Guaranteed Ride Home Reimbursement Steps

Thank you for using an alternative to driving alone to work or college in San Mateo County. We are sorry that you experienced a situation that required you to use the GRH program; however, we are glad that we can help to offset some of the cost of your emergency travel. To confirm that your trip is eligible for reimbursement, click here to read the GRH Program Rules.

For an eligible GRH trip, please complete the following steps to receive your reimbursement:

Step 1: Create or Open your STAR account

Step 2: Log your commute to work or college for the day of your emergency

Step 3: Go to Programs > Rewards. Under Guaranteed Ride Home, select GRH reimbursement

Step 4: Upon redemption, a link is provided to your GRH Reimbursement Form where you will be prompted for the information needed to complete your reimbursement request and upload your trip receipt(s)

Step 5: Once you have submitted your Reimbursement Form, email a copy of your trip receipt(s) to incentives@commute.org if they were not uploaded to your GRH Reimbursement Form on STAR

Step 6: Commute.org will review your request and, if approved, will send your reimbursement within 30 business days

Click here for a short video showing how to get reimbursed.

If you have additional questions, please contact support@commute.org