



WHAT

The Guaranteed Ride Home Program provides an option for commuters who let fears of potential emergencies-- such as being stranded at the office or unable to respond to a family emergency-- keep them from taking advantage of sustainable commuting options.

REWARDS

We provide you with up to six free Uber rides home a year in case of an emergency.

ELIGIBILITY

Any employee or tenant of an A Better City TMA or Allston Brighton TMA member company who is currently using public transit, carpool, vanpool, walking or biking to work at least three days a week or more is eligible to join.

QUALIFIED PROGRAM USAGE

QUALIFIED USAGE OF THE PROGRAM INCLUDES:

- If there is no public transit within 30 minutes of when you need to leave work after unscheduled, mandated overtime
- Emergency for you or someone you care for
- Illness for yourself or someone you care for
- If there is no public transit with 30 minutes of when you need to leave work after an unexpected change to your carpool or vanpool schedule or damage to your bicycle preventing you to use it to get home

UNQUALIFIED USAGE OF THE PROGRAM INCLUDES:

- Travel from home to work
- Voluntary overtime or “catching up” after work
- Inclement weather or city/state/national emergencies
- MBTA service failure
- For a ride home following out of work time celebrations
- Scheduled meetings, scheduled overtime, or events taking place after normal business hours
- Building evacuations



GUARANTEED RIDE HOME

TIP

Register before an emergency arises!

Registration can take up to five business days to process. A Better City TMA operates on a 9am to 5pm, Mon-Fri schedule; if you wait until there is an actual emergency, we may not be able to assist you. A Better City TMA does not reimburse participants who have paid their own ride fare prior to program registration.

I. REGISTER OR LOGIN

To Register: Click Here for a [Guide on How to Register](#).

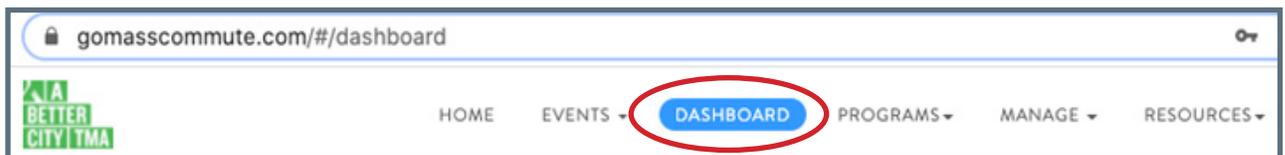
To Login: Go to the [GoMassCommute](#) link for your network.

TIP

Click for the GoMassCommute network specific links: [A Better City TMA](#) or [Allston-Brighton TMA](#).

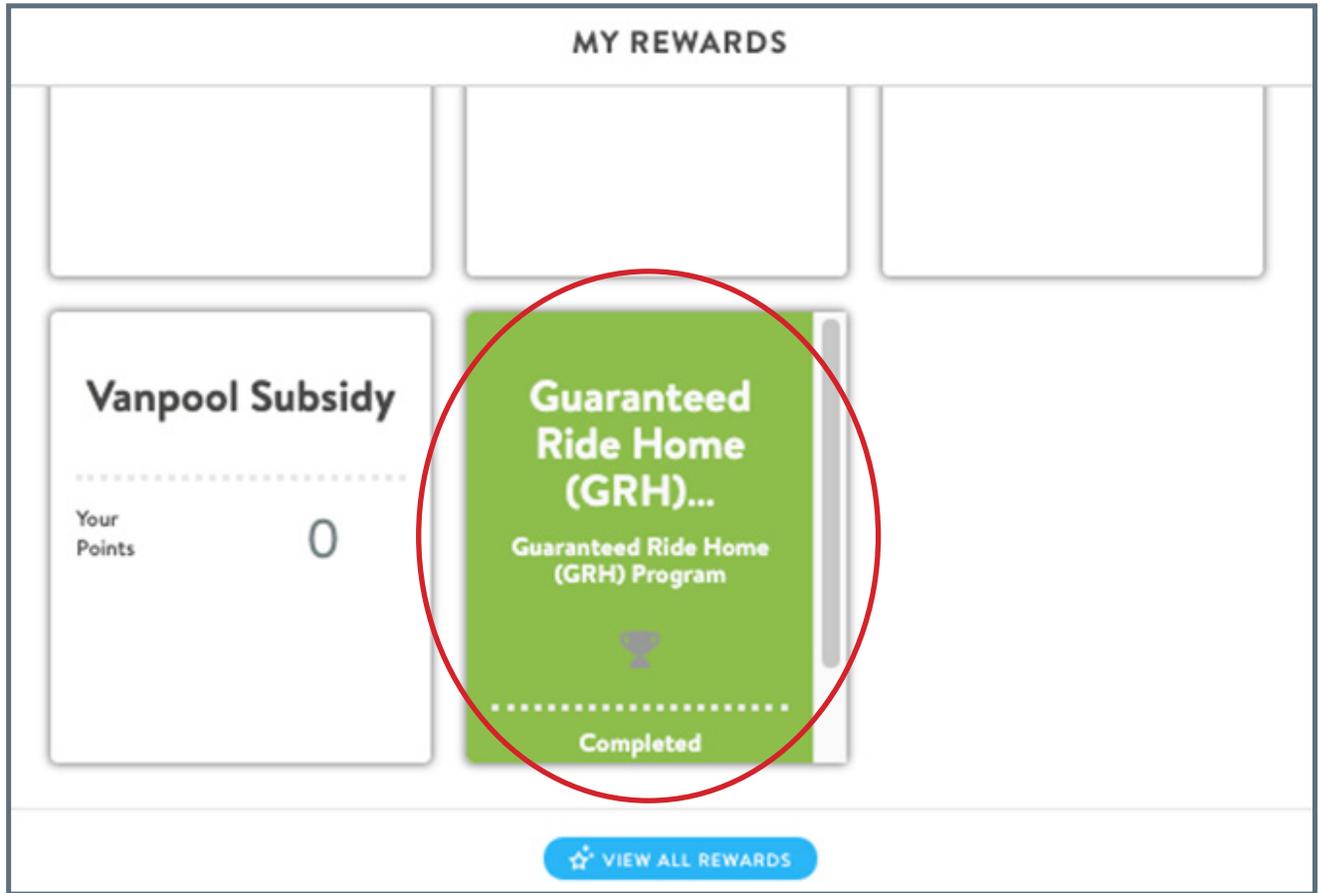
2. SIGN UP FOR THE GUARANTEED RIDE HOME PROGRAM

A. Once you're logged into your account, click "Dashboard" at the top of the screen.





B. Scroll to the bottom of the page. Under “My Rewards,” click on “Guaranteed Ride Registration”.





C. You will be redirected to the program description. Click “Show Full Description” and review the full description.

The screenshot shows a registration page for the Guaranteed Ride Home (GRH) program. At the top is a red gift icon. Below it is the title 'Guaranteed Ride Home (GRH) Registration'. The text explains that the program is for employees or tenants of A Better City TMA, Allston Brighton TMA, or TranSComm member companies who telecommute or use public transit, carpool, vanpool, walking, or biking at least three days a week. It states that GRH provides up to six free rides from work to home in case of an emergency or overtime. A 'SHOW FULL DESCRIPTION' link is present. Below that is a 'STATUS' section indicating the claim period is between 5/1/2020 and 12/31/2021. A 'SHOW DETAILS' link is circled in red, and a green 'CLAIM INCENTIVE' button is at the bottom.



D. After reviewing the full program description, click on “Claim Incentive”.



Guaranteed Ride Home (GRH) Registration

Thank you for your interest in the Guaranteed Ride Home (GRH) program! Any employee or tenant of an A Better City TMA, Allston Brighton TMA, or TransComm member company who is currently telecommuting, using public transit, carpool, vanpool, walking, or biking to work at least three days a week or more is eligible to participate.

GRH provides you with up to six free* rides from work to home (or another acceptable destination) in the event of a personal or family emergency or unscheduled overtime. Sign up here and provide your supervisor's email address. Then, the points you earn for logging your commutes in RideAmigos will automatically accrue to unlock Uber codes when you need to use the service. Uber vouchers can be redeemed via your Rewards area once you are approved and enrolled in the program.

Please be sure to familiarize yourself with the [terms of the GRH program](#).

To get started, click "Claim" below and enter the following information:

1. Supervisor Name
2. Supervisor Title
3. Supervisor Email
4. Supervisor Phone

You must also agree to the program guidelines below.

Qualified program usage:

- If there is no public transit within 30 minutes of when you need to leave work after unscheduled, mandated overtime
- Emergency for you or someone you care for
- Illness for yourself or someone you care for
- If there is no public transit with 30 minutes of when you need to leave work after an unexpected change to your carpool or vanpool schedule or damage to your bicycle preventing you to use it to get home

Unqualified program usage:

- Travel from home to work
- Voluntary overtime or "catching up" after work
- Inclement weather or city/state/national emergencies
- MBTA service failure
- For a ride home following out of work time celebrations
- Scheduled meetings, scheduled overtime, or events taking place after normal business hours
- Building evacuations

Participants will be responsible for the cost of any Guaranteed Ride Home voucher usage that is in conflict with these guidelines.

*Free up to \$100 each trip; any remaining amount will be the user's responsibility to pay.

[HIDE FULL DESCRIPTION ^](#)

STATUS
Claim Between 5/1/2020 - 12/31/2021

[SHOW DETAILS v](#)

[CLAIM INCENTIVE](#)



E. Complete all fields of the registration pop-up form and click “Complete request.” Your submission will be reviewed by a member of our team and approved within 3-5 business days.

Almost done...

A Better City: GRH Sign Up

Thank you for registering for the Guaranteed Ride Home program! Please complete the questions below to get started. We'll review your completed submission within the next five business days.

Supervisor Name

Supervisor Title

Supervisor Email

Supervisor Phone

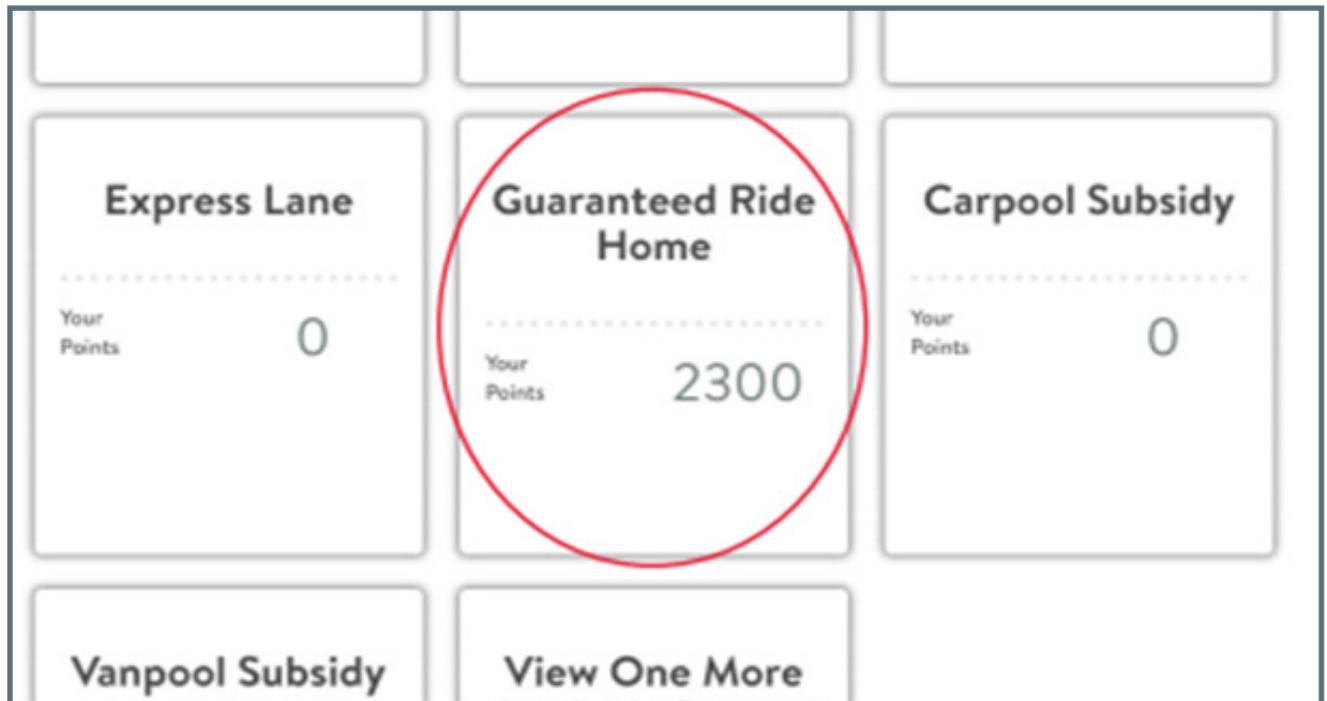
I affirm that I am currently using public transit, carpool, vanpool, walking, biking, or telecommuting to work at least three days a week

I have read and understood the program guidelines. I understand that I will be responsible for the cost of any Guaranteed Ride Home voucher usage that is in conflict with these guidelines.

COMPLETE REQUEST



F. Once you're approved, you'll see "Guaranteed Ride Home" available to you at the bottom of your dashboard in the Rewards area.



TIP

You start the program with 3,000 points to allow you to have immediate access to a GRH under qualifying circumstances. As you log your sustainable commutes, you'll automatically accrue additional points to allow you up to 6 GRHs each year.

3. TRACK YOUR TRIPS

To earn points toward your Guaranteed Ride Home rewards, all you need to do is [log your commute trips](#) within three weeks of taking them. All non-drive alone trips are eligible to accrue points for this program. You can log your trips on the desktop site after logging in, or you can download the [mobile app](#) to track your trips automatically. Not sure what your commute options are? Explore them with the GoMassCommute [trip planner](#)!



4. REDEEM YOUR POINTS FOR REWARDS

A. To redeem a GRH, click “Guaranteed Ride Home” in your Rewards area. and click the arrow to expand “Show Details and Inventory.”

The screenshot shows a grid of reward options. The 'Guaranteed Ride Home' option is highlighted with a red circle and shows 'Your Points 2300'. Other options include 'Express Lane' (0 points), 'Carpool Subsidy' (0 points), and 'Vanpool Subsidy'. A 'View One More' button is also visible.

Guaranteed Ride Home

You are currently enrolled in the Guaranteed Ride Home (GRH) program.

To claim a ride home via Uber, click Show Details and Inventory below.

GRH provides you with up to six free* rides from work to home (or another acceptable destination) in the event of a personal or family emergency or unscheduled overtime. The points you earn for logging your commutes in RideAmigos will automatically accrue to unlock access to additional Uber codes when you need to use the service.

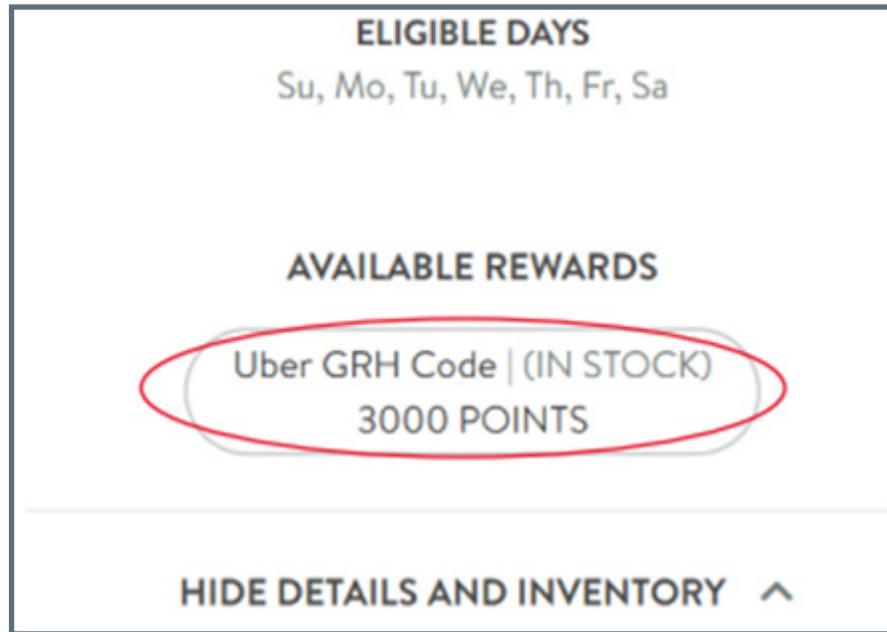
[SHOW FULL DESCRIPTION](#) ▾

YOUR POINTS
3000

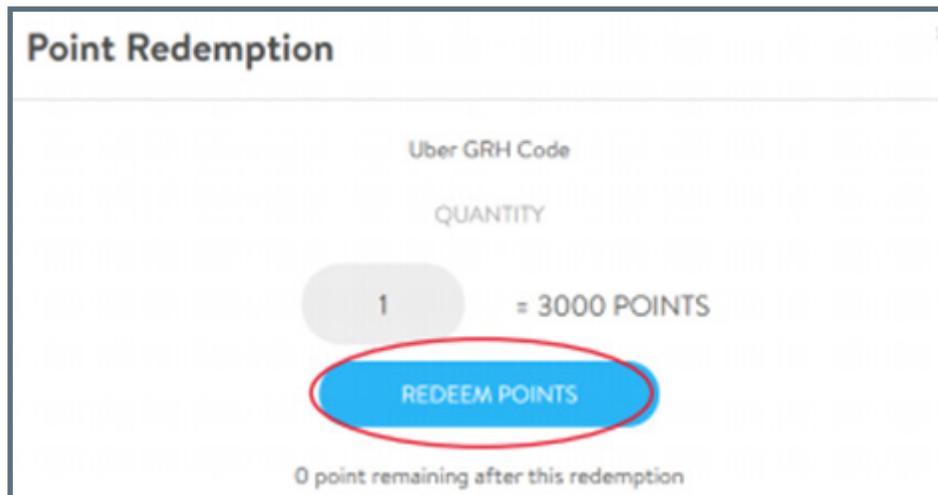
[SHOW DETAILS AND INVENTORY](#) ▾



B. Under “Available Rewards,” click on “Uber GRH Code (IN STOCK).”

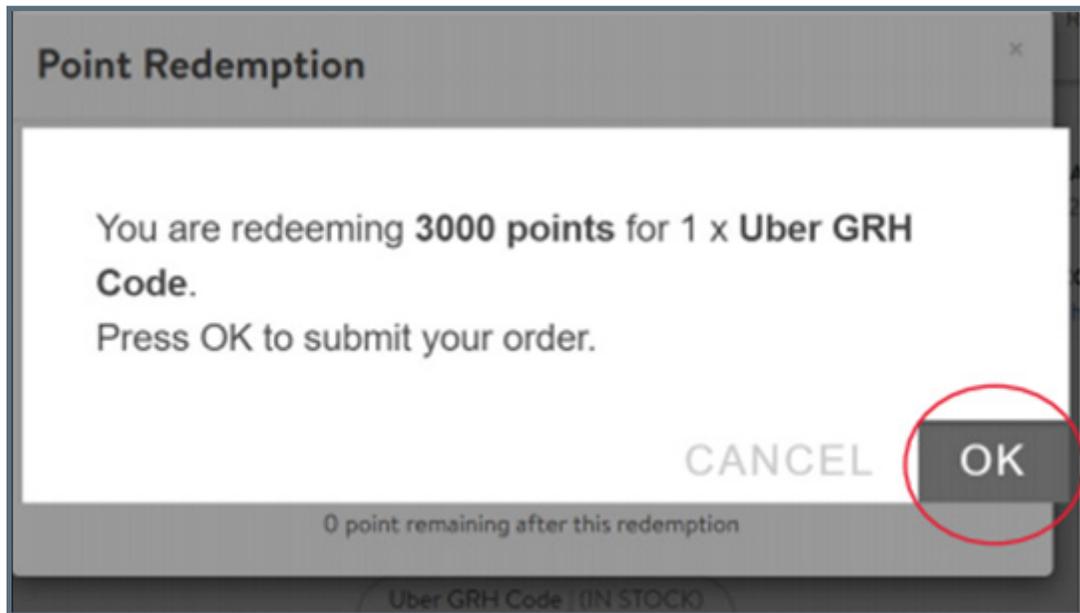


C. Click “Redeem points” to confirm your points purchase.





D. Click “OK.”



E. Complete the short Emergency Ride Home Confirmation form to confirm your qualifying usage of the program and click “Complete Request.”

Reason for Ride

Please Explain

Ride Reason Explanation

How important is this program in your decision to rideshare or use transit to commute to work?

Without the GRH program how often would you feel that you had to drive into work each month?

Please share your comments and suggestions on how to improve the program:

GRH Program Improvement Ideas

COMPLETE REQUEST



4. YOU'LL RECEIVE AN UBER CODE TO INPUT INTO THE UBER APP FOR YOUR FREE RIDE HOME.

Please note that the TMA reserves the right to reject a ride taken under circumstances that do not qualify for the program. If a ride is rejected, we will reach out to let you know and Uber will bill you back for the amount. [Qualifying circumstances are outlined here.](#)