

What is the Guaranteed Ride Home (GRH) program?

This is Club Ride’s version of “commuter insurance” for members who regularly carpool, take transit, vanpool, bike or walk to work. If you experience a qualified emergency, we’ll reimburse you to get you home.

What is a qualified emergency?

- ✓ A sudden personal illness or emergency
- ✓ An immediate family member has an unexpected illness or emergency
- ✓ A carpool / vanpool driver has an emergency or unexpected overtime
- ✓ A supervisor requires unscheduled overtime

What is NOT a qualified emergency?

- ⊗ Personal errands
- ⊗ Planned medical appointments
- ⊗ Business-related travel
- ⊗ On-the-job injury
- ⊗ Weather-related events
- ⊗ Transportation system delays
- ⊗ Utility system failures
- ⊗ Building closings
- ⊗ Voluntary overtime
- ⊗ Termination

How often can I use GRH?

Up to five (5) times per calendar year if you are an active Club Ride member reporting at least four (4) times per month and up to \$75 per ride.

Where can GRH go?

- Home
- Park & Ride Lot
- Transit station
- Child’s school or day care
- Medical facilities
- Interim stops as part of the emergency

How does it work?

1. Choose the most efficient manner of traveling home, whether that means calling a taxicab, Uber/Lyft, coordinating a ride with a co-worker, taking transit, renting a vehicle or using an employer-provided alternative.
2. Pay for the rideshare/taxi/transit ride/rental car and keep the receipt. If you receive a ride from a co-worker, document the mileage. Reimbursement is limited to \$75.00 per ride.
3. When you return to work, see the on-site Transportation Coordinator (TC) to complete a Trip Summary describing the emergency, and attach a copy of the original receipt or mileage documentation. The TC will send the information to Club Ride for processing and a reimbursement check will be sent in the mail.

How do I get there?

- **Transit:** If transit is available within 30 minutes of the emergency at the origin and destination
- **Take a Lyft, Uber, or Taxi:** If the trip is less than 35 miles away
- **Rental Car*:** If the trip is more than 35 miles away

How will I be reimbursed?

When we receive your Trip Summary and a copy of your original receipt, Club Ride will mail a reimbursement check directly to your home. (Employer-provided services will be reimbursed directly to the employer.)

Does my employer have to be a part of Club Ride?

Yes. In order for you, as a commuter, to participate in the GRH program, your employer must be a participating member with a designated Transportation Coordinator (TC). If your company is not currently a member of Club Ride, please call us for more information, and we will be glad to speak with your employer about joining. Also, please note that students are not eligible for the GRH program.

** You must have a valid driver's license and major credit card, and in most cases be 25-years old to rent a car. Reimbursement covers a 24-hour, economy/compact rental with a maximum of \$75.00. Rental car insurance and fuel costs are not covered.*