



County of Orange
 Guaranteed Ride Home Authorization Form
 Client ID# 210033

Complete this form including the signature lines then call for the required approval number and referral information. The ride may be from your work location to your primary place of residence, personal vehicle, a medical provider for an unscheduled emergency visit, or an interim emergency-related stop and then on to a final eligible destination. A valid emergency situation includes an unexpected illness of an eligible employee or member of the eligible employee's family; unscheduled or unanticipated overtime or extended work day; or missed connections with planned ride home due to an unanticipated change in schedule and other emergency situations as appropriate. **This form is to be completed on the day you rideshare and need an emergency ride and it must be returned within two business days.**

First Name:				Last Name:		
Rideshare Mode Today	<input type="checkbox"/> Carpool	<input type="checkbox"/> Vanpool	<input type="checkbox"/> Bus	<input type="checkbox"/> Bike	<input type="checkbox"/> Rail /Train	<input type="checkbox"/> Walk
Work /Pickup Address:					Work Phone #:	
Destination Address:					City:	
Supervisor Name					Phone Number:	
Reason for Using Service	<input type="checkbox"/> Unexpected illness (myself or family member) <input type="checkbox"/> Carpool/vanpool driver left <input type="checkbox"/> Unscheduled overtime <input type="checkbox"/> Missed connection with planned ride home due to unanticipated change in schedule <input type="checkbox"/> Other: _____					
Approximate One-way Trip Distance (miles)	_____	If the one-way distance is over 30 miles, you may be referred to the rental car option and may need to provide the pick up address zip code: _____				

I, the undersigned, recognize that participation in Guaranteed Ride Home Program (the "Program") is strictly voluntary and that such participation does not in any manner imply that I am acting in the course and scope of official company business, nor does it in any manner establish an employer-employee or an agency relationship with the Los Angeles County Metropolitan Transportation Authority, Orange County Transportation Authority, Riverside County Transportation Commission, or San Bernardino Associated Governments (individually, the "Agency" and collectively, the "Agencies").

I, the undersigned, hereby acknowledge that I am voluntarily participating in the Program. I hereby assume full responsibility for liability and all risk of injury or loss, including death, which may result from my participation in the Program. I, the undersigned, hereby agree to hold harmless, release, waive, forever discharge and covenant not to sue or bring claim against the Agencies, and their respective officers, agents and/or employees from any and all claims and demands whatsoever which I have or may have against the Agencies, and their respective officers, agents or employees, by reason of any accident, illness, injury or death, damage or liability arising or resulting directly or indirectly from my participation in the Program and occurring during such 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 the Agencies, and their respective officers, agents, employees or contractors. The terms of this release shall serve as a release and assumption of risks for my heirs, executors, administrators and for all of my family members. I, the undersigned, acknowledge that inappropriate use of this service will require that I reimburse all expenses incurred to the Agencies.

I, the undersigned, acknowledge that I have read the rules and regulations of the Program, I have read the foregoing two paragraphs of this GRH Program Authorization Form Liability Waiver Language, and I have been fully advised of the potential risks incidental to participating in the Program. I affirm that the information I have provided is true and I have reviewed the rules and regulations of the Program.

Employee's Signature _____ Date _____

Supervisor's Signature _____ Agency: _____ Date _____

Call 1-866-HOME-555 (1-866-466-3555) for approval number and taxi or rental car referral.

DATE OF RIDE: _____ APPROVAL NUMBER: _____

Taxi Company: _____ Phone #: _____ Taxi Account Number: _____

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**If a rental car is approved, you will be connected to the Rental Car Company directly.
 When calling a taxi company, provide the Taxi Account Number needed for this non-cash transaction.
 Show or provide a copy of this form to taxi driver or the rental car agent but keep this form.**

Customer Satisfaction Survey Please circle one for each question: 5=Excellent; 4=Very Good; 3=Good; 2=Fair; 1=Poor

Authorization Form Ease of Use?	5	4	3	2	1	Rental Car Company Operator Responsiveness?	5	4	3	2	1
GRH Program Call Center Responsiveness?	5	4	3	2	1	Rental Car Agency Responsiveness?	5	4	3	2	1
Taxi Company Operator Responsiveness?	5	4	3	2	1	How would you rate the GRH program overall?	5	4	3	2	1
Taxi Driver Responsiveness?	5	4	3	2	1	How much did the GRH program influence you to rideshare?	5	4	3	2	1

Distribution Original: Pony Mail to Rideshare Office, Building 10, 1st Floor
 Copy One: Taxi Driver or Rental Car Agency
 Copy Two: Employee

Guaranteed Ride Home "Rules and Regulations"

This program is sponsored by the Los Angeles County Metropolitan Transportation Authority, the Orange County Transportation Authority, the Riverside County Transportation Commission and the San Bernardino Associated Governments. The GRH Program provides transportation options that the County of Orange can offer to an employee in Valid Emergency Situations on a day the employee has used an Alternative Mode of Transportation to work.

GENERAL INSTRUCTIONS:

1. Complete the Authorization Form through the signature lines then call 1-866-HOME-555 (1-866-466-3555) for the required approval number and referral phone number and account numbers.
2. If the approximate one-way trip distance is less than 30 miles, you will be referred to one or more taxi companies servicing your area. When calling a taxi company, provide the Taxi Account Number needed for this non-cash transaction.
3. If the one-way trip distance is greater than 30 miles you will be asked a series of questions to determine if a rental car is a better option. If the rental car option will work, you will be connected with the car rental company for further assistance.
4. You must show or provide a copy of the authorization form to the taxi driver or the car rental agent.
5. You must complete the customer satisfaction survey section of the form and, within two business days, mail or fax the completed form to the address or fax number provided.

SERVICE:

1. The maximum number of GRH sponsored trips per employee, per 12 months from the employee's first use is four.
2. 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.
3. The maximum GRH sponsored taxi trip is one-way from work to the employee's place of residence, personal vehicle, or to an unscheduled emergency visit to a medical provider with one 20-minute emergency stop allowed.
4. The maximum GRH sponsored rental car use period is from before 5:00 p.m. on the day of the Valid Emergency Situation to the next day before 5:00 p.m. on Tuesday through Friday or between 9:00 a.m. and 12:00 noon on Saturday. Rental car use can only be requested Monday through Friday from 8:00 a.m. through 5:00 p.m. 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.
5. There may be situations when a rental car and/or a taxi may not be available. Please contact your ETC/employee representative for other options and further assistance.

TAXI OR RENTALS ARE AVAILABLE TO AN EMPLOYEE WHO:

1. Works for the County of Orange, an enrolled employer.
2. Used an Alternative Mode of Transportation from home to work on the day a taxi or rental car is requested.
3. Has a Valid Emergency Situation for use of the GRH sponsored taxi or rental cars and has not used the GRH

sponsored ride more than 4 times per 12 months from the employee's first use.

4. Uses this Authorization Form and phones the GRH Program call center to request an approval number, referral phone number(s) and taxi account numbers (if applicable).
5. Shows or provides the taxi driver or rental car company a copy of the signed GRH Authorization form with an approval number and signatures.
6. Completes the authorization form including the customer satisfaction section and sends it to the Commuter Assistance Program office within two business days of using the service.

DEFINITIONS:

1. **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.
2. **Invalid Use:** The GRH 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 strikes; or any trip where alternate transportation could be arranged in advance.
3. **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.
4. **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. An interim emergency-related stop is allowed. The rental car may be driven back to the workplace or rental car agency the following day. **The GRH Program does not reimburse second day or weekend use of the rental car.**
5. **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 is allowed.

FOR ADDITIONAL RIDESHARE INFORMATION:

OC Commuter Assistance Program	1-714-647-1931
OCTA	1.714.636.RIDE, Option #4
Metrolink	1.800.371.LINK (5465)

Rideshare@ocgov.com
www.ocgov.com/hr/rideshare
www.commutessmart.info