

# GUARANTEED RIDE HOME PROGRAM



## EMPLOYEE INSTRUCTIONS (all locations except Denver International Airport)

Guaranteed Ride Home is an emergency ride home service provided by the Denver Regional Council of Governments through its Way to Go program. Your employer purchased Guaranteed Ride Home coverage for you when it purchased the Regional Transportation District EcoPass. Guaranteed Ride Home ensures you will have a free taxi ride home in the event of an emergency.

### PROPER USE AND LIMITATIONS

You are covered by Guaranteed Ride Home on any day that you commute to work by a means other than driving alone (bus, rail, carpool, vanpool, bicycle or walk).

Guaranteed Ride Home encourages employees like you to use transportation options other than driving alone by providing you with a free taxi ride home if an **emergency** occurs while you are at work.

When you experience a qualified emergency that prevents you from carpooling, vanpooling, riding the bus, using rail, bicycling or walking, Guaranteed Ride Home pays the total cost of a taxi ride home, including the driver's tip (up to 10 percent). A maximum of 100 miles per trip is allowed.

#### You may use Guaranteed Ride Home if:

- you become ill and need to leave work
- a family member becomes ill
- a child-related emergency occurs
- you miss your carpool or vanpool ride or work beyond scheduled bus or rail service due to **rare occasions of unanticipated, unexpected, unscheduled** overtime

#### Guaranteed Ride Home does not cover:

- prescheduled medical appointments
- regularly scheduled late shifts
- late shifts that you or your supervisor could have anticipated
- instances for which you could have scheduled transportation in advance
- circumstances in which you drove to work alone in a motor vehicle
- disruptions in public transportation service (bus or light rail)
- adverse weather
- transportation due to work-related injury

You and your supervisor are responsible for ensuring Guaranteed Ride Home is not misused for overtime or extended work hours. Guaranteed Ride Home covers transportation home on the rare occasion when overtime is required but was not, and could not have been, anticipated by you or your supervisor. Guaranteed Ride Home does not cover circumstances when overtime is anticipated or could have been anticipated. DRCOG staff monitor Guaranteed Ride Home use by employers and individual employees. DRCOG may terminate Guaranteed Ride Home service for you and your employer upon discovering service abuse or misuse.

Guaranteed Ride Home never covers transportation home if you drove to work alone in a motor vehicle. For example, Guaranteed Ride Home would not cover a ride home if you drove to work alone and experienced a mechanical breakdown of your automobile.

Guaranteed Ride Home never covers disruptions in public transportation service (bus or rail) or the transportation system for any reason.

Guaranteed Ride Home may never be used for transportation from home to work.

Guaranteed Ride Home never covers the cost of transportation due to a work-related injury. In a life-threatening emergency, call 911.

## HERE'S HOW IT WORKS:

- 1** Call the **Guaranteed Ride Home service line at 866-970-7480** to request transportation home. If necessary, someone may call on your behalf.
- 2** A customer service representative will ask you for information. Be prepared to provide your name, employer name, your mobile phone number, the reason you need a ride, your RTD EcoPass number (if available), your work pick-up address, and your home or destination address.
- 3** The representative will call the taxi company to order a ride for you. The representative will also provide you with an authorization number for you to give to the taxi driver upon pick-up.
- 4** When the taxi arrives, provide the driver with the authorization number and show the driver a photo ID, such as your EcoPass, driver's license or state ID. The driver may ask you for additional information.
- 5** Your taxi ride is free, up to 100 miles. The taxi fare and a 10 percent tip are paid by DRCOG. You may pay the driver an additional tip at your expense. You are responsible for paying any amount over the 100-mile limit. The driver should not ask you for payment and you should not pay for the taxi ride out-of-pocket, unless you exceed the 100-mile limit or wish to give the driver an additional tip.
- 6** You may make intermediate stops only if they relate to your emergency. For example, you may stop to pick up your child at school or daycare, or go to the doctor's office.
- 7** When you arrive at your destination, the taxi driver will ask you to sign a voucher. Please provide the driver with the information he or she needs to complete the voucher and check it for accuracy before signing.

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**FOR MORE INFORMATION, CONTACT:**  
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