



GUARANTEED RIDE HOME PROGRAM GUIDELINES

Georgia Commute Options' Guaranteed Ride Home (GRH) program is managed by the Atlanta Regional Commission and funded through the Georgia Department of Transportation.

What are the Requirements to Participate in the Guaranteed Ride Home Program?

To use GRH, you must:

- Register with the Georgia Commute Options before you need a ride home;
- Receive a confirmation letter from Georgia Commute Options approving program participation;
- Travel to work by one or more of these modes: 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, Henry, Newton, Paulding, Rockdale, Spalding and Walton); and
- Experience an unscheduled event which causes you to need the service.
- Commuters are ineligible for the program if they work overtime regularly or semi-regularly.

What is An Unscheduled Event?

An unscheduled event is one of the following:

- You or your carpool partner/vanpool driver need to leave work unexpectedly for personal situations (e.g., personal sickness or a sick family member); or
- You or your carpool partner/vanpool driver need to work mandatory unscheduled overtime and you are not able to take your normal commute mode home or to your car
- Approved program participants are covered for a maximum of five (5) GRH Rides for one year; the program does not cover 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 or Medical appointments • Scheduled overtime • Bodily injury • Side trips
- Company-wide emergencies or closures • Business-related travel • Termination of employment
- Vehicular failures • Work-related injury • 911 emergencies • Inclement weather • Acts of God
- Transportation system and/or provider closures or failures

What are the Hours of Service?

Commuters can contact GRH customer service 24 hours a day except for major holidays, which include, but are not limited to:

- New Year's Day 1/1/18
- 4th of July 7/4/18
- Thanksgiving Day 11/22/18
- Martin Luther King Holiday 1/15/18
- Labor Day 9/3/18
- Thanksgiving Holiday 11/23/18
- Memorial Day 5/28/18
- Veteran's Day 11/12/18
- Christmas Day 12/25/18

How will Commuters Get Home?

Commuters traveling under 25 miles one-way will be provided with taxi service; those traveling 25 miles or more one-way will be provided with a rental car. (Exceptions may apply.)

Commuters can make changes to their account (e.g. address, employer, phone, etc.) during normal business hours, Monday through Friday, 8 a.m. to 5 p.m.

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

Georgia Commute Options is not responsible for any ride taken without authorization, regardless of mechanical failures (i.e. phone, fax, or computer).

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