



## Guaranteed Ride Home Program for Employees Policy Guidelines

If an emergency arises on a day when you have used an alternative commute mode, you are eligible for full reimbursement of your emergency ride home with a taxi or other approved method. This program is provided by Metro and only valid if your employer surveys with the agency, is an existing client of the Metro Employer Annual Pass Program (ATAP, BTAP, and U-PASS) or a participant in the existing Metro Vanpool program.

Participants may claim up to two emergency rides per 12-month period.

### Personal Eligibility

- Commuters who carpooled, vanpooled, took the bus/train, walked or biked to work on the day of the emergency are eligible to participate.
- A valid emergency includes illness (yourself or a family member), unexpected requirement to stay late for work, vanpool/carpool driver has emergency/unexpected overtime, or broken/stolen bike.
- Your employer **MUST** be eligible to the program at Metro at the time of the ride.

### Getting Home

- The emergency ride must originate from your worksite, and can end at the following destinations: home, personal vehicle (if parked at Park & Ride Lot), medical facility, or daycare/school. Interim stops are allowed if needed (e.g., work to child's school to home).
- The following modes may be used for an emergency ride home:
  - Taxi (up to \$3.50/mile + 15% tip)
  - Uber or Lyft (up to \$3.50/mile)
  - Rental car (one-day, economy class car + cost of gas fill-up)
  - Metrolink/Metro/other public bus (one way ticket)
- The commuter will pay these costs up-front and retain a receipt to submit for reimbursement.

### Seeking Reimbursement

Send a copy of your receipt, along with a completed **Reimbursement Claim Form** to the contact on the form **within 30 days** of the date the service was utilized.

### Receiving Payment

A check covering the cost of the emergency ride home will be mailed to the address provided on the reimbursement form within 30 days of submittal.

**All forms should be submitted via email to the employer representative.**  
Contact information is available on the reimbursement claim form for your company.