



Emergency Ride Home Program



The Go831 Emergency Ride Home Program is for commuters, who would like to leave their car at home, but worry about being stranded if there is a family emergency or if they are asked to work late. The program offers “peace of mind” to commuters by providing reimbursement for a taxi cab, Uber, Lyft or rental car in an emergency.

Program Eligibility

Commuters who live, work or go to school in Monterey County and use an alternative mode of transportation at least once a week are eligible to participate in the Emergency Ride Home program. They are also eligible to participate if they are signed up in the Go831 Smart Commute Program.

Emergency Ride Home Program Registration

Participants can register for the Emergency Ride Home program by filling out the application:

- on-line (www.go831.org)
- by picking up an application from their employer or transportation coordinator
- or at the Transportation Agency for Monterey County office, located at 55-B Plaza Circle, Salinas.

Emergency Ride Home Program Reimbursement

Should an emergency occur due to an illness, crisis or unexpected overtime required by their employer on a day they use an alternative mode of transportation, participants can call a taxi service for a cab, rideshare car, such as Uber, Lyft or rent a vehicle to get home.

On their next working day, the participants must submit an Emergency Ride Home reimbursement request to their employer, transportation coordinator or through the Go831 website. Once signed, that form along with a copy of a receipt must be submitted to the Transportation Agency for authorization. Within two weeks, the commuter will be reimbursed up to \$60 for the authorized expense. Commuters are allowed one reimbursement per month while enrolled in the program.



Go831 Emergency Ride Home Program Limitations

Participants may not use the Go831 Emergency Ride Home program for any of the following reasons:

- personal errands
- medical or dental appointments
- business travel
- job related injuries
- a natural disaster
- missed ride home
- or other reasons that may be deemed an invalid use of the program, as determined by the program administrator.

Go831 Emergency Ride Home Program Contact Information

For more information about the Go831 Emergency Ride Home program, call 831.422.POOL or email Theresa@tamcmonterey.org.

