



GUARANTEED **RIDE HOME**

Program Handbook

August 2014

The Guaranteed Ride Home (GRH) Program is a joint effort and is funded by Metro, the Orange County Transportation Authority, and the San Bernardino Associated Governments.



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Guaranteed Ride Home Program Handbook

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Program Overview

One of the most common concerns shared by commuters who rideshare to work is becoming stranded, without a way to get home should an emergency arise. The regional Guaranteed Ride Home (GRH) Program helps alleviate this concern by providing a safety net which allows employees to rideshare to work free of worry should they experience an illness, unexpected overtime, or other emergency. GRH ensures that ridesharing employees will be reimbursed (up to two times per year) for a taxi ride, rental car or transit fare in the event of a valid emergency.

GUARANTEED RIDE HOME IS A FREE SERVICE OFFERED EXCLUSIVELY TO EMPLOYEES WHO:

- > Rideshare to work on the day the employee needs an emergency ride home, and
- > Work for a participating company currently enrolled in the GRH program.

WHY IS GRH IMPORTANT?

GRH is essential in relieving employee anxiety that may arise when considering rideshare alternatives. Rideshare alternatives include carpooling, vanpooling, taking transit, bicycling, and walking to work. Offering GRH can help eliminate some of the major objections employees may have to ridesharing to work. “What if my child gets sick?” “What if I have to work late?” “What if I have a personal emergency?” “How am I going to get home if I don’t have a car available to me?” GRH acts like an insurance policy that helps employees feel secure about their decision to rideshare.

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 DOES NOT QUALIFY AS A VALID GRH PROGRAM EMERGENCY?

- > Personal errands
- > Non-emergency appointments/meetings/doctor visits
- > Voluntary overtime
- > Public transportation disruptions or delays for any reason
- > Termination/lay-offs
- > A ride to work
- > Business travel
- > Inclement weather
- > Any trip where alternate transportation could be arranged in advance
- > On-the-job injury
- > Mechanical breakdown of carpool or vanpool
- > In place of a loaner/replacement vanpool vehicle
- > If vehicle is towed, impounded, or cannot be accessed because of police activity
- > Being sent home from work early for any reason other than is specified in the rules as a valid GRH emergency

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

Program Overview *continued*

HOW DOES GRH WORK?

GRH is designed to be as easy to use as possible, with minimal administration.

- > Once the employer enrolls their company to participate in the GRH Program, all employees who rideshare to work are eligible for the GRH reimbursement. Employees do not sign up individually; once the company enrolls, all employees who rideshare to work qualify for the GRH Program.
- > The GRH Program allows the employee the flexibility they need to get to their destination. The employee experiencing the emergency consults with their company coordinator and chooses the most efficient means to get to where they need to go during a valid emergency. The employee can choose to take a taxi, use transit or a rental car to get to their emergency destination.
- > Depending on the circumstances or employer's GRH policy, either the employer or third party/consultant or the employee pays up-front for the employee's selected ride.
- > Once the employee provides their employer with valid receipt(s) (original or scanned) from the service provider, the employer will complete and submit a GRH Reimbursement Claim Form to the GRH office within 30 days of the GRH usage date.
- > The GRH office will review the GRH Reimbursement Claim Form and original receipt(s). Upon approval, the GRH office will send the reimbursement check to whoever paid for the expense as noted on the GRH Reimbursement Claim Form within 10 working days.

HOW OFTEN CAN EACH RIDESHARING EMPLOYEE USE GRH?

Each ridesharing employee can use the GRH Program up to two (2) times in a 12-month period, based on the employer's program enrollment or re-enrollment date.

HOW IS THE GRH PROGRAM FUNDED?

Businesses of any size can enroll, and there is no cost to participate. All transportation costs are reimbursed when program rules and procedures are followed. GRH is sponsored by the Los Angeles County Metropolitan Transportation Authority (Metro), Orange County Transportation Authority (OCTA), and San Bernardino Associated Governments (SANBAG), individually the "Agency" and collectively the "Agencies".

GRH Enrollment

HOW DO EMPLOYERS SIGN UP FOR THE GRH PROGRAM?

To participate, employers must have a current, signed Service Agreement (Metro/ OCTA) or Employer Partnership Agreement (SANBAG) with their appropriate sponsoring Agency. Individual Agencies may have additional requirements. The employer worksite must be located in the County of Los Angeles, Orange, or San Bernardino. The employer must also agree to adhere to the GRH Guidelines set forth by their sponsoring Agency, and distribute materials designed for the program.

WHAT ARE THE EMPLOYER'S ADMINISTRATIVE RESPONSIBILITIES FOR GRH?

The company must designate an Employer Representative to administer the program and provide the GRH office with an e-mail address in order to receive program information, forms, electronic updates and announcements, and to print materials needed to implement the program.

The Employer Representative is responsible for monitoring and ensuring proper use of the GRH Program by their employees. The Employer Representative will be notified (by the GRH office) when an employee has used their maximum number of GRH rides (two) within the 12-month period, based on the employer's enrollment or re-enrollment date in the GRH Program.

WHAT DO ENROLLED EMPLOYERS RECEIVE TO HELP IMPLEMENT THE GRH PROGRAM?

This Guaranteed Ride Home Program Handbook is the employer's primary source of program information. The Employer Representative will also receive a GRH Reimbursement Claim Form via e-mail. This claim form should be reproduced for program use. GRH marketing materials will also be made available to participating employers.

On-going commuter assistance program support is available through the sponsoring Agencies for all rideshare-related programs. Information is also available at go511.com and ie511.org. Updates will be distributed electronically to all participating Employer Representatives. Employers will also receive posters promoting the program, and other resources.

WHAT EXPENSES ARE REIMBURSABLE?

The **only** allowable modes of transportation which will be reimbursed are taxi ride, rental car, or public transit (public bus, Metro Rail or Metrolink). If the employee chooses to use a taxi cab as their emergency ride, the GRH Program will provide reimbursement for the taxi fare (up to \$3.50 per mile) plus a 15% tip. The 15% tip must clearly be identified on the taxi receipt along with the total amount paid. If the employee chooses to rent a car as their emergency ride, the GRH Program will provide reimbursement for a one-day, economy class rental car and the cost of gasoline to re-fill the tank. The GRH Program will also cover the cost of a one-way drop off fee. If the employee chooses to use public transit as their emergency ride, the GRH Program will provide reimbursement for the cost of their one-way transit ticket.

Since the Regional GRH Program provides reimbursement for a maximum of two (2) emergency rides home per 12-month period, we suggest that the employer identify supplemental options to get ridesharing employees home in case of an emergency. These options may include riding home with co-workers or using a company fleet vehicle.

Vanpool participants are also encouraged to review their employer or leasing company's policy for backup vehicles.

Establishing Your Internal Company GRH Policy

The Regional GRH Program provides the employer with flexibility in administering the program. It is recommended that employers establish a written internal GRH company policy, which incorporates the Regional GRH Program into their own company procedures.

Developing a Company Policy

A good written policy should provide employees with information on how the program works, and available GRH transportation options. It should also incorporate eligibility requirements, valid reasons for using GRH services, restrictions, and procedures to participate. In addition, it should include program accountability and internal monitoring procedures. We recommend that the policy provide employees with step by step instructions.

Companies may choose to either have their employee, the employee's supervisor or the company's Employer Representative arrange for the emergency ride. Companies may choose to pay the up-front costs of the GRH Program, establish accounts with local taxi or rental car agencies, or require their employees to pay for the ride. The company's internal written GRH policy should reflect their chosen implementation procedures.

USE OF THIRD PARTY CONSULTANT TO ADMINISTER PROGRAM

Companies have the option to hire a third party/consultant to market and administer their GRH Program. In this situation, the consultant may pay for rides on behalf of the employer. If electing to do so, the employer must provide the GRH Program with written authorization allowing reimbursement be made directly to the consultant.

SCAQMD RULE 2202 PLAN IMPACT

- > If the employer decides to have their employees pay for their own GRH cost, the Regional GRH Program will no longer qualify as a South Coast Air Quality Management District's (SCAQMD) Rule 2202 Plan basic/support strategy. In this case, the employer would need to amend their Rule 2202 Plan and replace their current GRH strategy with another SCAQMD approved strategy. The employer will be responsible for paying any filing fee associated with this change.
- > If the employer uses this GRH Program in their SCAQMD Rule 2202 as a basic/support strategy, then it is the employer's responsibility to arrange for the emergency ride home for their employees. The employer must arrange for the ride home at no out-of-pocket cost to employees. You, as the employer, can submit invoices under the new GRH Program for reimbursement for all qualified rides without affecting compliance.

Using the GRH Program

PROGRAM PROCEDURES

Before implementing the GRH Program you will need to make copies of the GRH Reimbursement Claim Form. Keep them in an accessible area and be sure that other staff knows where they are located. They can also be downloaded from Agency websites and 511.

Before authorizing the use of the GRH Program, verify that the employee's emergency has met this program's definition of a valid emergency ride as stated in this Handbook. If you are unsure if an emergency qualifies, call the GRH Program office during business hours at 1.866.HOME.555 (1.866.466.3555). Reimbursement claims will be denied if the ride home does not meet eligibility requirements. Remind your employee to collect all receipts during the ride since these will be submitted as part of the claim form.

STEP BY STEPSUBMITTAL PROCESS

- > Make a copy of the completed Reimbursement Claim Form and receipts for your files.
- > Submit the claim form to the GRH office, along with the taxi, transit or rental car receipt. (Original or scanned copies will be accepted.) Both the signature of the employee and the signature of the Employer Representative or Consultant are required.
- > The Reimbursement Claim Form must be received by the GRH office within 30 days of the date of the GRH service in order to qualify for reimbursement. Reimbursements will not be paid on forms received after 30 days unless the GRH office is notified of the situation in advance.
- > Reimbursement will be paid to the appropriate party within 10 working days.

You should track each employee's use of the GRH Program to ensure that individual employees use no more than two (2) trips per valid 12-month period. An email notification will be emailed

to the Employer Representative after an employee has received payment for the second time.

DENIAL OF REIMBURSEMENT CLAIM

If a Reimbursement Claim Form is denied because the ride is deemed ineligible, the Employer Representative will receive an email notification. The Employer Representative is responsible for notifying their employee if the GRH is denied. Again, the employer is also responsible for verifying that employee's emergency ride home qualifies under the GRH Guidelines before authorizing the ride and submitting a Reimbursement Claim Form.

A follow-up survey will be emailed to the Employer Representative or Consultant for their feedback on the program.

Guaranteed Ride Home Program Guidelines

The Guaranteed Ride Home (GRH) Program includes procedures that employers can use to offer a guaranteed ride home to their employees in a valid emergency situation on days the employee has used an alternative mode of transportation (carpool, vanpool, transit, bicycle, walk) to get to work. Employers will receive a GRH Handbook that outlines the program and procedures. The program is sponsored by the Los Angeles County Metropolitan Transportation Authority (Metro), Orange County Transportation Authority (OCTA), and San Bernardino Associated Governments (SANBAG), individually the “Agency” and collectively, the “Agencies.”

SERVICE PARAMETERS

- > Maximum number of GRH sponsored trips per employee is two (2) per 12-month period, based on the enrollment or re-enrollment date of the employer.
- > Reimbursable GRH options include one-way taxi ride, one-way transit fare, and one day car rental.
- > Employee must provide their company employer representative with valid receipt(s) for their emergency ride home.

EMPLOYER ELIGIBILITY CRITERIA

- > Employer must be a client of an Agency (a client is defined as an employer who has a current Employer Partnership Agreement or Service Agreement with their county’s Agency), indicate interest in participating in the GRH Program, and satisfy the GRH Program participation requirements of the Agency.
- > Employer’s facility must be located in Los Angeles, Orange, or San Bernardino Counties.
- > The employer must designate an Employer Representative to administer the GRH Program and provide an e-mail address to receive GRH Program information, forms, updates and announcements electronically and to print materials needed to implement the GRH Program.
- > Employer shall comply with the GRH Program Guidelines and GRH Handbook, as amended periodically. Both the GRH Program Guidelines and GRH Handbook are available for download at the Agencies’ respective websites.
- > Employer shall distribute program information to employees.
- > Employer agrees to coordinate with the GRH Program office to provide notice to employees who have used the maximum number of two rides allowed per year per 12-month period.
- > Employer shall submit the GRH Reimbursement Claim Form to the GRH office within 30 days of the service date.

EMPLOYEE ELIGIBILITY CRITERIA

- > Employee must work for an employer enrolled in the GRH Program.
- > Employee must have used an alternative mode of transportation (carpool, vanpool, transit, bicycle, walk) from home to work on the day the guaranteed ride home is requested.
- > Employee must have a valid emergency situation (as defined in the GRH Handbook) for the use of the GRH Program, and not have used the maximum two (2) rides allowed within the 12-month period, as specified in the GRH Handbook.

LIMITATIONS, AMENDMENT AND TERMINATION

- > Invalid Usage – The GRH Program cannot be used for a ride to work, personal errands, pre-scheduled overtime, pre-scheduled doctor visits or other appointments, business travel, or to transport an employee as a result of a work related injury. An emergency situation does not include inclement weather, public transit service disruptions for any reason, or any trip where alternative transportation could be arranged in advance. It may not be used to send employees home for any reason other than what is specified in the rules as a valid GRH emergency. (For example, it can’t be used for those that have been terminated or laid-off, sent home early because of scheduling issues by management or because of loss of power, lighting or network access at the worksite.) The GRH Program may also not be used as an alternative option when carpool or vanpool vehicles are inoperable because of mechanical failures or police activity restrictions.
- > Amendment by Agencies – The GRH Handbook and GRH Program Guidelines may be amended periodically by any of the participating Agencies.
- > Termination of Program – The GRH Program may be revoked or terminated at any time at the sole discretion of the Agencies. In addition, each Agency may terminate its participation in the GRH Program at any time and without cause. Prior to its termination, the Agency seeking to terminate its participation, shall provide written notice of its termination to any employer that has completed a Service Agreement (Metro/OCTA) or Employer Partnership Agreement (SANBAG) with the Agency at least five (5) days before the effective date of such termination.
- > Availability – There may be situations when a rental car, taxi or transit may not be a valid option for the employee. In these situations, the Employer Representative is encouraged to utilize other alternatives to assist their employees, such as use of company fleet vehicles or arranging a ride with a co-worker. The Agencies funding this GRH Program are not responsible for reimbursement of these trips.

Guaranteed Ride Home Program Guidelines *continued*

DEFINITIONS

- > Valid Emergency Situations – An unexpected illness of an eligible employee or an eligible employee’s immediate family member, unscheduled or unanticipated overtime or extended workday, missed connections with planned ride home due to an unanticipated change in schedule, and other emergency situations as appropriate at the discretion of the Agencies and GRH office.
- > Valid Taxi Ride – An employee may receive a taxi ride from the work location to the employee’s place of residence, the employee’s personal vehicle, child care provider or to a medical provider for an unscheduled emergency visit not related to a workplace injury. An interim emergency-related stop of 20 minutes is allowed.
- > Valid Rental Car – An employee may use a rental car to travel from the work location to the employee’s place of residence, the employee’s personal vehicle, child care provider or to a medical provider for an unscheduled emergency visit.
- > Alternative Mode of Transportation – The employee’s use of an alternative mode of transportation from the employee’s home to work by public transit, carpool, vanpool, bicycle or walking.

Guaranteed Ride Home Program

Reimbursement Claim Form

Eligibility Requirements

- > You must work for an employer enrolled in the Regional Guarantee Ride Home (GRH) Program.
- > You must have traveled to work that day using a rideshare arrangement (carpool, vanpool, public bus, Metro Rail, Metrolink, walking or bicycle).
- > The maximum allowable GRH reimbursed trips per 12-month period is two (2).
- > You must complete this form and return it with your receipt(s) of transportation fees within 30 days from the date the service was utilized. (Original or scanned copies will be accepted).

Mail to: GRH Program, 7355 Magnolia Avenue, Riverside, CA 92504

Commuter Information (Please print and write clearly):

Name: _____ Date of Birth: _____

Address: _____

Phone: _____ Email: _____

Employer Information:

Employer Name: _____

Address: _____

Employer Representative Name: _____

Employer Representative Phone: _____ Email: _____

Travel Information:

Date Guaranteed Ride Home was used: _____

What form of ridesharing did you use to get to work that day: _____

Reason for needing Guaranteed Ride Home:

Personal/Family Illness Personal/Family Emergency Personal unexpected overtime

Carpool/Vanpool driver unexpected overtime Other (Please explain) _____

What mode of transportation did you use to get home: Taxi Rental Car Metrolink Metro Rail Public Bus

Cost/Fare: \$ _____ [Attach receipt(s) to this form]

Who paid for the expense? (Check One)

Commuter/Employee Employer Third Party/Consultant - Consultant Name: _____

Reimbursement check will be endorsed to whichever is checked above.

Participant's Signature: _____

Employer Representative Signature: _____

By signing this form, the Participant and Employer acknowledge all information stated above is true. The GRH Program has the right to request further documentation if needed. If the Program Administrator determines the emergency ride was invalid or not authorized, the reimbursement will be denied.

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GUARANTEED RIDE HOME

If an emergency arises on one of your ridesharing days, you may be eligible for a free ride home through the regional Guaranteed Ride Home (GRH) Program. Employees can use the program up to two (2) times during a 12-month period.

Don't wait until you need an emergency ride home to find out more about this program. Be prepared now!

THINGS TO KNOW:

- 1 How is the program being implemented at your work place?
Will your employer cover the costs upfront or will you need to pay out of pocket?
- 2 What qualifies as a valid emergency and what does not?
You will not be reimbursed for rides that do not qualify.
- 3 Who will be responsible in arranging your emergency ride with the taxi company, rental car company or in purchasing transit fare?
You or your Employer Representative?
- 4 Remember to collect all receipts from your ride home since these must be turned in along with the GRH Reimbursement Claim Form.

For more information or to get a GRH Reimbursement Claim Form, speak to your Employer Representative.

Contact: _____

If you have any general questions about the regional Guaranteed Ride Home Program, call 866.HOME.555 (866.466.3555). Offices are open from 6am to 6pm, Monday through Friday. You can also visit Go511.com and IE511.org.



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Frequently Asked Employee Questions

- 1) **Do I have to register with the company rideshare program to use the Guaranteed Ride Home (GRH) Program?**
As long as the employee works for a company currently enrolled in the GRH Program, there is no program requirement for the employee to be pre-registered with the GRH Program. However, individual companies may require registration as part of their internal rideshare programs. Please check with your Employer Representative for your specific company requirements.
- 2) **Do I have to pay for the rides?**
Either you (the employee) or your employer must pay for the emergency ride up-front. Speak to your Employer Representative to see what your employer's policy is. Valid emergency rides will be reimbursed to the appropriate party.
- 3) **How many times can I use the program?**
You can receive up to two (2) emergency rides within a 12 month period, based on your employer's program enrollment or re-enrollment date.
- 4) **How do I transport my bike or wheel chair?**
You or your employer will need to make arrangements with the taxi or rental car company. Many public transit providers offer wheelchair lifts and bike racks.
- 5) **Will the taxi or rental car have a car seat for my child to meet legal requirements?**
You or your employer will need to make arrangements with the taxi or rental car company.
- 6) **What happens if I am too ill or upset to drive or take public transit?**
A taxi ride would probably be the best GRH option under these circumstances.
- 7) **Why do I need a credit card when using a rental car?**
Rental car agencies require you to provide a credit card, and you must comply with their rules if you wish to rent a car.
- 8) **If I use a rental car, can I return the car near my home?**
Yes, you may. The rental car agency can give you a list of locations near your home. You will only be reimbursed for a one day rental period and must return the vehicle as required within the rental agency's contract.
- 9) **Can I use the rental car for more than one day if I pay the difference?**
No. That would be a separate car rental agreement and it would be at your expense. This program reimburses for a one-way trip from work to home, and to the car rental agency to return the car.
- 10) **Can I share the taxi or rental car with a fellow employee also needing a ride?**
Yes, as long as the trip is one-way from work to home.
- 11) **Should I tip the taxi driver with my own money?**
This decision 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.
- 12) **Am I supposed to leave any paperwork with the taxi driver?**
No.
- 13) **What must I do to ensure that my emergency ride will be reimbursed?**
After using the GRH Program for an emergency ride home you must provide your Employer Representative with a valid receipt (taxi, transit or rental car). This receipt, along with a completed GRH Reimbursement Claim Form, will be submitted to the GRH Program office by your company's Employer Representative for reimbursement. Your signature and your Employer Representative or direct supervisor's signature is required on the GRH Reimbursement Claim Form.
- 14) **Can I use the program for another member of my family? Example: If I have to work unexpected overtime and need my child to be picked up from school?**
No. You may work with your company's Employer Representative to see if there are any options available through your company's employee transportation program.
- 15) **What happens if a taxi, car rental or public transit is not available?**
Work with your company's Employer Representative to see if there are any options available through your company's employee transportation program, i.e. arranging a ride home with a co-worker, or using a company fleet vehicle.
- 16) **Will I be reimbursed for a ride home if I am sent home early because there is no work for me to do?**
No, the GRH program may not be used if management sends you home for any reason other than what is specified in the rules as a valid GRH emergency. For example, the program can't be used for those that have been terminated, or laid-off, sent home early because of scheduling issues by management or because of loss of power, lighting or network access at the worksite.



GUARANTEED RIDE HOME

Program Overview

The Regional Guaranteed Ride Home (GRH) Program provides a safety net which allows employees to rideshare to work without the worry of getting stranded at work due to illness, unexpected overtime or other emergency.

GRH ensures that ridesharing employees will be reimbursed (up to two times per 12-month period) for a taxi ride, rental car or transit fare in the event of a valid emergency.

GRH IS A SERVICE OFFERED EXCLUSIVELY TO EMPLOYEES WHO:

- > Rideshare to work on the day the employee needs an emergency ride home, and
- > Work for a participating company that is currently enrolled in the GRH Program.

HOW DOES GRH WORK?

- > Once an employer enrolls their company, all employees who rideshare to work are eligible for the GRH reimbursement.
- > The employee and Employer Representative choose the most efficient means of transportation to use during a valid emergency. GRH options include using taxi, rental car or transit (public bus, Metro Rail or Metrolink).
- > Either the employer or third party/consultant or the employee will pay for the employee's selected ride.
- > Once the employee provides their employer with a receipt from the service provider, the employer will submit a GRH Reimbursement Claim Form to the GRH office within 30 days of the emergency ride.
- > Upon approval, the GRH office will send the reimbursement check to the appropriate party within 10 working days.

WHAT QUALIFIES AS A VALID GRH EMERGENCY?

- > 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 DOES NOT QUALIFY AS A VALID GRH EMERGENCY?

- > Personal errands
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WHAT ARE VALID GRH DESTINATIONS?

- > 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

FOR MORE INFORMATION, CALL THE GRH PROGRAM AT 866.HOME.555 (866.466.3555).



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