



# County of Los Angeles

## Guaranteed Ride Home Program

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**Tell me about the “County’s Guaranteed Ride Home Program”. This program helps employees who rideshare to work get to where they need to be in case of an emergency or illness. Use of the program is strictly reserved for employees that rideshare.**

Once the employee arrives at the worksite and it is not possible for the employee to use their regular commute method, the employee should contact their manager. The manager will contact the site’s Employee Transportation Coordinator (ETC) for a Guaranteed Ride Home (GRH). The ETC will:

- Approve the most cost effective transportation method for the employee. For example, the method includes coworker assistance, public transit, taxi, rental car or County vehicle. The ETC will document the reason for the use of the program by the employee in a memo or e-mail and submit it to the Rideshare Program or Countywide ETC.
- Have the employee fill out and sign the Waiver of Liability before the employee can use the GRH program.
- Fill out the Waiver of Liability, fill out a taxi voucher if using a taxi and give the employee a confirmation report form. The ETC will fill out the voucher and include:
  - The date;
  - The employee’s name, where the trip will start, and where the trip will end; and
  - ETC signature.
- Have the employee, upon reaching the destination, retain the pink copy and return it and the completed confirmation report form to the ETC. A copy of the confirmation report may be given to the employee’s manager if requested.
- Allow the department manager to determine the procedure used to acquire a rental car. The employee may rent the car and submit for reimbursement or the department or site may pay for the rental and submit for reimbursement. A letter to request reimbursement must be submitted to Department of Human Resources, Workplace Programs Division and include the signed Waiver of Liability, completed Confirmation Report form, and rental agreement or any other documents verifying that a car was rented.
- Receive the original validated ticket if public transportation is used. The ETC will make a copy of the original validated ticket and send the ticket and a letter requesting reimbursement to the Department of Human Resources, Workplace Programs Division. Monthly pass holders will not be reimbursed unless a method other than public transit is chosen or the transit schedule does not allow timely use of public transit.

The County’s Guaranteed Ride Home (GRH) Program was created to support employees who use public transportation, carpool, vanpool, ride a bicycle or walk instead of driving alone to and from work. For more information, contact your site’s Employee Transportation Coordinator.

# County of Los Angeles Guaranteed Ride Home Program Policies and Procedures

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## **POLICY**

County policy (Chapter 5.90 Vehicle Trip Reduction - Ridesharing) supports regional air quality enhancement and traffic mitigation by encouraging County employees to rideshare when commuting to and from work. Use of the Guaranteed Ride Home is encouraged as a commuting incentive supporting the South Coast Air Quality Management District's Rule 2202. Five Guaranteed Ride Home options are available to employees based upon approval, management priorities, costs and commuting distance. Before any method is approved, the employee must first fill out and sign the Waiver of Liability form.

**The transportation mode selected for the GRH must be researched and attempted in the following order for the costs to be fronted or reimbursed:**

### **1. Coworker Assistance**

An attempt must first be made to match the employee with another employee traveling in the same direction. Before using the other options allowed within the program below, an attempt must be made to arrange a ride with co-workers because it is the most cost-effective.

### **2. Public Transit**

A ticket or cash to purchase a ticket must be made available to employees who normally carpool or vanpool. This may meet the employee's needs if time is not critical and bus, rail, or train service is convenient. Reimbursement may be requested if purchased by employee.

### **3. Taxi Service**

A taxi voucher can be provided to employees who:

- are unable to drive due to illness;
- work unplanned overtime; or
- do not possess a valid driver's license

### **4. Short Term Auto Rental**

Auto rental is a good option for employees who live 25 or more miles from the worksite.

### **5. County Vehicle**

If County vehicles are available per department policy, management may make a vehicle available on an emergency basis.

If the trip is required as a result of a personal or family emergency, the departmental cost of a trip may be paid out of petty cash and reimbursed through the Guaranteed Ride Home Fund, DHR. Proper authority is required for the authorization of payments.

## **ELIGIBILITY**

The Guaranteed Ride Home Program is open to all County employees who carpool, vanpool or take public transit on a day that they need transportation service on an emergency basis or for unplanned overtime. Use of the program is limited to emergency situations only. Emergency circumstances include: unplanned overtime; non-life threatening illness or injury; personal or family crisis; and situations when a carpool or vanpool driver has to leave and the rest of the carpool or vanpool participants need a ride home. Only one, one-way trip home or to the employees desired drop-off location must be provided per day per employee.

## **PROCEDURES**

The steps below must be followed to receive Guaranteed Ride Home service:

1. The employee must first contact their immediate supervisor. The supervisor determines the need for the service.
2. The supervisor notifies the authorized departmental Guaranteed Ride Home Program Coordinator (usually the ETC) for instruction on how to proceed with the use of the GRH.
3. The Guaranteed Ride Home Program Coordinator determines the eligibility under the Program policies and procedures.
4. If the employee qualifies and is authorized to use taxi service or car rental, the Guaranteed Ride Home Program Coordinator requests the employee to immediately sign the Waiver of Liability (copy attached).
5. The Guaranteed Ride Home Program Coordinator issues a transportation voucher and confirmation report for the employee to fill out. The employee returns the confirmation report to the GRH Program Coordinator upon return to work.
6. The supervisor completes the top half of the transportation voucher.
7. If a bus token or ticket is authorized, it will be issued to the employee through procedures authorized by the department. The employee must return the completed Confirmation Report form to the GRH Program Coordinator.
8. When the employee lives further than 25 miles, it may be cost effective to use a car rental service. Employees may make the arrangements and submit a claim for reimbursement, or the department may establish a vendor purchase order with a car rental agency and submit for departmental reimbursement through the Guaranteed Ride Home Program Fund, DHR. Receipts must be submitted to the Department of Human Resources, Workplace Programs Division 222 S. Hill Street, Room 650 Los Angeles, CA 90012 Attention: Countywide Rideshare Coordinator.
9. The employee will telephone contacts shown on the voucher for taxi services and initiate arrangements. Estimated pickup time for taxi service may vary, but is reasonably quick.

10. The employee must provide the partially completed transportation voucher to the taxi driver. The taxi driver must complete the middle portion of the form. Charges noted on the transportation voucher for taxi service **will not** include a tip. The employee is not required to provide a tip to the taxi driver.
11. The employee must obtain a receipt for either the taxi service or the car rental charges and provide it with the transportation voucher to the Guaranteed Ride Home Program Coordinator the day the employee returns to work or within 5 business days of using the GRH program.
12. Upon returning to work, the employee is also required to submit the completed Confirmation Report and receipt to the Guaranteed Ride Home Program Coordinator. Failure to submit these documents will limit the employee on further use of the program and fiscal responsibility for the taxi service or car rental. The report will document program activity and validate charges to the Guaranteed Ride Home Fund, DHR.

Occasionally, circumstances in specific work locations may make it impossible to follow the formal procedures. Every effort must be made to allow for some flexibility in the administration of the program. If vouchers are not available for any of the transportation options, departments may use other payment or employee reimbursement procedures authorized. Such direct expenses incurred by departments or employees may be billed to the County Guaranteed Ride Home Program Fund, DHR, through the Department of Human Resources, Workplace Programs Division.

### **DEPARTMENTAL GUARANTEED RIDE HOME COORDINATOR**

The Departmental Guaranteed Ride Home Program Coordinator will keep a log of all requests that are processed under the Program and report the activity to the Department of Human Resources, Workplace Programs Division on a quarterly basis.

### **MARKETING AND PROGRAM ADMINISTRATION**

Employee awareness of this commuter incentive is featured periodically in the Rideshare Clean Air Memo. Employee Transportation Coordinators are encouraged to promote the program through Department Newsletters, New Hire Orientations and Rideshare events.

Program Administration:  
Workplace Programs Division  
Department of Human Resources  
222 S. Hill Street, Room 650  
Los Angeles, CA 90012

Countywide ETC, WPM  
[rideshare@lacounty.gov](mailto:rideshare@lacounty.gov)  
(213) 974-2619  
(213) 633-4694 Fax

# County of Los Angeles Guaranteed Ride Home Program Activity Report



**(ETC/GRH COORDINATOR USE ONLY)**

Department \_\_\_\_\_  
Date Program used \_\_\_\_\_

Activity

Mode of Transportation	Voucher number (if applicable) or other relevant information.
Coworker Assistance	_____
Public Transit	_____
Taxi Cab	_____
Car Rental	_____
County Vehicle	_____
Other	_____

Guaranteed Ride Home Program Coordinator  
Name (Print or Type) \_\_\_\_\_ Date \_\_\_\_\_  
Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Checklist for forms submitted to the Office of Workplace programs:

- Waiver of Liability
- Memo or E-mail detailing the reason for the use of the GRH
- Copy of voucher issued
- Confirmation Report
- Activity Report
- Receipts or other proof of payment if reimbursement is requested along with:
  - o Memo requesting reimbursement detailing:
    - Who is to be reimbursed
    - The amount of the fare/rental/public transit
    - The reason for the use of the Guaranteed Ride Home Program
    - The time the employee left the worksite
    - Please copy to Site Administrator on the memo

Send completed forms to:  
**Department of Human Resources  
Workplace Programs Division  
222 S. Hill Street, Room 650  
Los Angeles, CA 90012**

# County of Los Angeles Guaranteed Ride Home Program Waiver of Liability

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"I, \_\_\_\_\_, understand the guidelines of the Guaranteed Ride Home Program and qualify by traveling to and from work on this day by carpool, vanpool, public transit, bicycle, or on foot. I hereby release and hold harmless the County of Los Angeles from any liability, claims and demands of any kind whatsoever, including, but not limited to, any liability for personal injury, loss, theft or damage to my person or loss, theft or damage to my personal property or loss of income. Furthermore, I understand that incorrect use of the taxi service may result in denial of my request for reimbursement of the transportation expenses incurred and restriction from further use of this service.

I, the undersigned, recognize that participation in the County of Los Angeles Guaranteed Ride Home (GRH) Program is strictly voluntary and hereby assume full responsibility for all risk of injury and loss, which may result from my participation in this program. I agree to hold harmless, release, waive, forever discharge and covenant not to sue or bring claim against the County of Los Angeles, it's officers, agents and/or employees from any and all claims resulting from any accident, illness, injury, death or damage, loss or destruction of any property arising or resulting directly or indirectly from my participation in the Guaranteed Ride Home Program.

The Undersigned acknowledges that they have read the forgoing two paragraphs and is fully aware of the legal consequences of signing this waiver.

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Department

\_\_\_\_\_  
Employee Name (print)

\_\_\_\_\_  
Employee Number

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Work Location

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time

\_\_\_\_\_  
GRH Coordinator Signature

\_\_\_\_\_  
Date/Time

This is a transportation service provided to all employees that rideshare and is sponsored by the County of Los Angeles as part of the County's Trip Reduction Program.



# County of Los Angeles Guaranteed Ride Home Program Confirmation Report

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We hope the Guaranteed Ride Home Program has assisted you with your unexpected travel needs. Completion of this report is required within one week after use of the service. Failure to submit this form will result in limitations on future use of this program.

1. Name \_\_\_\_\_ Employee # \_\_\_\_\_

2. County Department \_\_\_\_\_ Phone # \_\_\_\_\_

3. I Regularly (check one):

a. Carpool \_\_\_\_\_ List Fellow Carpooler(s) \_\_\_\_\_

b. Vanpool \_\_\_\_\_ Vanpool Driver and Phone number \_\_\_\_\_

c. Public transit (i.e., bus, Metrolink) \_\_\_\_\_

i. Please identify route \_\_\_\_\_

4. Date of Guaranteed Ride Home \_\_\_\_\_

5. Method of Ride      Coworker Assistance \_\_\_\_\_ Public Transit \_\_\_\_\_ Taxi \_\_\_\_\_

Car Rental \_\_\_\_\_ County Vehicle \_\_\_\_\_

6. Reason for Ride      My Illness \_\_\_\_\_ Dependent illness/emergency \_\_\_\_\_

Unplanned Overtime \_\_\_\_\_

7. How important is the Guaranteed Ride Home Service to your decision to Carpool, Vanpool or use public transit to work?

a. \_\_\_\_\_ Very Important      \_\_\_\_\_ Important      \_\_\_\_\_ Not Important

8. Comments on GRH Service \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please sign this report and give to authorized representative within one week of the guaranteed ride home.

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