



# Guaranteed Ride Home - Policy

Following is Transfort's policies for the Guaranteed Ride Home service. Transfort maintains the right to change these policies at its discretion. Transfort's interpretation or judgment in any matter concerning the GRH service, its policies and its application is final.

## **Definitions**

**Guaranteed Ride Home (GRH):** Service offered to provide valid Test Ride Transfort and PassFort pass holders with free taxi ride home from work in case of an emergency

**Employer or Company:** An organization or business that is actively participating in the Test Ride Transfort or the PassFort program.

**Employee or Employees :** Person or persons that are in good standing with and are currently employed by a company that is participating in the Test Ride Transfort or PassFort program.

**Immediate family:** Spouse, children or other dependant individuals that live in the same household with the employee.

**Final destination:** The employee's home (house, apartment, etc), Park and Ride lot, medical facility, etc. If the employee chooses to go to any destination other than their home, then that is their final destination, unless the stop is simply to pick up immediate family involved in the emergency and then to continue to their final destination.

## **Policies**

- The employer or the employee (depending on the company's policy) must pay for the taxi ride and submit the reimbursement form to Transfort for reimbursement of the taxi fare.
- Employees must possess, and have used, a valid Test Ride Transfort pass or PassFort pass to ride Transfort to their place of employment on the day of the emergency, to be eligible for the GRH service.
- Pass holder must be currently employed by a company participating in the PassFort Employer Pass Program. (Persons formerly employed by an eligible company that continue to use their pass are NOT eligible for the GRH service)
- Employees that carpool or bike to work are eligible for the service if they rode Transfort for any portion of their commute. For example they might carpool to a Park-n-Ride lot or bike to a bus stop and then ride the bus to complete their commute. *(those that utilize Vanpool for any portion of their commute should contact NFRMPO (VanGo) in case of an emergency, 800-332-0950)*
- Legitimate reasons for GRH eligibility include; the employee or immediate family member is ill or injured; the employee is unexpectedly asked and unavoidably required to work late by their immediate supervisor; in the case of a multi-modal commute to work (carpool or bike combined with Transfort), their bike or carpool vehicle breaks down.
- Employees may use the GRH service to travel from their place of work to their final destination. GRH service is designed solely to transport employees in case of an emergency. GRH is a one-way service and does not provide service to return an employee to work.

- An intermediate stop will be allowed only if it directly relates to the emergency for which the GRH service is being used. For example, an employee may stop to pick up a child at day care on the way to his or her final destination. The employee should make every effort to complete the stop in a minimum amount of time and continue to their final destination. An excessively prolonged stop at any location on the way to the final destination may disqualify the trip from reimbursement.
- GRH is not for personal errands; pre-planned medical or dental appointments; planned, unnecessary or avoidable late stays at work; business related travel; non-emergency side trips on the way home; non-emergency trips of any kind; trips to the hospital in place of ambulance service; trips to the doctor or hospital resulting from an on-the-job injury.
- The GRH service may be unavailable where extremely adverse weather conditions or other events beyond the control of Transfort occur which hamper the provision of services in a timely manner. (i.e. the Fort Collins flood of '97 or the blizzard of '06/'07). Transfort assumes no liability in the inability to provide GRH service where situations or events beyond Transfort's control prevent service.
- An employee may only use this service up to five (5) times per calendar year.
- It is understood that transportation under the GRH service is provided by outside transportation vendors. Transfort is not responsible for the quality of the actual service provided, nor do they have any liability in the provision of such services.
- The GRH service will pay for taxi rides of up to 40 miles one-way. Transfort is not responsible for costs incurred beyond the 40-mile, one-way limit.
- Transfort GRH will not reimburse for tips given to the taxi driver. Tips are the sole responsibility of the employee.
- All claims for reimbursement must include a completed GRH reimbursement form, the original taxi receipt and documented proof of the emergency. All items must be received in the Transfort administrative office no later than 90 days from the day that the GRH service was utilized.
- GRH forms require an employer signature and employer verification of employee information and the validity of the reason the employee utilized the GRH service.