Guaranteed Ride Home – Guidance notes

Guaranteed Ride Home schemes provide the reassurance of an occasional subsidised ride home for car sharers, cyclists or public transport users in exceptional circumstances. For example, ‘guaranteed ride home’ may be required if an employee’s car sharer needs to work later than expected or they have to return home in an emergency. This addresses a common barrier to car sharing, the fear of being stranded with no easy way to get home.

A ‘Guaranteed ride home’ programme may use whatever travel options you have at your disposal and can include taxis, company vehicles or rental cars.

# **Policy considerations**

**Who is eligible?** The programme could cover those who use alternative modes for a specified portion of commuting or just car sharers

**What types of trip are eligible?** The programme could cover any trip, or it could be limited to unexpected business appointments, employee or family member illness

What is the **maximum number of uses** allowed during a certain period, **maximum miles** within a period, or **maximum cost** per trip?

Which staff or department is responsible for implementation?

What are the procedures for using the ‘guaranteed ride home’ Scheme?

Are the appropriate forms in place (e.g. registration / reimbursement vouchers)?

Is it necessary to set up a contract with taxi service?

# **Costs**

There is a potential cost to the company when implementing a ‘guaranteed ride home’ scheme. This will be in the form of subsidising the trips and administration time. However, these are generally low and differ in each organisation. GRH trips may be free or they may require a modest co-payment. The cost of offering this service has been found to be very low in practice because it is seldom actually used. It is important that a company’s GRH policy is in place to establish the rules around the scheme and who it is aimed at.

Car Share Policy Documentation

# **Guaranteed Ride Home Policy for CarShareGM Members (2017/2018)**

The ‘Guaranteed Ride Home Scheme’ is provided in order to ensure that *<insert company name>* staff registered with CarShareGM are able to get home in the event of an unforeseen occurrence. Such occurrence involves a sudden change in journey schedule of the car driver. Under the ‘Guaranteed Ride Home Scheme’, if a member of CarShareGM has to leave at an unexpected time, and no practical alternative route home is available for the passenger member(s), *<insert company name>* will pay for transport from work to the passengers home.

## **To use the ‘Guaranteed Ride Home Scheme’ the following conditions must be met:**

1. You must be a registered member of CarShareGM.

2. You must be a car share passenger on the day you wish to use the scheme.

3. You must have a valid reason for using the ‘Guaranteed Ride Home’ Scheme. Valid reasons include the following: *<delete or add according to the agreed company guidelines>*

* a home emergency (fire, flood etc.) requiring your immediate attendance
* personal illness or illness/injury of an immediate family member requiring your immediate attention
* unforeseen work reason (certified by your line manager) which means you cannot leave work at your normal time
* the unavailability of the driver for any of the above reasons at or within 30 minutes of the normal return home time
* the breakdown of or accident damage to the shared vehicle that renders it unavailable for use at or within 30 minutes of the normal return home time

## **The procedure if your Car Sharing Scheme driver is unable to get you home is as follows:**

1. Check with any other sharing what, if any arrangements they are making to get home – you may be able to share their lift. If not:

2. Speak to your Line Manager and confirm that conditions 1 – 3 apply.

3. Find out what time you could get home using public transport

*<As part of the Guaranteed Ride Home Policy, we recommend contacting a reliable local local taxi firm who you may already use and discuss the possibility of setting up an account/discounts. The following 2 procedures deal with the procedures of using a taxi firm>*

4. Contact the *<insert staff or department responsible for implementation>.* Depending on circumstances they will either advise you to use public transport or advise you to arrange *<insert preferred taxi firm that you might have an account/special deals with>*

5. A special arrangement is in place with *<insert taxi firm>*. Book the taxi direct on *<insert number>* and provide the password for this special arrangement available from *<insert staff or department responsible for implementation>* An invoice for payment will then be sent to <Finance> so there is no need for the passenger(s) to pay for the taxi ride home.

OR

5. Book the taxi direct on *<insert number>.* When you pay for the taxi ride home, please ensure you ask for a receipt. Ensure the receipt and a completed expense form is given to *<insert staff or department responsible for implementation>*

**The following rules apply:**

1. A stranded passenger may use the Scheme only for journeys directly from *<insert work name/location>* to their home.

*<You could restrict it to this journey only, or offer a maximum duration/distance extension; for example>*

1a. However, an immediate stop (maximum duration 10 minutes is permitted if it relates to the emergency. For example, you can stop on the way home to pick up your child from school. In extreme situations the passenger may be taken directly to the hospital of an ill/injured family member.

2. The ‘Guaranteed Ride Home’ Scheme does not apply to the driver. In the case of a personal emergency or delay finishing work the driver is expected to use his/her own vehicle to return home. If the unavailability of the vehicle is due to breakdown or involvement in an accident, the driver is expected to make his/her own arrangements to retrieve it and return home.

3. Circumstances in which passenger sharers may not use the Scheme include, but are not limited to the following:

* previously scheduled medical appointments
* personal errand’s
* working late other than at a manager’s request
* business journeys
* early office closure, for example due to weather conditions, or building evacuation. In these circumstances it is expected that the driver and any other sharers will all leave at the same time, and therefore, can still share

4. If more than one passenger in a car share arrangement is in need of a ‘Guaranteed Ride Home’ by taxi, they should share one taxi ride home.

5. Tips to taxi drivers are optional and are the responsibility of the employee.