



## Guaranteed Ride Home Program

### 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.

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, and are residents of one of Go Glendale members, are eligible to participate.
- The commuter **MUST** be a resident of one of the buildings listed at <http://goglendale.org/our-services/for-property-managers/> at the time of the ride
- 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.

#### 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 **Residential Guaranteed Ride Home Form** to [contact@GoGlendale.org](mailto:contact@GoGlendale.org) **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 [contact@GoGlendale.org](mailto:contact@GoGlendale.org)**