train <input type="checkbox"/> Bicycle <input type="checkbox"/> Walk <input type="checkbox"/> Other _____	Reason for needing a Guaranteed Ride Home: <input type="checkbox"/> Illness <input type="checkbox"/> Family Emergency <input type="checkbox"/> Unexpected Overtime <input type="checkbox"/> Missed Ride <input type="checkbox"/> Other _____
--	--

When is the Guaranteed Ride Home needed? <input type="checkbox"/> Immediately <input type="checkbox"/> Specific Time _____	Which service provider are you using? <input type="checkbox"/> Orange Cab Pk: 425-383-0800 <input type="checkbox"/> Yellow Cab Pk: 425-509-7777
---	--

What is the address where the taxi driver will pick you up? Street address: _____ City: _____ Zip: _____	What is the address where the taxi driver will drop you off? Street address: _____ City: _____ Zip: _____
---	--

Are you stopping at any location on the way home? If so, where? _____

Authorization Signature: (if required by employer) _____

To request a Guaranteed Ride Home:
1. Confirm that all information above is complete.
2. Contact a Guaranteed Ride Home service provider selected above to schedule a ride.
3. Tell the service provider that this is a **Community Transit Guaranteed Ride Home** service request.
4. Identify yourself and your employer. Give the operator the pick-up address and location, and the time the taxi is needed. If an intermediate stop is needed, inform the operator of this, too.
5. Make a copy of this form for your records.
6. When your taxi arrives, please give them this completed form.

This section to be completed by the taxi company.

Date of Service: _____	Taxi Company: _____
Taxi Cab Number: _____	Driver's Name: _____
Trip Mileage: _____	Taxi Fare: _____

communitytransit

- The front of the form is somewhat self-explanatory, but needs to be filled out in its entirety. The top portion is what you and your employee will fill out and you, or another person authorized to approve the Guaranteed Ride Home, need to sign.
- An important bit of information to note is if your employee is a member of a Community Transit Vanpool. The Community Transit Vanpool program offers two additional trips annually. If we have a Vanpool number we can track from the form, we can adjust the number of trips allotted through that program. The bottom portion of the voucher needs to be filled out by the cab driver.
- We authorize payment based on the information filled out on the form, so being thorough and especially signing the authorization will save additional steps.
- Even just a bit of explanation from an ETC to an employee can help a cab driver understand the importance of filling out the form in its entirety. We get some interesting forms here and often we need to calculate the mileage using Google Maps. That's probably not the best thing to do. In reality, a cab driver could easily write down the mileage from the worksite to the destination.
- We communicate with the cab companies throughout the year to remind them of these points, too. But it's hard to know what new drivers are instructed to do.
- So you know, Community Transit is invoiced for the trips by the two cab companies at the end of each month and payment is made to the cab companies. This is good to note in the event there is a driver confused by the process. Employers or employees should

never be asked to pay drivers directly unless they want to tip them.

Questions?

The logo for Community Transit, featuring the text "communitytransit" in a sans-serif font with a blue arrow pointing to the right, all set against a blue background.

Are there questions?

Is there anything we can provide to you to help with the process?

We have rack cards for you to display at your worksite. It will help, but knowing the ins and outs of the program is always better.

Thank you!



As always, thanks for tuning in and asking questions. We are here as part of your CTR team to help you meet your goals. We see overcoming one of the biggest hurdles for people choosing transportation options to get to and from work as a critical tool in your CTR toolbox.