

Guaranteed **RIDE HOME**

**DURING AN EMERGENCY,
*IT'S ON US!***



Commute with confidence when traveling to work or school using a sustainable transportation mode knowing you have a guaranteed back-up ride during unexpected times. You choose the best way to get home in an emergency and we reimburse your trip.



Visit vta.org/grh for program rules and limitations.

What is the Guaranteed Ride Home program?



The Guaranteed Ride Home Program (GRH) is provided by VTA to encourage commuters to use a sustainable mode of transportation to work, college, or adult education classes in Santa Clara County by providing a reimbursement (\$\$\$) on the cost to get home in the event of an emergency. Participants may request a GRH reimbursement due to qualifying events such as: personal injury/illness, home emergency, childcare/eldercare emergency, vanpool vehicle breaks down, bike/scooter breaks down, bike/scooter is stolen, participant is required to work unexpected overtime, or if the last transit trip of the day is cancelled. The GRH program reimburses commuters who choose public transportation, an employer-provided shuttle, carpool, vanpool, micro-transit, bicycle or walk to work or college in Santa Clara County.

Visit vta.org/grh for more information.

Who is eligible for a GRH reimbursement?

- Must be 18 years or older
- Must work in Santa Clara County or attend a post-secondary school/college in Santa Clara County
- Must have used a sustainable transportation mode to get to work or school on day GRH is needed
- Must have a VTA GRH account at the GRH portal

What types of emergencies are eligible for a qualified GRH trip?

- Personal or family illness, injury or emergency
- Home emergency
- Eldercare or daycare emergency
- Bicycle/e-scooter theft or breakdown
- Unforeseen change of work schedule (supervisor verification will be required)
- Carpool/shuttle partner emergency/cancellation resulted in loss of ride home
- Local air quality index exceeds 300

What types of trips or reasons are not covered?

- Typical transit delays
- Worker strikes
- Personal errands or appointments
- Ride to work or school
- Carpool app provider cannot find a match to get the commuter home
- Non-emergency side trips
- Business-related travel
- Transportation to a doctor or hospital resulting from an on-the job injury

What mode of transportation can I use for my GRH trip?

- Taxis
- Rental cars (including insurance and tolls)
- Carshare vehicles (including insurance and tolls)
- Transportation network companies (Lyft, Uber, etc.)
- Public transportation
- Shared bicycle or e-scooter provider (micro-transit)

Fuel and gratuity are not eligible for reimbursement.



How do I request a reimbursement?

VTA GRH participants may redeem a GRH reimbursement request via the GRH participant portal. Participants must complete the questionnaire provided in the reimbursement request and provide GRH trip receipt(s) and accompanying information to receive reimbursement. Reimbursement requests must be submitted within 30 days of GRH trip. Visit vta.org/grh for program rules and limitations.