

GUARANTEED RIDE HOME INFORMATION

Eligibility Requirements

- Commuters must have a myCommuteSolutions account.

Log trips on myCommuteSolutions website* - **You must log a qualifying mode at least once on the myCommuteSolutions website in the 10 days prior to an emergency circumstance** (i.e., if you have an emergency on Tuesday, July 17, you would qualify for an emergency ride home if you logged at least one qualifying round-trip commute from Tuesday, July 10 – Monday, July 16).

- Use a qualifying travel mode including:
 - Carpool
 - Vanpool
 - Walk
 - Bicycle
 - Bus
 - Rail
- Live or Work in the Program Service Area - Origin or destination of the qualifying commuting trips must be located within the following counties: Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis, and Williamson counties.

How It Works

If a myCommuteSolutions user is unable to travel home (or to an emergency situation location) using the mode of travel they used to get to work, they may be eligible to receive a reimbursement of up to \$75 to pay for the travel expenses. How to request reimbursement:

1. Review the eligibility requirements below to make sure you qualify for the program.
2. Complete the [Request for Reimbursement Form](#)
3. Send the original travel expense receipt to Adele Noel, 700 Lavaca, 5th floors and keep a copy for your records.

What Type of Emergency Qualifies?

- Have a qualifying emergency circumstance:
 - Personal or family emergency (e.g., break-in at home, home maintenance emergency, child suspended from school)
 - Personal or family illness
 - Unscheduled overtime
 - Typical commuting mode becomes unexpectedly unavailable (e.g., vanpool vehicle breaks down)
 - Transportation to a hospital or doctor's office following an on-the-job injury.

What Doesn't Qualify?

- Non-qualifying circumstances include:
 - Pre-arranged appointments, such as visits to the doctor or dentist
 - Work-related travel, such as rides to the airport or business meetings across town
 - Rides to work
 - Transit delays
 - Overtime that occurs regularly or scheduled in advance
 - Live or Work outside the Program Service Area - Origin or destination of the qualifying commuting trips must be located within the following counties: Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, Travis, and Williamson counties.

How Many Times a Year Can I Be Reimbursed?

- Users may be reimbursed no more than 5 times per calendar year.

Other Information

- Reimbursement requests without a receipt cannot be honored – make sure you get a receipt from your transportation provider. Requests do not guarantee payment. Any inappropriate use of this program will be at the employee's expense and jeopardize future eligibility for the program. Reimbursements are only offered while funds are available. The program may be changed at any time without notice. The Travis County Commute Connections Guaranteed Ride Home Program is administered by Transportation and Natural resources Division.

Who Should I Contact if I Have Questions?

Send an email to CommuteConnections@traviscountytx.gov