



# GUARANTEED RIDE HOME (GRH) HOW-TO-GUIDE

Guaranteed Ride Home (GRH) is an emergency ride service for folks who commute via non-drive-alone modes. When you enroll in this free program from Georgia Commute Options, you can get up to **five free rides home a year** in case you can't make your normal ride due to an emergency, illness, unexpected overtime, etc. This program gives clean commuters extra flexibility when life interferes with their typical commute schedule.

## How to Participate

- 1 Read about the program and eligibility requirements on **GACommuteOptions.com**.
- 2 Enroll in GRH by filling out a registration form on GACommuteOptions.com.
- 3 Receive an enrollment confirmation from Georgia Commute Options.
- 4 Travel to work with a clean commute mode (transit, carpool, vanpool, walk, bike).
- 5 If you experience an unscheduled event which causes you to need this service, call Georgia Commute Options at 1-877-942-6784 to arrange for a ride and to receive an authorization code.

## FAQs

The Guaranteed Ride Home program will cover all costs of this services—no need to pay out of pocket for taxi fare or tip.

**Still have questions? Please contact Georgia Commute Options at 1-877-942-6784 or email [Info@GaCommuteOptions.com](mailto:Info@GaCommuteOptions.com).**

## RESOURCES

[Guaranteed Ride Home](#)

[Program Guidelines](#)

## Tips for Using GRH

- 1 Give detailed information about the location where you will be waiting for the service provider to pick you-up.
- 2 Provide your full destination address (street, city state, zip).
- 3 Be ready to roll when your taxi arrives. If you are not in the specified pick up area or prepared for the arrival, the service providers will only wait for a few minutes before determining the customer did not show.
- 5 Understand that pick-up times can vary (5-30+ minutes) depending on demand, traffic, and weather.
- 6 When the GRH arrives, give the provider your identification and authorization code.
- 7 If you decide not to use the service, find an alternate way home, or are not ready at the time of pick up, please call 1-877-942-6784 to cancel the GRH ride right away. If rides are not cancelled at least 5 minutes of the request, the ride will count toward your annual number of rides.

