

## Guaranteed Ride Program FAQs

### What is the Guaranteed Ride Program?

The Guaranteed Ride Program (GRP) offers a free ride home during an emergency or unexpected situation. To qualify, you must be a registered member who carpools, vanpools, bikes, walks, or takes transit regularly while commuting to and from work. Members can request a ride through the Uber app, or by calling 511NY Rideshare for a Lyft or Uber ride (see below).

### 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:

- Medical emergency
- Family emergency
- Unscheduled overtime
- Carpool/Vanpool vehicle or bike breaks down
- Transit disruptions

### 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
- Weather emergencies

### How many rides will I have per year?

Members will have a total of \$300 per calendar year that can be used towards qualified rides through the GRP. Members are limited to three (3) GRP rides per calendar month and six (6) GRP rides per calendar year regardless of ride provider. All rides are reviewed by 511NY Rideshare staff.

### Will I ever be charged for my rides?

Members will never be charged for their rides unless they exceed the \$300 per year allotment or if a ride does not qualify within the list of valid emergency reasons. Members are responsible for any amount more than the allotment.

## How do I request a ride through the GRP?

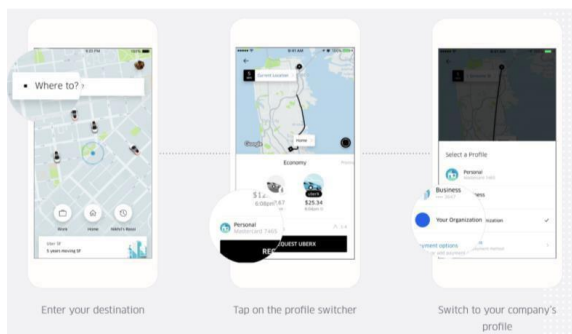
### To use Uber for your GRP Ride:

If you are a pre-existing member or new member and would like to add Uber as a service provider, please email 511NY Rideshare Member services at [grp@511NYRideshare.org](mailto:grp@511NYRideshare.org), or call 1-866-692-6668.

For more information, please visit <https://511nyrideshare.org/long-island>.

Please allow 24 to 48 hours for the 511NY Rideshare team to approve your account. Individuals will receive an email with steps on how to add the 511NY Rideshare profile to their Uber account. To order a ride, please follow the steps below:

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



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

**To use Lyft or Uber for your GRP ride or for a ride without using a mobile app:**

Call (866) 692-6668, Monday through Friday after 6 a.m. or before 7 p.m. Our Member Support team will determine the eligibility of the ride based on the quoted trip cost, reason for the ride and trip location.

1. Once approved, Member Support will arrange a ride with Lyft or Uber over the phone and provide individuals with the make and model of the vehicle, license plate number and driver name.
2. Please be sure to note all the details before accepting the ride from the Lyft or Uber driver.