

# Guaranteed Ride Home Guide

RideFinders Guaranteed Ride Home (GRH) Program provides ridesharing commuters with free taxi rides home if they have to stay late or leave early from work or college – guaranteeing peace of mind. Here is an overview of the GRH program:

- **Eligibility:** Commuters must meet BOTH of these conditions to be eligible for the GRH:
  1. Register as a RideFinders carpool or vanpool, or as a Madison County Transit (MCT) Express bus rider.
  2. Commuters' employers or colleges voluntarily participates in RideFinders.
- **Trips:** Eligible commuters can receive up to four (4) one-way GRH taxi rides home per calendar year from RideFinders, with these taxi rides renewing on January 1 each year.
- **Destinations:** One-way trips must originate from work or college and arrive at home or a commuter lot, daycare facility, school, hospital or healthcare provider.
- **Reasons:** Unscheduled overtime, sudden illness or emergency, early daycare/school/work release or unanticipated absence of driver or vehicle are acceptable reasons.
- **Limitations:** Eligible commuters are responsible for any GRH taxi ride charges above \$125 and/or optional gratuity upon drop off by the taxi provider.

## Step-by-Step Instructions for Obtaining a GRH

- Step 1:** Eligible commuters receive a Welcome Letter from RideFinders with the name and contact info of their onsite Employee Transportation Coordinator (ETC).
- Step 2:** Eligible commuters contact the ETC for a GRH or, if they cannot remember or locate their ETC, they contact RideFinders at (800) 847-7433.
- Step 3:** ETC accesses the [ETC online system](#) through RideFinders website to verify that the commuter is eligible for a GRH.
- Step 4:** ETC prints a GRH voucher, and then contacts an authorized GRH provider to complete the voucher by scheduling the pick-up time of the commuter.
- Step 5:** Eligible commuter gives the completed GRH voucher to the taxi provider upon pick-up and completes a charge ticket from the taxi provider.\*

\* Commuter pays the taxi driver for any charges over \$125 and optional gratuity upon drop-off.

## GRH Frequently Asked Questions

**Q: Can I use a GRH to get to work or school?**

A: No. The GRH must originate from work or school and end at home, daycare or other eligible destination.

**Q: How far will the maximum \$125 one-way, taxi fare paid by RideFinders take me?**

A: The rates vary by GRH taxi provider; however, a good estimate is 60 miles per one-way trip.

**Q: Why must my employer or college participate in RideFinders to be eligible for a GRH?**

A: This allows RideFinders to help your coworkers or students rideshare and establish an ETC for the GRH.

**Q: Why do ETCs need to issue the GRH?**

A: ETCs ensure that commuters are eligible and that approved taxi providers are utilized for the GRH.

**Q: Will RideFinders reimburse me for a GRH if I call a taxi on my own?**

A: No. RideFinders only pays invoices from authorized GRH taxi providers with GRH vouchers.

**Q: Do I need to tip the driver when I am dropped-off?**

A: No. Tipping is optional; however, RideFinders does not pay tips as part of its \$125 maximum fare.

**Q: If I decide not to use a GRH after it has been scheduled, how do I cancel it?**

A: Give the GRH voucher back to the ETC, who will destroy the voucher, call the taxi provider to cancel the GRH and contact RideFinders to have the trip added back to your total available GRH rides for the year.

**Q: If I do not use all four (4) GRH taxi rides in a year, can I carry these over to the next year?**

A: No. The four GRH taxi rides expire on the last day of the current year and renew on January 1 of the next year.

**Q: How do I register with RideFinders as an MCT Express bus rider for the GRH?**

A: Commuters can register for the MCT GRH for free online at <http://www.mct.org/busServices/GRH.aspx>.



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