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## GUARANTEED RIDE HOME PROGRAM GUIDELINES

In metro Atlanta, the Atlanta Regional Commission's Mobility Services Division administers the Georgia Commute Options Guaranteed Ride Home (GRH) program.

### Who Can Use the Guaranteed Ride Home Program?

To use GRH, you must:

- Register with the Atlanta Regional Commission before you need a ride home;
- Receive a confirmation letter from the Atlanta Regional Commission approving program participation;
- Ride to work by carpooling, vanpooling, taking transit, walking, or biking;
- Work in one of the following counties (Barrow, Bartow, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Hall, Henry, Newton, Paulding, Rockdale, Spalding and Walton); and
- Have an unscheduled event which causes you to need the service

Other restrictions apply. Please call Georgia Commute Options at 1-877-433-3463 (toll-free) or 404-656-4270 (locally).

### What is An Unscheduled Event?

An unscheduled event is one of the following:

- You or your carpool partner/vanpool driver need to leave work early unexpectedly for personal situations (i.e.: being too ill to complete the work day, having a sick family member who needs your assistance during the day unexpectedly); or
- You or your carpool partner/vanpool driver need to work mandatory unscheduled overtime so you can't take your normal commute mode home.
- The Atlanta Regional Commission will not approve more than two consecutive rides.

### What Events Are Not Covered?

You cannot use GRH for any of the following reasons, including but not limited to:

- A ride to work
- A trip to or from a medical facility
- Personal errands
- Intermittent stops
- Scheduled appointments
- Medical appointments
- Scheduled overtime
- Bodily injury
- Company-wide emergencies or closures
- Business-related travel
- Natural disasters
- Termination of Employment
- Side trips
- Vehicular failures
- Work-related injury
- Transportation system and/or provider closures or failures
- 911 emergencies
- Inclement weather
- Acts of God

### What are the Hours of Service?

Commuters can contact the Atlanta Regional Commission 24 hours a day except for major holidays, which include but are not limited to:

- New Year's Day 1/1/17
- 4th of July 7/4/17
- Thanksgiving Day 11/23/17
- Martin Luther King Holiday 1/16/17
- Labor Day 9/4/17
- Thanksgiving Holiday 11/24/17
- Memorial Day 5/29/17
- Veteran's Day 11/10/17
- Christmas Day 12/25/17

Commuters can only make address changes during business hours, Monday through Friday, 8 a.m. to 5 p.m.

**The Atlanta Regional Commission is not responsible for any ride taken without authorization, regardless of mechanical failures (i.e. phone, fax, or computer).**