



Guaranteed Ride Home Program

POLICIES AND PROCEDURES

Neponset Valley
Transportation Management
Association

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The *Guaranteed Ride Home* program ensures employees participating in a ridesharing arrangement (carpool, vanpool, etc.) that if there is an emergency, transportation will be provided. The GRH program eliminates one of the most frequently cited reasons people opt to drive alone to work: the fear of being stranded at work in case of an emergency. For many commuters, this fear is strong enough that they will not rideshare, even once a week, on the chance that they might need their car. GRH programs are a relatively low-cost incentive that can increase the use of high-occupancy vehicle (HOV) modes (including carpools, vanpools, and transit) and non-vehicle modes such as walking and bicycling. The benefit most frequently mentioned by employees considering ridesharing is the program. The availability of a GRH program also significantly reduces the number of people who revert from ridesharing to driving alone.

Eligibility for GRH Program Participation

- Any TMA member employee who currently carpools, vanpools, bicycles, walks or takes transit at least two days per week is eligible to participate in the program (may vary depending on company policy).
- Employees of TMA members must fill out a registration form and review the procedures and rules before using the program.
- Employees are allowed to use the service only a designated number of times per year.

Use of the GRH Program

Employees can use the program for the following reasons:

- 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 Workers' Compensation Claim.*)
- 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.*)
- Stranded at work because the driver of their 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 drives all remaining vanpoolers home in the van at the end of the day.

Unauthorized Uses of the Program

By registering for the program, the eligible employee accepts responsibility for using the service appropriately. The eligible employee also agrees to reimburse the TMA for expenses incurred for unauthorized usage.

Unauthorized usage includes, but is not limited to, personal errands, pre-planned medical appointments, business-related travel, working late without supervisor's request, chronic overtime work, or injury on the job (which is covered by Workers' Compensation). The *Guaranteed Ride Home* program does not cover weather-related events such as early workplace closure, transportation delays or utility failure.