

*State Agency Free Emergency (SAFE)-Ride Coordinator Instructions
State Worksites in Thurston County
Summary*

A. Determine if the employee and the trip are eligible for a SAFE-Ride by completing the SAFE-Ride *Usage Log*. SAFE-Ride trips may be provided only to employee of the agency who commuted that day in other than a single occupant vehicle (carpool, vanpool, transit, walk, or bike). (See the *Step-by-Step Instructions for SAFE-Ride Coordinators*)

B. Contact the service provider identified by WSDOT as the SAFE-Ride service provider:

YELLOW CAB NW – 360-753-3333

- Inform the dispatcher that you are requesting a SAFE-Ride (guaranteed ride home).
- Identify yourself and your agency. The dispatcher will ask the following: your phone number, the employee's name, commute mode today, reason for the trip, pick-up address and location, time the taxi is needed (see *Open Return* below), destination address, and if any intermediate stops are authorized.
- Be sure you find out exactly where and when the taxi driver will arrive.

C. Inform the employee where and when the taxi will pick them up. Advise the employee that any tips are discretionary on the employee's part and are **not** included or paid by the program nor are they reimbursable by the agency.

Open Return: Follow these instructions when arranging an Open Return for an employee requesting SAFE-Ride service. For an employee to qualify for "open return" the employee must be unexpectedly working late at the request of a superior **AND** does not know exactly when a ride will be needed **AND** the time that the service will be needed is after the SAFE-Ride Coordinator will have completed work for the day.

- Coordinator calls the service provider and requests service under *Open Return*.
- Provide all details of the trip (as specified above) to the taxi company dispatch.
- Inform the service provider's dispatcher that the employee will phone as soon as the pickup time is known.
- Provide the dispatcher with a number to contact the employee.
- Provide the employee with the service provider's phone number.
- To reduce the amount of time the employee may have to wait for the taxi, instruct the employee to phone to phone the service provider as soon as the desired pick-up time is known and state that the service was previously requested by the SAFE-Ride Coordinator under *Open Return*.

SAFE-Ride Program Coordinator

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**State Agency Free Emergency-Ride
Step-by-Step Instruction for SAFE-Ride Coordinators
For State Worksites in Thurston County**

The State Agency Commute Trip Reduction and STAR Pass programs through the Department of Transportation (WSDOT) offer this service to state agency worksites in Thurston County *at no charge* to the agencies. The SAFE-Ride program is an “insurance” program that provides employees a ride home in cases of emergencies on any day the employee commuted to work other than by driving alone. Alternate commute modes include transit, vanpools, carpools, biking or walking.

Note: State vehicles may be used for an emergency ride home if they are available. However, if the emergency involves a non-state employee that needs to be picked up (i.e. a sick child or spouse who is not a state employee) they may not travel in a state vehicle.

Following are step-by-step procedures for the SAFE-Ride program.

A. Determine if the Employee and the Trip are Eligible for a SAFE-Ride

Use the SAFE-Ride Usage Log to determine if the employee and the trip are eligible for SAFE-Ride. Employees may use the SAFE-Ride program for no more than eight (8) trips per fiscal year (July through June) and no more than four (4) can be because of unexpected overtime.

If the employee and the trip are eligible, arrange for the emergency ride per below.

Ä SAFE-Ride Usage Log

- *Date and Time of Request:* Enter today’s date and the time the employee made the request.
- *Employee Name:* Enter name of employee (and division and/or department, if desired).
- *Reason for SAFE-Ride Trip:* Enter the reason the employee is requesting a SAFE-Ride trip.

The following are legitimate uses of the program:

- ✧ Employee illness- enter “I”
- ✧ Family member is ill- enter “F”
- ✧ Missing planned ride home (for example, carpool driver leaves work early due to an emergency, leaving carpool riders stranded at work) – enter “H”
- ✧ Working late unexpectedly, at the request of a superior – enter “UO”
- ✧ Other emergency situations occurring during the work day – enter “O” and fill in the reason in the “comment” column.

SAFE-Ride MAY NOT be used for:

- Ø Pre-scheduled appointment of any type
- Ø Pre-scheduled overtime
- Ø Business-related travel
- Ø Personal errands
- Ø Trips to the hospital in place of ambulance service
- Ø Acts of nature (weather, earthquakes) or closure of building

The SAFE-Ride Coordinator has some power of discretion in this program. It may occasionally be necessary for the Coordinator to judge whether a unique situation constitutes a true emergency. Coordinators who want assistance in deciding a unique situation may call the **State Agency CTR Program at 705-7916**, between 8:00 a.m. and 5:00 p.m. Monday through Friday.

If staff is not available, it is better to provide the trip and call WSDOT as soon as possible to discuss the details of the trip and/or emergency.

- *Commute Mode Today:* Enter alternative mode of transportation that the employee used today: “C” for carpool, “V” for vanpool, “T” for transit, “W” for walk, “B” for bike, or “O” for other and explain in comment column. *Note:* Employees are not eligible for a SAFE-Ride if they drove to work in a single occupant vehicle and became stranded, i.e. their car broke down in route and is in the shop.

- *Destination Address:* Enter the destination and physical address for the trip. Enter “H” if the trip is to the employee’s home, “P” if to a park and ride lot, “F” if to a ferry terminal or “O” for another destination and explain in comment column. *Note:* The taxi may not ride the ferry nor will SAFE-Ride pay for an additional taxi from the ferry terminal on the other side.

Note: a doctor’s office or hospital or other site is an allowable destination if the emergency is for another family member. (SAFE-Ride is not to be used in place of an ambulance for the employee.) However, the taxi will not wait and the employee must find his or her own way home from the destination. The SAFE-Ride program may not transport an employee from any site other than the worksite.

- *Intermediate Stop?* Enter “None” if no intermediate stops are approved. If an intermediate stop is approved, enter the code for the intermediate stop and the address. *Note:* Emergency related intermediate stops are permitted only if they have been approved by the SAFE-Ride Coordinator PRIOR TO THE TRIP. The taxi driver is not permitted to take an intermediate stop unless it is pre-approved by the agency. Intermediate stops include:
 - ✧ School, day-care center, or other location to pick up a sick child or family member- enter “S” and the address or name of the school/daycare
 - ✧ Dropping off keys for another driver of the van- enter “K” and the name and address
 - ✧ Drug store for a called-in prescription – enter “D” and the name/address of drug store.
 - ✧ Other as determined by the coordinator – enter “O” and explain in comment column
- *Open Return Service?* If the trip is for unexpected overtime and the employee will be calling the taxi when the pick-up time is known, enter “OR/Y”. Open Return is used only when an employee is unexpectedly working late at the request of a superior AND does not know exactly when a ride will be needed and the time the ride will be needed is after the SAFE-Ride Coordinator has left for the day.
- *Trip Approved by and Phone Number:* Enter the name and phone number of the coordinator who filled out usage log and who called for the ride.

B. Call taxi company to request service

YELLOW CAB NW 360-753-3333

Tell the dispatcher that you are calling for a SAFE-Ride for a state employee. The dispatcher will ask you for the following information:

- Your name, the name of your agency, and your phone number
- The exact pick-up location (including building number, if necessary)
- The destination of the ride
- The name of the employee who will be taking the ride
- The commute mode used by the employee today
- The reason for the trip
- Whether an intermediate stop is authorized and, if yes, the exact address for the stop
- Whether it is an Open Return trip: If yes, tell the dispatcher that you have instructed the employee to call as soon as the pick-up time is known. In addition, give the employee's phone number to the dispatcher for after-hours confirmation.
- If the dispatcher does not provide a pick-up time, ask for an estimated time of arrival.

C. Give instructions to employee

- Confirm arrangements with the employee; i.e., estimated pick-up time, pick-up location, destination address and intermediate stops if authorized.
- Open Return Note: Provide the employee with the service provider's phone number and instruct the employee with SAFE-Ride Coordinator under Open Return. To reduce the amount of time the employee will have to wait for transportation, the employee should phone the service provider as soon as the desired pick-up time is known.
- Advise the employee that tips are discretionary and will not be reimbursed by the program or your agency.

G. Ongoing Responsibilities

The SAFE-Ride coordinator should continue to promote the SAFE-Ride program throughout the year. Some ideas for promoting the program:

- Provide each employee with a SAFE-Ride brochure/flyer
- Include information about the SAFE-Ride Program, as well as other commute trip options, in new employee packets.
- E-Mail messages
- Newsletter articles
- Posters

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