



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;
- Agree to participation guidelines and log at least 20 clean trips per month;
- Have been a GCO member for more than 30 days;
- 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, Hall, Henry, Newton, Paulding, Rockdale, Spalding and Walton); and
- Experience an unscheduled event which causes you to need the service.

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 four (4) GRH Rides for one year; the program does not cover more than one ride every thirty (30) days.

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?

The GRH program is available Monday through Friday between 9am EST and 9pm EST, excluding federal holidays, which includes, but are not limited to:

- New Year's Day
- 4th of July
- Thanksgiving Day
- Martin Luther King Holiday
- Labor Day
- Thanksgiving Holiday
- Memorial Day
- Veteran's Day
- Christmas Day

If a commuter needs a GRH outside of the program hours, they must still make their GRH request during the available program hours and work with the GCO staff member to schedule their ride for after hours.

How will Commuters Get Home?

After redeeming their GRH through the GCO website or app, commuters will receive a call from a GCO staff member to confirm the details of their trip and book their Uber ride. Commuters do not need to have the Uber App set up on their phone to receive a ride.

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).