

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 (minimum two days per week) while commuting to and from work.

Approved GRP members can request a ride through Uber or Lyft; the choice is yours. Requesting a ride varies by partner; please see the instructions below for your preferred rideshare partner.

How often can I use the program?

Members commuting to or within Long Island are eligible for three (3) qualified rides per month up to \$300 per year. Members may use the GRP in the event of an emergency or an unexpected situation. All rides are reviewed by 511NY Rideshare staff. Program usage and rides taken must be reasonable.

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 vehicle or bike breaks down

The GRP may **not** be used for or by:

- University and/or college students
- Personal errands or travel
- Pre-planned medical or dental appointments
- Business-related travel
- Non-emergency side trips on the way home
- Trips to work

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.

Please note—any provided **tips to drivers and cancellation fees** will be allocated via personal payment method in the member's personal Uber account and not taken out of the \$300 annual allowance. Members may also be liable for rides that violate the program's Terms of Agreement.

How do I request a ride through the GRP?

Please refer to the information below on how to request your Guaranteed Ride.

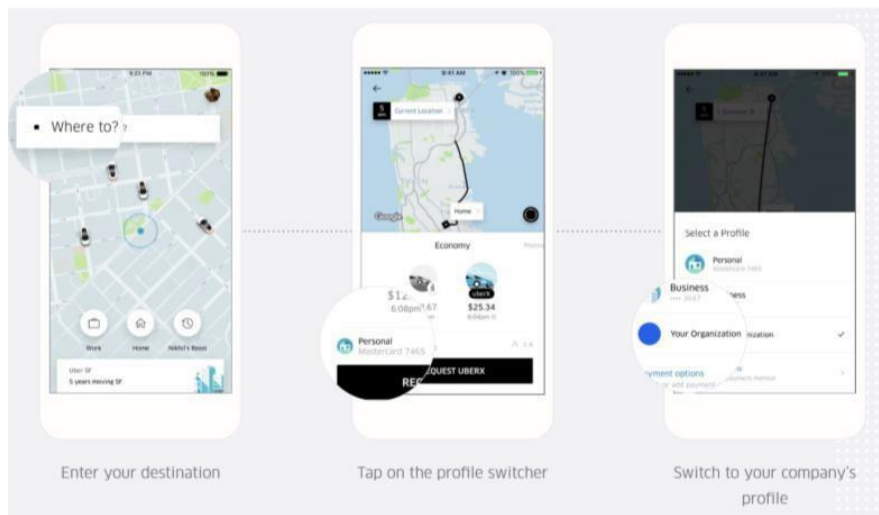
To use Uber for your GRP Ride:

If you are a pre-existing member and would like to add Uber as a service provider, please email 511NY Rideshare Member Services at info@511nyrideshare.org, or call 1-866-692-6668.

Those applying and new to the program will receive the instructional email automatically and do not need to follow the above link.

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 for your GRP Ride:

1. Call 1-866-692-6668, 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.
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 drivename.
3. Please be sure to note all the details before accepting the ride from the Lyft driver.

Members will have a total of \$300 to utilize per calendar year between Uber and Lyft Concierge.