

MERRIMACK VALLEY TMA GUARANTEED RIDE HOME PROGRAM

Procedures for Using the Emergency Service

The *Guaranteed Ride Home* program ensures employees participating in a ridesharing arrangement (carpool, vanpool, commuter bus, etc.) that if there is an emergency, transportation will be provided—thus alleviating the fear of being stranded and continuing the success of the ridesharing arrangement. **These services are only provided to employees registered in the program and participating in a ridesharing arrangement.** Therefore to avoid any misuse, *please follow the guidelines* when using these services.

1. Employee notifies his/her supervisor of the emergency and obtains supervisor's signature on the voucher form.
2. Employee contacts the appropriate vendor based on the estimated mileage of the trip. Vendors have a list of eligible employees. If your trip is:
 - Under 10 miles, call **TOWN TAXI** to be picked up.
 - Over 10 miles call **ENTERPRISE RENT-A-CAR** to be picked up and brought to the rental agency to fill out the rental agreement and then proceed on your way.
3. Employee completes the numbered VOUCHER FORM included in the Guaranteed Ride Home packet and *sends the original to Andrea Leary - MVTMA Director, c/o TransAction Associates, 709 Main Street, Waltham MA 02451*, the second copy is kept by the employee, the third copy should be given to the cab driver or rental car agent who mails it with the invoice.

	Hours	Procedures
Taxi	24-hour service, Monday through Friday.	<ol style="list-style-type: none"> 1. Employee calls Diamond Transportation at (978) 689-9999. The account number is L035. 2. Within 15-30 minutes, the taxi will pick you up and accept the voucher. You do not pay anything, not even the driver's tip. 3. Driver signs the voucher, keeps ONE COPY to submit with the invoice, and provides the ride.
Rent-a-Car	8 a.m. to 6 p.m., Monday through Friday	<ol style="list-style-type: none"> 1. Employee calls Enterprise to arrange to be picked up and will be on their way within 30 minutes. You must be at least 21 years of age to rent a vehicle. The 3 closest locations to the TMA service area are: Lawrence (978-681-5122), Methuen (978-691-4313), and Tewksbury (978-858-3504). To access all other Enterprise locations call: (800) 736-8227. 2. Before a car is rented, you must show the program ID card provided to you upon registration, a valid driver's license, turn in the signed voucher, and sign the rental agreement. Full insurance coverage is provided as part of the agreement. This is a corporate account – if the agent is unfamiliar with the program, please refer to account number on your Enterprise card and note that this GRH program is administered for the Merrimack Valley TMA under contract to TransAction Associates, Inc. located at the address above. 3. You may use the car free for 24 hours, with unlimited mileage. Within 24 hours, the car must be returned to the rental center. If the emergency occurs on a FRIDAY, the vehicle must be returned by 1:00 pm on SATURDAY <i>or you are responsible for the remaining weekend charges.</i> Please replace the gas that you used when returning the vehicle. 4. You will receive a ride to work by the rental agency after returning the vehicle the next day.

EMPLOYEE POLICIES AND PROCEDURES

Eligibility

For a participant to be eligible for this service, he/she must be an employee of a participating company and be in some form of ridesharing program (carpool, vanpool, commuter bus service, etc.) at least two days per week. Transit users are eligible *only if public transportation is not available at the time of the emergency*. All employees must PRE-REGISTER for the program prior to using the service. Employees register online at www.MerrimackValleyTMA.com , click on **Member Services** then on **Guaranteed Ride Home Registration**.

Valid Reasons for Using the Service

An employee is eligible to use the Guaranteed Ride Home Program for the following valid reasons, if reasonable transportation alternatives are not available:

1. Illness or severe crisis of the participant or of a family member. (*NOTE: This does not include injuries sustained at work that would fall under a Workmen's Compensation Claim*).
2. Unexpected request of a supervisor to work past the regular scheduled hours without advanced notice (*unexpected is defined as not knowing before the morning of the request*). However, rental car agency must be notified by 5:00 p.m. to allow adequate time to deliver a vehicle.
3. Stranded at work because the driver of carpool or vanpool had to leave because of an emergency. In the case of vanpools, if the driver has an emergency during the day, or has to work late, the *driver* receives the emergency ride home and a designated alternate driver drives all remaining vanpoolers home in the van at the end of the day.
4. Any person driving for a carpool or vanpool may use this TAXI service if they are incapable of driving themselves home.

Invalid Reasons for Using the Service

Inappropriate use of the service shall require the employee to reimburse all expenses incurred. Types of invalid reasons for using this service include transportation for personal errands, pre-planned medical appointments, business-related travel, working late without supervisor's request, injury while on the job (would fall under workers compensation), and early departure or delays due to inclement weather or utility failure.

Acceptable Destinations

Emergency rides are provided when other reasonable transportation alternatives are not available or are inappropriate for the situation. The service may be used to transport the employee to one of the following destinations:

1. The employee's home.
2. A public transportation connection point.
3. A hospital or doctor's office in the event of sudden illness.
4. Other appropriate destinations approved by the Transportation Advisor and/or immediate supervisor.

Program Design

If the total estimated trip is under 10 miles, a taxi shall transport the employee. If the trip is over 10 miles, a rental car shall be used. Whether the rental agency or the employee is picking-up or dropping off the rental vehicle, the rental agency must be notified when and where the exchange will take place. Vehicles must be returned within 24 hours. When arranging for transportation to accommodate the emergency, the employee shall have the flexibility to decide which service to use. Any employee using the service must obtain the signature of his/her supervisor who will verify the emergency at the time of use.

Limitations of the Service

An employee may use this service a maximum of two times in any six-month period. The TMA or company representative can, at his/her discretion, modify this maximum allotment limitation in a flexible manner in response to an employee's circumstance. Non-emergency side trips are not allowed.

Free Ride for Participants

The eligible employee will not pay anything when properly using this service. Employees registered in the program receive a GRHP VOUCHER form and an ID CARD. The participant presents the card and the voucher (signed by their supervisor) to the taxi driver or rental agent. If the employee's supervisor is not available to sign the voucher, another supervisor may sign. The supervisor should sign their own name, and indicate who they are signing for. The voucher must be completely filled in by the employee and the driver or rental agent before the employee leaves the taxi or rental car agency, respectively. A copy of the voucher must be submitted to the TMA with the Confirmation Report within 30 days. **All costs are fully covered and will be paid by the TMA within 30 days.** For the taxi, the program pays for the fare and the driver's tip. For the rental car, the program pays for the rental fee for one day, which includes unlimited mileage and full insurance coverage.

Procedure

When the need to use the GRHP arises, the registered employee must first notify his or her supervisor to initiate the program. The supervisor must sign off on the voucher form verifying the emergency. The employee can then contact the taxi or rental car agency to arrange for transportation. Phone numbers are listed on the Emergency Procedures form. **No other providers can be used for the GRHP.** The dispatcher at the taxi or rental car company will need the name of the employee, pick-up time, pick-up location, and destination. **The TMA should be notified at 781-639-6262** that the service is being used (a message may be left if after hours).

Follow-Up Report

Within 30 days after the employee uses this service, he/she is required to complete a brief report (found in the GRH packet), which asks for confirmation of the commute arrangement and asks questions about the service itself. **Failure to submit this form to the TMA within 30 days will result in the employee's full reimbursement of the transportation costs incurred and restriction from using this service again.** A replacement voucher and Confirmation Report will be supplied to the employee after verification of the Confirmation Report submitted for the emergency ride taken.