



Emergency Use Voucher Instructions

What is an emergency use voucher?

Emergency use vouchers are vouchers that an employer contact can give to an employee not registered with the Guaranteed Ride Home program that needs an emergency ride home and took an alternative mode to work that morning. Before using the emergency ride voucher, the employee must register for the program and fax in the completed sign-up.

Even though emergency use vouchers are provided, we strongly encourage employees to register with the program before an emergency arises.

Steps to using an emergency use voucher:

1. Determine whether the employee is eligible to take a ride. The employee must meet the following criteria:
 - The emergency is
 - Personal illness or crisis
 - Family illness
 - Rideshare vehicle breakdown
 - Rideshare driver had to leave early or late
 - Unscheduled overtime
 - The employee used an alternative mode for their commute that day (carpool, vanpool, bus, train, walk, bicycle, ferry). If the employee drove alone, they are not eligible.
2. Have the employee fill out the registration form in the red and white brochure, sign the liability waiver, and immediately fax both pages to (415) 284-1554. **This step MUST be completed PRIOR to the ride being taken or the employer will be asked to pay for the ride.**
3. Give the employee the voucher packet, which includes instructions for taking a ride. The yellow sheet provided in the packet includes the rental car and taxicab phone numbers. The employee must return the pink copy of the voucher and the completed questionnaire in order to receive another voucher.

If you have any questions, please call the Guaranteed Ride Home Hotline:

(510) 433-0320