SmartTrip Program | Guaranteed Ride Home
Frequently Asked Questions

What is the SmartTrip | Guaranteed Ride Home program?
The Guaranteed Ride Home (GRH) program provides employees participating in the SmartTrip program with guaranteed transportation home in the event of a personal emergency or illness.

What events qualify for a Guaranteed Ride Home voucher?
- personal or family illness or emergency
- unscheduled, mandatory overtime
- carpool partner’s emergency, illness or unscheduled overtime

What does not apply?
- personal errands
- pre-planned medical or dental appointments
- business-related travel

How is it implemented?
Each participant is required to complete a registration form and have it signed by a manager or GRH on-site coordinator. All forms will be forwarded to SmartTrip where a database of eligible commuters will be maintained.

How will I get home?
A ride is just a phone call away. The vouchers are used as payment for the taxi (including gratuity). Usage report must be submitted to the GRH onsite coordinator within two days of using the GRH service. You will receive a new voucher when you submit your usage report.

How many times can I use this service?
This service may be used up to five times a year, in the event of a personal emergency while at work.

More Information
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