

EMERGENCY RIDE HOME SERVICE: POLICIES AND PROCEDURES JULY 2007

The Regional Transportation Authority is pleased to offer the Emergency Ride Home Service. This service is available to you **regardless of where you live, as long as you work** in Davidson, Rutherford, Sumner, Williamson, or Wilson counties. By signing the enclosed application, you are stating that you understand and will abide by these rules and policies.

POLICIES

The Emergency Ride Home Service is intended to provide only **emergency rides home for regular ridesharers** who cannot ride home with their normal carpool, vanpool, or express bus. To qualify, you **must share a ride to work with at least one other person on average of at least three times each week** or 15 times each month.

The service is expressly not intended to provide a ride home for activities that are known at least one day in advance. Specifically, you **may** use the service only for the following reasons:

1. You or an immediate family member is sick or has an emergency need for your assistance.
2. You are asked to work late that day by your supervisor during that day.
3. Your regular driver cannot drive you because he or she has left unexpectedly or must unexpectedly work late.

The service is specifically **NOT** intended to cover the following:

1. Medical appointments made in advance.
2. Overtime work when requested in advance.
3. Getting home during periods of bad weather, including snow or sleet.

If you register for this service, the RTA will pay for your trip home **up to eight times a year**. If you live within twenty (20) miles of your workplace, a trip home will be by taxicab. If you live farther than 20 miles away, you will be provided a rental car. In either case, the RTA will pay for the trip, including tip or gratuity to the taxicab driver. **The RTA will only honor vouchers used in accordance with the program; vouchers changed or used by someone other than the person to whom assigned will not be honored.**

SPECIAL RENTAL CAR POLICIES

Persons under the age of 21 will not be permitted to get a rental car, but will be taken home by taxicab regardless of the distance involved. Persons seeking to use a rental car **MUST** have a **valid driver's license** and meet the rental car company's specifications for insurance. Generally that means that you must have either proof of insurance readily available, your insurance agent's name and telephone number for the rental car company to contact for verification of coverage, or agree to acquire collision insurance from the rental car company **at your own personal expense**. Persons who cannot drive because of physical conditions or who do not have a valid driver's license will be taken home by taxicab.

RTA ROLE

The Regional Transportation Authority will be responsible only for **EITHER** the fare and gratuity to the driver for taxicab rides **OR** for the fee for use of the rental car for twenty-four (24) hours excluding the extra rental car company insurance.

PROCEDURES FOR RENTAL CARS

1. You will receive a letter confirming your participation and giving you a list of telephone numbers of the rental car company you may use and your first set of vouchers.
2. When you have an emergency or unexpected need for the service, get your supervisor to sign the voucher. You must also sign the voucher and include the reason for your use of the service.
3. Next contact the rental car company according to the instructions you receive with your vouchers.
4. The next day drive the rental car back to the rental car company. The rental car company will give you a ride to work. **If you need the car on a Friday**, please return the car to the rental car office on Saturday, otherwise, you will be responsible for the additional days. You can return the car to the rental car office location nearest you. You are responsible for the car until it is returned to the rental car company.

PROCEDURES FOR TAXICABS

1. You will receive a letter confirming your participation and giving you a list of telephone numbers for taxicab companies you may use and your first set of vouchers.
2. When you have an emergency or unexpected need for the service, get your supervisor to sign the voucher. You must also sign the voucher and include the reason for your use of the service.
3. Contact one of the taxicab companies on the list you will be sent. Each of these companies has agreed to accept the RTA voucher as payment. Tell the dispatcher where to send the cab and wait. The taxicab will come to you. Tell the driver where you are going and give the driver your voucher. (A gratuity will be included on the voucher.)
4. The agreement with the taxicab company calls for them to take you **only to your home or park-and-ride lot**. If you wish another stop along the way, you must pay for any additional fare.