



METRO

Guaranteed Ride Home Program Guidelines

Use of the **Guaranteed Ride Home Program** (GRH) is solely for registered participants that utilize Capital Metro services to commute to work. The program offers reimbursement for up to 4 guaranteed ride home trips per calendar year in the event of an unexpected emergency from work or unscheduled overtime.

1. Program Eligibility:

- Program registration is required **before** taking a reimbursement-eligible ride
- Ride Flyer (100-199), Express (900-990), and MetroRail service at least three times per week
- MetroRapid (801 & 803), and Local (1-99 & 200-499) are **not** eligible for the GRH program due to the high frequency of these services
- Travel to work using an eligible transportation mode from home to work on the day the guaranteed ride home is requested

2. Registration:

- \$5 annual co-pay
- Begins upon approval of a completed application
- Program eligibility begins January 1st and ends December 31st
- Participants must re-register annually (calendar year) to maintain eligibility
- Membership is non-transferable and may not be shared

3. Trip Eligibility:

- Trip must originate from work location
- Personal/family illness or severe crisis while at work
- Unscheduled overtime or extended work hours
- Ridesharing vehicle breaks down or approved driver(s) is unable to make the scheduled trip home due to an unexpected overtime/extended hours, illness or severe crisis

4. Non-eligible Trips:

- Any trip **to** work
- Missed bus or train
- Pre-planned medical/dental appointments, personal errands or non-emergency side trips
- Pre-planned business travel, work late or overtime
- Other reasons deemed an invalid use of the program by program administrator

5. Program Expenses:

- Taxi, car-share or Transportation Network Company (TNC) services (e.g., Lyft, Uber) are eligible for reimbursement
- Maximum reimbursement per trip (fare & tip), regardless of mode, is \$48.50
- Maximum of **four** reimbursement-eligible trips per calendar year
- Reimbursement for cost of a one-way emergency trip only

6. Program Reimbursement:

- Participant must obtain an official receipt from service provider
- Receipt must include date of service, time of service, service provider, amount paid, trip origin and trip destination
- Attach **original** receipt to Reimbursement Request Voucher, keep a copy for your records
- Attach copy (front & back) of current bus or rail pass to voucher
- Program administrator will review and verify each request for reimbursement eligibility
- Incomplete vouchers or vouchers with inaccurate information will be denied reimbursement
- Reimbursement requests must be received within 30 calendar days of trip
- Requests received after 30 days will not be eligible for reimbursement
- Mail to: Capital Metro, c/o GRH Program, 2910 East 5th Street, Austin TX 78702

7. General Information:

- Program administrator will contact participants for re-registration, reimbursement requests and limits, and request for further documentation
- Program may be revoked or terminated at any time and at the sole discretion of Capital Metro
- For questions or assistance, please call 512-389-7430