



guaranteed ride home program frequently asked questions

*The **Guaranteed Ride Home (GRH)** program is a service provided by the San Diego Association of Governments (SANDAG) iCommute program. Each GRH participant is eligible for up to three free rides home per fiscal year. Full program details are available in the [GRH Participation Guidelines and Agreement](#).*

How do I register for the GRH program?

To be eligible, you must work in San Diego County and register in advance (at least three business days) using the online registration form at 511sd.com/iCommute. You may only register yourself, and the same email address cannot be used more than once per fiscal year for the GRH program. SANDAG will accommodate persons who require assistance to participate in SANDAG programs. If you do not have access to the internet, please contact SANDAG iCommute at 511 and say "iCommute" or email iCommute@sandag.org.

When will I receive my vouchers?

It can take up to **three business days** to receive your vouchers so please register in advance. If there is a need for an emergency ride home on the same day you register, please call 511 and say "iCommute." The SANDAG iCommute office is open from 9 a.m. to 5 p.m., Monday through Friday.

Do I need to print my GRH vouchers?

If you plan to use a taxi or rental car, please download and print the GRH vouchers. You will need to submit a printed copy of the voucher to Yellow Cab Taxi Drivers or Enterprise Rent-A-Car office personnel.

If you plan to use Uber, you do not need to print your vouchers, but you will need to enter the unique promo code from your voucher into your Uber account. **(Do not enter the Uber promo code until you are ready to use GRH).**

What can I use my GRH vouchers for?

Each voucher can be used for one ride home in the event of personal or family illness or emergency, unscheduled overtime, or being stranded at work due to your carpool or vanpool driver leaving for an emergency.

The GRH program cannot be used for a ride to work, personal errands, scheduled appointments, business-related travel, or non-emergency side trips; rides may only be used to get home.

How much does my GRH voucher cover for my ride home?

If you choose **Uber** to get home, the promo code from the GRH voucher will cover up to \$100. If the trip exceeds \$100, you will be responsible for paying the difference using the payment method associated with your Uber account. Gratuity is not covered by the GRH program.

If you choose **Yellow Cab Taxi** to get home, SANDAG will cover the full cost of the ride from your San Diego county employer to your home address. If the taxi trip is anticipated to cost more than \$100, SANDAG recommends using the rental car option. Gratuity is not covered by the GRH program.

If you choose **Enterprise Rent-A-Car** to get home, SANDAG will cover the rental for a 24-hour period. You will be responsible for any charges that exceed this period.

What if I use my GRH for a rental car on a Friday? Can I return the car on Monday?

SANDAG will only cover the cost for the rental car for a 24-hour period. The car should be returned on the next day, Saturday, or you will need to pay for the additional days yourself.

I just joined the program and cannot find my vouchers. OR I just re-enrolled in the program and cannot find my vouchers.

Please check your spam or junk email inbox first. Try searching for the subject line of the confirmation email, "Welcome to the Guaranteed Ride Home program!" If you cannot locate your GRH vouchers, please contact SANDAG iCommute at iCommute@sandag.org or call 511 and say "iCommute."

My vouchers have expired; can I receive new vouchers?

Participants are only allowed three GRH vouchers per fiscal year (July 1 – June 30). Once they have been used, you cannot receive new vouchers until the start of the following fiscal year. SANDAG will send you a link with the renewal form and instructions on how to receive new vouchers before the start of each fiscal year so that three new vouchers will be available to participants every July 1.

What are the hours of service?

Uber and Yellow Cab services are available 24-hours a day, seven days a week.

Enterprise Rent-A-Car is usually available between the hours of 8 a.m. and 6 p.m., Monday through Friday. Hours vary by location, so please confirm with your nearest Enterprise Rent-A-Car site.

The SANDAG iCommute Team is available between the hours of 9 a.m. and 5 p.m., Monday through Friday.

uber frequently asked questions

For detailed instructions, please visit [“How to Use Uber for Guaranteed Ride Home.”](#)

I’m a first-time user. How do I download the Uber app?

Access to a smartphone is required.

- Go to the Google Play or Apple App store
- Search for “Uber” and download the app by clicking “Install” or “Get”
- Follow the prompts to create an Uber Account

How do I enter the Uber promo code into the Uber app?

- On the top left corner, click on the “menu” image that has three horizontal lines
- Next, click on “Payment”
- Add your credit/debit card information first by clicking “Add Payment Method”
Note: You must enter a payment method for the Uber promo code to work
- On the same “Payment” page, scroll down to “Promotions” and click “Add Promo Code”
- Enter the Uber Promo code (i.e., GRH1xxxx). It is located at the top of the GRH voucher. **ONLY add the promo code when you are ready to redeem your ride home**

Why was my card charged after a ride?

After you have redeemed a GRH ride, it may show up as a pending charge. The pending charge should disappear in a few days once the promo code goes into effect.

If the charge does not disappear and remains on your credit card account after this time, please contact SANDAG iCommute at 511 and say “iCommute” or email iCommute@sandag.org.

Which Uber services am I allowed to use?

Only uberX, uberPOOL, Express POOL, uberESPANOL, and uberASSIST rides will be covered by the GRH program.

What happens if my ride is cancelled?

If an Uber driver has to wait more than two minutes for you to arrive at the car, the ride will be cancelled and your Uber account will be charged a cancellation fee of \$5. The promo code will no longer be valid if the driver cancels the ride and participants will not receive additional codes due to cancelled rides. Riders should contact their driver if the trip is expected to exceed 30 minutes to avoid drivers cancelling rides due to trip length.

After I request my ride, how do I know who my Uber driver is?

Once a ride is requested, the app will show you the type, model, and license plate of the vehicle that will be arriving. The Uber driver should have the Uber logo displayed on the windshield of their car. You also will be provided with the driver’s name so you can confirm with them when the vehicle arrives.