



King County Metro's Home Free Guarantee (HFG)

Program Details

Eligible Employees

Any employee who takes the bus, train, carpools, vanpools, bikes or walks to work the day the taxi ride is needed.

Level of Service Available

- a. Each employee can take up to **eight** taxi trips per agreement period.
- b. Each taxi trip can be up to 60 miles, one way. If the trip exceeds 60 miles, the employee pays the difference directly to the driver.
- c. Driver tips are not covered by this program. Tips are the passenger's responsibility.

Eligible reasons to use Home Free Guarantee:

- a. Employee or family illness
- b. Working late *unexpectedly* at the request of your supervisor
- c. Missing a regular ride home because of an unexpected change in the schedule of other people, such as your carpool partner
- d. Other emergencies that happen during the workday such as a sick child or parent

Non-Eligible reasons to use Home Free Guarantee:

- a. Scheduled appointments
- b. Personal errands
- c. Emergency trips to the hospital in place of ambulance service
- d. Business-related travel (e.g., to attend an off-site meeting)
- e. Planned overtime or overtime not required by your supervisor
- f. Weather, including snow or other act of nature
- g. Transit disruption or delay

Where the Taxi Can Go

- a. From the employer's worksite to the eligible Employee's main residence
- b. From the employer's worksite to the eligible Employee's personal vehicle, such as a vehicle at a park-and-ride or any ferry terminal east (Seattle side) of Puget Sound. (Ferries are not considered an alternative mode of transportation for HFG. Eligibility is determined by how the employee arrived at or departed from the ferry terminal.)
- c. At intermediate stops if they are of an emergency nature and are authorized in advance by the Program Coordinator. For example, to pick up a needed prescription at a pharmacy or to pick up a sick or injured child at a day-care center or school.

Process: Program Coordinator Tasks

To arrange a ride through Home Free Guarantee, an Eligible Employee must contact the Program Coordinator.

The Program Coordinator will perform the following tasks:

1. Verify the Eligible Employee (as defined in “Eligible Employees” above) commuted to the worksite using an **eligible mode of transportation**.
2. Verify the Eligible Employee has an **eligible reason and eligible destination** for an HFG ride, as defined in the Eligible and Non-Eligible reasons above and “Where the Taxi Can Go”.
3. Make sure the Eligible Employee has **valid photo identification** to show the taxi driver.

With the answering service provider

4. Call the **24-hour, 7-day-a-week answering service provider** under contract to King County at **425-450-4555**.
5. Confirm that you are requesting a Metro Ride Home prior to providing the required employee information. (see coordinator check list)
6. **Get the authorization number** from the answering service. The answering service will also contact an approved taxi vendor.

With the employee

7. Call the employee back **and provide the authorization number** along with instructions about the program.
8. Tell the Eligible Employee that after taking the emergency taxi ride, **the Eligible Employee must provide** the Program Coordinator with a completed receipt for the ride.

Follow-up

9. **If you hear from the employee that the taxi has not shown up** after more than 30 minutes, call to check on the estimated taxi arrival.
10. **If the employee does not need the scheduled taxi service** because of a ride from a co-worker or other person, call the answering service to cancel the request.
11. **At the end of each month**, send copies of all HFG receipts to King County for record-keeping and accounting:

King County Metro Transit
MS KSC-TR-0326
201 S Jackson St
Seattle, WA 98104.

12. **If you have questions**, please email homefree@kingcounty.gov or 206.477.3700

