Use of the Guaranteed Ride Home Program (GRH) is solely for registered participants that utilize Capital Metro services to commute to work. The program offers reimbursement for up to 4 guaranteed ride home trips per calendar year in the event of an unexpected emergency from work or unscheduled overtime.

1. Program Eligibility:
   - Program registration is required before taking a reimbursement-eligible ride
   - Ride Flyer (100-199), Express (900-990), and MetroRail service at least three times per week
   - MetroRapid (801 & 803), and Local (1-99 & 200-499) are not eligible for the GRH program due to the high frequency of these services
   - Travel to work using an eligible transportation mode from home to work on the day the guaranteed ride home is requested

2. Registration:
   - $5 annual co-pay
   - Begins upon approval of a completed application
   - Program eligibility begins January 1st and ends December 31st
   - Participants must re-register annually (calendar year) to maintain eligibility
   - Membership is non-transferable and may not be shared

3. Trip Eligibility:
   - Trip must originate from work location
   - Personal/family illness or severe crisis while at work
   - Unscheduled overtime or extended work hours
   - Ridesharing vehicle breaks down or approved driver(s) is unable to make the scheduled trip home due to an unexpected overtime/extended hours, illness or severe crisis

4. Non-eligible Trips:
   - Any trip to work
   - Missed bus or train
   - Pre-planned medical/dental appointments, personal errands or non-emergency side trips
   - Pre-planned business travel, work late or overtime
   - Other reasons deemed an invalid use of the program by program administrator

5. Program Expenses:
   - Taxi, car-share or Transportation Network Company (TNC) services (e.g., Lyft, Uber) are eligible for reimbursement
   - Maximum reimbursement per trip (fare & tip), regardless of mode, is $48.50
   - Maximum of four reimbursement-eligible trips per calendar year
   - Reimbursement for cost of a one-way emergency trip only

6. Program Reimbursement:
   - Participant must obtain an official receipt from service provider
   - Receipt must include date of service, time of service, service provider, amount paid, trip origin and trip destination
   - Attach original receipt to Reimbursement Request Voucher, keep a copy for your records
   - Attach copy (front & back) of current bus or rail pass to voucher
   - Program administrator will review and verify each request for reimbursement eligibility
   - Incomplete vouchers or vouchers with inaccurate information will be denied reimbursement
   - Reimbursement requests must be received within 30 calendar days of trip
   - Requests received after 30 days will not be eligible for reimbursement
   - Mail to: Capital Metro, c/o GRH Program, 2910 East 5th Street, Austin TX 78702

7. General Information:
   - Program administrator will contact participants for re-registration, reimbursement requests and limits, and request for further documentation
   - Program may be revoked or terminated at any time and at the sole discretion of Capital Metro
   - For questions or assistance, please call 512-389-7430