

# GUARANTEED RIDE HOME



Free Ride Home  
in the Event of  
an Emergency\*

Peace of Mind for Commuters

Who Travel to Work by Public Transit,  
Carpool, Vanpool, Bicycle or Walking

You Choose the Best Way to

Get Home in an Emergency and Get  
Reimbursed for Your Trip

\*Visit [Commute.org](https://Commute.org) for program rules and limits

S P O N S O R E D B Y

[Commute.org](https://Commute.org)



## What is the Guaranteed Ride Home program?

The Guaranteed Ride Home program (GRH) is provided by Commute.org through the STAR platform ([my.commute.org](https://my.commute.org)) 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, bicycle, or walk to work or college in San Mateo County with a qualified GRH up to program limits.

**Visit [Commute.org](https://Commute.org) for more information.**

### 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 on [my.commute.org](https://my.commute.org)

### WHAT TYPES OF EMERGENCIES ARE ELIGIBLE FOR A QUALIFIED GRH TRIP?

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

### WHAT TYPES OF TRIPS OR REASONS ARE NOT COVERED?

- Transit delays
- Natural disasters
- Personal errands or appointments
- Ride to work
- Using a ride-hailing app (e.g. Uber or Lyft) to work or college is not a qualifying alternative commute mode
- Carpool app provider cannot find a match to get the commuter home
- Non-emergency side trips
- Business related travel
- 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.)

### HOW WILL I GET HOME?

GRH program participants decide how to get home (e.g. taxi, ride-hailing app, transit, or combination).

### HOW DO I REQUEST A REIMBURSEMENT?

STAR users can redeem a GRH reimbursement request via the incentives area in their STAR account. Participants must complete questionnaire provided in reimbursement request and provide GRH trip receipt(s) to receive reimbursement.

Reimbursement requests must be submitted within 30 days of GRH trip.

**Visit [Commute.org](https://Commute.org) and click on the Guaranteed Ride Home button for program rules and limitations.**