

Guaranteed Ride Home Participation Guidelines

Commuter Connections manages the Guaranteed Ride Home (GRH) program for the Baltimore and DC metro areas. GRH provides registered commuters with up to **four (4)** free rides home from work per year for qualifying emergencies.

Registration Requirements

Participants must officially register before using GRH by creating a free Commuter Connections account and enrolling in the GRH program. Registration is confirmed by Commuter Connections through email and electronic delivery of a GRH card. Same day registration may be accommodated but is not guaranteed.

GRH registration must be **renewed annually**. Participants may re-enroll through their online account or by contacting Commuter Connections at ridematching@mwco.org or 1-800-745-7433.

Participation in GRH is limited to employed commuters ages 18 years or older; students and other non-employed individuals are ineligible to register.

Eligibility

Please see Coverage.Map.for eligible origins and destinations.

Eligible Work Locations: GRH participants must physically work in the following areas:

- District of Columbia
- Maryland counties of Anne Arundel, Baltimore, Calvert, Carroll, Cecil, Charles, Frederick, Harford, Howard, Montgomery, Prince George's, St. Mary's, and Queen Anne's; and the City of Baltimore and all cities within these counties
- Virginia counties of Arlington, Fairfax, Loudoun, and Prince William; and the City of Alexandria and all cities within these counties

Eligible Home Locations: GRH participants can live anywhere inside the areas listed above or in any of the following areas:

- Maryland: Allegany, Caroline, Dorchester, Kent, Queen Anne's, Talbot or Washington counties
- Virginia: Caroline, Clarke, Culpeper, Fauquier, Frederick, King George, Lancaster, Madison, Northumberland, Orange, Page, Rappahannock, Richmond, Shenandoah,

Stafford, Spotsylvania, Warren, or Westmoreland counties, the City of Fredericksburg, or the City of Winchester

- West Virginia: Berkeley, Hampshire, or Jefferson counties
- Pennsylvania: Adams, Franklin, or York counties

Any destination outside of the above-mentioned areas will be considered on a case-by-case basis.

Eligible GRH Origins and Destinations: GRH trips must start at the participant's registered work location and end at the participant's home or location of parked vehicle such as a Park-and-Ride lot or transit station. GRH trips must start and end in the service area.

Eligible Commute Modes: Registered participants must be carpooling, vanpooling, taking transit, bicycling, using a scooter, or walking to their site of employment at least two (2) days per week and on the day they use the GRH service.

When can You Use GRH? (Eligible GRH Trip Purposes)

GRH is designed to get you home safely when something unexpected happens during your workday. You may request a GRH ride for any of the following reasons:

- **Personal or Family Emergency:** An urgent, unplanned situation involving you or a family member that requires you to leave work immediately.
- **Illness:** You become ill at work and are unable to use your regular commute mode to get home.
- **Unscheduled Overtime:** Your employer requires you to stay at work beyond your normal end time without prior notice. Requests must be submitted before your registered work end time and may require verification from your supervisor.
- **Carpool or Vanpool Disruption:** Your shared ride falls through unexpectedly; for example, your driver has an emergency and cannot take riders home, or your vehicle has a mechanical or safety issue that prevents departure in a timely manner.
- **Bicycle Breakdown:** Your bike becomes unrideable due to a mechanical failure (such as a flat tire or broken chain) that cannot be repaired before your commute home.

When Can't You Use GRH? (Ineligible GRH Trip Purposes)

GRH is intended for emergencies, not for planned events or routine disruptions. The following situations do not qualify:

- Planned medical appointments, including scheduled visits to a doctor, urgent care, or hospital.
- Rides to work. GRH only covers trips from work to home.
- Personal errands or business travel.
- Voluntary overtime, such as staying late by your own choice, without a supervisor's request.
- **Transit delays or service disruptions.** Transit service providers typically provide alternatives in the event of an extended delay or disruption.
- **Weather events, office closings, building evacuations, or declared emergencies,** including natural or man-made disasters

If any of the above unqualified causes should lead to a qualifying reason, the trip will be denied due to its underlying cause.

Requesting a GRH Ride

GRH participants may request up to four (4) rides per year but no more than two (2) rides per month.

Participants must call Commuter Connections or submit their request online through their Commuter Connections account. Commuter Connections will review, approve, and schedule the GRH trip. Tips for taxi or transportation network company (TNC) drivers are the responsibility of the GRH participant. GRH trips that a participant cancels or does not show for will be deducted from their remaining available trips. GRH Participants will not be reimbursed for trips not authorized by Commuter Connections. Commuter Connections is equipped to provide wheelchair accessible transportation as part of the GRH service as needed.

Hours of GRH Service: GRH trips may be scheduled between 6:00 a.m. and 10:00 p.m., Monday through Friday, except for designated program holidays and any planned and/or unplanned Federal Government office closings. GRH trips must be scheduled before 10:00 p.m.

Designated program Holidays include: New Year's Eve, New Year's Day, Birthday of Martin Luther King Jr., Washington's Birthday, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.

Participant Acknowledgements

By enrolling in the GRH program, the participant acknowledges and agrees to abide by the program guidelines. Participants who are found to misuse the program or provide inaccurate information may be suspended or permanently removed from the program. Commuter Connections and its contracted GRH dispatch partners have final authority on GRH participation eligibility. Guidelines are subject to change without notice; please call 1-800-745-7433 or refer to the website for the most updated information.

GRH is a free service provided by Commuter Connections at the Metropolitan Washington Council of Governments (COG). COG will make its best efforts to provide the Guaranteed Ride Home in accordance with the guidelines shown above. By requesting assistance from the Guaranteed Ride Home program, the participant explicitly acknowledges that COG assumes no liability for the timeliness of the GRH participating vendor(s) or any accidents that may occur on the conveyance.

Effective Date: February 1, 2027