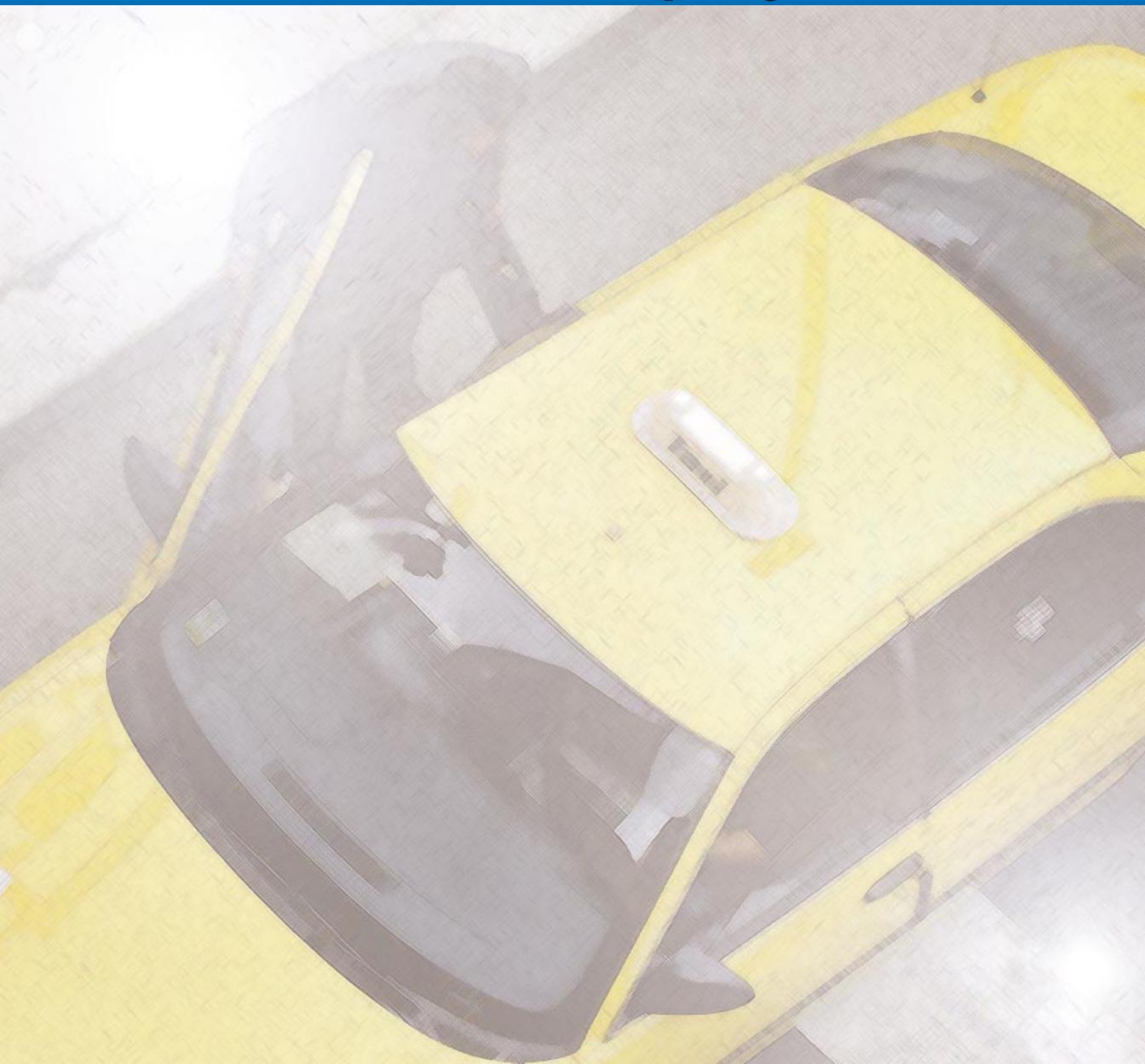


# Home Free Guarantee

*Metro's taxi service program*



# Your Guaranteed Ride Home.

## Get an emergency lift home

Congratulations! Your work commute just got a little easier. If you take the bus, carpool, vanpool, walk or bike to work, you're eligible for Metro's Home Free Guarantee Program, which is being offered as part of your company's transportation program. That means if an emergency comes up during work hours—like a family illness, unexpected overtime or a missed ride—you just grab a cab and get home fast. And the best news of all—it's absolutely free.



Home Free Guarantee gives you peace of mind if your child—or you—get sick while you're at work.

## Don't spin your wheels

If you don't share a ride to work, this is the perfect time to give it a try. After all, driving alone at rush hour is stressful, expensive and hard on the environment, too. Even riding or driving with someone else just one day a week can make a big difference. Your coordinator can give you more

information on carpooling, vanpooling or taking the bus. And now, with Metro's Home Free Guarantee, you don't have to worry about being stuck at work when you need to get home fast. If you share your commute already, then Home Free Guarantee is there when you need it.

## Metro goes the extra mile

Metro's Home Free Guarantee is easy. The only requirement is that you take the bus, carpool, vanpool, walk or bike to work on the day a ride is needed. If you need to get home in an emergency, just contact your employer's Home Free Guarantee coordinator and he or she will arrange a taxi ride and issue an authorization number for you to give to the driver. You show the driver picture identification, and you're on the road.

You can take up to eight trips per year, and the cost of each trip is covered up to 60 miles one way (you pay the difference if it's more than 60 miles). You are responsible for tipping the taxi driver—about 15 percent is the rule of thumb.



# Details

## WHAT IS AN EMERGENCY

- Home Free Guarantee can be used for:
  - ♦ employee or family illness
  - ♦ working late unexpectedly
  - ♦ missing normal ride home: e.g. carpool driver needs to leave early because of an emergency; missed last bus
  - ♦ other emergency situations which occur during the work day
- Home Free Guarantee cannot be used for:
  - ♦ pre-scheduled appointments
  - ♦ trips to the hospital in place of ambulance service
  - ♦ business-related travel
  - ♦ weather, including snow and other acts of nature

## WHERE CAN THE TAXI GO

- The trip must begin from work and can end at home or another location (e.g. a Park & Ride lot or child care provider).
- Emergency-related interim stops are permitted if they are approved by your Home Free Guarantee coordinator when the trip is requested.
- If the trip includes a ferry ride, the taxi will take you as far as the ferry terminal.

# Procedures

## EMPLOYEE

Call coordinator when you need a ride home.

Give coordinator the following information:

- Pick-up time
- Pick-up location

- Destination
- Intermediate stops if needed
- Confirm you have a photo ID
- Tell coordinator if you have an extreme emergency for priority service

## COORDINATOR

Confirms arrangements with you, and:

- Arranges taxi pick up
- Provides you with authorization number for taxi driver

## EMPLOYEE

Takes taxi ride, and:

- Shows taxi driver photo ID
- Gives authorization number to driver
- Tips driver
- Returns taxi receipt to coordinator



When you take your taxi ride, just give your authorization number to the driver and keep the taxi receipt—you'll need it later. And don't forget to tip the driver.

*Transit Information*  
206-553-3000

Toll-free  
1-800-542-7876

TTY Users  
206-684-1739

*Carpool or Vanpool Information*  
206-625-4500

Toll-free  
1-800-427-8249

TTY Users  
684-1855

*Metro Online website:* [transit.metrokc.gov](http://transit.metrokc.gov)

People with disabilities who need this information in accessible formats may call 206-684-2046 (voice) or 206-684-2029 (TTY).