

## 511NY Rideshare Long Island Guaranteed Ride Program

### TERMS OF AGREEMENT

Please read below. You must adhere to each item in order to participate in program.

1. I must be registered in the 511NY Rideshare database and agree to the Guaranteed Ride Program (GRP) Terms of Agreement. If you are not registered within the 511NY Rideshare database, we will register you.
2. I must use one of the qualified commute modes (carpool, vanpool, bus, train, ferry, bike or walk) a minimum of two times each work week, which includes the day I request a Guaranteed Ride.
3. My place of employment is located within one of the following counties: Nassau or Suffolk
4. I may not use the Guaranteed Ride Program as a college or university student.
5. **I understand the accepted reasons to use GRP, which include:**
  - ✓ **Unexpected personal or family emergency**
  - ✓ **Driver of a carpool or vanpool had to leave work early for a family/personal emergency**
  - ✓ **Missed last scheduled public transit run**
  - ✓ **Unscheduled Overtime**

**NOT** acceptable reasons: previously scheduled medical appointments, personal errands, business related travel, building closings or evacuations, weather emergencies.

#### **Program Details**

1. I am allowed up to \$300.00 worth of trips within the calendar year. Every January 1<sup>st</sup>, my \$300.00 GRP credit will reload. GRP credits are non-transferable to another individual, nor can my remaining GRP rides or credit be carried over from one year to the next.
2. GRP use will be limited to three (3) rides per calendar month, regardless of ride provider.
3. You may only use this program when your mode of transportation becomes unexpectedly unavailable the day you request your ride.
4. 511NY Rideshare is not responsible for ride provider fees, such as rider cancellations, vehicle damage, no-shows, or lost and found item returns. If you believe you have received a fee in error or need to check on the status of your ride, please contact customer service for the rideshare provider.
5. All GRP trips must originate from my registered work location.
6. I can only use GRP for the trip from work back to my home, to my car, or to attend a medical or family emergency (school, hospital, etc.).
7. I am responsible for choosing and reaching out to arrange my GRP with a designated service provider.
8. At the discretion of 511NY Rideshare, if a GRP ride is deemed out of compliance as outlined herein, I will be ineligible for future GRP rides until I reimburse the service provider in full.
9. I agree my employer, 511NY Rideshare, ICF, New York State Department of Transportation and New York State are exempt from any liability, claims and demands for personal injury, loss, theft or damage to personal property, loss of income, consequential damages resulting from delays or absence of livery service, or termination of the program.
10. 511NY Rideshare reserves the right to alter or discontinue this program with notice via email.

#### **Questions?**

Contact: Member Support

Phone: 866-NY-COMMUTE (1.866.692.6668) (TTY: 711)

Email: [info@511NYRideshare.org](mailto:info@511NYRideshare.org)