Guaranteed Ride Home participation guidelines

The Guaranteed Ride Home program (GRH program) is a service provided by the San Diego Association of Governments (SANDAG) iCommute program. By participating in the GRH program, you, the registered participant (Participant), are acknowledging and agreeing to abide by the Participation Guidelines and the SANDAG Privacy Policy, and any subsequent updates or amendments to these documents.

What is GRH?
The GRH program provides commuters who choose to carpool, vanpool, take transit, bike, or walk to work with an emergency ride home via Yellow Cab or Enterprise Rent-A-Car up to three times per fiscal year (July 1 through June 30) if/when an unexpected personal or family emergency arises.

How do I register?
To be eligible, you must work in San Diego County and register in advance using the online registration form available at 511sd.com/iCommute.

Do not wait until you need an emergency ride home to register for the GRH program. You may only register yourself, and the same email address cannot be used more than once to register for the GRH program.

Renewal is required on an annual basis. When it’s time to renew your registration in the GRH program, SANDAG will send you a notice via email. Once you have registered for the program or renewed your registration for the new fiscal year, SANDAG will send you three vouchers for each year. Vouchers are sent via email within three business days after successful submission and approval of your registration or re-enrollment.

SANDAG will accommodate persons who require assistance to participate in SANDAG programs. If you do not have access to the internet and would like to enroll in the GRH program, please call 511 and say “iCommute” to speak with an iCommute representative during weekday business hours (8 a.m. to 5 p.m.).

When can I use GRH?
Each voucher may be used for one emergency ride. Rides must originate from your work location. Registered Participants may use authorized vouchers to redeem rides home, or to the location of their parked car (e.g., park-and-ride lot, carpool partner’s home), under the following qualifying circumstances:

- Personal or family emergency
- Carpool or vanpool ride unavailable due to unexpected changes in the driver’s schedule or vehicle breakdown
- Stranded at work due to a bike problem (e.g., flat tire, mechanical failure, vandalism, theft)
- Unexpected overtime (e.g., Participant was not aware of the situation before the start of the workday)

What are the limitations?

- Rides must originate from your work location.
- Rides may only be used to get home or to the location of the participant’s parked car (e.g., a park-and-ride lot, carpool partner’s home).
- The GRH program cannot be used for transit service disruptions and/or delays, a ride to work, personal errands, scheduled appointments, business-related travel, non-emergency side trips, weather related events, or any other situation not included in the qualifying circumstances listed above. Any trip taken for one of these purposes or without an authorized voucher will not be covered by SANDAG. The Participant may be held responsible for payment and removed from the GRH program.
- Each authorized voucher may be used for one emergency ride home between July 1, 2019, and June 30, 2020. When the Participant has used all three vouchers, they cannot receive additional vouchers until July 1, 2020.
- Vouchers are not transferable and unused vouchers do not carry over to the next year.
- When using Yellow Cab, the Participant is responsible for driver gratuity as it will not be covered by the GRH Program.
- When using Enterprise Rent-A-Car, SANDAG will only cover the rental for a 24-hour period. The registered Participant, as the renter, will be responsible for any charges that exceed this period. For example, if the rental is obtained on a Friday, SANDAG will not cover any costs for Saturday or Sunday. A drop fee will be charged to the renter if a rental vehicle is dropped off by the renter at a location outside of San Diego County. Costs associated with drop fees, fuel, or vehicle damage will not be covered by SANDAG. In addition, the renter must be at least 25 years of age and meet all other standard rental requirements for Enterprise Rent-A-Car.

How do I get a ride?
Check your voucher for specific instructions. Each voucher contains instructions on how to redeem a ride home via Yellow Cab or Enterprise Rent-A-Car. Before obtaining a ride home you will need to print your voucher and relinquish it to the taxi driver or the rental car agent.

What are the hours of service?
Yellow Cab services are available 24-hours a day, seven days a week. Enterprise Rent-A-Car is available between the hours of 8 a.m. and 6 p.m., Monday through Friday. If you have any questions, please call 511 and say “iCommute” to speak with a SANDAG iCommute representative or email iCommute@sandag.org. SANDAG offices are open Tuesday to Friday and every other Monday from 8 a.m. to 5 p.m.
Guaranteed Ride Home participation agreement

The iCommute Guaranteed Ride Home program (GRH program) Agreement (Agreement) sets forth the terms, conditions, and responsibilities of a participant (Participant) in the GRH program as specified in the Participation Guidelines. By participating in the GRH program, the Participant acknowledges and agrees to abide by the Participation Guidelines and any subsequent updates or amendments. The latest version of this document is available at 511sd.com/iCommute.

The San Diego Association of Governments (SANDAG) retains the right to discontinue Participant enrollment and terminate this Agreement immediately or withhold vouchers, pursue claims, demands or lawsuits against, or seek prosecution of any Participant for inappropriate use of the GRH program. Any inappropriate use of the GRH program will require that the Participant reimburse all expenses incurred to SANDAG.

Participant acknowledges that SANDAG does NOT cover certain expenses associated with taxis or rental cars, as explained in the Participation Guidelines.

Participant acknowledges that GRH program transportation providers share trip information with SANDAG.

Participant shall be considered a volunteer under the law. Participant acknowledges that participation in the GRH program is strictly voluntary and that such participation is not acting in or required by the course and scope of official company business, nor does it in any manner establish an employer-employee or an agency relationship with SANDAG.

The Agreement shall be effective as of the date the Participant joins the GRH program and will be terminated on June 30, 2020. Participants must re-enroll and sign the Agreement every year in order to participate in the program.

The Participant, in consideration of the request and permission to participate in the GRH program, hereby assumes full responsibility and all risk of injury or loss, including death, which may result from participation in the GRH program and hereby agrees to hold harmless, release, waive, forever discharge, and covenant not to sue or bring claims against SANDAG, its officers, agents, or employees, by reason of accident, illness, injury, or death, damage to, loss, or destruction of any property arising or resulting directly or indirectly from the Participant’s participation in the GRH program and occurring during said participation, or any time subsequent thereto, whether or not such loss, injury, or death is caused, or alleged to be caused, in whole or in part, by the negligent acts or omissions of SANDAG, its officers, agents, or employees. The terms of this release shall serve as a release and assumption of risks for the Participant’s heirs, executors, administrators, and for all the Participant’s family members.

The Participant agrees to follow the terms of the SANDAG Privacy Policy.

By signing, either electronically or paper signature, the Participant acknowledges that they have read the foregoing paragraphs and have been fully advised of the potential risks incidental to engaging in the GRH program. Further, the Participant understands and acknowledges that the GRH program may be changed or canceled at any time, without obligation, at the sole discretion of SANDAG.

Print, initial, sign, and send completed Agreement by one of the following means:

- Email attachment to: iCommute@sandag.org
- U.S. Mail to: SANDAG, Attn: iCommute, 401 B Street, Suite 800, San Diego, CA 92101
- Or review and accept the Agreement online at 511sd.com/iCommute

Print Name

Phone

Employer

Employer Address

Signature

Date

Note: The use of a digital signature shall have the same force and effect as the use of a manual signature.