



## Guaranteed Ride Home Program Rules

The **Guaranteed Ride Home Program (GRH)** is provided by Commute.org to support and encourage commuters to use an alternative mode (other than driving alone) to commute to work or college in San Mateo County by providing financial relief to get home in the event of an emergency.

The GRH program reimburses commuters who carpool, vanpool, take transit, shuttle, bike, or walk to work or to a participating college in San Mateo County up to \$60 per event (excluding gratuities), up to four times per calendar year. GRH program participants decide how to get home (e.g. taxi, ride-hailing app, public transit, or combination) and complete the reimbursement process after they are home safely. If you use public transit as your GRH ride, Commute.org will give you a \$5 e-gift card bonus.

### Eligibility for participation:

- Must be 18 years or older
- Must work or go to a participating College in San Mateo County
- Must have a STAR account on [my.commute.org](https://my.commute.org)

### Eligible reasons for GRH trip:

- Personal or family illness or emergency
- Rideshare Disruption (Carpool partner emergency resulted in loss of ride home. This is not when a carpool app doesn't provide a match home)
- Home emergency
- Elder care or Day care emergency
- Bicycle theft or breakdown
- Unforeseen change of work schedule (requires confirmation from supervisor)
- Inclement weather (for walkers/bicyclists)

### Examples of valid destinations for GRH trip:

- Commuters home
- Hospital or Urgent care (non-emergency)
- Day care facility or K-12 school
- Elder care
- Local transit station
- Park and Ride lot

### Reimbursement requirements:

- Must have started GRH trip in San Mateo County
- Must have used an alternative to driving alone to get to work on the day of the GRH event
- Must log trip to work in the [STAR account](#) for the day of the GRH event



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- Must redeem a Reimbursement Request on the [STAR Platform](#)
- Must complete a GRH Reimbursement Request form and submit supporting receipts within 2 weeks of the GRH event

### GRH does **NOT** cover the following trips or reasons for reimbursement:

- Transit delays and/or disruptions
- Taking an Uber or Lyft to work is not a qualifying alternative commute mode to work
- Carpool app provider cannot find a match to get the commuter home
- Personal errands or appointments
- Transportation to a doctor or hospital resulting from an on-the-job injury (GRH cannot be used to replace an employer's legal responsibility under workers' compensation regulations.)
- Ride to work
- Natural disasters
- Business-related travel
- Non-emergency side trips

After taking a qualifying GRH trip, commuters will begin the reimbursement process by redeeming a GRH Reimbursement Request via the Program > Reward area on their [STAR account](#). The Reimbursement Request provides a link to a GRH Reimbursement Form where the details of the GRH event are captured. The last step in the reimbursement process is submittal of the receipt(s) from the trip. [Click here](#) for a quick video on the process.

Commuters may choose to be reimbursed by our [Tango](#) e-gift card service (Visa e-gift card, Uber credit or choose from more than 70 other retailers) or PayPal. Visa and PayPal require accounts to process reimbursement. After requests are reviewed for eligibility, reimbursements will typically be processed within 30 business days of Commute.org receiving the completed GRH Reimbursement Form and supporting receipt(s).

Commuters are not eligible for reimbursement if they are covered by a separate employer-sponsored GRH program.

### Program Funding

The **San Mateo County Guaranteed Ride Home (GRH) Program** is made possible by funding that Commute.org receives from the City/County Association of Governments of San Mateo County (C/CAG), the San Mateo County Transportation Authority (TA), and the Bay Area Air Quality Management District (BAAQMD).

Commute.org reserves the right to modify the GRH Program Rules including participation requirements, eligibility, and reimbursement criteria at any time for any reason. Subject to availability of funding and program performance.

[Click here](#) for additional FAQ's

For other questions or comments, please email [support@commute.org](mailto:support@commute.org)