

Guaranteed Ride Home Program

Guidelines

The Guaranteed Ride Home (GRH) Program includes procedures that employers can use to offer a guaranteed ride home to their employees in Valid Emergency Situations on days the employee has used an Alternative Mode of Transportation to work. Employers will receive a GRH Handbook that outlines the program and procedures for requesting taxi or rental car use.

The program is sponsored by the Los Angeles County Metropolitan Transportation Authority, Orange County Transportation Authority, Riverside County Transportation Commission and San Bernardino Associated Governments (individually, the "Agency" and collectively, the "Agencies").

Service Parameters

- > The maximum number of GRH sponsored trips per employee, per 12 months from the employee's first use is four (4).
- > GRH sponsored taxi rides are available for trips less than 30 miles or in situations where rental car use is not available or employee can not drive, does not have a valid drivers license, is under the age of 21, or does not have a credit card needed for the required rental car security deposit. GRH sponsored rental car rides are available for trips greater than 30 miles or where taxi service is not available.
- > The maximum GRH sponsored taxi trip is one-way from work to the employee's place of residence, personal vehicle, or unscheduled emergency visit to a medical provider with one 20-minute emergency stop allowed.
- > The maximum GRH sponsored rental car use period is from before 5pm on the day of the Valid Emergency Situation to the next day before 9:30am. Rental car use is not available Saturday and Sunday and can only be requested Monday through Friday from 8am through 5pm. Rental car use is approved from the employee's work place to the employee's place of residence or to an unscheduled emergency visit to a medical provider.
- > The GRH Program call center is available 24 hours per day, seven days a week for requesting authorization for use of GRH sponsored taxi or rental car trips.

Employer Eligibility Criteria

- > Employer must be a client of an Agency. A client is defined as an employer who has a current Statement of Participation or, in Los Angeles County a Service Agreement, with their county's Agency.
- > Employer's facility must be located in Los Angeles County, Orange County, Riverside County, or San Bernardino County.
- > Employer representative must sign a Statement of Participation or, in Los Angeles County, a Service Agreement.
- > Employer must designate an employer representative to administer the GRH program and provide an e-mail address to receive GRH program information, forms, updates and announcements electronically and to print materials needed to implement the GRH Program.
- > Employer shall comply with the GRH Program Guidelines and GRH Handbook as amended from time to time. Both the GRH Program Guidelines and GRH Handbook are available for download on *commutesmart.info*.
- > Employer shall distribute program information to employees, evaluate each emergency ride home request, verify an employee's eligibility and recommend the best action or type of ride based on the options or guidelines in the GRH Handbook.
- > Employer shall, within two business days of each use, coordinate the distribution, completion and the return of the required GRH Program Authorization Forms needed to request sponsored taxi rides or rental car use. The GRH Program Authorization Form should be mailed or faxed to the address and fax number provided at the top of the GRH Program Authorization Form.
- > Employer shall complete customer satisfaction surveys designed to evaluate the effectiveness of the GRH Program.
- > Employer agrees to coordinate with GRH Program administrator to provide notice to employees who are approaching the maximum number of four (4) uses allowed per 12 months.
- > Employer shall reimburse the GRH Program for taxi rides or rental car use provided in excess of the maximum allowed of four (4) per employee per 12-month period and/or other invalid or fraudulent uses of the GRH Program.

GRH Program Availability to Employee

- > Must work for an employer that has completed a Statement of Participation or, in Los Angeles County, a Service Agreement.
- > Used an Alternative Mode of Transportation (public transit, carpool, vanpool, bicycle, walking) from home to work on the day a taxi or rental car is requested.
- > Has a Valid Emergency Situation for use of the GRH sponsored taxi or rental car and has not used the GRH sponsored ride more than four (4) times per 12 months from the employee's first use.
- > Uses the GRH Program Authorization Form and contacts the GRH Program call center to request an approval number, referral phone number and account number (if applicable) and completes the form through the signature lines.
- > Provides the taxi driver or rental car company a copy of the signed GRH Program Authorization Form with an approval number and signatures.
- > Completes the customer satisfaction section of the GRH Program Authorization Form and sends it to the GRH Program office within two business days of using the GRH service.

Limitations, Amendment and Termination

Invalid Use

The GRH program cannot be used for a ride to work, personal errands, pre-scheduled overtime, pre-scheduled doctor appointments, or other appointments, business travel or non-emergency side-trips. An emergency situation does not include inclement weather, public transit service disruptions for any reason, or any trip where alternate transportation could be arranged in advance.

Amendment by Agencies

The GRH Handbook and these GRH Program Guidelines may be amended from time to time by any of the participating Agencies.

Termination of Program

The GRH Program may be revoked or terminated at any time at the sole discretion of the Agencies. In addition, each Agency may terminate its participation in the GRH Program at any time and without cause. Prior to its termination, the Agency seeking to terminate its participation shall provide written notice of its termination to any employer that has completed a Statement of Participation or, in Los Angeles County a Service Agreement, with the Agency at least five (5) days before the effective date of such termination.

Availability

There may be situations when a rental car and/or a taxi may not be available upon request by the employee. In these situations the ETC/Employee Representative is encouraged to utilize other alternatives to assist the employee. The Agencies funding this program are not responsible for arranging this trip.

Definitions

Valid Emergency Situation

An unexpected illness of an eligible employee or member of the eligible employee's family, unscheduled or unanticipated overtime or extended work day, missed connections with planned ride home due to an unanticipated change in schedule and other emergency situations as appropriate at the discretion of program sponsors and administrators.

Valid Taxi Ride Destination Points

An employee may receive a taxi ride from the work location to the employee's primary place of residence, the employee's personal vehicle, or to a medical provider for an unscheduled emergency visit. An interim emergency-related stop of 20 minutes is allowed.

Valid Rental Car Destination Points

An employee may use the rental car to travel from the work location to the employee's primary place of residence, or to a medical provider for an unscheduled emergency visit. The rental car must be returned to the rental car agency before closing of the same day or by 9:30am the next day. Second day or weekend use of the rental car is not reimbursed by the GRH Program.

Alternative Mode of Transportation

The employee's use of an alternative mode of transportation from the employee's home to work through either public transit, carpool, vanpool, bicycle, or walking.

GRH Program Information

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| > Los Angeles County | 213.922.2811 |
| > Orange County | 714.560.5358 |
| > Riverside County | 866.432.7443 |
| > San Bernardino County | 866.432.7443 |

Guaranteed Ride Home Employer Participation Requirements

Employers located in Los Angeles County who wish to participate in **Guaranteed Ride Home** must complete a **Metro Commute Services (MCS) Annual Service Agreement** and meet the following minimum requirements:

- **Employers with 250 or more employees** must offer or plan to offer within the next 12 months, ridematching and a minimum of one “Direct Strategies to Encourage Ridesharing” from group A or six other strategies to promote ridesharing as listed on the back of the Metro Commute Services Annual Service Agreement.
- **Employers with 100 to 249 employees** must offer or plan to offer within the next 12 months, ridematching and a minimum of one “Direct Strategies to Encourage Ridesharing” from group A or three other strategies to promote ridesharing as listed on the back of the Metro Commute Services Annual Service Agreement.
- **Employers with fewer than 100 employees** must distribute or agree to distribute rideshare information brochures and offer or plan to offer within the next 12 months, a minimum of one additional strategy as listed on the back of the Metro Commute Services Annual Service Agreement.

