

GUARANTEED RIDE HOME

We'll get you home. Guaranteed.

Guaranteed Ride Home (otherwise known as GRH) provides commuters who regularly (twice a week) carpool, vanpool, bike, walk or take transit to work with a **FREE** and reliable ride home when one of life's unexpected emergencies arise.

Commuters may take advantage of GRH up to four times per year to get home for unexpected emergencies such as a personal illness or a sick child. GRH can also be used for unscheduled overtime when your employer mandates that you must stay late.

For many commuters, choosing "A Smarter Way to Work" (e.g., sharing the ride in a carpool or vanpool, taking transit, biking or walking to work) means saving hundreds of dollars each year.

GRH was designed to rescue commuters who are worried about how they'll get home when an emergency arises. Knowing there's a guaranteed ride home allows one to use commuting options like transit and carpools with peace of mind and confidence.

Some restrictions apply so be sure to read the [participation guidelines](#). Best of all, the GRH ride home by taxi, rental car, bus or train is FREE.

Questions? Call us at 1-800-745-RIDE.

Participation Guidelines

- 1. Commuters must call Commuter Connections and receive authorization from Commuter Connections prior to using the GRH service.** The Metropolitan Washington Council of Governments (COG) Commuter Connections staff will issue authorization number(s) to participating commuters and/or company Employee Transportation Coordinator's (ETC's) to certify a GRH trip. **Commuters will not be reimbursed for trips not authorized by Commuter Connections.** Depending on the commuter's employment site, an Employee Transportation Coordinator (ETC) may have to be contacted first in order to make the appropriate arrangements for this service. Please check with your personnel department as to whether or not your site has a designated ETC.
2. Commuters must be officially registered with Commuter Connections before using the GRH service. Registered commuters are those who have received an official registration letter and GRH ID card from Commuter Connections. Commuters who have not been officially registered may use the GRH service one time, providing they meet all other eligibility criteria. This is referred to as a "one-time exception." Any commuter granted a one-time exception must be officially registered *before* additional GRH trips are granted. Registered and one-time exception commuters must be carpooling, vanpooling, taking transit, bicycling, or walking to their site of employment at least two (2) days per week and on the day they use the GRH service.
3. Registered commuters may use the GRH program up to four (4) times annually from their official registration date. Commuters who received a one-time exception, then officially register with Commuter Connections may use the GRH service three (3) more times within 12 months from the date of their one-time exception GRH trip.
4. Commuters must re-register annually to maintain their GRH registration. Commuters must contact Commuter Connections to re-register and update their registration information.
5. The GRH program may only be used in cases of unexpected personal or family emergency, unexpected illness, or unscheduled overtime. **Cases in which the GRH program cannot be used include, but are not limited to the following: previously scheduled medical appointments, trips to the hospital or emergency room by a commuter that needs medical attention, personal errands, transit service disruptions and/or delays, business related travel and working late without a supervisor's request, weather emergencies, any type of building closings or evacuations, and natural acts of God.**
6. Requests to use the GRH program because of unscheduled overtime must be made **before** the commuter's registered work end time, **and a supervisor's verification will be required at the time of the request.**
7. GRH service is available between 6:00 a.m. and 10:00 p.m., Monday through Friday, except holidays and unplanned Federal Government office closings. **GRH TRIPS MUST BE TAKEN BEFORE 10:00 P.M. Holidays include: New Year's Eve, New Year's Day, Martin Luther King's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.**

8. In order to be eligible, a commuter must be physically working in the Washington, D.C. Metropolitan Statistical Area (MSA) as defined by the United States Office of Management and Budget. The MSA includes the District of Columbia, the Maryland counties of Calvert, Charles, Frederick, Montgomery and Prince George's, the City of Alexandria and the Virginia counties of Arlington, Fairfax, Loudoun, Prince William and Stafford, and all cities within the aforementioned counties.
9. Eligible commuters can live anywhere inside the MSA or in any of the following areas: Allegany, Anne Arundel, Baltimore, Calvert, Carroll, Cecil, Charles, Harford, Howard, Queen Anne's, St. Mary's, or Washington counties, the City of Baltimore, and any point along the Upper Eastern Shore in Maryland; and Caroline, Clarke, Culpeper, Fauquier, Frederick, King George, Lancaster, Northumberland, Orange, Page, Rappahannock, Richmond, Shenandoah, Stafford, Spotsylvania, Warren, or Westmoreland counties, the City of Fredericksburg, or the City of Winchester in Virginia; and Jefferson County in West Virginia; and Adams, or York counties in Pennsylvania. Any other destination points outside of the above-mentioned areas will be considered on a case-by-case basis.
10. All GRH trips must originate from the commuter's office location. Depending on the nature of the emergency, and home and work locations, a commuter using the GRH service may be required to use a taxi, car rental, transit, or any combination of these services to reach their destination point. **COG's Commuter Connections staff and/or their designees will determine the type of service used and will issue a valid GRH authorization number at that time.**
11. Commuter Connections will pay for one vendor service **and/or** one transit service per request. If the GRH trip is made by a taxi, COG's Commuter Connections program will pay for all charges, excluding gratuity, to the destination. **The commuter is responsible only for tipping the taxi driver.** Cancellation on the part of the commuter of a GRH trip may count as one of the four annual trips.

If a transit option is used for the GRH, the participant will be mailed a transit reimbursement voucher. The transit reimbursement voucher must be submitted back to COG within thirty days of transit use in order for payment to be made. Please allow 45 days for reimbursement.

If the GRH trip is made by rental car, the commuter is responsible for signing a standard rental agreement, showing a valid driver's license, proof of insurance, providing a credit card number for collateral, returning the rental car within a 24-hour period, and the following charges: gasoline refueling charges, taxes, purchase of insurance (if necessary), additional rental charges if auto is not returned within a 24-hour period (unless Commuter Connections has given prior approval for additional rental time). The commuter will be responsible for any loss or damage to the rental car.

12. GRH is a free service