



Guaranteed  
Ride Home

## guaranteed ride home program frequently asked questions

***The Guaranteed Ride Home (GRH) program is a service provided by the San Diego Association of Governments (SANDAG) iCommute program. Each GRH participant is eligible for up to three rides home per fiscal year. Full program details are available in the [GRH Participation Guidelines and Agreement](#).***

### How do I register for the GRH program?

To be eligible, you must work in San Diego County and register in advance (at least three business days) using the online registration form at [511sd.com/iCommute](http://511sd.com/iCommute). You may only register yourself, and the same email address cannot be used more than once per fiscal year for the GRH program. SANDAG will accommodate persons who require assistance to participate in SANDAG programs. If you do not have access to the internet, please contact SANDAG iCommute at 511 and say "iCommute." You can also email [iCommute@sandag.org](mailto:iCommute@sandag.org) for assistance.

### What can I use a GRH for?

The service can be used for up to three rides home in the event of personal or family emergency, unexpected overtime, your carpool or vanpool ride being unavailable due to unexpected schedule changes or vehicle breakdown, or being stranded at work due to a bike problem.

The GRH program cannot be used for transit service disruptions and/or delays, weather-related events, a ride to work, personal errands, scheduled appointments, business-related travel, or non-emergency side trips. **Rides must originate from your work location** and may only be used to **get home or to the location of your parked car** (e.g., a Park & Ride lot or a carpool partner's home).

## How much will I be reimbursed for my ride home?

SANDAG will reimburse eligible trips up to \$100 from your San Diego county employer to your home address or the location of your parked car. Gratuity is not covered by the GRH program.

If you choose **a car rental** to get home, SANDAG will cover the rental for a 24-hour period. You will be responsible for any additional charges that exceed this period.

## How will I be reimbursed for my ride home?

After your emergency ride has concluded, registered participants must submit a request to be reimbursed for their expenses and take the following steps:

1. Pay for eligible ride home and obtain a receipt
2. Submit completed Reimbursement Form to SANDAG, within 30 calendar days of the emergency ride
3. A reimbursement check will be mailed to program members within 45 days from receipt or request

A full step-by-step reimbursement process is available in the GRH Participant Guidelines and Agreement.

## What if I use my GRH for a rental car on a Friday? Can I return the car on Monday?

SANDAG will only cover the cost for the rental car for a 24-hour period. The car should be returned on the next day, Saturday, or you will need to pay for the additional days yourself.

## What transportation options are eligible for use?

Registered participants can take a taxi, rideshare service such as Lyft or Uber, rental car, carshare, or transit.

## Can I take an emergency GRH ride home before I register for the program?

Please be sure you are confirmed as a participant in the current fiscal year before taking your ride. iCommute will send a confirmation email with detailed instructions. If you can't find your confirmation email, check your spam or junk email inbox first. Try searching for the subject line of the confirmation email, "Welcome to the Guaranteed Ride Home program!" If you cannot locate your GRH confirmation email, please contact SANDAG iCommute at [iCommute@sandag.org](mailto:iCommute@sandag.org) or call 511 and say "iCommute."

## I still have unused GRH vouchers. Can I use them?

As of July 1, 2020, vouchers are no longer used for this program and will not be accepted.

## What are the hours of service?

You can take a GRH for an emergency ride home on any workday. Service provider hours vary for your chosen method of transportation. The SANDAG iCommute Team is available from 8 a.m. to 5 p.m. Tuesday through Friday and [every other Monday](#).

**For more Guaranteed Ride Home program information, visit [iCommuteSD.com/GRH](https://iCommuteSD.com/GRH)**

