

## 511NY Rideshare Long Island Guaranteed Ride Program

### TERMS OF AGREEMENT

Please read below. You must adhere to each item in order to participate in the 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. By registering for 511NY Rideshare and the Guaranteed Ride Program, you will become a GRP member.
2. I must use one of the qualified commute modes (carpool, vanpool, bus, train, ferry, bike or walk) an average 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 GRP as a college or university student.
5. **Accepted reasons to use GRP:**
  - ✓ **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
- Bbusiness-related travel
- Building closings or evacuations
- Weather emergencies

#### **Program Details**

1. GRP members are allowed up to \$300.00 worth of trips within the calendar year. Every January 1<sup>st</sup>, the \$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) GRP rides per calendar month and up to six (6) GRP rides per calendar year, regardless of ride provider.
3. GRP members may only use this program when their primary 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 members believe they 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 the GRP member's registered work location.
6. GRP members can only use GRP for the trip from work back to their home, to their car, or to attend a medical or family emergency (school, hospital, etc.).
7. GRP members are responsible for arranging their GRP rides with a designated service provider. If GRP members cannot contact a designated service provider, GRP members will contact 511NY Rideshare Member Support for assistance in arranging a ride.
8. At the discretion of 511NY Rideshare, if a GRP ride is deemed out of compliance as outlined herein, GRP members will be ineligible for future GRP rides until they reimburse the service provider in full.
9. GRP members 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: 511NY Rideshare Long island

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