

Tips for Using the Home Free Guarantee

Your company is providing you a great transportation incentive that also works like insurance if you have an emergency. **Here are some tips to help you make the most of your valuable benefit:**

- If your work complex has more than one building or if your building has more than one entrance, **give clear details about where you will be waiting for the taxi**, such as “near the flagpole.”
- **If your location is difficult to find**, please give clear details such as landmarks or “turn in the second driveway.”
- **Confirm your authorization number** with the taxi driver. The taxi you see may not be the one sent for you.
- **Taxi travel times can vary** from five to 30 minutes or more depending on conditions, such as weather, traffic and taxi demand at the time you want service.
- **Be prepared for your taxi arrival.** Taxis will wait only a few minutes at a pick-up location before the driver declares that the customer did not show.
- **If you will be picking up a child or a prescription**, call ahead so the day-care center or pharmacy is prepared for your arrival.
- **If your child requires a child seat**, please tell our answering service when you request the ride.
- **If you find an alternative way home or will not be ready when the taxi is scheduled** to pick you up, please call our answering service to cancel the taxi ride.
- **Taxi drivers are required to give all customers fully completed receipts.** Make sure the taxi receipt is clearly and accurately completed (name, date, total fare amount) before signing your name and getting your copy.
- **Turn in your taxi receipt** to your program coordinator the next business day.

Reasons not eligible for Guaranteed Ride Home

The personal errands below may be important to an employee, **but they are not eligible emergencies** that the employee could not predict before leaving for work.

- Trip to work. The employee is responsible for transportation to work.
- Scheduled doctor's appointment or surgery.
- To pick up a recovered passport at the airport.
- The employer said the employee did not drive, and bus service was poor for the employee after work.
- Too many items to carry on the bus.
- Employee vehicle would not start, or vehicle is in the shop (employee drove alone to work).
- To attend an off-site meeting or because of attending an off-site meeting.
- Too much to drink after a business party after work.
- Locked keys in car (did not carpool to work).
- Transit disruption or delay. Allowable if bus or train service is cancelled and the employee has no way to get home.
- Snow or other weather reason.
- Trip to the airport because of a family emergency.
- Was not reimbursed for a bus pass and did not have bus fare to pay for the bus.
- Got off at the wrong bus stop. Needed a ride to the park-and-ride because not sure how to get there from current location at 401 S Jackson St.
- Vehicle stolen from parking lot (did not carpool to work).