



## GRH Program FAQs

### What is the Guaranteed Ride Home program?

The Guaranteed Ride Home program (GRH) is provided by Commute.org through the [STAR](#) platform to encourage commuters to use an alternative mode other than driving alone to work or to a participating college in San Mateo County by providing financial relief to get home in the event of an emergency.

The GRH program reimburses commuters who choose to carpool, vanpool, take transit, shuttle, bike, or walk to work or college in San Mateo County with a qualified guaranteed ride home up to \$60 per ride (excluding gratuities), up to four times a calendar year (Jan - Dec).

### Who is eligible for a GRH reimbursement?

- Must be 18 years or older
- Must work or go to a participating College in San Mateo County
- Used an alternative to driving alone to get to work or college on day GRH is needed
- Must have a [STAR](#) account and log trip to work or college for day of GRH trip on [STAR](#)

### How much will Commute.org cover for my GRH?

- \$60.00 per GRH trip (excluding gratuities)

### How many times can I use this program?

- You are eligible to be reimbursed up to four GRH trips per calendar year.

### When can I get reimbursed for a GRH trip?

STAR account holders request reimbursement in the Program > Rewards area in their [STAR](#) account. GRH trip must be within 2 weeks of reimbursement request.

STAR participants may redeem reimbursement requests under the following circumstances:

- Personal or family illness or emergency
- Home emergency
- Elder care or day care emergency
- Bicycle theft or breakdown
- Unforeseen change of work schedule
- Inclement weather (for walkers/bicyclists)
- Rideshare disruption (Carpool partner emergency resulted in loss of ride home)

### When do I request my GRH trip reimbursement?

GRH trip is complete and is within 2 weeks of request. Do not redeem points or submit a GRH application in advance of your GRH trip.

### Do multiple receipts for same GRH trip require multiple applications for reimbursement?

No, redeem only one point and complete one GRH application for your GRH trip. If you have multiple receipts, submit all receipts with your application.

### What are the valid destinations that will be accepted for a GRH reimbursement?

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



## GRH Program FAQs

### What types of trips or reasons are NOT covered?

- Transit delays and/or disruptions
- 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.)
- Natural disasters
- Ride to work
- Taking an Uber or Lyft to work is not a qualifying alternative commute mode
- Business-related travel
- Non-emergency side trips
- Commuters are not eligible for reimbursement if they are covered by a separate employer-sponsored GRH program.
- Other reasons that may be deemed as invalid use of the GRH program, as determined by the program administrator.

### How will I get home?

GRH program participants decide how to get home (e.g. taxi, ride-hailing app, transit, or combination). If you choose public transit to get home, Commute.org will give you a \$5 e-Card as a bonus.

### Additional requirements?

Participants are required to complete a GRH application. The GRH application will open when a GRH point is redeemed in [STAR](#). You may upload your trip receipt(s) to your GRH Application Form on STAR; otherwise, an email will be sent with instructions to submit trip receipt(s) via email to complete the GRH reimbursement request.

The commute trip logged in STAR on the morning of GRH trip must match GRH application.

### How do I get reimbursed?

You 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. Reimbursements will be completed within 30 business days of Commute.org receiving the completed GRH reimbursement form and the supporting receipt(s).

### How do companies use the GRH on an application for Best Workplace for Commuters or in a TDM plan?

Contact [support@commute.org](mailto:support@commute.org) for more information.

### How do I find out if my College is a participating in the GRH program?

Contact [support@commute.org](mailto:support@commute.org) for status.

### Who can I contact for questions?

General questions: [support@commute.org](mailto:support@commute.org)

Reimbursement status questions:  
[Incentives@commute.org](mailto:Incentives@commute.org)