



## Guaranteed Ride Home (GRH) Frequently Asked Questions

### **How often can I use the program?**

Each registered commuter can use the program a maximum of six (6) times per calendar year (January-December).

### **I have a taxi voucher from your program, can I use it?**

Effective January 2013, 511 Contra Costa no longer honors vouchers.

### **I thought the program was free, why do I have to pay for my ride home?**

The program provides a reimbursement for your trip. You can submit a request for through your [GRH account](#) within 7 days of the trip and we will reimburse you.

### **I submitted my first trip reimbursement for a \$90.00 taxi ride (\$80.00 trip + \$10.00 tip), and only received an \$80.00 reimbursement, why?**

The first two (2) trips are reimbursed at 100% of the GRH trip (max. \$150.00); the next four (4) reimbursements will be at 75% of the GRH trip (max. \$100.00). The program does not cover tips.

### **Do I have to tip the driver?**

We will reimburse for the trip cost only. You are responsible for tipping the driver.

### **What if I need a ride to work, not home from work?**

A ride to work is not eligible use of the GRH program.

### **Do I have to register for the Guaranteed Ride Home (GRH) Program each year?**

You must register every three years to be eligible for the GRH program. It is the responsibility of the participant to update their account.

### **I had an emergency and used (Uber or Lyft) to get home, can I get reimbursed for that type of trip?**

Yes, the GRH program accepts reimbursement requests for app based and a variety of carshare options in the transportation network.

