



Guaranteed Ride Home Service

Any PassFort company may enroll in the Guaranteed Ride Home (GRH) Service. GRH provides the valuable benefit of a safety net for employees who use Transfort to commute to work in the event of illness, emergency, or unplanned schedule change..

What is Guaranteed Ride Home?

A common fear for commuters who would consider riding the bus to work is that they will be stranded at the office due to, or during, an unforeseen event. What if there is a family illness or injury, or an employee unexpectedly needs to work late? GRH provides a free taxi ride in qualifying situations when the employee has used Transfort for all or part of their commute to work that day.

How does a PassFort company enroll in the GRH Service?

Simply complete the Guaranteed Ride Home Employer Agreement and submit it to Transfort by fax as indicated. Once the agreement is on file, the service will be activated for your company. The form and all GRH Policy are available at www.fcgov.com/transfort/passfort/grh

Which employees are eligible for a Guaranteed Ride Home? *

If your employee used a valid Test Ride Transfort pass or PassFort pass to ride Transfort for all or part of their commute on the same day as the emergency, they are eligible for a Guaranteed Ride Home.

What situations qualify for use of the Guaranteed Ride Home? *

Reasons for using the GRH service are:

- the employee or immediate family member is ill or injured
- the employee has been unexpectedly and unavoidably asked to work late
- the employee's carpool vehicle breaks down or the carpool driver had to leave early
- a crisis in the life of the employee or of a family member
- the usual alternative transportation arrangement fails due to mechanical failure
(All of the above reasons require that the person use the bus for some portion of their commute to work. i.e. carpool or bike to a Park-n-Ride facility and then ride the bus to work)

Using Guaranteed Ride Home service is as "Easy as 1-2-3"

- 1) Confirm that the employee used the bus to arrive at work. (Transfort will double check based on pass number)
- 2) Call for a taxi service. As the employer, you or your employee, pay for the cab ride, depending on your company policy. *Please note: tips are the employee's responsibility and will not be reimbursed by Transfort.*
- 3) Attach the original taxi receipt and documented proof of the emergency to the completed GRH Reimbursement Form and mail it to the following address within 90 days of utilizing the GRH service.

Transfort - GRH Service
6570 Portner Road
Fort Collins, CO 80525

*** Please read and be familiar with the details in the GRH Policy. Call (970) 221-6620 with questions.**