

**City of Everett
Guaranteed Ride Home Program
For
Commute Trip Reduction Sites**

1. PROGRAM COORDINATOR DEFINED

The "Program Coordinator" shall mean, the Company's designated staff person(s) or office responsible for administering the program for each shift.

2. ELIGIBLE EMPLOYEES DEFINED

Eligible employees shall be defined as the Company's employees who are scheduled to work 12 months of the year and are officially registered in the program through the Company. An eligible employee must have traveled to work by any non-single occupancy vehicle mode, on the day they wish to use the service.

3. SCOPE OF PROGRAM AND DURATION

The program will begin August 1, 2003 and continue until one or both parties decide to terminate the program.

4. ELIGIBLE TRIPS DEFINED

The program may only be used in the following situations to transport a ridesharing employee to home or to another destination:

- 1) Employee's or immediate family member's unexpected illness.
- 2) Unexpected shift changes (employee learns that day he/she must work late that day), and the normal ride will not be available. Subsequent overtime days known to the employee will not be eligible.
- 3) Situations outside the employee's control that cause a missed ride.
- 4) Other emergency situations that would appropriately be deemed an emergency during the workday.

Further eligibility guidelines are set forth in Attachment B.

This program shall not be used for transportation in cases of work-related employee injury or illness.

Eligible employees will each be subject to a two (2)-trip limit per year, with a 65-mile trip limitation one way.

5. ABUSE OF THE PROGRAM

Everett Transit may investigate service, and reserves the right to terminate the program at the Company in cases of persistent abuse. Employees' abuse is defined as: using the program for inappropriate trips, unregistered employees taking trips, taking trips for scheduled appointments, taking trips with unauthorized intermediate stops or unauthorized destinations, and scheduling trips and failing to appear for whatever reason without notifying the taxi company

6. EVERETT TRANSIT'S RESPONSIBILITIES

Everett Transit shall:

- A) Arrange for taxi service for eligible employees for eligible trips. The parties understand and agree that Everett Transit is not responsible for providing transportation services under the program, but may provide service for trips that end within the city or up to one mile outside of the city limits, at its discretion. Taxi trips will provide all other service. The provision of the taxi service and its quality and reliability shall be the sole responsibility of the taxi service provider and Everett Transit shall not be liable for any claims of injury or damages related to an individual's need for or use of the service.
- B) Provide the Company with brochures to inform and instruct its employees about the program.
- C) Provide the program coordinator with the written procedures for accessing service and written guidelines for determining service legitimacy (see Attachments A and B).
- D) Pay taxi fares incurred by eligible persons for eligible trips. Everett Transit will not pay for the cost of the driver gratuity, which is at the discretion of, and to be paid by the passenger.
- E) Conduct an evaluation of the program's effectiveness.

7. PROGRAM FUNDING

Everett Transit, through authorization from the Washington State Department of Transportation (WSDOT) shall provide funding for the program for the duration of WSDOT financial support.

8. COMPANY'S RESPONSIBILITIES

The Company shall:

- A) Provide, annually, the number of employees as defined in section two (2) officially registered by the Company.
- B) Designate the program coordinator responsible for administering the service for each shift at the Company, providing for the possibility that that person(s) may occasionally be unavailable. In this occurrence, an alternate program coordinator will be designated.
- C) Confirm eligibility of trip request based on this Agreement, including but not limited to Attachment B, and other program materials provided by Everett Transit.
- D) Access service through a designated service provider, and give the operator necessary information as detailed in Attachment A.
- E) Keep a complete record of all service requests so that Everett Transit can track program usage and check employer records against those provided by the taxi company.
- F) Track individual employees' use of the program to ensure that none exceed the 2-trip limit.
- H) Follow procedures as set out in Attachments A and B.

ATTACHMENT A

Program Coordinator Instructions

How to access service:

- 1) Determine that the employee is eligible for the program.
- 2) Determine valid need for service by the employee (see Guidelines - Attachment B)
- 3) Make sure employee possesses a photo I.D. (driver's license, employer I.D.)
- 4) Fill out all requested information on the Guaranteed Ride Home Form for the employee including date, trip time requested, employee's name, organization's name, your name, pick-up address and location, destination address or name, any intermediate stops, and the reason the trip was requested.
- 5) Contact Everett Transit between the hours of 8:00 AM and 5:00 PM Monday through Friday at 425-257-7777 and press 5 (*see Open Return below). **Outside of these hours call Yellow Cab at 425-609-7777 and identify your request as an Everett Transit Guaranteed Ride Home. Give the operator the information that is on the Guaranteed Ride Home Form. Fax a copy of the signed form to Everett Transit at 425-257-8945.**
- 6) Tell the operator who answers that this an **Everett Transit Guaranteed Ride Home** service request.
- 7) Identify yourself and your employer. Give the operator the employee's name, pick-up address and location, and the time the taxi is needed. If an intermediate stop has been authorized, inform the operator of this also. All of this information is on the Guaranteed Ride Home Form
- 10) Remind the employee that the driver will request photo identification.
- 11) Tips are at the discretion of the employee and will not be reimbursed.
- 12) Discourage employees from requesting a taxi ride if they are unsure they will use it. Everett Transit pays a fee for "no shows". If, for some unavoidable reason, the employee does not show up for the taxi ride, contact Everett Transit as soon as possible.

***Open Return** - If an employee requests a Guaranteed Ride Home because of unexpectedly working late at the request of a supervisor **AND** does not know exactly when a ride will be needed **AND** that time is after the Program Coordinator has completed work for the day, the Program Coordinator should complete the form and provide the employee with the service provider's phone number. The employee should phone the service provider as soon as the desired pick-up time is known and state that it is an **Everett Transit Guaranteed Ride Home** service request.

ATTACHMENT B
Guidelines for Determining Legitimacy of Service Request

Everett Transit's Guaranteed Ride Home program should only be used to transport a ridesharing employee from work to home or another destination in the following situations:

- 1) Employee's or immediate family member's unexpected illness.
- 2) Unexpected shift changes (employee learns that day he/she must work late that day), and the normal ride will not be available. Subsequent overtime days known to the employee will not be eligible.
- 3) Situations outside the employee's control that cause a missed ride.
- 4) Other emergency situations, or unanticipated schedule changes which occur during the workday.

Note: Non-emergency side trips are not allowed. The program coordinator must authorize side trips of an emergency nature in advance. An example of an authorized side trip is a parent that must stop at a daycare or school to pick up a child before going home.

Program Limitations: two (2) trip limit per employee per year; a 65-mile trip limitation one-way (employee will pay the remainder of the fare beyond 65-miles).

Examples of circumstances where Guaranteed Ride Home is not to be used include:

- 1) Pre-scheduled doctor or other appointments.
- 2) To provide transportation that is the employer's legal responsibility under worker's compensation regulations, such as when an employee incurs injuries or illness related to their occupation. Taxis should never be used when an ambulance is appropriate.
- 3) Other situations where, in the opinion of the program coordinator, alternate transportation could have been arranged ahead of time.
- 4) To take ferry commuters any farther than the ferry dock.
- 5) To transport employees due to prescheduled overtime.

Program Coordinator will have some discretionary authority in administering this program. **Coordinators who wish assistance in judging a unique situation should call Everett Transit at 425/257-7777 and press 5, (8:00 a.m. until 5:00 p.m. Monday - Friday)**