



## Guaranteed Ride Home (GRH) Frequently Asked Questions

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

Each registered commuter can receive a maximum of six (6) time reimbursements per calendar year (January-December).

### **Do you always reimburse 100% of the cost home?**

The first two reimbursements every year were 100% and the next four are at 75%. The maximum reimbursement is \$150.

### **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 14 days of the trip and we will reimburse you.

### **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 an eligible use of the GRH program.

### **I had an emergency and used an app (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.

### **I took transit home. Can that be reimbursed?**

If your normal commute mode is not transit, for example a carpool or vanpool, and it didn't work out, say by needing to leave without you or you needing to leave before the carpool or vanpool left, we will reimburse your transit ride home in that instance.

