



## guaranteed ride home never be stranded

### **iCommute will get you home. It's guaranteed.**

With Guaranteed Ride Home, commuters who carpool, vanpool, take an Express Bus, ride the COASTER, walk, or bike to work three or more times a week have a built-in safety net. The program will get you home if you have an emergency or have to work unscheduled overtime. Rest assured, you won't get stranded at work.

### **What is the Guaranteed Ride Home program?**

If you get stuck at work, iCommute, the San Diego Association of Governments' commuter program, will provide you a ride home for only a \$3 co-pay. Commuters who carpool, vanpool, bike, take the COASTER, walk, or ride the Premium or Express Bus service at least three times a week are eligible. You will get a ride home in a taxi or rental car depending on how far away you live from work. (Should you need a rental, you will need to meet certain requirements.)

You can receive a ride home if:

- You have a personal or family emergency or illness
- You have unscheduled overtime (supervisor's approval required)

- You are stranded at work due to your carpool or vanpool driver leaving for an emergency

### **Who's eligible?**

To be eligible for this service:

- You must be employed in San Diego County
- You must commute a minimum of three times per week by carpool, vanpool, Premium or Express bus service, COASTER, bike, or by walking
- Trolley, SPRINTER, and local bus commuters are not eligible for the Guaranteed Ride Home program due to the high frequency of these services

If you meet these requirements, sign up for Guaranteed Ride Home. You can use it up to three times a year. Please don't wait until you need a ride home! To use the service, you need to be signed up in advance.

### **Getting started**

The Guaranteed Ride Home (GRH) program is now all online. Visit [511sd.com/iCommute](http://511sd.com/iCommute) and click on the Guaranteed Ride Home button. Either log in or sign up to access your iCommute account.

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## Here's how it works

### Step One

Once your iCommute account has been created, log in. You will be asked to enter your home address, your work or school address, and to complete a quick survey about your commute. Next, click on the "Commute Services" tab and click "Enroll now" under GRH to enroll and submit your application.

### Step Two

When you are in need of a ride home, just log in to your iCommute account and select the "Commute Services" tab.

### Step Three

Fill out the voucher. A taxi will be provided if the distance is 12 miles or less or if you are too ill to drive. A rental car will be sent to you for any distance more than 12 miles. The rental car may be returned to your workplace the next day for pickup by an agent. (See restrictions below for additional rental car guidelines.)

### Step Four

Print out the voucher and give it to either the taxi driver or rental car representative, along with your \$3 co-pay.

## Restrictions

- The Guaranteed Ride Home service is only available between the hours of 8 a.m. and 9 p.m., Monday through Friday. Rental car branch hours may vary. There is no service on weekends or major holidays.

- Vouchers are non-transferrable.
- You cannot use the Guaranteed Ride Home program for a ride to work, personal errands, appointments, business-related travel, non-emergency side trips, or working late without your supervisor's approval.
- Tips for taxi drivers are at your discretion and are not reimbursable by the program.
- For a rental car ride home, the following restrictions apply:
  - » The renter must meet the standard requirements for the rental car provider.
  - » The rental is for a 24-hour period only. The renter will be responsible for any charges after 24 hours. If the rental is obtained on a Friday, the program is not responsible for any costs for Saturday or Sunday.
  - » The renter must return the car with the gas tank three-quarters full or pay the rental car provider to fill the gas tank three-quarters full.
  - » The member is responsible for all costs incurred for misuse.

## Sign up today

Visit [511sd.com/iCommute](http://511sd.com/iCommute) to enroll in the program. If you have any questions about the Guaranteed Ride Home program or need additional assistance, call 511 and say "Guaranteed Ride Home" to talk to a customer service representative between the hours of 7 a.m. and 4 p.m.