

COMMUTE CONNECTION

GUARANTEED RIDE HOME (GRH) PROGRAM DEFINITION

BACKGROUND

The use of transportation modes such as biking, carpooling, riding transit, vanpooling, and walking are being promoted by all public agencies involved with transportation, as a part of the solution to increasing traffic problems and poor air quality. However, many commuters choose not to participate in rideshare programs because they fear that in case of an emergency they will be without transportation. The concept of “guaranteeing” commuter transportation was created as a response to these fears.

PROGRAM BENEFITS

- ✓ Provide immediate transportation through taxi services and/or rental vehicles for employees who regularly rideshare to work in San Joaquin or Stanislaus county from their work site to either their home or other locations, such as a school day care facility, park and ride lot, hospital or accident site, in the event of a medical emergency or family crisis.
- ✓ An eligible employee may use these services up to four (4) times during a one-year period.
- ✓ Transportation is provided at **no cost** to the employee or employer.

ELIGIBILITY REQUIREMENTS

1. Eligible commuters must use an alternative mode of transportation to the single occupancy vehicle, to and from work at least three (3) times each week. Acceptable alternatives are:
 - a. Carpool
 - b. Vanpool
 - c. Transit
 - d. Walking
 - e. Bicycle
2. Eligible commuters must **work** within San Joaquin or Stanislaus county boundaries.
3. To be eligible, an employee must have completed a program registration form at their jobsite and have been registered in the GRH Program for at least three working days prior to using the service.
4. To be eligible to rent a car:
 - a. You must possess a valid California Drivers License;
 - b. You must be 21 years of age;
 - c. You must possess a credit card and complete a GRH Transportation Voucher.

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VALID REASONS FOR USING THE GUARANTEED RIDE HOME PROGRAM

1. The employee cannot wait for their normal ride home because they are ill.
2. A close family member is seriously ill, has been in a serious accident, or dies. A close family member is defined as the following:
 - a. Parent
 - b. Sibling
 - c. Spouse
 - d. Child
 - e. Guardian
 - f. Significant other
3. A serious problem or crisis arises. For example:
 - a. School or day care notifies the employee that a problem exists that requires their immediate attention.
 - b. Damage to home or property.
4. The driver of a carpool or vanpool has to leave early due to an emergency and other riders are stranded.
5. Unplanned/Unscheduled Overtime – Requested by a supervisor on the day of overtime.

INVALID REASONS FOR USING THE GUARANTEED RIDE HOME PROGRAM

1. Preplanned overtime
2. Personal errands
3. Preplanned medical and dental appointments
4. Business related travel
5. A natural disaster (earthquake, flood)
6. On the job injury (This is usually a Worker's Compensation issue.)
7. Other reasons that may be deemed invalid use of the Program, as determined by the program administrator.

GUARANTEED RIDE HOME PROGRAM PROCEDURES

1. A Memorandum of Understanding (MOU) must be executed between Commute Connection and each employer wishing to participate in the program. The MOU will define the employer's responsibilities regarding the GRH Program.
2. All employees must register for the GRH Program through their company representative.
3. Company representatives will give eligible employees one Transportation Voucher

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4. When an emergency arises, the employee will contact their immediate supervisor and present their Transportation Voucher. The supervisor will make the call to the taxi (if the destination is 20 miles or less) or car rental agency (if the destination is more than 20 miles) and fill in the space designated "Supervisor" on the Transportation Voucher. Take a copy of the Transportation Voucher. The phone numbers of the authorized taxi services and car rental agencies can be found on the back of the Transportation Voucher.

Note: *If a rental car is needed but unavailable, (the authorized agency is closed or has no cars) the supervisor should call the authorized taxi service*

OR

If the authorized taxi will take longer than 30 minutes to respond, the supervisor should call the authorized car rental agency.

IF A TAXI IS USED

1. The employee is allowed one 10-minute stop (layover) on the way to their final destination.
(Example: To pick up a child at school or stop at a pharmacy)
2. The employee asks the taxi driver to fill in the appropriate space on both copies of the Transportation Voucher. The taxi ride, including tip is billed to Commute Connection.

IF A RENTAL CAR IS USED

1. The employee is to meet the **Enterprise** representative in the company parking facility with the original and one copy of the Transportation Voucher, **a valid drivers license and a credit card. If the employee does not have a credit card then a qualification form must be filled out.** (This form consists of name, address, place of employment and two references.) The **Enterprise** representative must fill in the appropriate space on the Transportation Voucher. When talking to an **Enterprise** representative, please refer to source code # **30D1314**. For a location near you call **1-800-Rent-A-Car**.
2. The employee must return the car to the local **Enterprise** branch the following day (within 24 hours) and **Enterprise** will give the employee a ride to their worksite. If a rental vehicle is returned on a non-work day (Saturday, Sunday or the weekday off for those working a 4/40 or 9/80 schedule), it will be the employee's responsibility to arrange a ride home. **Vehicles must be returned during open business hours. Monday-Friday 7:30-6:00 PM, Saturday 9:00-12:00 PM, Sunday-CLOSED**
3. If an employee does not return the car to **Enterprise** within the **24-hour limit**, the employee will be billed.

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4. **The Guaranteed Ride Home Program requires that employees return the rental vehicle to the location where they obtained the car.** If you have any questions, please contact an **Enterprise** representative regarding the cost of returning at a different location.
5. Within one week after using the Program, the employee is required to return the completed Transportation Voucher to their company representative, receive a new voucher and fill out a Post Usage Survey.

Enterprise offices: (please refer to source code # **30D1314**)

Enterprise contact: Lindsey Burns (916) 786-4975 or (916) 257-1539

SAN JOAQUIN COUNTY

Lodi

488 E. Kettleman Ln., Ste A
(209) 369-2000

Stockton

3158 Auto Center Cir. #F1
(209) 473-7744

Stockton-Downtown

320 North Hunter St.
(209) 462-5900

Tracy

3500 Auto Plaza Way
(209) 835-3600

Manteca

1395 N. Main Street
(209) 825-2700

STANISLAUS COUNTY

Oakdale

135 So. 5th Ave., Ste A
(209) 845-1121

Modesto-Heritage Ford

2100 A Sisk Road
(209) 527-6415

Modesto-Downtown

707 Seventh Street
(209) 491-0400

Modesto

4623 McHenry Ave. Ste C
(209) 522-0000
(209) 577-4700

Turlock

250 East Ave.
(209) 632-8000

Patterson

250 N. El Circulo Ave.
(209) 892-5450

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Commuter Connection | Your Regional Rideshare Agency