

REGISTRATION



You must be a permanent part-time or full-time employee of a work site in San Benito County or a permanent resident of San Benito County.



Registration Form

Registration required for eligibility.

Simply fill out the registration form for the GRH Program and return to us. You will receive Ride Vouchers and Post Trip Questionnaires to be submitted after you use the service. Vouchers are assigned to each participant and must be completed by the taxi driver. It is strongly recommended that you keep Ride Vouchers with you when using public transit, such as County Express. Any type of transit provided by a public agency is acceptable for this Program.

Additional Information

You are automatically renewed annually for a maximum of two (2) years, at the GRH Program's sole discretion, through written notification. We will request that you renew your registration if there are changes to Rules and Restrictions or any other terms of the GRH Program.

Ride vouchers cannot be sold or transferred. Sale or transfer of ride vouchers will result in expulsion from the GRH Program.

The San Benito County Guaranteed Ride Home Program is a program of the San Benito County Local Transportation Authority.

“I'd love to take public transit to work, but what if there's an emergency?”

Guaranteed Ride Home (GRH) Program Overview

Now with the **SAN BENITO COUNTY GUARANTEED RIDE HOME PROGRAM** you don't have to worry about being stranded when taking public transit!

If you use public transit to commute and participate in the GRH Program, we will pay for a taxi home from work or school in the event of an emergency and you are only responsible for the driver's tip (10% minimum). You need to submit paperwork after the trip and participate in an annual survey in order to remain in good standing with the GRH Program.

CONTACT INFO

SAN BENITO COUNTY
Guaranteed Ride Home Program
330 Tres Pinos Road, Suite C7 • Hollister, CA 95023

e-mail: info@sanbenitocog.org

831 637.7665
SanBenitoCountyExpress.org

San Benito County
Local Transportation Authority
330 Tres Pinos Road, Suite C-7
Hollister, CA 95023



(831) 637.7665
SanBenitoCountyExpress.org

WHEN TO USE



Eligible Emergencies

- **Illness or medical crisis** experienced by you or your immediate family member.
- You are **unexpectedly required to work late** (i.e. you were not aware of the situation before the start of the workday). Your supervisor must verify the unexpected overtime.
- **Public transit is not available** due to unexpected changes in schedules or major service interruption.



You or your child experiences illness during the day.



Have to work late unexpectedly.



Public transit unavailable or service interruption.

All trips must originate at worksites or places of higher education. You can be dropped off at home, a transit stop, or the location of your parked car (e.g. park & ride lot, carpool, partner's home, etc.). Emergency related side trips on the way home are permitted, including picking up a sick child at school/daycare or dropping off a prescription at a pharmacy.

When EMERGENCY Occurs



EMERGENCY

1 Transit First

When possible, San Benito County participants must use the County Express' Dial-A-Ride.

Call **831.636.4161** to schedule ride with County Express Dispatch

Identify yourself as a GRH Program participant. Dispatch will try to pick you up within 15 minutes.

IF DISPATCH SAYS A PICK UP WITHIN 15 MINUTES IS NOT POSSIBLE, CALL FOR A TAXI RIDE.

2 Call for a Taxi or Another Ride

A TAXI OR OTHER RIDE MAY ONLY BE USED IF TRANSIT SERVICE IS NOT PRACTICAL OR AVAILABLE, INCLUDING

- Situation is **URGENT**. Time does not allow for transit use.
- Transit **does not serve needed origination** or destination.
- Transit stop **requires walking in an unsafe area at night**.

Non-taxi rides will be reimbursed at the I.R.S. standard mileage rate. The individual providing the ride must sign a statement confirming the date of the ride and the number of miles driven.

Call taxi companies listed in the registration packet or online at: www.SanBenitoCountyExpress.org

HOW MUCH OF THE COST AM I RESPONSIBLE FOR?

If you used County Express' Dial-A-Ride, you do not pay the fare. If you used a taxi, a minimum 10 % tip is required for the driver. The tip is not reimbursable by the GRH Program and is considered your share of the cost.

AFTER Service is Used

Eligible Trip Reimbursement

Trips that meet all requirements will be considered eligible for reimbursement to the trip provider.

For each GRH PROGRAM TRIP, YOU MUST SUBMIT THE REQUIRED FORMS issued by our GRH Program **WITHIN (3) DAYS** of trip date.

1 Ride Voucher Form



2 Post-Trip Questionnaire



The GRH Program reserves the right to investigate each Ride Voucher submitted to ensure it meets requirements. Inappropriate use or intentional abuse of the program may result in expulsion from the GRH Program. You may use the GRH Program up to three (3) times per calendar year (January 1 to December 31).

When NOT TO USE



Non-Eligible Trips THROUGH THE GRH PROGRAM

- Personal errands or pre-planned appointments.
 - Medical emergencies. (i.e. Ambulance is needed).
 - Business related travel.
 - Working late that was planned or known prior to the start of workday or if not authorized by supervisor.
 - Natural disasters or civic emergencies. (E.G., earthquake, terrorist attack, demonstration, etc.).
 - Minor transit service changes or breakdown.
 - Transportation to a doctor or hospital resulting from an on-the-job injury.
- (GRH PROGRAM cannot be used to replace an employer's legal responsibility under worker's compensation regulations).
- **NON EMERGENCY SIDE TRIPS** on the way home.

No eligible trips can originate from Counties that currently have an established GRH, or a similar program. If you are not sure if there is a program that already exists, please contact the GRH Program at 831.637.7665.



If your child becomes ill at school, you have a **GUARANTEED RIDE HOME**.