

countywide

guaranteed ride home won't leave you stranded!

Your Guarantee

The idea of using public transit, carpooling, or vanpooling may sound great, but what about the fear of being stranded in case of a family emergency, unscheduled overtime, or vehicle breakdown?



Your "Insurance Policy" against being stranded if you miss your regular ride home because of an unplanned emergency — illness, family crisis, unscheduled overtime — a taxi or rental car voucher will get you home.

Just pick up the phone . . .

When you are approved to participate in the Guaranteed Ride Home Program, you will be issued either a taxi voucher or a rental car voucher to use **in an emergency.**

Taxi — The Taxi will pick you up at your workplace! If one of the specified emergencies prevents you from using your commute mode to get home you have a guaranteed trip home, just a phone call away!

Rent-A-Car — If you have to work late or if the carpool or vanpool left without you the Rent-A-Car representative can make arrangements for you to obtain a car and take the worry out of the trip home.

Program Participation:

If you leave your employer, cease to use a commute alternative, or work outside Contra Costa County, you are required to return your voucher to WCCTAC / 511 Contra Costa.

Falsifying any information on this document will disqualify you from the Guaranteed Ride Home Incentive Program. Participation in the Guaranteed Ride Home Incentive Program requires your participation in an annual follow-up survey.

Terms of the Guaranteed Ride Home Program

- Participants and their employers must pre-register in the program. There is no cost to employers or employees to participate.
- Employees are eligible to use the Guaranteed Ride Home Program as long as they have obtained a voucher (in advance) and used a commute alternative on the day the Guaranteed Ride Home service is needed.

You may use the Guaranteed Ride Home Program if:

- You or an immediate family member suffers an illness, injury, or severe crisis
- You are asked by your supervisor to work unscheduled overtime
- Your ridesharing vehicle breaks down or the driver has to leave early
- You have a break-in, flood, or fire at your residence.

Vouchers are Non-Transferable:

You may NOT give your assigned voucher to another person. Rental cars are not to be used for pleasure. If an employee is found falsifying information related to the reason for using the Guaranteed Ride Home Program, the commute mode taken on the day of the program's use, or otherwise abusing the program, the employee will be charged for the ride and will be prohibited from using the program for one year. In addition, the employer will be notified of this incident.

THE GUARANTEED RIDE HOME PROGRAM IS RESERVED FOR UNEXPECTED EMERGENCIES ONLY. IT MAY NOT BE USED FOR:

- Non-emergency side trips on the way home
- Pre-planned medical or dental appointments
- Working overtime without supervisor's request
- Travel to work or personal errands
- Business-related travel
- Ambulance service
- Public Transit strikes

How to use the program . . .

If you work in Contra Costa County and use a commute alternative mode (public transit, carpool, vanpool, bicycle, walking) from home to the work place you may participate in the 511 Contra Costa Countywide Guaranteed Ride Home Program:

1. Verify that your employer is registered in the 511 Contra Costa program, you may call (510) 215-3035 to obtain current information. If your employer is not registered you will be sent an Employer Registration Form. There is no charge to employers or employees for this service, however, employers of ALL participants must register.
2. Complete the application form. Choose a taxi or rental car voucher. Complete the release and waiver of liability form, and mail or fax to the 511 Contra Costa Guaranteed Ride Home Program.
3. Upon receipt and approval of your application, you will be sent the program guidelines, one Taxi voucher or one Rent-A-Car voucher (per request), and the evaluation questionnaire. If you return the questionnaire within seven days after using the voucher you will be eligible to receive an additional voucher to be used for the next emergency. The program may be used a maximum of twice in one month and up to six times per calendar year.
4. In case of one of the specified emergencies:

TAXI - Call the Taxi company number on your voucher and notify the dispatcher that you are a participant in the 511 Contra Costa Countywide Guaranteed Ride Home Program, be sure to tell the dispatcher where you will be waiting for the Taxi and where you will be going. The Taxi will pick you up within 30 minutes of the call and is authorized to take you home or to a location where you started your commute to work. When the Taxi arrives, give the voucher to the driver to note the Taxi odometer reading (the fare is based on the miles traveled, not the meter rate). The 511 Contra Costa Guaranteed Ride Home program voucher is the payment method for the Taxi fare, a ten percent (10%) gratuity and bridge toll when applicable. Request a copy of the voucher for your records at the end of the trip.

RENT-A-CAR - The Rent-A-Car number is located on the voucher, call and indicate that you are a participant in the 511 Contra Costa Countywide Guaranteed Ride Home Program. The Rent-A-Car representative can make arrangements for you to obtain a car. To use the Rent-A-Car voucher you must present a valid California driver's license, a valid credit card and sign a rental agreement. When using the Rent-A-Car option you will be required to replace the fuel to the same level it was at the time of delivery. The 511 Contra Costa Guaranteed Ride Home voucher for the Rental-A-Car option provides payment for a rental car from the time of pick-up until 9:30 am the following morning. Additional time and use will be billed to the participant's credit card. Request a copy of the voucher for your records.

Countywide Guaranteed Ride Home Program Application

APPLICATION INFORMATION ALL INFORMATION IS KEPT CONFIDENTIAL.

Complete all fields. Print all information.

Choose One:*

- Taxi Voucher Rental Car Voucher

Your Name _____

Company Name _____

Department _____ Cubicle or Mail Stop # _____

Company Address _____ Suite # _____

City _____ Zip _____

Home City _____

Work Phone # _____ Ext. _____

Work Fax # _____

Email Address _____

Supervisors Name _____ Phone # _____

COMMUTE METHOD USED TO REACH YOUR WORKPLACE

Do you participate in a CARPOOL? <input type="radio"/> YES <input type="radio"/> NO		# of days per week
Carpool Members:	Member 1 (Yourself)	Member 2
	Member 3	Member 4

Do you participate in a VANPOOL? <input type="radio"/> YES <input type="radio"/> NO		#Members in Vanpool	#Days per week
Morning pick-up location _____			
Address _____			
City _____		Cross-streets _____	

Do you use PUBLIC TRANSIT? <input type="radio"/> YES <input type="radio"/> NO		#Days per week
Bus company and bus route(s) # used _____		

Do Do you use one of the following? YES NO

WALK # Days per week	BIKE # Days per week	TRAIN # Days per week	BART # Days per week	Other
----------------------	----------------------	-----------------------	----------------------	-------

* You may change between the type of GRH service provided. Contact the GRH office for specific details at (510) 215-3035.

FOR OFFICE USE ONLY:

511 CC COUNTYWIDE GRH RELEASE AND WAIVER OF LIABILITY

I the undersigned, recognize that participation in the Guaranteed Ride Home Program (GRH) is strictly voluntary and that such participation does not imply that I am acting in the course and scope of official company business.

I, the undersigned, request to register my participation in the GRH Program. I hereby assume full responsibility for all risk of injury or loss, including death, which may result from my participation in this program. I agree to **hold harmless, release, waive, forever discharge, and covenant not to bring suit or claim** against WCC-TAC (El Cerrito, Hercules, Pinole, Richmond, San Pablo, BART, AC Transit, WestCAT and Contra Costa County) or any of the cities in Contra Costa County, or my employer, its officers, agents, and/or employees from any and all claims and demands which the undersigned may have against the said company, officers, agents, or employers, by reason of a accident, illness, injury, or death, or damage to or loss or destruction of any property arising or resulting directly or indirectly from my participation in the GRH Program and occurring during such participation, or any time subsequent thereto, whether or not such loss, injury, or death is caused or alleged to be caused in whole or in part by the negligent acts or omissions of the company, their officers, agents or employees. The terms of this release shall serve as a **release and assumption of risks** for all my heirs, executors, administrators, and for all of my family members.

I, the undersigned, acknowledge that I have read the foregoing two paragraphs and agree to the conditions outlined above.

Employee Name (print) _____

Signature _____

Address _____ Room# _____

City _____ Zip _____

Phone _____ Date _____

THIS RELEASE AND WAIVER OF LIABILITY MUST BE ON FILE PRIOR TO PARTICIPATION IN THE GUARANTEED RIDE HOME PROGRAM.
Return the completed form to:

WCCTAC / 511 Contra Costa
13831 San Pablo Avenue
San Pablo, CA 94806
tel: (510) 215-3035 fax: (510) 235-7059



Funds for this project are provided by the Bay Area Air Quality Management District's Transportation Fund for Clean Air in cooperation with the Contra Costa Transportation Authority.