

GUARANTEED RIDE HOME

Program Refresher for Local Coordinators

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TDM Program Manager, COG/TPB

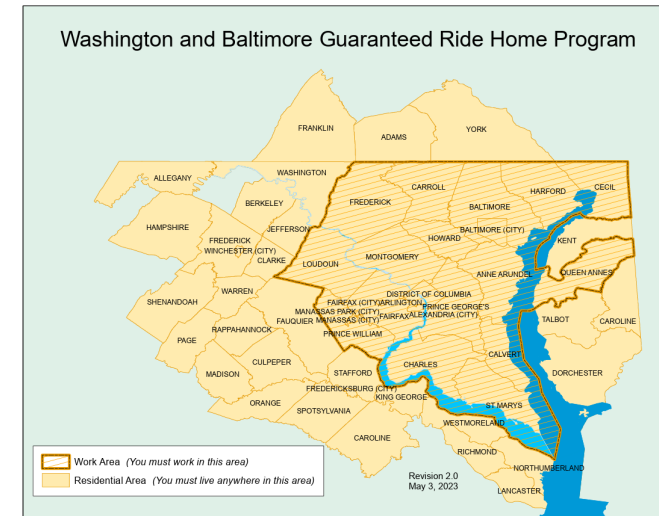
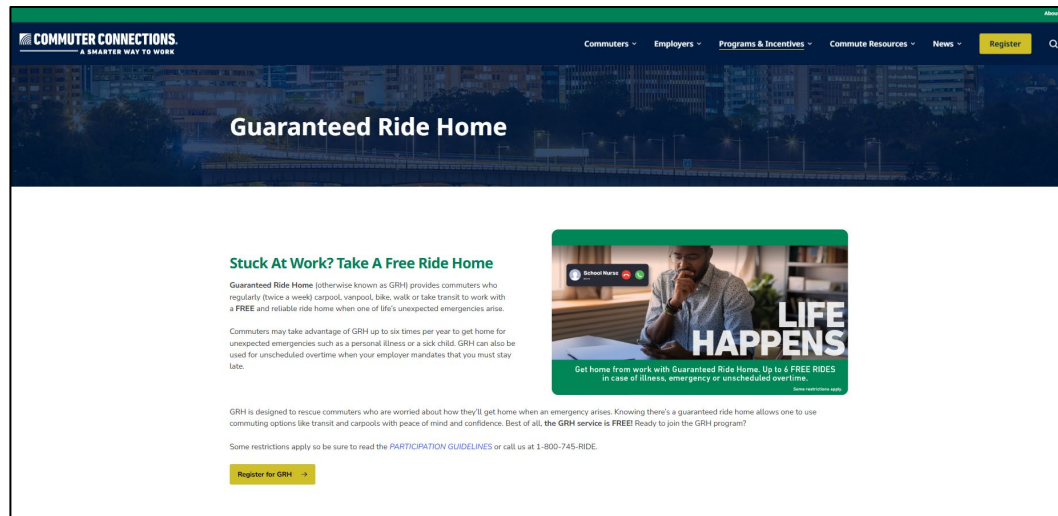
Commuter Connections Ridematching Committee
Tuesday, March 18, 2025

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

CREATE ACCOUNT - NEW ACCOUNT FORM

1 Account Credentials 2 Personal Details 3 Commute Details 4 Employer Details

If you have had a Commuter Connections account in the past, DO NOT CREATE a new account. Contact Commuter Connections to reactivate your account at 800-745-7433.

* EMAIL OR USERNAME

* PASSWORD

Must be over 8 to 24 alphanumeric characters

* CONFIRM PASSWORD

Must be same as Password

* Required Fields

Next

Complete your free Commuter Connections registration to enroll in one of our many programs, including:

- goDMV Commuter Competition
- CommuterCash
- Guaranteed Ride Home
- Ridematching
- 'Pool Rewards


COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

HOME EDIT PROFILE FIND RIDEMATCHES COMMUTE LOG LOGOUT Welcome STACEY

Top Commuters

| Ranking | Commuter | Trips |
|---------|----------|-------|
| 1 | 780473 | 29 |
| 2 | 777589 | 27 |
| 3 | 780828 | 25 |
| 4 | 781336 | 21 |
| 5 | 781293 | 18 |
| 6 | 605782 | 16 |
| 7 | 780569 | 16 |
| 8 | 780278 | 16 |
| 9 | 781350 | 16 |
| 10 | 753633 | 15 |
| 11 | STACEY K | 14 |

Guaranteed Ride Home



Ride Free! Commuters who rideshare or take transit are just a phone call away from being home in the case of an emergency.

[Learn More](#)

[EDIT PROFILE](#)

[FIND RIDEMATCHES](#)

[GUARANTEED RIDE HOME](#)

[LOG YOUR COMMUTE](#)

[BIKE ROUTING](#)

['POOL REWARDS](#)

[COMMUTE COST CALCULATOR](#)

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

COMMUTER ADMINISTRATION - REVIEW
COMMUTER INFO - PROGRAM ASSOCIATION

WELCOME STACEY

| | | |
|----------------------|-----------------|--------------------|
| COMMUTER INFORMATION | APP FORM: KGRH2 | SYSTEM ADMIN |
| Commuter Id: | 761648 | COMMUTER ADMIN |
| GRH Registration Id: | 761648 | POOL ADMIN |
| Commuter CCRS Id: | 761648 | GRH ADMIN |
| Commuter Name: | STACEY KING | SPECIAL EVENTS |
| | | EMPLOYER ADMIN |
| | | REPORTS |
| | | FLEXTIME ADMIN |
| | | COMMUTERCASH ADMIN |
| | | VTM REPORTS |

COMMUTER PROGRAM

Select Programs:

- ☐ Guaranteed Ride Home (GRH)
Verify 'Commuter Information', 'Employer Information' before joining in GRH Program.
Miles from Home to Work, Commute Days per Week, Current Commute Mode, Employer and Supervisor information are required for this program.
- ☐ Rideshare (CCRS)
Verify 'Commuter Information' before joining in Rideshare Program.
Carpool and Vanpool preferences are required for this program.

Rideshare Registration Status: Active
Rideshare Registration Date: 01/29/2025
Rideshare Expiration Date: 01/28/2026

COMMUTER ADMINISTRATION
MANAGE COMMUTER
REVIEW MEMBER INFO
MEMBER INFORMATION
COMMUTE INFORMATION

HOME ADDRESS

☐ Share my home address with other registered commuters

Street Address: 1600 PENNSYLVANIA AVE NW Apt #:

City: WASHINGTON

State: DISTRICT OF COLUMBIA Zip Code: 20500

Home Jurisdiction: DC - Washington, DC

MAILING ADDRESS

Mailing Address:

City:

State: Zip Code:

PERSONAL INFO COMMUTE INFO EMPLOYER INFO WORK SCHEDULE CHANGE PASSWORD

COMMUTER INFORMATION APP FORM: C1000

Commuter Id: 780378
GRH Registration Id: 780378
Commuter CCRS Id: 780378
Commuter Name: DAN MEDIABEEF

EMPLOYER INFORMATION

Employer Name: COUNCIL OF GOVERNMENTS
Street Address: 777 NORTH CAPITOL ST NE 300
City, State, Zip: WASHINGTON DC 20002

To update employer, click here Update Employer

SUPERVISOR INFORMATION

Supervisor First Name:

Supervisor Last Name:

Supervisor Phone: 202 - 685 - 3958 Extn:

Required Fields Save Changes Cancel Changes Back to Search

PERSONAL INFO COMMUTE INFO EMPLOYER INFO WORK SCHEDULE

COMMUTER INFORMATION APP FORM: C1000

Commuter Id: 780378
GRH Registration Id: 780378
Commuter CCRS Id: 780378
Commuter Name: DAN MEDIABEEF

COMMUTE INFORMATION

Miles from Home to Work: 7 (Required for GRH only) Calculate Distance

Commute Days per Week: 3

Current Commute Mode: Bicycle/Metrorail

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!

The image displays two overlapping screenshots of the TDM System registration form. The left screenshot shows the 'ACCOUNT INFORMATION' section with a dropdown menu for 'Commuter Status' open, highlighting 'Under Review'. The right screenshot shows the same section with 'Active' selected. Both screenshots show the 'APP FORM' dropdown set to '_GRH2'. The bottom of the form shows the 'CONTACT INFORMATION' section and a 'Save Changes' button highlighted with a yellow box.

ACCOUNT INFORMATION APP FORM: _GRH2

Commuter Id: 780378
GRH Registration Id: 780378
Commuter CCRS Id: 780378
Commuter Status: Under Review
Date of Original Entry:
Date Last Updated:

Site Id:
Site Name:
Ad Source:
Reg Type:

☒ Share my name with other registered commuters

First Name: DAN * MI: *
Last Name: MEDIAABEEF *

HOME ADDRESS

☐ Share my home address with other registered commuters

Street Address: 1600 PENNSYLVANIA AVE NW * Apt #: *
City: WASHINGTON *
State: DISTRICT OF COLUMBIA * Zip Code: 20500 *
Home Jurisdiction: DC - Washington, DC *

MAILING ADDRESS

Mailing Address: *
City: *
State: * Zip Code: *

CONTACT INFORMATION

☐ Share my email with other registered commuters

E-mail Address: TEST@MWCOG.ORG

Select the check boxes to share phone numbers with other registered commuters

☐ Home or Cell Phone: *
☐ Work Phone: *
☐ Cell Phone: 546 - 789 - 7897 *
☐ Fax Number: *

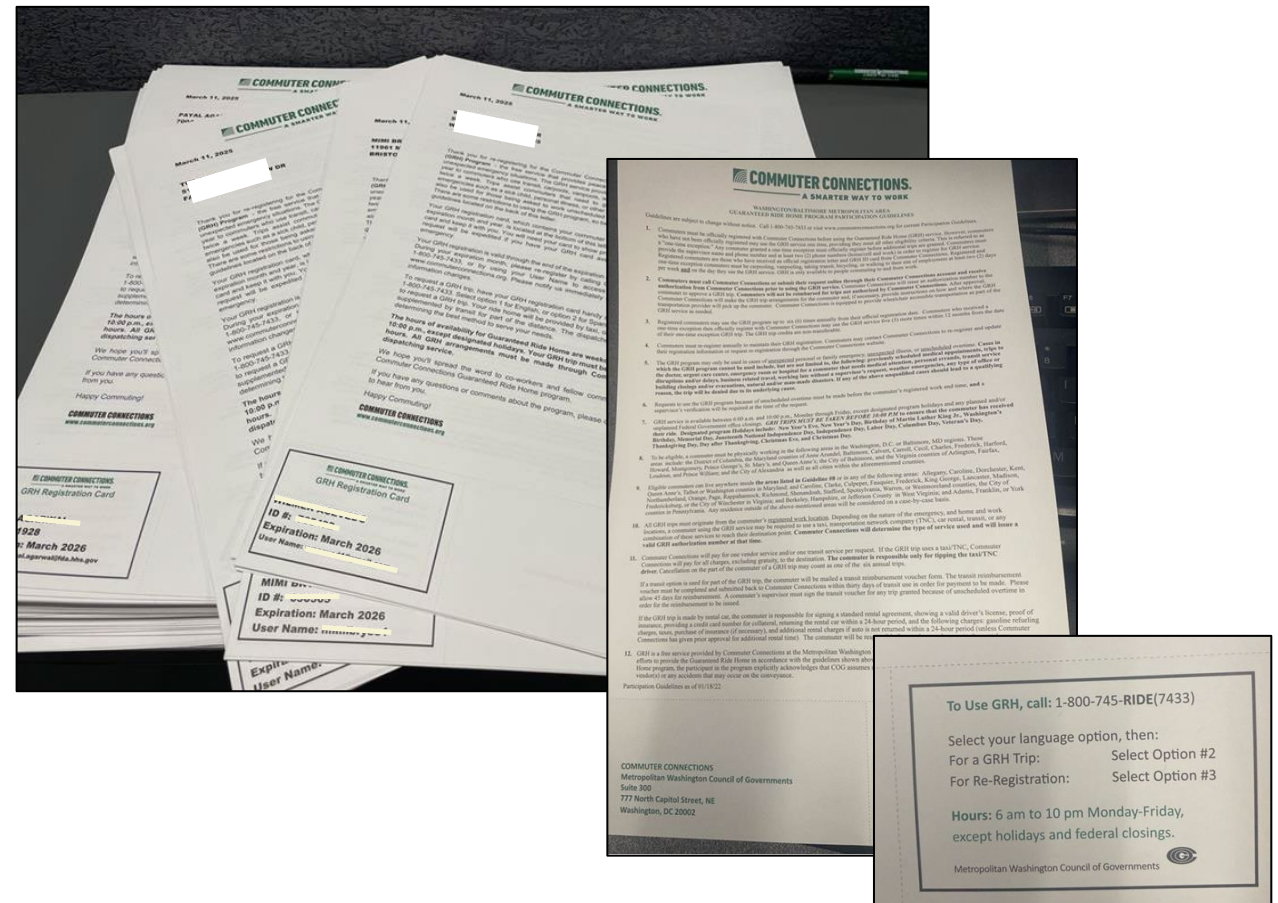
☒ General communications you receive from Commuter Connections will pertain to carpools, vanpools and/or your Guaranteed Ride Home (GRH) account or other programs you have registered for. From time to time, Commuter Connections sends emails about free special commuter events such as Bike to Work Day and other information related to commuting. If you do not wish to receive these additional communications, please uncheck this box.

* Required Fields

Save Changes Cancel Changes Back to Search

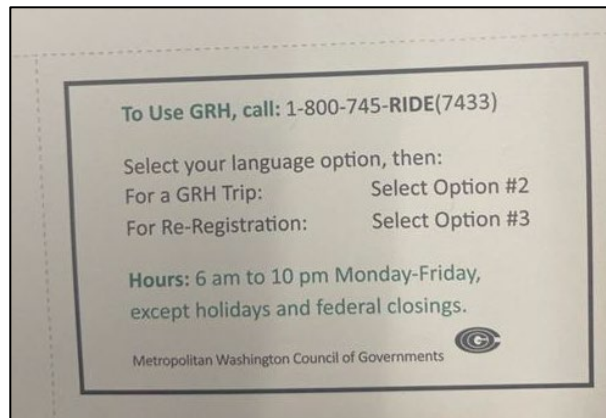
Participant Experience – What Happens Next?

- 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



The screenshot shows the 'GUARANTEED RIDE HOME' page on the Commuter Connections website. The page includes a welcome message, a table with registration details, and a 'REQUEST A RIDE' button highlighted with a yellow box. To the right, a 'RIDE REQUEST FORM' is displayed, containing instructions, a text area for the request, and 'Send' and 'Cancel' buttons.

| Welcome to your Commuter Connections Guaranteed Ride Home (GRH) Program account! | |
|--|---------------|
| GRH Registration Status: | Re-registrant |
| GRH Re-registration Date: | 01/29/2025 |
| GRH Expiration Date: | 01/28/2026 |
| Rides Available: | 6 |

RIDE REQUEST FORM

Please submit this form to request a ride home. An email will be sent to our dispatcher and a GRH representative will call you within one hour. The GRH service is available between the hours of 6:00 am and 10:00 pm and your ride **MUST BE TAKEN BEFORE 10:00 pm**.

Your ride home will be provided by taxi or rental car and may be supplemented by transit for part of the distance. The dispatcher will determine the best method to serve you in an unexpected emergency or unscheduled overtime. As a reminder, Commuter Connections will cover the cost of your rental car and taxi fare. Some restrictions apply, please [click here](#) for the full Participation Guidelines. Commuter Connections will provide reimbursements for transit trips.

You may be asked by the taxi driver to present your GRH ID card. Please be sure to have it with you when taking your GRH trip.

Please tell us a little about your request*

Stacey King

TDM Program Manager

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sking@mwkog.org

Metropolitan Washington Council of Governments

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