

511NY Rideshare New York City 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 eligible commute modes (carpool or vanpool) an average of two times each week, which includes the day I request a Guaranteed Ride.
3. My place of employment is located in one of the following boroughs: Queens, Bronx, Brooklyn, Staten Island or Manhattan (students are not eligible for the Guaranteed Ride Program).

4. **Eligible reasons to use GRP:**

✓	Unexpected personal or family emergency
✓	Unscheduled Overtime
✓	Driver of a carpool or vanpool had to leave work early for a family or personal emergency

5. **NON-eligible reasons:** previously scheduled medical appointments, personal errands, business related travel, weather emergencies, building closings or evacuations, trips to work, and natural disasters.

Program Details

1. I am allowed an annual amount of \$300.00 for a calendar year beginning January 1 and \$40 per individual trip (gratuities are not reimbursable). Amounts above \$40 per trip and \$300 per year are the responsibility of the member (you). GRP trip credits are non-transferable to another individual, nor can my GRP allowances 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. 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 ride provider.
4. All GRP trips must originate from one of the commuter's registered work location.
5. I can only use GRP for the return trip from work back to my home, or to attend to a medical or family emergency.
6. I am responsible for choosing and reaching out to arrange my GRP with a designated service provider and to provide receipts or a record of the trip.
7. I must use the reimbursement voucher provided by 511NY Rideshare NYC Guaranteed Ride Program.
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, CommuterLink, 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 30 days prior notice via email.

Questions?

Contact: 511NY Rideshare New York City

Phone: 866-NYCOMMUTE Email: grp@511nyrideshare.org