



County of San Bernardino Guaranteed Ride Home Policy

The Guaranteed Ride Home (GRH) program offers emergency transportation to any County employee actively participating in the County's Commuter Services program.

1. Eligibility

GRH may only be used in cases of unexpected personal or family emergencies, unexpected illness or unscheduled overtime. Other emergency situations may be considered. All approvals are at the discretion of the Commuter Services team.

The emergency must occur while the County employee is at work on a day that they used an approved rideshare mode. These modes include carpool, vanpool, transit, walking, bicycle. Additionally, the employee must track their commute on [SB Trip](#) and [IE Commuter](#) for the day they are requesting the use of the GRH program.

Instances in which GRH cannot be used include but are not limited to the following: previously scheduled medical appointments, trips to the hospital or emergency room for an employee that requires medical attention, personal errands, transit service disruptions and/or delays, business related travel, working late without a supervisor's request, weather emergencies, road closures, any type of building closings or evacuations, and natural disasters.

In the event that an employee must leave work early for their emergency, they must receive permission from their supervisor. The Commuter Services team cannot excuse employees from work.

Additionally, if an employee wishes to utilize the GRH program for a trip reimbursement, they must notify the Commuter Services team by phone or email on the day of the needed service.

2. Options

The following transportation options must be considered before Commuter Services can approve a GRH request:

- A friend or family member provides transportation
- Your supervisor allows a co-worker to provide transportation
- Your department allows you to take a department assigned County vehicle
- Your department authorizes you to rent a car from Motor Pool at your department's expense

Once the above options have been exhausted, Commuter Services should be contacted by phone or email.



3. Modes of Emergency Transportation

The employee can choose one of the following options for their GRH one-way trip to either their car or their home.

- Taxi
- Uber
- Lyft

Please note, taxi/car services may not be available in all areas or at all times.

4. GRH Submission

1. Contact Commuter Services and inform them of your need.
2. Place your one-way ride to your vehicle or home.
3. Complete the [GRH Reimbursement Claim Form](#) and return it to the Commuter Services team within 30 days. Attach a copy of your transit receipt.
 - a. Receipt must contain the start address, destination address, and cost.
4. Once the Commuter Services team receives the paperwork, they will review and submit the forms to IE Commuter for processing, when necessary.

5. GRH Reimbursement

The reimbursement from the GRH program is not instantaneous. On average, it can take three (3) to four (4) weeks to receive reimbursement. However, there is no set timeframe on when a reimbursement will be processed to an employee.

6. Additional Details

The County partners with IE Commuter to provide this incentive to its employees. IE Commuter provides two (2) GRH related trips per twelve (12) months. Additionally, the Commuter Services team will provide one (1) additional GRH trip once the IE Commuter GRH trips are exhausted.