

ALTERNATIVE TRANSPORTATION OPTIONS
GUARANTEED RIDE HOME



NEED AN EMERGENCY RIDE HOME FROM WORK?

Looking to take transit, carpool, or bike to work, but worried about what you would do in an emergency? The Guaranteed Ride Home (GRH) program is here for you so you can have a back-up ride home from work during unexpected times!

Within the Luum Platform, eligible Stanford Health Care & Lucile Packard Children's Hospital staff working at the Stanford Medicine Palo Alto campus can use Guaranteed Ride Home for qualifying events up to six times per calendar year.

Eligible Stanford Health Care & Lucile Packard Children's Hospital staff can get a Guaranteed Ride Home for qualifying events up to six times per year!

✓ **FLEXIBILITY**

✓ **PEACE OF MIND**

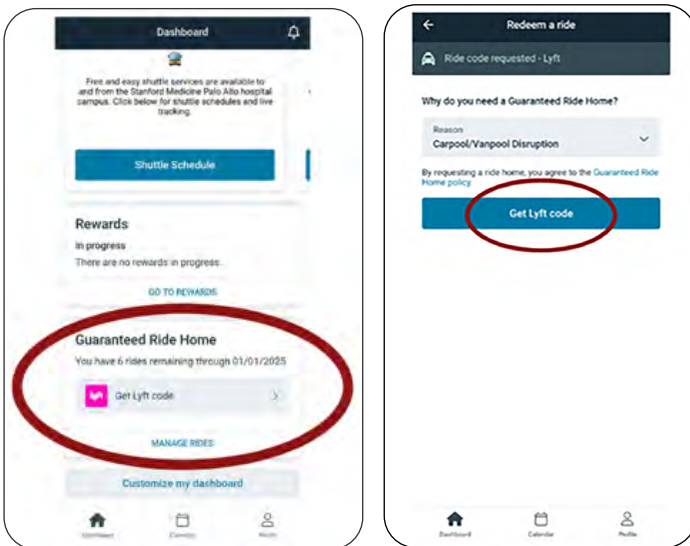
GUARANTEED RIDE HOME

The program covers emergencies such as: family or household emergencies, getting sick or injured at work, your carpool or vanpool driver needs to leave work unexpectedly, a bike breakdown and you can't ride home, a need to stay late unexpectedly which causes you to miss the last Stanford Medicine commuter bus of the day back to Santa Clara or Campbell.

HOW TO REQUEST A GRH:

Requesting a guaranteed ride home on the Luum App is easy!

1. Log your commute mode (how you travelled to work today) on the commute calendar in Luum
2. Next, on the home dashboard of the Stanford Medicine Transportation Services Luum app, scroll down to the "Guaranteed Ride Home" section
3. Tap on the "Get Lyft Code" button
4. A drop-down will pop up for you to specify the reason you need a ride home
5. Once you select your reason, tap "Get Lyft Code" to receive a Lyft code



* Valid destinations include: employee's home, daycare or eldercare facility, transit station, or park and ride lot. If needed, the Lyft can make one related stop (such as a child's school) on the way to the destination.

GRH TRIP QUALIFICATIONS:

- Qualifying trips must start at the staff member's work location at the Stanford Medicine Palo Alto campus and end at home, a transit stop, or the place where their car is parked (e.g. park & ride lot or carpool partner's home).
- To qualify for a guaranteed ride home, you must have arrived at work by using an alternative transportation option such as the commuter bus, transit, bike, or carpool on the day of the emergency.
- Brief side trips on your way home that have to do with the emergency are allowed (e.g. picking up a sick child at school or daycare, getting a prescription at a pharmacy, etc.)

To see if you are eligible; contact

The Hospital Transportation Operations Center:

Email - TransportationServices@stanfordhealthcare.org
Call/Text - 650.736.8000

EXPLORE THE LUUM COMMUTER PLATFORM

Get the Luum app on your phone by, clicking on the QR code.



[Luum for iPhone](#)



[Luum for Android](#)

To access your Luum portal via webpage, click on the QR code for your Stanford Medicine entity.