



Home Free Guarantee

It's hard to plan for the unexpected. Fortunately, Metro's Home Free Guarantee (HFG) program makes sure a workday emergency doesn't keep you stranded.

When can you use HFG?

You've commuted using any transit mode except your own vehicle (by bus, rideshare, walking, biking, etc.). And while at work:

- You or a family member becomes ill.
- There's an issue with childcare.
- You're asked to stay for overtime.
- Your rideshare vehicle left early.
- Your bike (or similar) has a flat/other mechanical issue.

How to get home

1. Request a taxi by calling the HFG dispatch line at 425-450-4555.
2. State your company's name.
3. Explain the emergency.
4. Book a ride home.
5. Ask your taxi driver for a receipt and forward it on to your employer contact.

You are responsible for any driver tips.

Eight free trips are covered under Business Area Passport.

For coverage details under Business Custom Passport and Business Choice, please contact a Metro team member or your work transportation coordinator.

Business Passport team: employer.services@kingcounty.gov
Business Choice team: business.leadagent@kingcounty.gov
kingcounty.gov/home-free-guarantee



King County
METRO

Moving forward together