GUARANTEED RIDE HOME

Program Refresher for Local Coordinators

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Commuter Connections Ridematching Committee
Tuesday, March 18, 2025

Agenda Item #4

Overview

- Program requirements and registration

- Managing registrations in the TDM system

- Participant experience – registration letters and instructions for using GRH

GRH Program Requirements and Registration

- Six (6) free rides home from work per year by taxi/ridehail, transit, or rental car

- Must commute by non-SOV mode at least twice per week

- Acceptable uses: personal illness, family/childcare emergency, carpool/vanpool emergency, and unexpected overtime

- Available Mon-Fri, 6am-10pm (no weekends or holidays)
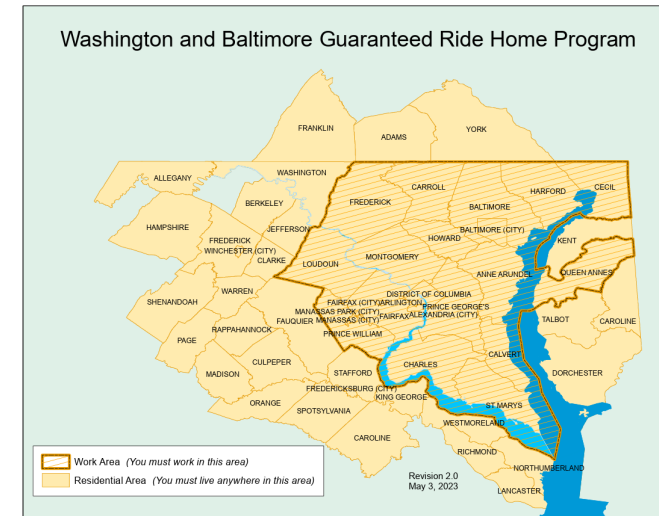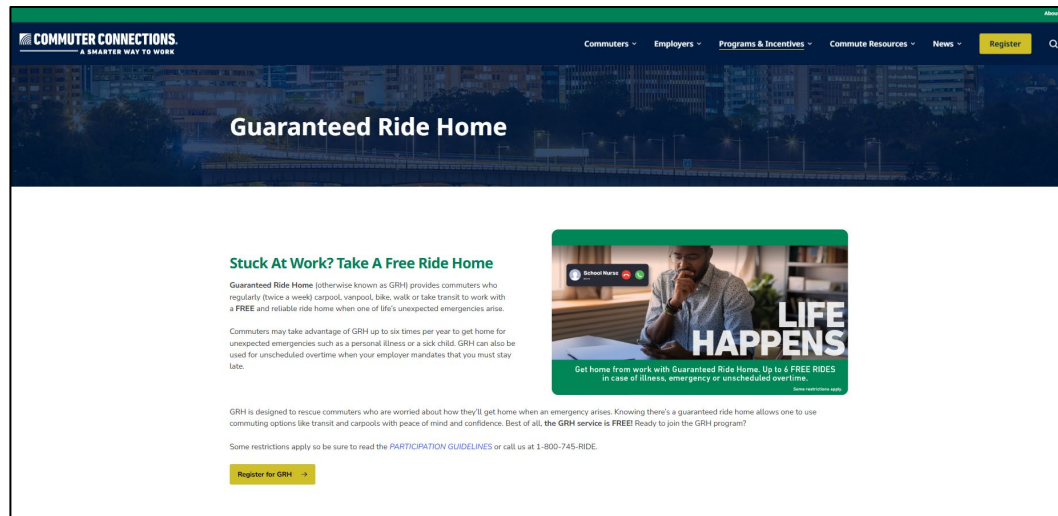
Link to program webpage: https://www.commuterconnections.org/programs-and-incentives/guaranteed-ride-home/

GRH Program Requirements and Registration

- Registration options:

  - During a new Commuter Connections account setup

  - Log into existing account and select Guaranteed Ride Home from the menu

Managing Registrations in TDM System

- Review participant's account for:

  - Home address and 2 phone numbers

  - Work address, schedule, supervisor's name and contact

  - Select a non-SOV mode at least 2 days per week

- **If any required information is missing** - follow up with applicant

Managing Registrations in TDM System

- Appform code suggestions:
  - _GRH1 (Rideshare + GRH)
  - _GRH2 (GRH only)
  - _CASHG (registered when creating account through CommuterCash)

- Remember to save changes!

Participant Experience – What Happens Next?
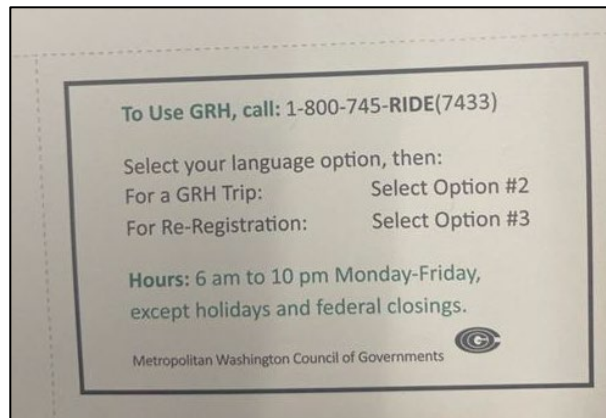
- Commuter Connections Operations Center processes GRH applications.

- Participants receive a letter and GRH Registration Card from Commuter Connections 1-2 weeks after registering or re-registering.
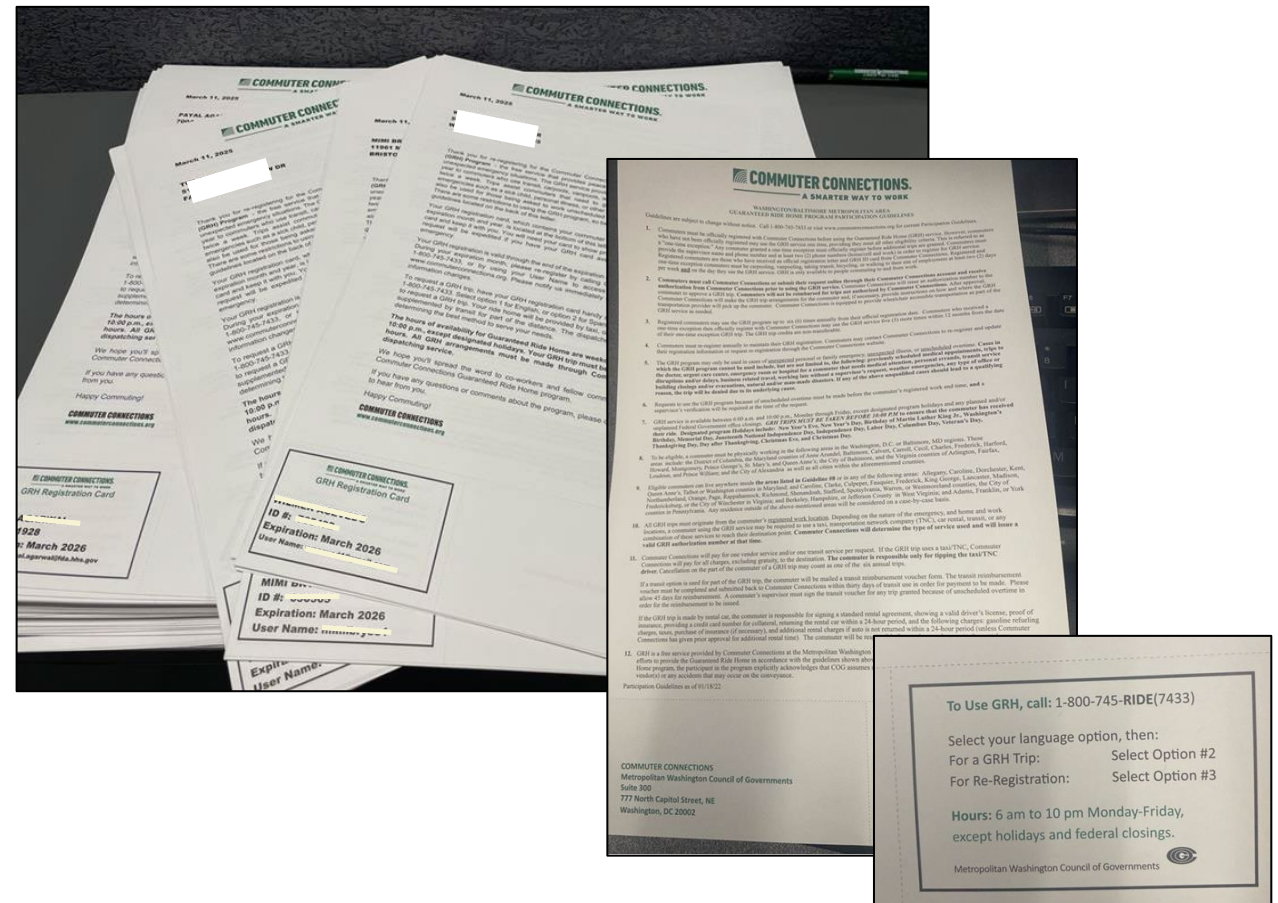
Participant Experience – Using GRH

- To request a ride, participants may:

  - Call 1-800-745-RIDE (7433) OR

  - Log in to their account, select GRH, and Request a Ride

- Dispatch will arrange for ride (must be requested and taken before 10pm)

- Participant receives a survey by email the day after the GRH request

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