



# GUARANTEED **RIDE HOME**

## Program Handbook

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The Guaranteed Ride Home (GRH) Program is a joint effort and is funded by Metro and the Orange County Transportation Authority (OCTA).



**Metro**



**OCTA**

# Guaranteed Ride Home Program Handbook

## SECTION I. General Information

### Program Overview . . . . . 3

- > Why is GRH important?
- > What qualifies as a valid GRH Program emergency?
- > What does not qualify as a valid GRH Program emergency?
- > What are valid GRH destinations?
- > How does GRH work?
- > How often can each ridesharing employee use GRH?
- > How is the GRH Program funded?

### GRH Enrollment . . . . . 5

- > How do employers sign up for the GRH Program?
- > What are the employer’s administrative responsibilities for GRH?
- > What do enrolled employers receive to help implement the GRH Program?
- > What expenses are reimbursable?

## SECTION II. Implementation

### Establishing Your Internal Company GRH Policy . . . . . 6

#### Developing a Company Policy

- > South Coast AQMD Rule 2202 Plan Impact
- > Use of Third-Party Consultant to Administer Program

### Using the GRH Program . . . . . 7

- > Program Procedures
- > Step-by-Step Submittal Process
- > Denial of Reimbursement Claim

## SECTION III. Appendices

### GRH Guidelines . . . . . 8

### GRH Reimbursement Claim Form . . . . . 10

### Sample Marketing Materials . . . . . 11

### Employee Frequently Asked Questions. . . . . 12

### GRH Overview . . . . . 13

# Program Overview

One of the most common concerns shared by commuters who rideshare to work is becoming stranded, without a way to get home should an emergency arise. The Regional Guaranteed Ride Home (GRH) Program helps alleviate this concern by providing a safety net, which allows employees to rideshare to work free of worry should they experience an illness, unexpected overtime or other valid emergency. GRH ensures that ridesharing employees will be reimbursed up to two times each fiscal year (July 1 - June 30) for rides using taxis, transportation network and carsharing companies, a rental car or transit fare.

## GUARANTEED RIDE HOME IS A FREE SERVICE OFFERED EXCLUSIVELY TO EMPLOYEES WHO BOTH:

- > Rideshare to work on the day the employee needs an emergency ride home
- > Work for a participating company currently enrolled in the Regional GRH Program

## WHY IS GRH IMPORTANT?

GRH is essential in relieving employee anxiety that may arise when considering rideshare alternatives. Rideshare alternatives include carpooling, vanpooling, taking transit, bicycling and walking to work. Offering GRH can help eliminate some of the major objections employees may have to ridesharing to work. “What if my child gets sick?” “What if I have to work late?” “What if I have a personal emergency?” “How am I going to get home if I don’t have a car available to me?” GRH acts like an insurance policy that helps employees feel secure about their decision to rideshare.

## WHAT QUALIFIES AS A VALID GRH PROGRAM EMERGENCY?

Emergencies may vary from an employee having to work late, to missing his/her carpool or vanpool due to the driver leaving early for an emergency/illness, or to a family emergency that requires the employee to return home mid-day. Emergency circumstances that qualify for a reimbursable ride under the GRH Program include:

- > Personal illness/emergency
- > Unexpected illness/emergency of an immediate family member
- > Carpool/vanpool driver has an emergency or unexpected overtime
- > Carpool/vanpool driver illness
- > Employee is required to work unscheduled overtime

## WHAT DOES NOT QUALIFY AS A VALID GRH PROGRAM EMERGENCY?

- > Personal errands
- > Non-emergency appointments/meetings/doctor visits
- > Voluntary overtime
- > Public transportation disruptions or delays for any reason
- > Termination/lay-offs
- > Being sent home from work early due to scheduling issues by Management
- > A ride to work
- > Business travel
- > Inclement weather
- > Any trip where alternate transportation could be arranged in advance
- > On-the-job injury
- > Mechanical breakdown of carpool or vanpool
- > In place of a loaner/replacement vanpool vehicle
- > If vehicle is towed, impounded or cannot be accessed because of police activity
- > Early release from work due to loss of power, lighting or network access at the worksite
- > Being sent home from work early for any reason other than is specified in the rules as a valid GRH emergency
- > Natural disasters, including but not limited to: fires, mudslides, flooding and earthquakes, are excluded as a valid reason for GRH reimbursement

## WHAT ARE VALID GRH DESTINATIONS?

Every emergency is different, and an employee may need to reach a different destination for each unexpected situation. The GRH Program offers flexibility, allowing the employee to choose from a variety of destinations to serve their unique needs. Destinations include:

- > Home
- > Personal vehicle (if parked at a Park & Ride lot or transit station)
- > Medical facility (not related to an on-the-job injury)
- > Daycare or school
- > Interim stops will also be accepted if they are needed to reach the final emergency destination

## Program Overview *continued*

### HOW DOES GRH WORK?

GRH is designed to be as easy to use as possible, with minimal administration.

- > Once the employer enrolls their company to participate in the GRH Program, all employees who rideshare to work are eligible for the GRH reimbursement. Employees do not sign up individually; once the company enrolls, all employees who rideshare to work qualify for the GRH Program.
- > In the event that an employer that has a vanpool group (leasing a van with one of the approved vanpool vendors and receiving the county subsidy) and the employer refuses to execute the service agreement through the Agency, the individual vanpool group may complete and sign the agreement. The lead vanpool driver of the vanpool group will need to be designated as the employer representative and held to any and all employer representative responsibilities as Agencies define in this handbook.
- > The GRH Program allows the employee the flexibility they need to get to their destination. The employee experiencing the emergency consults with their employer representative and chooses the most efficient means to get to where they need to go during a valid emergency. The employee can choose to take a taxi, a transportation network company, a carsharing company or use transit or a rental car to get to their emergency destination.
- > Depending on the circumstances or employer's GRH policy, the employer, third-party consultant or the employee pays up-front for the employee's selected ride.
- > Once the employee provides their employer representative with valid receipt(s) (original or scanned) from the service provider, the employer representative will complete and submit a GRH Reimbursement Claim Form to the GRH office via regular email or email within 60 days of the GRH usage date. Mailing address and email address is provided on GRH Reimbursement Claim Form.
- > The GRH office will review the GRH Reimbursement Claim Form and transportation receipt(s). Upon approval, the GRH office will send the reimbursement check to the party that paid for the expense as noted on the GRH Reimbursement Claim Form within 10 business days.
- > GRH Reimbursement Claim Forms received after 60 days will not be accepted and trip costs incurred shall become the responsibility of the employee and/or the employer.

### HOW OFTEN CAN EACH RIDESHARING EMPLOYEE USE GRH?

Each ridesharing employee can use the GRH Program up to two (2) times in a fiscal year (July 1 – June 30).

### HOW IS THE GRH PROGRAM FUNDED?

Businesses of any size can enroll, and there is no cost to participate. All transportation costs are reimbursed when program rules and procedures are followed. GRH is sponsored by the Los Angeles County Metropolitan Transportation Authority (Metro) and Orange County Transportation Authority (OCTA), individually the "Agency" and collectively the "Agencies."

# GRH Enrollment

## HOW DO EMPLOYERS SIGN UP FOR THE GRH PROGRAM?

To participate, employers must have a current, signed service agreement with their appropriate sponsoring county transportation Agency. In the event that an employer that has a vanpool group (leasing a van with one of the approved vanpool vendors and receiving the county subsidy) and the employer refuses to execute the service agreement through the Agency, the individual vanpool group may complete and sign the agreement. The lead vanpool driver of the vanpool group will need to be designated as the employer representative and held to any and all employer representative responsibilities as Agencies define in this handbook.

Individual Agencies may have additional requirements. The employer worksite must be located in Los Angeles or Orange County. The employer must also agree to adhere to the GRH guidelines set forth by their sponsoring Agency and distribute materials designed for the program.

## WHAT ARE THE EMPLOYER'S ADMINISTRATIVE RESPONSIBILITIES FOR GRH?

The company must designate an employer representative to administer the program and provide the GRH office with an e-mail address in order to receive program information, forms, electronic updates and announcements. The employer representative will then print and distribute materials needed to implement the program.

The employer representative is responsible for monitoring and ensuring proper use of the GRH Program by their employees. The employer representative will be notified (by the GRH office) when an employee has used their maximum number of GRH rides (two) within the fiscal year (July 1 – June 30).

## WHAT DO ENROLLED EMPLOYERS RECEIVE TO HELP IMPLEMENT THE REGIONAL GRH PROGRAM?

This Guaranteed Ride Home Program Handbook is the employer's primary source of program information. The employer representative will also receive a GRH Reimbursement Claim Form via e-mail. This claim form should be reproduced for program use. GRH marketing materials will also be made available to participating employers.

On-going commuter assistance program support is available through the sponsoring Agencies for all rideshare-related programs. Information is also available at [go511.com](http://go511.com). Updates will be distributed electronically to all participating employer representatives. Employers will also receive posters promoting the program and other resources.

## WHAT EXPENSES ARE REIMBURSABLE?

Reimbursable transportation options include:

**Taxi** – GRH one-way fare reimbursement up to \$3.50 per mile, plus a tip of up to 15% of the total mileage cost (excluding any discounts) for the GRH trip. The tip must be clearly identified on the taxi receipt, along with the total amount paid.

**Transportation Network Companies (TNC)** – GRH one-way fare reimbursement up to \$3.50 per mile. Though tips are not essential for using the TNCs' services, the GRH Program will reimburse a tip of up to 15% of the total mileage cost (excluding any discount) for the GRH trip. The tip must be clearly identified on the receipt, along with the total amount paid. Examples of TNCs include Lyft, Uber, Sidecar, Wingz, Summon and Haxi.

**Carsharing companies** – GRH fare reimbursement of up to the lowest "Occasional Driving" per hour rate offered by the company or the lowest "Occasional Driving" per day rate for the use of a carshare vehicle. Must be a registered member to drive cars by the hour or day, with gas and insurance included. The GRH program will not reimburse any registration or membership fees associated with using carsharing companies. Examples of carsharing companies include Zipcar, Car2Go, Enterprise CarShare, Carpingo, eGo CarShare, Getaround, HOURCAR, JustShareIt and RelayRides.

**Rental car** – GRH fare reimbursement for a one-day, economy class rental car and the cost of gasoline to refill the tank. The GRH Program will also cover the cost of a one-way drop off fee.

**Public transit such as bus, Metro Rail, Greyhound, Amtrak or Metrolink** – GRH fare reimbursement for the cost of their one-way transit ticket.

Since the Regional GRH Program provides reimbursement for a maximum of two (2) emergency rides home per fiscal year (July 1 – June 30), we suggest that the employer identify supplemental options to get ridesharing employees home in case of an emergency. These options may include riding home with co-workers or using a company fleet vehicle.

Vanpool participants are also encouraged to review their employer or leasing company's policy for backup vehicles.

# Establishing Your Internal Company GRH Policy

The Regional GRH Program provides the employer with flexibility in administering the program. It is recommended that employers establish a written internal GRH company policy, which incorporates the Regional GRH Program into their own company procedures.

## Developing a Company Policy

A well-written company Guaranteed Ride Home policy should provide employees with GRH transportation option details and information on how the program works, including eligibility requirements, valid reasons for using GRH services, restrictions and step-by-step instructions to participate. In addition, the company policy should incorporate program accountability and internal monitoring procedures.

Companies may choose to either have their employee, the employee's supervisor or the company's employer representative arrange for the emergency ride. Companies may choose to pay the up-front costs of the GRH Program, establish accounts with local taxi companies, transportation network companies, carsharing companies or rental car agencies, or require their employees to pay for the ride. The company's internal written GRH policy should reflect their chosen implementation procedures.

### USE OF THIRD-PARTY CONSULTANT TO ADMINISTER PROGRAM

Companies have the option to hire a third-party consultant to market and administer their GRH Program. In this situation, the consultant may pay for rides on behalf of the employer. If electing to do so, the employer must provide the GRH Program with written authorization allowing reimbursement to be made directly to the consultant.

### SOUTH COAST AQMD RULE 2202 PLAN IMPACT

- > If the employer decides to have their employees pay for their own GRH expense, the Regional GRH Program will no longer qualify as a South Coast Air Quality Management District's (South Coast AQMD) Rule 2202 Plan basic support strategy. In this case, the employer would need to amend their Rule 2202 Plan and replace their current GRH strategy with another South Coast AQMD approved strategy. The employer will be responsible for paying any filing fee associated with this change.
- > If the employer uses this GRH Program in their South Coast AQMD Rule 2202 as a basic support strategy, then it is the employer's responsibility to arrange and pay for the emergency ride at no out-of-pocket cost to employees. The employer representative submits transportation receipts and GRH Reimbursement Claim Forms to the GRH office for reimbursement for all qualified rides without affecting compliance.

# Using the GRH Program

## PROGRAM PROCEDURES

Before implementing the GRH Program you will need to make copies of the GRH Reimbursement Claim Form. Keep them in an accessible area and be sure that other staff knows where they are located. They can also be downloaded from Agency websites.

Before authorizing the use of the GRH Program, verify that the employee's emergency has met this program's definition of a valid emergency ride as stated in this handbook. If you are unsure if an emergency qualifies, call the GRH Program office during business hours at 951.352.8229. Reimbursement claims will be denied if the ride home does not meet eligibility requirements. Remind your employee to collect all receipts during the ride since these will need to be submitted with the completed GRH Reimbursement Claim Form.

## STEP-BY-STEP SUBMITTAL PROCESS

- > Make a copy of the completed Reimbursement Claim Form and receipts for your file.
- > Submit the claim form to the GRH office, along with the taxi, transportation network company, carsharing company, transit or rental car receipt (original or scanned copies will be accepted). Both the signature of the employee and the signature of the employer representative or consultant are required. The GRH Reimbursement Claim Form and transportation receipt may be mailed or e-mailed to the GRH office.
- > The Reimbursement Claim Form must be received by the GRH office within 60 days of the GRH usage date in order to qualify for reimbursement. Reimbursement claim forms received after 60 days will not be accepted and trip costs incurred shall become the responsibility of the employee and/or employer.
- > Reimbursement will be paid to the appropriate party within 10 business days.

You should track each employee's use of the GRH Program to ensure that individual employees use no more than two (2) trips per valid fiscal year (July 1 – June 30). The employer representative will be notified of the second trip via the final payment letter sent with the check. If the GRH trip is paid by the employee and not the employer, the employee will be notified via the final payment letter

sent with their reimbursement check.

## DENIAL OF REIMBURSEMENT CLAIM

If a Reimbursement Claim Form is denied because the ride is deemed ineligible, the Reimbursement Claim Form and a denial letter will be mailed to the employer representative. The employer representative is responsible for notifying their employee if the GRH is denied. Again, the employer is also responsible for verifying that employee's emergency ride home qualifies under the GRH guidelines before authorizing the ride and submitting a Reimbursement Claim Form.

A follow-up survey will be emailed to the employee participants and the employer representative or consultant for their feedback on the program.

# Guaranteed Ride Home Program Guidelines

The Guaranteed Ride Home (GRH) Program includes procedures that employers can use to offer a guaranteed ride home to their employees in a valid emergency situation on days the employee has used an alternative mode of transportation (carpool, vanpool, transit, bicycle, walk) to get to work. Employers will receive a GRH handbook that outlines the program and procedures. The program is sponsored by the Los Angeles County Metropolitan Transportation Authority (Metro) and Orange County Transportation Authority (OCTA), individually the “Agency” and collectively, the “Agencies.”

## SERVICE PARAMETERS

- > Maximum number of GRH sponsored trips per employee is two (2) per fiscal year (July 1 – June 30).
- > Reimbursable GRH options include one-way taxi ride, one-way transportation network company ride, hourly or one-day carsharing company ride, one-way transit fare and one-day car rental.

## EMPLOYER ELIGIBILITY CRITERIA

- > Employer must be a client of an Agency (a client is defined as an employer who has a current service agreement with their county's Agency), indicate interest in participating in the GRH Program, and satisfy the GRH Program participation requirements of the Agency.
- > In the event that an employer that has a vanpool group (leasing a van with one of the approved vanpool vendors and receiving the county subsidy) and the employer refuses to execute the service agreement through the Agency, the individual vanpool group may complete and sign the agreement. The lead vanpool driver of the vanpool group will need to be designated as the employer representative and held to any and all employer representative responsibilities as Agencies define in this handbook.
- > Employer's facility must be located in Los Angeles or Orange Counties.
- > The employer must designate an employer representative to administer the GRH Program and provide an e-mail address to receive GRH Program information, forms, updates and announcements electronically and to print materials needed to implement the GRH Program.
- > Employer representative shall comply with the GRH Program guidelines and GRH handbook, as amended periodically. Both the GRH Program guidelines and GRH handbook are available for download at the Agencies' respective websites.
- > Employer representative shall distribute program information to employees.
- > Employer representative agrees to coordinate with the GRH Program office to provide notice to employees who have used the maximum number of two rides allowed per fiscal year (July 1 – June 30).
- > Employer representative shall submit the GRH Reimbursement Claim Form to the GRH office within 60 days of the service date.

- > Reimbursement Claim Forms received after 60 days will not be accepted and trip costs incurred shall become the responsibility of the employee and/or employer.

## EMPLOYEE ELIGIBILITY CRITERIA

- > Employee must work for an employer enrolled in the GRH Program.
- > Employee must have used an alternative mode of transportation (carpool, vanpool, transit, bicycle, walk) from home to work on the day the guaranteed ride home is requested.
- > Employee must have a valid emergency situation to use the GRH Program. Valid uses of the GRH Program include personal illness/emergency, unexpected illness/emergency of an immediate family member, carpool/vanpool driver has an emergency, illness or unexpected overtime, if employee is required to work unscheduled overtime, and other emergency situations as appropriate at the discretion of the Agencies and GRH office.
- > Employee must provide their employer representative with valid receipt(s) for their emergency ride home.

## LIMITATIONS, AMENDMENT, EXCEPTIONS AND TERMINATION

- > Invalid Usage – The GRH Program cannot be used for a ride to work, personal errands, pre-scheduled overtime, pre-scheduled doctor visits or other appointments, business travel, or to transport an employee as a result of a work-related injury. An emergency situation does not include inclement weather, natural disasters, including but not limited to: fires, mudslides, flooding and earthquakes, public transit service disruptions for any reason or any trip where alternative transportation could be arranged in advance. It may not be used to send employees home for any reason other than what is specified in the rules as a valid GRH emergency. For example, it can't be used for those that have been terminated or laid-off, sent home early because of scheduling issues by management or because of loss of power, lighting or network access at the worksite. The GRH Program may also not be used as an alternative option when carpool or vanpool vehicles are inoperable because of mechanical failures or police activity restrictions. In instances where employees do not qualify for GRH Program reimbursement, the employer representative is encouraged to utilize other alternatives to assist their employees, such

## Guaranteed Ride Home Program Guidelines *continued*

- as using company fleet vehicles or arranging a ride with a co-worker. The Agencies funding the Regional GRH Program are not responsible for reimbursement of these trips.
- > Amendment by Agencies – The GRH handbook and GRH Program guidelines may be amended periodically by any of the participating Agencies.
  - > Exceptions – For any GRH exceptions that are not directly defined in the GRH handbook, the GRH project manager will raise the exception to the applicable Agency project manager so they may have the discretion to review the situation and determine approval or disapproval. If the Agency project manager feels the situation should be brought to the other Agencies' project managers, the issue will be shared in writing and discussed collectively to determine approval or disapproval.
  - > Termination of Program – The GRH Program may be revoked or terminated at any time at the sole discretion of the Agencies. In addition, each Agency may terminate its participation in the GRH Program at any time and without cause. Prior to its termination, the Agency seeking to terminate its participation, shall provide written notice of its termination to any employer that has completed a service agreement with the Agency at least five (5) days before the effective date of such termination.
  - > Availability – There may be situations when a rental car, taxi or transit may not be a valid option for the employee. In these situations, the employer representative is encouraged to utilize other alternatives to assist their employees, such as use of company fleet vehicles or arranging a ride with a co-worker. The Agencies funding this GRH Program are not responsible for reimbursement of these trips.
  - > Valid Rental Car or Carsharing Service Vehicle – An employee may use a rental car or carsharing vehicle to travel from the work location to the employee's place of residence, the employee's personal vehicle, child care provider or to a medical provider for an unscheduled emergency visit. Membership fees to carsharing companies will not be reimbursed. Examples of carsharing companies include Zipcar, Car2Go, Enterprise CarShare, Carpingo, eGo CarShare, Getaround, HOURCAR, JustShareIt and RelayRides.
  - > Alternative Mode of Transportation – The employee's use of an alternative mode of transportation from the employee's home to work by public transit, carpool, vanpool, bicycle or walking.

### DEFINITIONS

- > Valid Emergency Situations – An unexpected illness of an eligible employee or an eligible employee's immediate family member, unscheduled or unanticipated overtime or extended workday, carpool/vanpool driver emergency, illness or unexpected overtime and other emergency situations as appropriate at the discretion of the Agencies and GRH office.
- > Valid Taxi Ride or Transportation Network Company (TNC) Ride – An employee may receive a taxi ride from the work location to the employee's place of residence, the employee's personal vehicle, child care provider or to a medical provider for an unscheduled emergency visit not related to a workplace injury. An interim emergency-related stop of 20 minutes is allowed. Examples of TNCs include Lyft, Uber, Sidecar, Wingz, Summon and Haxi.

# Guaranteed Ride Home Program Reimbursement Claim Form

## Eligibility Requirements

- > You must work for an employer enrolled in the Regional Guaranteed Ride Home (GRH) Program.
- > You must have traveled to work that day using a rideshare arrangement (carpool, vanpool, public bus, Metro rail, Metrolink, walking or bicycle).
- > The maximum allowable GRH reimbursed trips per fiscal year (July 1 – June 30) is two (2).
- > A maximum 15% tip is allowed for reimbursement.
- > You must complete this form and return it with your receipt(s) of transportation fees within 60 days from the date the service was utilized. Original or scanned copies will be accepted.
- > Reimbursement Claim Forms received after 60 days will not be accepted and trip costs incurred shall become the responsibility of the employee and/or employer.

Mail to: GRH Program, 7355 Magnolia Avenue, Riverside, CA 92504, ph. 951.352.8229 or email to [cfranco@its-consulting.net](mailto:cfranco@its-consulting.net)

## Commuter Information (please print clearly):

Name: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Employer Information:

Employer Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Employer Representative Name: \_\_\_\_\_  
Employer Representative Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Travel Information:

Date Guaranteed Ride Home was used: \_\_\_\_\_  
Form of ridesharing used to get to work that day: \_\_\_\_\_  
Reason for needing Guaranteed Ride Home:  
 Personal/family illness       Personal/family emergency       Personal unexpected overtime  
 Carpool/vanpool driver unexpected overtime       Carpool/vanpool driver personal/family illness/emergency  
 Other (please explain) \_\_\_\_\_

What mode of transportation did you use to get home:

- Taxi       Rental car       Metrolink  
 Metro Rail       Public bus       Zipcar/Car2go/Other Carsharing Co.  
 Uber/Lyft/Other Transportation Network Co.

Cost/Fare: \$ \_\_\_\_\_ [ Attach receipt(s) to this form ]

Who paid for the expense? (check one)

- Commuter/Employee       Employer       Third-Party Consultant – Consultant Name: \_\_\_\_\_

**Reimbursement check will be endorsed to appropriate party checked above.**

Participant's Signature: \_\_\_\_\_

Employer Representative Signature: \_\_\_\_\_

By signing this form, the Participant and Employer acknowledge all information stated above is true. The GRH Program has the right to request further documentation if needed. If the program Administrator determines the emergency ride was invalid or not authorized, the reimbursement will be denied.



# GUARANTEED RIDE HOME

If an emergency arises on one of your ridesharing days, you may be eligible for a free ride home through the Regional Guaranteed Ride Home (GRH) Program. Employees can use the program up to two (2) times per fiscal year (July 1 – June 30).

*Don't wait until you need an emergency ride home to find out more about this program. Be prepared now!*

## QUESTIONS TO ASK YOUR EMPLOYER

- 1 How is the program being implemented at your work place?  
Will your employer cover the cost upfront or will you need to pay out of pocket?
- 2 What qualifies as a valid emergency and what does not?
- 3 Who will be responsible in arranging your emergency ride with the taxi company, rental car company or in purchasing transit fare?  
You or your employer representative? Is a ride with a transportation network company (such as Lyft or Uber) or carsharing an option?

*Remember to collect all receipts from your ride home since these must be turned in along with the GRH Reimbursement Claim Form. For more information or to get a GRH Reimbursement Claim Form, speak to your employer representative.*

Contact: \_\_\_\_\_

If you have any general questions about the Regional Guaranteed Ride Home Program, call 951.352.8229. Offices are open from 8:30am to 5pm, Monday through Friday. You can also visit [go511.com](http://go511.com).



**Metro**



**OCTA**

# Employee Frequently Asked Questions

## 1) Do I have to register with the company rideshare program to use the Guaranteed Ride Home (GRH) Program?

As long as the employee works for a company currently enrolled in the GRH Program, there is no program requirement for the employee to be pre-registered with the GRH Program. However, individual companies may require registration as part of their internal rideshare programs. Please check with your employer representative for your specific company requirements.

## 2) Do I have to pay for the rides?

You (the employee) or your employer or a third-party consultant must pay for the emergency ride up-front. Speak to your employer representative to confirm your employer's policy. Valid emergency rides will be reimbursed to the appropriate party.

## 3) How many times can I use the program?

You can receive up to two (2) emergency rides in a fiscal year (July 1 – June 30).

## 4) How do I transport my bike or wheel chair?

You or your employer will need to make arrangements with the taxi or rental car company. Many public transit providers offer wheelchair lifts and bike racks.

## 5) Will the taxi or rental car have a car seat for my child to meet legal requirements?

You or your employer will need to make arrangements with the GRH transportation provider.

## 6) What happens if I am too ill or upset to drive or take public transit?

A taxi or ride from a transportation network company (TNC), such as Uber or Lyft, would probably be the best GRH option under these circumstances.

## 7) What is a transportation network company (TNC)?

A TNC is as a company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples are Lyft, Sidecar, Uber, Wingz, Summon and Haxi.

## 8) Why do I need a credit card when using a rental car?

Rental car agencies require you to provide a credit card, and you must comply with their rules if you wish to rent a car.

## 9) If I use a rental car, can I return the car near my home?

Yes, you may. The rental car agency can give you a list of locations near your home. You will only be reimbursed for a one-day rental period and must return the vehicle as required within the rental agency's contract.

## 10) Can I use the rental car for more than one day if I pay the difference?

No. That would be a separate car rental agreement and it would be at your expense. This program reimburses for a one-way trip from work to home, and to the car rental agency to return the car.

## 11) Can I share the taxi or rental car with a fellow employee also needing a ride?

Yes, as long as the trip is one-way from work to home.

## 12) Should I tip the taxi driver with my own money?

This decision is up to you based on your level of satisfaction of your service provider. The cost of a one-way taxi ride plus a 15% tip is reimbursable and must be documented on the receipt.

## 13) Am I supposed to leave any paperwork with the taxi driver?

No.

## 14) What must I do to ensure that my emergency ride will be reimbursed?

After using the GRH Program for an emergency ride home you must provide your employer representative with a valid receipt (taxi, transit, TNC or rental car). This receipt, along with a completed GRH Reimbursement Claim Form, will be submitted to the GRH Program office by your company's employer representative for reimbursement. Your signature and your employer representative's signature is required on the GRH Reimbursement Claim Form. Reimbursement Claim Forms received after 60 days of the GRH usage date will not be accepted and trip costs incurred shall become the responsibility of the employee and/or the employer.

## 15) Can I use the program for another member of my family? Example: If I have to work unexpected overtime and need my child to be picked up from school?

No. You may work with your company's employer representative to see if there are any options available through your company's employee transportation program.

## 16) What happens if a GRH transportation option is not available?

Work with your company's employer representative to see if there are any options available through your company's employee transportation program, i.e. arranging a ride home with a co-worker or using a company fleet vehicle.

## 17) Will I be reimbursed for a ride home if I am sent home early because there is no work for me to do?

No, the GRH Program may not be used if management sends you home for any reason other than what is specified in the rules as a valid GRH emergency. For example, the program can't be used for those that have been terminated, or laid-off, sent home early because of scheduling issues by management or because of loss of power, lighting or network access at the worksite.



# GUARANTEED RIDE HOME

## Program Overview for Employees

**The Regional Guaranteed Ride Home (GRH) Program provides a safety net, which allows employees to rideshare to work without the worry of getting stranded at work due to illness, unexpected overtime or other emergency.**

*In the event of a valid emergency, GRH ensures that ridesharing employees will be reimbursed (up to two (2) times per fiscal year – July 1 through June 30) for a taxi ride, a ride from a transportation network company, a carsharing company, rental car or transit fare.*

### **GRH IS A SERVICE OFFERED EXCLUSIVELY TO EMPLOYEES WHO BOTH:**

- > Rideshare to work on the day the employee needs an emergency ride home
- > Work for a participating company that is currently enrolled in the Regional GRH Program

### **HOW DOES GRH WORK?**

- > Once an employer enrolls their company, all employees who rideshare to work are eligible to participate in the GRH Program.
- > The employee and employer representative choose the most efficient means of transportation to use during a valid emergency. GRH options include using a taxi, transportation network company, rental car, carsharing company or transit (public bus, Metro Rail or Metrolink).
- > Either the employer, third-party consultant or the employee will pay for the employee's selected ride.
- > Once the employee provides their employer representative with a receipt from the service provider, the employer representative will submit a GRH Reimbursement Claim Form to the GRH office within 60 days of the emergency ride.
- > Upon approval, the GRH office will send the reimbursement check to the appropriate party within 10 business days.
- > Reimbursement Claim Forms received after 60 days will not be accepted and trip costs incurred shall become the responsibility of the employee and/or the employer.

### **WHAT QUALIFIES AS A VALID GRH EMERGENCY?**

- > Personal illness/emergency
- > Unexpected illness/emergency of an immediate family member
- > Carpool/vanpool driver has an emergency or unexpected overtime
- > Carpool/vanpool driver illness
- > Employee is required to work unscheduled overtime

### **WHAT DOES NOT QUALIFY AS A VALID GRH EMERGENCY?**

- > Personal errands
- > Non-emergency appointments/meetings/doctor visits
- > Voluntary overtime
- > Public transportation disruptions or delays for any reason
- > Termination/lay-offs
- > Being sent home from work early due to scheduling issues by management.
- > A ride to work
- > Business travel
- > Inclement weather
- > Any trip where alternate transportation could be arranged in advance
- > On-the-job injury
- > Mechanical breakdown of carpool or vanpool
- > In place of a loaner/replacement vanpool vehicle
- > If vehicle is towed, impounded or cannot be accessed because of police activity
- > Early release from work due to loss of power, lighting or network access at the worksite.
- > Being sent home from work early for any reason other than is specified in the rules as a valid GRH emergency
- > Natural disasters, including but not limited to: fires, mudslides, flooding and earthquakes, are excluded as a valid reason for a GRH reimbursement.

### **WHAT ARE VALID GRH DESTINATIONS?**

- > Home
- > Personal vehicle (if parked at a Park & Ride lot or transit station)
- > Medical facility (not related to an on-the-job injury)
- > Daycare or school
- > Interim stops will also be accepted if they are needed to reach the final emergency destination

**FOR MORE INFORMATION, CALL THE GRH PROGRAM AT 951.352.8229.**



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