



Guaranteed Ride Home Coordinator Instructions

**All locations except Denver
International Airport**

If you have difficulty using this document's content, please email access@drcog.org or call 303-455-1000. Please expect a response within 72 hours (three business days).

Guaranteed Ride Home is an emergency ride home service provided by the Denver Regional Council of Governments through its Way to Go program. Guaranteed Ride Home encourages employees to use transportation options other than driving alone by providing a free ride home if an emergency occurs while at work.

Proper use

Guaranteed Ride Home covers your employees on any day they commute to work by means other than driving alone (bus, rail, carpool, vanpool, bicycling or walking). Guaranteed Ride Home will provide employees with a free ride home if an emergency occurs while they are at work and need to get home. When employees experience a qualified emergency that prevents them from returning home by carpool, vanpool, riding the bus, using rail, bicycling or walking, Guaranteed Ride Home pays the total cost of a ride home, including the driver's tip (up to 10%).

Transportation will be provided by either Uber or Metro Taxi. A maximum of 100 miles per trip is allowed.

Employees may use Guaranteed Ride Home if:

- They become ill and need to leave work.
- An emergency or illness involving their child or other family member occurs, requiring them to leave work.
- They miss their carpool or vanpool ride or work beyond scheduled bus or rail service due to rare occasions of unanticipated, unexpected, unscheduled overtime.

Limitations



Guaranteed Ride Home does not cover:

- Prescheduled medical appointments.
- Regularly scheduled late shifts.
- Late shifts that can be anticipated by employees or their supervisors.
- Instances for which employees could have scheduled transportation in advance.
- Circumstances in which employees drove to work alone in a motor vehicle.
- Disruptions in public transportation service (bus or light rail).
- Inclement weather.

Employees and supervisors are responsible for ensuring Guaranteed Ride Home is not misused for overtime or extended work hours. Guaranteed Ride Home covers transportation home on the rare occasion when overtime is required but was not, and could not have been, anticipated by the employee or their supervisor. Guaranteed Ride Home does not cover circumstances when overtime is anticipated or could have been anticipated. DRCOG staff monitors Guaranteed Ride Home usage by employers and individual employees. DRCOG maintains the right to terminate Guaranteed Ride Home services for employers and individual employees upon discovering service abuse or misuse.

Guaranteed Ride Home never covers transportation home if your employees drove to work alone in a motorized vehicle (gas or electric). For example, Guaranteed Ride Home would not cover a ride home if an employee drove to work alone and experienced a mechanical breakdown of their automobile.

Guaranteed Ride Home never covers disruptions in public transportation service (bus or rail) or the transportation system for any reason.

Guaranteed Ride Home may never be used for transportation from home to work.

Guaranteed Ride Home never covers the cost of transportation due to a work-related injury. In a life-threatening emergency, call 911.



SCAN ME

How to access the service

Scan the QR code or navigate to bit.ly/GRHrequest in your web browser and use your unique employer code to request a ride home.

1. When you scan the QR code or navigate to bit.ly/GRHrequest, it will take you to a form to request a ride home. Populate the form with your name, employer name, unique employer code (provided by DRCOG), mobile phone number (to receive text alerts from the ride provider), why you need a ride, where you need to be picked up and where you need to go.

Note: There is a 100-mile maximum.

2. After you submit the form, the system will request a ride by Uber or Metro Taxi. Stay on the page while the system contacts the providers. Once a ride is confirmed, you will be taken to a confirmation page with the driver's information (vendor, driver name, contact information, etc.) and a link to track the driver. If you entered a mobile phone number, the provider will also text updates.

3. When the ride arrives, show the driver a photo ID, like your driver's license or state ID. They may ask you for more information.

4. DRCOG will pay the fare and a 10% tip for you. If you want to give the driver an extra tip, that's up to you.

5. You can only make stops if they are related to your emergency. For example, you can stop to pick up your child from school.

6. When you arrive at your destination, the driver may ask you to sign a voucher. Please provide the driver with the information they need to complete the voucher and check it for accuracy.



If you have any questions or concerns regarding Guaranteed Ride Home, please contact Way to Go at 720-278-2337 or mygrh@drcog.org.