



Guaranteed Ride Home Program Policy

- Commuters qualify for the GRH program if you live, work or go to school in MARC's nine-county coverage area (MO: Jackson, Platte, Clay, Ray, Cass; KS: Wyandotte, Johnson, Leavenworth, Miami) AND you regularly take the bus, carpool, vanpool, or bicycle for your commute.
- You are allowed up to TWO free rides per calendar year for qualifying, unforeseen emergencies that occur on a day an alternative commute was taken.
- Commuters must be a registered GRH member at least three days prior to their first GRH trip.
- When a GRH is needed, book a taxi, Uber, or Lyft and pay for the ride.
- Submit a reimbursement form with your full receipt within 10 days of your trip.
- You will receive a virtual gift card reimbursement within 30 days.
- The GRH program has the right to request additional documentation or information, if needed.
- If the program administrator determines the use of GRH was invalid, then no reimbursement will be issued.
- Reimbursements may include the cost of a tip if you choose to tip the driver. Tips will be reimbursed up to 20%. If you choose to tip greater than 20%, you will be responsible for the difference. Please note your tip amount in the additional details section of the request form.
- Each reimbursement request is limited to \$100.
- If you anticipate you will not be able to pay for rides in advance, please contact WAY TO GO staff at 816-842-RIDE (7433) between 8 a.m. and 5 p.m. Monday through Friday, or email info@waytogokc.org and we will arrange an alternative.
- You are required to submit a registration form once per year to remain an active member. You will receive a renewal notice from WAY TO GO at the end of each year. There is no limit to how long you can stay in the program if you are using a qualifying transportation mode on a regular basis to work in MARC's nine-county coverage area.
- Unauthorized or inappropriate use of the GRH program will result in termination of program privileges.

GRH Qualifying Emergencies:

- Sudden illness of the participant or their family member
- Unforeseen emergency involving a family member or personal property
- Participant's carpool/vanpool driver leaves early due to an unforeseen emergency
- Unforeseen overtime requested by participant's supervisor
- Other unforeseen emergencies to be considered on a case by case basis

GRH may not be used for any situation that is known in advance, including:

- Business-related travel or personal errands
- Commuter has no vehicle or bus fare
- Pre-planned medical appointments
- Scheduled or unapproved overtime
- The participant misses their ride
- Severe weather or other disasters that cause severe traffic congestion
- Building evacuations or office closures that occur during the workday
- Medical emergencies that require immediate attention (The GRH program is not to be used in situations where immediate transportation to the doctor or hospital is necessary. Participant should call 911 in such cases.)