



Guaranteed Ride Program FAQ - NYC

What is the Guaranteed Ride Program (GRP)?

The Guaranteed Ride Program is a unique solution that offers a free ride home during an emergency or unexpected situation. To qualify, you must be a registered 511NY Rideshare member who uses an eligible commute mode (carpool or vanpool) at least two times per week.

When can I use the GRP?

Members may use the GRP in the event of an emergency or an unexpected situation. The following list are examples of valid reasons to utilize the program:

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

The GRP may NOT be used for:

- Personal errands or travel
- Pre-planned medical or dental appointments
- Business-related travel
- Non-emergency side trips on the way home
- Trips to work
- Students are not eligible for the Guaranteed Ride Program

How many rides will I have per year?

Members commuting to the 5 boroughs of New York City will have a maximum total of \$300 per year (maximum of \$40 per trip) that can be used toward a qualified ride through the GRP. The \$300 allowance is replenished every year on January 1. GRP use will be limited to three (3) rides per calendar month, regardless of ride provider.

How do I request a ride through the GRP?

To be reimbursed for a taxi ride or transit trip, follow the steps below:

1. Print and fill out a copy of the GRP Voucher included in your welcome package.
2. At the destination ask the driver for a receipt (tips will not be reimbursed).
3. Send a completed voucher with attached copy of your receipt via email to grp@511nyrideshare.org. Only completed vouchers with receipt will be accepted.

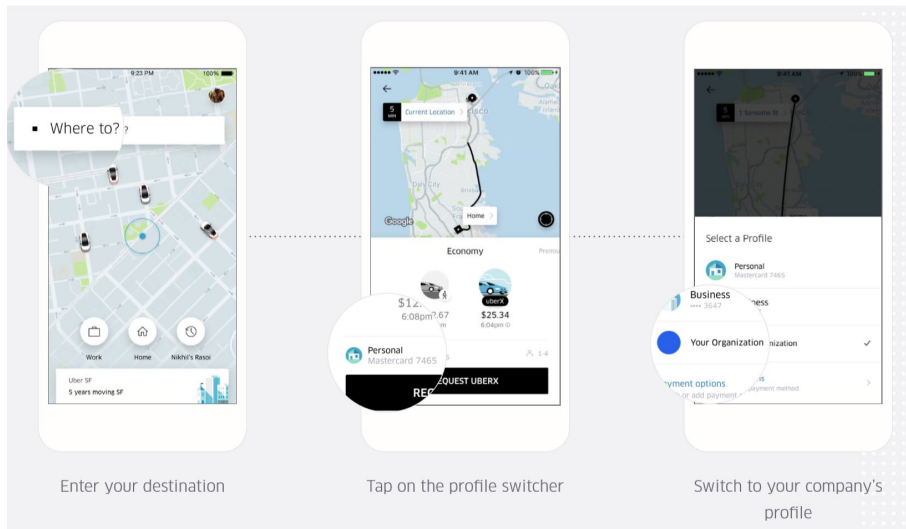
To use Uber for your GRP Ride:

You must add the 511NY Rideshare-NYC profile to your Uber account before an emergency arises. If you have been approved for the New York City GRP program, call Member Support at 866-NYCOMMUTE or email us at grp@511NYRideshare.org to receive instructions on how to add the 511NY Rideshare profile to your Uber account. Please allow 24 to 48 hours for our team to approve your account.

To order a GRP ride using Uber, please follow the steps below:

1. Enter destination
2. Tap on the profile switcher
3. Switch to the "511NY Rideshare- NYC" profile

511NY Rideshare



While requesting a ride, members will be prompted to answer questions regarding the reason for their ride, which must be completed to qualify.

Members will have a combined total of \$300 to utilize per year between Uber, Lyft, Driver Co-Op, transit, and local cab service. The \$300 allowance resets every year on January 1. The is a \$40 per day limit.

To use Lyft for your GRP Ride:

1. Call 866-NYCOMMUTE, Monday through Friday after 6am or before 7pm. Our Member Support team will determine the eligibility of the ride based on the quoted trip cost, reason for the ride and trip location.
2. Once approved, Member Support will arrange the ride over the phone and provide individuals with the make and model of the vehicle, license plate number and driver name.
3. Please be sure to confirm all details before accepting the ride from the Lyft driver.

Members will have a combined total of \$300 to utilize per year between Uber, Lyft, Drivers Co-op, transit, and local cab service. The \$300 allowance resets every year on January 1. The is a \$40 per day limit.

To use Drivers Cooperative for your GRP Ride:

1. Call 866-NYCOMMUTE, Monday through Friday after 6am or before 7pm. Our Member Support team will determine the eligibility of the ride based on the quoted trip cost, reason for the ride and trip location.
2. Once approved, Member Support will arrange the ride over the phone and provide individuals with the make and model of the vehicle, license plate number and driver name.
3. Please be sure to confirm all details before accepting the ride from the Drivers Co-Op driver.



Members will have a combined total of \$300 to utilize per year between Uber, Lyft, Drivers Co-op, transit, and local cab service. The \$300 allowance resets every year on January 1. There is a \$40 per day limit.

Additional Notes:

- Service Providers (Uber, Lyft, Drivers Co-op, local cab companies, and transit) can only be used from your 511NYRideshare registered work location.
- Please note all guaranteed ride trips are reviewed to ensure that they follow the program guidelines and are subject to approval. Through the Guaranteed Ride Program, you are only able to access \$300 in total ride credits per year between Uber, Lyft, Drivers Co-op, Taxi and Transit Service Providers. Your \$40 per day / \$300 annual GRP limit does not cover tips to service providers. Under the guidelines of the GRP, tipping will not be reimbursed nor covered by the program.
- GRP use will be limited to three (3) rides per calendar month, regardless of ride provider.
- Ride cancellation fees: Cancellation or 'no-show' for a scheduled GRP ride by participant, as reported by the service provider, may be charged to the GRP members personal credit card via the service provider
- 511NY Rideshare reserves the right to alter or discontinue this program with notice via email