



INSTRUCTIONS FOR TAKING A GUARANTEED RIDE HOME

1. Individuals taking a ride MUST be pre-registered with the program in order to take a ride. You may NOT give your voucher to someone else. If co-workers will be riding in the vehicle with you, they must also be pre-registered with the program. You may obtain an enrollment form from your employer contact and fax in the signed and completed copy.
2. Make sure your “emergency” fits one of the appropriate categories, described in the program brochure. Please take the shortest ride possible. For example, if you missed your vanpool ride but can take BART home, please take a taxi to the BART station, rather than all the way home.
3. Decide whether you will take a taxi or rental car. If your trip is 25 miles or more, you need a ride for reasons other than personal illness or crisis, and you are able to drive, you are strongly encouraged to take a RENTAL CAR instead of a TAXI. If your trip is less than 25 miles, you must take a taxi. Vanpools and carpools- if driver has emergency remaining members should carpool home together. Do not take individual taxis.
4. Follow the instructions for the appropriate service provider. See below for taxi instructions. See reverse side for rental car instructions.

For Taking a Taxi:

- Call **Luxor Cab at 282-4141** and inform the dispatcher that this is a Guaranteed Ride Home call. To ensure the quickest response time possible, call to arrange your ride as soon as you know you will need one.
- Fill out the employee section of the voucher. Give the voucher to the driver at the beginning of the ride.
- At the end of the ride, ask the driver to fill out his/her portion of the voucher. Check that the information is accurate. Sign your section of the voucher and retain the pink copy of the voucher.
- You do not need to tip the driver. A 15% tip is included in the voucher.
- Fill out the Ride Follow-up Questionnaire and mail or fax the pink copy of your voucher along with the completed questionnaire to the address at the bottom of these instructions. Use the envelope provided.**

For Renting a Car:

- Call **1-800-RENT-A-CAR**. Your call will be automatically routed to the closest Enterprise Rent-A-Car office (cell phone calls will be routed to a main number). Inform the agent that this is a Presidio Trust Guaranteed Ride Home call and provide the customer # 23A2484.
- You must call before 5 pm to ensure that you will receive a vehicle. It is best to call as soon as you know you will need a ride to arrange for a drop-off time. An Enterprise agent will drop off the vehicle at your worksite within 30 minutes (or as arranged with Enterprise) and pick it up by 9:30 am the following morning.
- You will be asked to provide a driver's license and sign a rental agreement. Any extra damage protection or liability insurance required by the rental car customer is their sole responsibility.
- Complete the employee section of the voucher. Give the voucher to the Enterprise agent at the time you receive your vehicle. After the agent fills out the service provider section of the voucher, retain the pink copy of the voucher.
- ***You are required to pay for fuel and return the vehicle with the tank filled to the same level as when the vehicle was issued.***
- Return the car to the worksite the following morning and call 1-800-RENT-A-CAR before 9:30 am to arrange for pick-up. If you are prevented from returning the car by 9:30 am, call 1-800-RENT-A-CAR to make arrangements.
- Fill out the Ride Follow-up Questionnaire and mail or fax the pink copy of your voucher along with the completed questionnaire to the address at the bottom of these instructions. Use the envelope provided.**

Rental Car restrictions: Upgrades are **not** allowed. For Friday trips, the vehicle must be returned to the workplace Saturday morning and may not be kept for the weekend. In limited cases, Enterprise may allow you to return the vehicle to a different location than the worksite. Call 1-800-RENT-A-CAR to make arrangements.

Send the pink copy of your voucher along with your completed questionnaire to:

**Presidio Trust Guaranteed Ride Home Program
Attn: TDM Coordinator
34 Graham St., P.O. Box 29052
San Francisco, CA 94129-0052
Fax: (415) 561-7621**

** You must return the pink copy of your voucher and the completed questionnaire in order to receive your next voucher and to remain in the program.

**If you have any questions, please call the
Presidio Trust Guaranteed Ride Home Hotline:**

(415) 561-2739