



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 free 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" or email [iCommute@sandag.org](mailto:iCommute@sandag.org).

### When will I receive my vouchers?

It can take up to **three business days** to receive your vouchers so please register in advance. If there is a need for an emergency ride home on the same day you register, please call 511 and say "iCommute."

### Do I need to print my GRH vouchers?

Yes, please download and print the GRH vouchers. You will need to submit a printed copy of the voucher to the Yellow Cab Taxi driver or Enterprise Rent-A-Car office personnel.

### What can I use my GRH vouchers for?

Each voucher can be used for one ride 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 the participant's parked car** (e.g., a park-and-ride lot, carpool partner's home).

### How much does my GRH voucher cover for my ride home?

If you choose **Yellow Cab Taxi** to get home, SANDAG will cover the full cost of the ride from your San Diego county employer to your home address. If the taxi trip is anticipated to cost more than \$100, SANDAG recommends using the rental car option. Gratuity is not covered by the GRH program.

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

### 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.

### I just joined the program OR I just re-enrolled in the program and cannot find my vouchers.

Please 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 vouchers, please contact SANDAG iCommute at [iCommute@sandag.org](mailto:iCommute@sandag.org) or call 511 and say "iCommute."

### My vouchers have expired; can I receive new vouchers?

Participants are only allowed three GRH vouchers per fiscal year (July 1 – June 30). Once they have been used, you cannot receive new vouchers until the start of the following fiscal year. SANDAG will send you a link with the renewal form and instructions on how to receive new vouchers before the start of each fiscal year so that three new vouchers will be available to participants every July 1.

### What are the hours of service?

Yellow Cab services are available 24-hours a day, seven days a week.

Enterprise Rent-A-Car is usually available between the hours of 8 a.m. and 6 p.m., Monday through Friday. Hours vary by location, so please confirm with your nearest Enterprise Rent-A-Car site.

The SANDAG iCommute Team is available between the hours of 8 a.m. and 5 p.m., Monday through Friday, but closed [every other Monday](#).