Guaranteed Ride Home Reimbursement Steps

Thank you for using an alternative to driving alone to work or college in San Mateo County. We are sorry that you experienced a situation that required you to use the GRH program; however, we are glad that we can help to offset some of the cost of your emergency travel. To confirm that your trip is eligible for reimbursement, click here to read the GRH Program Rules.

For an eligible GRH trip, please complete the following steps to receive your reimbursement:

**Step 1:** Create or Open your [STAR account](#)

**Step 2:** Log your commute to work or college for the day of your emergency

**Step 3:** Go to Programs > Rewards. Under Guaranteed Ride Home, select [GRH reimbursement](#)

**Step 4:** Upon redemption, a link is provided to your GRH Reimbursement Form where you will be prompted for the information needed to complete your reimbursement request

**Step 5:** Once you have submitted your Reimbursement Form, email a copy of your trip receipt(s) to [incentives@commute.org](mailto:incentives@commute.org)

**Step 6:** Commute.org will review your request and, if approved, will send your reimbursement within 30 business days

Click here for a short video showing how to get reimbursed.

If you have additional questions, please contact [support@commute.org](mailto:support@commute.org)