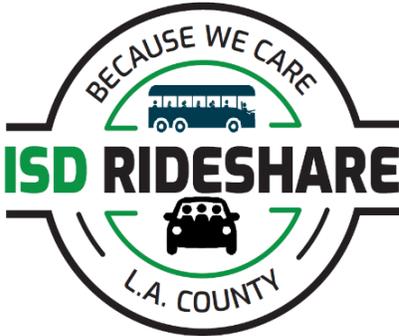




# GUARANTEED RIDE HOME



**Getting you back home for free with ISD!**



**2026**



# 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 County worksite and it is not possible for the employee to return home using their regular commute method, the employee should contact their manager or supervisor. The manager/ supervisor 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, rideshare provider, 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 [Rideshare@lacounty.gov](mailto:Rideshare@lacounty.gov)
- 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
- requests a ride from a rideshare service provider.
- Have the employee, upon reaching the destination complete the confirmation report form. A copy of the confirmation report may be given to the employee’s manager/ supervisor if requested.

The County’s Guaranteed Ride Home (GRH) Program was created to support employees who use public transportation (train, Light-Rail, or Bus), carpool, vanpool, drive an all-Electric powered vehicle, 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. Three 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 funded.**

### **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. Rideshare Provider**

A free one-way ride will be provided to employees who:

- Are currently participating in one or more ridesharing transportation modes and;
- are unable to drive due to illness;
- work unplanned overtime; or
- Will have trouble returning home while carpooling or vanpooling.

### **3. County Vehicle**

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

## **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 rideshare provider service or County vehicle, 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 will request the employee to complete the confirmation report.. The employee returns the confirmation report to the GRH Program Coordinator upon return to work.
6. ETC or GRH Coordinator requests a ride from the rideshare service provider.
7. The employee must return the completed Confirmation Report form to the ETC/ GRH Program Coordinator.
8. Upon returning to work, the employee is also required to submit the completed Confirmation Report 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 rideshare provider's service. The report will document program activity and validate charges to the Guaranteed Ride Home Fund, ISD.

## **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 Internal Services Department – Rideshare 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:**



Attention: *Rideshare*  
1100 N. Eastern Ave.  
Los Angeles, CA 90063  
(213) 893-1290  
[Rideshare@lacounty.gov](mailto:Rideshare@lacounty.gov)

# County of Los Angeles Guaranteed Ride Home Program Activity Report

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## (ETC/GRH COORDINATOR USE ONLY)

Department \_\_\_\_\_

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

### Activity

Mode of Transportation ( please check one below )

- Rideshare Provider:  LYFT  UBER
- County Vehicle
- Coworker Assistance
- Other \_\_\_\_\_

Guaranteed Ride Home Program Coordinator

Name (Print or Type) \_\_\_\_\_ Date \_\_\_\_\_  
Telephone \_\_\_\_\_

Checklist for forms submitted to Internal Services Department:

- Waiver of Liability
- Memo or E-mail detailing the reason for the use of the GRH
- Confirmation Report
- Activity Report

Send completed original paper forms to:



Attention: *Rideshare*  
1100 N. Eastern Ave.  
Los Angeles, CA 90063

# 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, train, light-rail, bus 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 provided transportation service may result in future 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, its 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 above and are 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's Signature

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

This is a transportation service provided to all employees that participate in the Rideshare program 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, Metro Light-rail)

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

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

5. Method of Ride: Ridesharing Provider  Coworker Assistance  County Vehicle

6. Reason for Ride:

My Illness  Dependent illness/emergency  Unplanned Overtime  Vanpool  Carpool

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 Service:

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

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

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