

Guaranteed Ride Home (GRH) Program - Overview

What qualifies as a valid GRH program emergency?

Emergencies may vary from an employee having to work late, to missing his/her carpool or vanpool, to a family emergency that requires the employee to return home mid-day. Emergency circumstances that qualify for a reimbursable ride under the GRH program include:

- ✓ Personal illness/emergency
- ✓ Unexpected illness/emergency of an immediate family member
- ✓ Carpool/vanpool driver has an emergency or unexpected overtime
- ✓ Employee is required to work unscheduled overtime

What are valid GRH destinations?

Every emergency is different, and an employee may need to reach a different destination for each unexpected situation. The GRH Program offers flexibility, allowing the employee to choose from a variety of destinations to serve their unique needs.

Destinations include:

- ✓ Home
- ✓ Personal vehicle (if parked at a Park & Ride lot or transit station)
- ✓ Medical facility (not related to an on-the-job injury)
- ✓ Daycare or school
- ✓ Interim stops will also be accepted if they are needed to reach the final emergency destination

What expenses are reimbursable?

Reimbursable transportation options include:

Taxi - GRH one-way fare reimbursement up to \$3.50 per mile, plus a tip of up to 15% of the total mileage cost of the GRH trip. The tip must be clearly identified on the taxi receipt, along with the total amount paid.

Transportation Network Companies (TNC) - GRH one-way fare reimbursement up to \$3.50 per mile. Though tips are not essential for using the TNCs' services, the GRH Program will reimburse a tip of up to 15% of the total mileage cost for the GRH trip. The tip must be clearly identified on the receipt, along with the total amount paid. Examples of TNCs include Lyft, Uber, Sidecar, Wingz, Summon and Haxi.

Carsharing companies - GRH fare reimbursement of up to the lowest "Occasional Driving" per hour rate offered by the company or the lowest "Occasional Driving" per day rate for the use of a carshare vehicle. Must be a registered member to drive cars by the hour or day,

with gas and insurance included. The GRH program will not reimburse any registration or membership fees associated with using carsharing companies. Examples of carsharing companies include Zipcar, Car2Go, Enterprise CarShare, Carpingo, eGo CarShare, Getaround, HOURCAR, JustShareIt, and RelayRides.

Rental car - GRH fare reimbursement for a one-day, economy class rental car and the cost of gasoline to refill the tank. The GRH Program will also cover the cost of a one-way drop off fee.

Public transit such as bus, Metro Rail or Metrolink - GRH fare reimbursement for the cost of their one-way transit ticket.

Frequently Asked Questions

Q: Do I have to pay for the rides?

A: Yes, you must pay for the ride up-front. Valid emergency rides will be reimbursed.

Q: How many times can I use the GRH program?

A: You can receive up to two (2) emergency rides within a 12-month period.

Q: How do I obtain a receipt from Transportation Network Companies (TNC) like Uber or Lyft?

A: You can view a history of all your rides and resend receipts to yourself by logging into your TNC account.

Q: Do taxi drivers accept credit cards?

A: Yes, but you should also request a receipt from the driver that includes the tip.

Q: Should I tip the taxi driver?

A: It is up to you based on your level of satisfaction of your service provider. The cost of a one-way taxi ride plus a 15% tip is reimbursable and must be documented on the receipt.

Q: Do I have to pre-register with the OC Rideshare Program to use the GRH program?

A: There is no need to pre-register. As long as you rideshare to work on the day of your valid emergency, you are eligible to use the GRH.

Q: Where should I send my completed GRH Reimbursement Claim Form and receipt?

A: E-mail to Rideshare@ocgov.com or send by FAX to 714-653-1148 within two business days of your emergency ride. Be sure to sign the form at the *Participant's Signature* field.