

# Guaranteed Ride Home participation guidelines

The Guaranteed Ride Home (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** up to **three times per fiscal year** (July 1 through June 30) if/when an unexpected personal or family emergency arises.

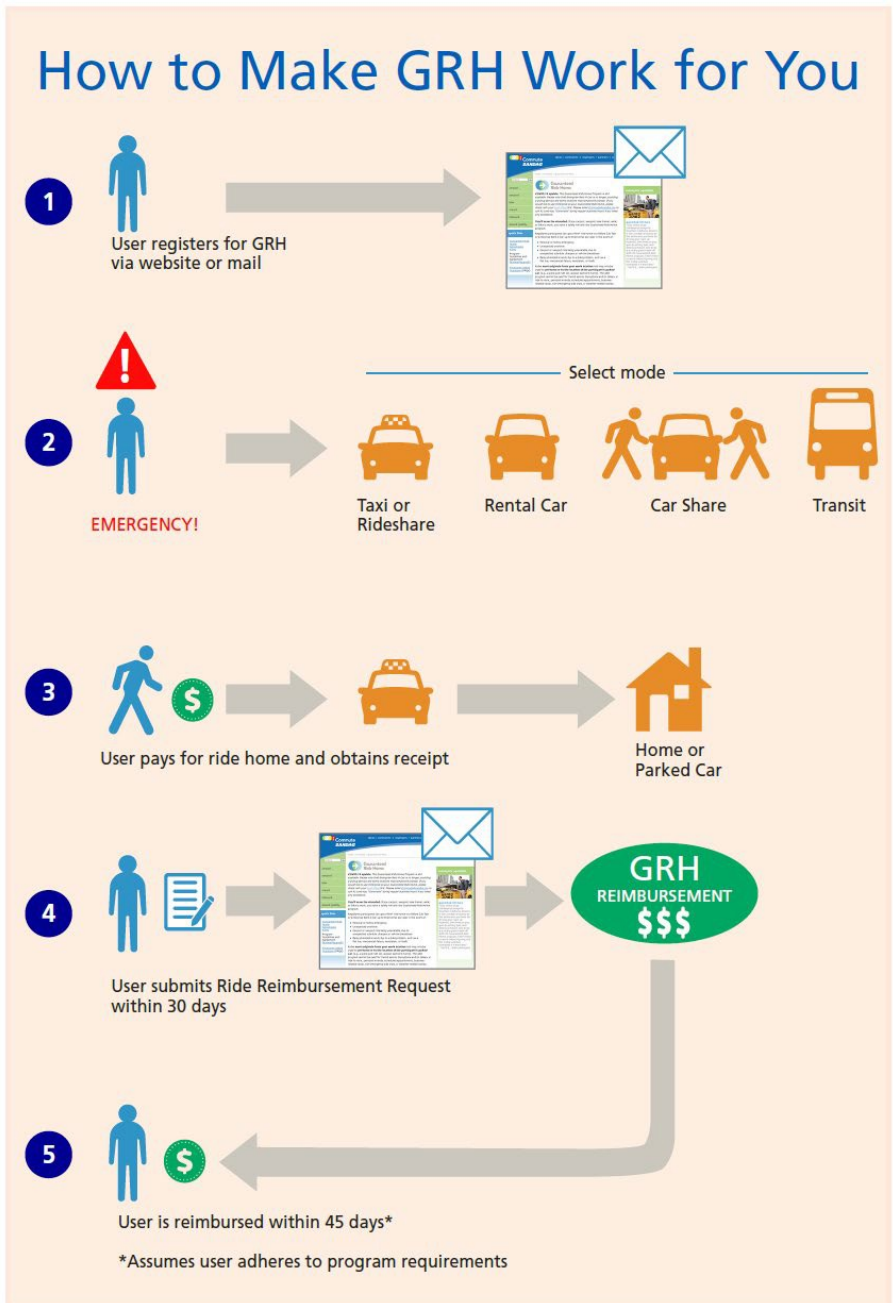
Registered participants can take a taxi, rideshare service such as Lyft Standard or UberX, rental car, car share, or transit ride home, and be reimbursed for the cost of the ride up to \$100.

## How do I register?

To be eligible, you must work in San Diego County and register in advance using the GRH online registration form available at [iCommuteSD.com/GRH](http://iCommuteSD.com/GRH). Once you are on the website, click on the "Commuters" tab at the top of page and , click on "Guaranteed Ride Home." **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 to register for the GRH program more than once.

Registration is required on an annual basis. When it is 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 an email confirmation within three business days. Vouchers are no longer used for this program and will not be accepted. Please follow the reimbursement procedures detailed in this document.

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" and select option 5 to speak with an iCommute representative Tuesday to Friday and every other Monday from 8 a.m. to 5 p.m.





### When can I use GRH?

**Rides must originate from your work location.** Registered Participants may be reimbursed for rides home or to the location of their parked car (e.g., Park & 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 & 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, nonemergency 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 being registered prior to a ride, will not be covered by SANDAG. We do not reimburse rides taken on upgraded services or larger vehicles on Lyft or Uber. The Participant will be held responsible for payment and removed from the GRH program.
- Each registered participant may request reimbursement for up to three separate trips between July 1, 2021, and June 30, 2022. Once the Participant has received reimbursement for three trips, they cannot request additional

reimbursements until July 1, 2022. Participants must re-enroll each year.

- When using taxi or a rideshare service (such as UberX or Lyft Standard), SANDAG will cover eligible trips up to \$100; driver gratuity is not reimbursable. The Participant is responsible for any cost exceeding \$100 in addition to driver gratuity.
- When using a rental car, SANDAG will only cover the rental **for a 24-hour period up to \$100**. The registered Participant, as the renter, will be responsible for any additional 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. Costs associated with drop-off, 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 with the selected rental car agency.

### What are the hours of service?

If you have any questions, please call 511 and say "iCommute" to speak with a SANDAG iCommute representative or email [iCommute@sandag.org](mailto:iCommute@sandag.org). SANDAG offices are open Tuesday to Friday and every other Monday from 8 a.m. to 5 p.m.

### How do I get a ride?

In an emergency, you can decide the best method for getting home from work. After your emergency ride has concluded, submit a request to be reimbursed for your expenses.

To be reimbursed for a GRH trip, registered program participants must take the following steps:

- **Pay for eligible ride home and obtain a receipt**  
Participants must obtain a receipt from the taxi driver or rental car branch or save their digital receipt from the rideshare service (such as UberX or Lyft Standard). The receipt or rental agreement must include the date of service, service provider, and an itemized breakdown of any relevant costs (such as fuel, base fare, other extras), as well as the GRH User's name and the name of the rideshare driver.
- **Submit completed Reimbursement Form to SANDAG**  
Reimbursement request forms **MUST** be completed at [iCommuteSD.com/GRH](https://iCommuteSD.com/GRH) or mailed to iCommute at 401 B Street, Suite 800, San Diego, CA 92101. Request forms must be accompanied by the ride or rental receipt, and **SANDAG must receive the request within 30 calendar days of the ride**. Any requests received after 30 days will not be eligible for reimbursement.
- **Registered participant awaits reimbursement by SANDAG**  
Reimbursement checks will be mailed to program members within 45 days from receipt or request. If there is any information missing from the reimbursement form, SANDAG staff will contact the participant for clarification or to obtain additional information. If a participant is found to have falsified any portion of their request for reimbursement, SANDAG will deny the request, and the participant may be terminated from the program.  
If you have any questions, please call 511 and say "iCommute" to speak with an iCommute representative during the business hours listed above.



# Guaranteed Ride Home participation agreement

The iCommute Guaranteed Ride Home (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 [iCommuteSD.com/GRH](http://iCommuteSD.com/GRH).

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The San Diego Association of Governments (SANDAG) retains the right to discontinue Participant enrollment and terminate this Agreement immediately or withhold reimbursement claims, 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.

\_\_\_\_ initial

Participant acknowledges that SANDAG does NOT cover certain expenses associated, as explained in the Participation Guidelines.

\_\_\_\_ initial

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 agency relationship with SANDAG.

\_\_\_\_ initial

The Agreement shall be effective as of the date the Participant joins the GRH program and will be terminated on June 30, 2022. Participants must reregister and sign the Agreement every year in order to participate in the program.

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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.

\_\_\_\_ initial

The Participant agrees to follow the terms of the [SANDAG Privacy Policy](#).

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By signing, either electronically or manually, 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.

\_\_\_\_ initial

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

- Email attachment to: [iCommute@sandag.org](mailto:iCommute@sandag.org)
- U.S. Mail to: SANDAG, Attn: iCommute, 401 B Street, Suite 800, San Diego, CA 92101
- Review and accept the Agreement online at [iCommuteSD.com/GRH](http://iCommuteSD.com/GRH)

\_\_\_\_\_  
Print Name Phone

\_\_\_\_\_  
Employer Employer Address

\_\_\_\_\_  
Signature Date

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