

Guaranteed Ride Home Guide

RideFinders' Guaranteed Ride Home (GRH) Program provides ridesharing commuters with free taxi rides home and ride-hailing app (Uber, Lyft, ect.) reimbursements if they have an emergency and need to leave early or work late. Below is an overview of the GRH program:

- **Eligibility:** Commuters must meet BOTH of these conditions to be eligible for the GRH:
 1. Be a member of a registered carpool or vanpool or be a registered Madison County Transit (MCT) Express bus rider.
 2. Commuters' employer or college participates in the RideFinders program.
- **Trips:** Eligible commuters can receive up to four (4) one-way GRH rides home per calendar year (either by taxi or ride-hailing app) from RideFinders, with these rides renewing on January 1 each year.
- **Destinations:** One-way trips must originate from work or college to qualify.
- **Reasons:** Unscheduled overtime, sudden illness, family emergency, early daycare/school/work release for self or family members, or unanticipated absence of driver of carpool or vanpool are examples of acceptable reasons.
- **Limitations:** Eligible commuters are responsible for any GRH ride charges above \$125 and/or optional gratuity upon drop off by the taxi provider.

Step-by-Step Instructions for Obtaining a GRH

Upon joining a registered carpool or vanpool with RideFinders, eligible commuters receive a Welcome Letter/email from RideFinders identifying the name and contact information of their onsite Employee Transportation Coordinator (ETC).

- Step 1:** Commuters contact the ETC for a GRH or, if they cannot remember or locate their ETC, they contact RideFinders at (314) 621-7433.
- Step 2:** ETC generates the Guaranteed Ride Home voucher after logging into RideFinders to verify that the commuter is eligible.
- Step 3:** ETC provides the printed GRH voucher to the participant along with the phone number and ID number of the selected Taxi provider.
- Step 4:** Participant calls and schedules the pick-up time and location with the taxi provider or ride-hail app.
- Step 5:** Eligible commuter gives the completed GRH voucher to the taxi provider upon pick-up and completes a charge ticket for 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 college.

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

A: This allows RideFinders to increase rideshare opportunities and establish a point of contact/ETC for providing the GRH vouchers on site.

Q: Why do ETCs need to issue the GRH?

A: ETCs ensure that commuters are eligible and that approved taxi providers or ride-hailing apps are utilized for the GRH.

Q: Will RideFinders reimburse me for a GRH if I call a taxi or ride-hailing provider on my own?

A: Yes. Participants can send RideFinders their receipt along with their name and reason for the GRH, such as family emergency, personal illness, sick child, unexpected overtime, etc. After determination of eligibility, the reimbursement check will be sent to the registered address listed on the participant's commuter profile. Visit the commute information tab of the "my profile" section at RideFinders.org to ensure that the address is correct. Reimbursements may take up to 6 weeks and are limited to a maximum amount of up to \$125. Gratuity is not reimbursed. Your requests for reimbursement may be emailed to ridefinders@mct.org or mailed to RideFinders at One Transit Way, PO Box 7500, Granite City, IL 62040.

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

A: Give the printed GRH voucher back to the ETC, who will destroy the voucher, call the taxi provider to cancel the ride 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](https://RideFinders.org) for free at mct.org.



RideFinders.org | (314) 621-7433