

## **Guaranteed Ride Program**

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### **Introduction:**

Getting home from work is important to everyone. It is especially important to the employee who is thinking about leaving his/her vehicle at home and joining a “pool” or switching to mass transit. What happens if an employee gets sick during the day, needs to reach a child or elderly parent, or if unexpected overtime keeps the employee at the work site later than anticipated. MetroPool’s *Guaranteed Ride Program* offers a hassle-free solution.

MetroPool has made arrangements with taxi companies all over the region to accept vouchers for cab fare. We take care of the administrative burdens, with no cost to you. You are able to offer your employees a program that takes away the worry of being stranded without a vehicle. MetroPool even provides the marketing materials and boilerplate memos so that you can kick off the program in grand style.

Getting commuters out of their single-occupant vehicles and improving commuter mobility is our goal. We know that it is your goal, as well. MetroPool’s “turnkey” *Guaranteed Ride Program* eliminates a key barrier to sharing the ride to work.

A sample packet of material is enclosed for your perusal. If you have any questions, feel free to contact me at 388-4402 or e-mail me at: [tfanelle@metropool.com](mailto:tfanelle@metropool.com)

*Theresa Fanelle*  
Director, Employer Programs

## **Administration**

Since MetroPool has made arrangements with outside transportation vendors, we are not responsible for the actual service provided. It is your responsibility to instruct the appropriate personnel in the proper use of the *Guaranteed Ride Program*. If it is discovered that an employee abuses this service, your company will be responsible for reimbursing MetroPool for the expenses incurred.

- Instruct personnel in the proper use of the program.
- Market the program to your employees.
- Supply authorized personnel with the proper vouchers.
- Enroll employees in the *Guaranteed Ride Program*.

## **Implementation:**

In case of an emergency or unscheduled overtime, the employee should follow these procedures:

- Go to the appropriate personnel to get a pre-approved voucher.
- Call the taxi company in your area and tell them you are with MetroPool's *Guaranteed Ride Program*.
- Sign the voucher and give it to the taxi driver when you get to your destination.
- Payment is made to the taxi company once MetroPool receives the signed voucher.

A summary of your account is forwarded to you on a monthly basis. Reimbursement is expected within 30 days. MetroPool has the right to cancel this account at any time.

## **Guaranteed Ride Program Company Agreement**

### **Company Profile:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_

Fax #: \_\_\_\_\_

Web: \_\_\_\_\_

Number of Employees: \_\_\_\_\_

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### **Agreement:**

\_\_\_\_\_ will implement MetroPool's formal *Guaranteed Ride Program* at this work site and we agree to abide by the policies set forth in this program.

\_\_\_\_\_ further agrees to indemnify and hold MetroPool harmless against any claim arising from the administration of the program. Such indemnity shall include all costs of defending such claim, including reasonable attorney's fees.

Name

Date:

Title:

Phone #:

E-mail:

Fax #:

Signature: \_\_\_\_\_

## **Guaranteed Ride Program Sample Newsletter Release**

### **News Flash:**

\_\_\_\_\_ has implemented MetroPool's formal *Guaranteed Ride Program*. This program eliminates the worry that commuters have about ridesharing or using mass transit. Getting home in case of an emergency or unscheduled overtime is no longer a problem. You'll never feel stranded again! With the *Guaranteed Ride Program* you'll be able to get home quickly and hassle free. MetroPool has made arrangements with the local taxi companies. They will respond to all emergency calls in a timely fashion. To make the trip even easier, travel vouchers will be provided so that no money needs to be exchanged.

For additional information or to find out if you're eligible for this program, please contact \_\_\_\_\_.

## **Memo to Employees**

If you currently rideshare or use mass transit, this program is for you. The *Guaranteed Ride Program* is designed to provide transportation if you have a personal emergency or if you are asked to work unscheduled overtime. All eligible employees will get FREE taxi service to a one-stop destination. For those employees who would like to begin using alternative modes of transportation, this program is for you, too!

Commuters must register for The *Guaranteed Ride Program*. All participants will receive an identification card. Keep the card handy. You will be asked to show identification when requesting taxi service.

### **Valid Reasons to use the Guaranteed Ride Program:**

- Personal or family emergency during normal work hours
- Unexpected or unscheduled overtime requested by your supervisor

### **Invalid Reasons to use the Guaranteed Ride Program:**

- Pre-scheduled medical appointments
- Scheduled overtime
- Business travel
- Job related injury
- Weather
- Personnel errands

### **Note:**

This program will be reviewed periodically. If management believes an employee has abused the program, he/she will be asked to reimburse the company for all charges and expenses during the period in question. Always get management approval before calling the taxi service. All vouchers must be signed by appropriate personnel for the trip to be considered valid.

**Participant's Identification**

(size of a credit card)

**MetroPool's Guaranteed Ride Program**

Name:

Company:

Employee Signature:

Supervisor's Signature: