

ConnectingVA RIDE HOME REWARDS
PARTICIPATION GUIDELINES & TERMS AND CONDITIONS

Participation Guidelines

Eligibility

An individual must have an account with ConnectingVA, have completed their profile, and indicated that they work in one of the following regions:

- Richmond Region
- Hampton Roads Region
- GWRideConnect Region
- MidPenRideShare Region

A complete list of eligible cities and counties can be found below.

The individuals must have completed the following actions in their ConnectingVA account prior to being eligible to redeem this reward:

- Entered their cell phone number in the “Contact Info” section of their account and enabled texting
- Recorded at least 5 carpool, vanpool, or transit trips in the past 30 days
- Have a valid email associated with their account
- Entered their organization in their profile

The account member must have used carpool, vanpool, or transit to travel to work on the day a ride is requested.

The member must be employed full or part time. No students.

The member must have a work location (must be an official employer location, not a home or public Wi-Fi location) in the regions listed below:

Richmond Region – *Counties of Charles City, Chesterfield, Dinwiddie, Goochland, Hanover, Henrico, New Kent, Powhatan, and Prince George; City of Colonial Heights, City of Hopewell, City of Petersburg, City of Richmond, and Town of Ashland.*

Hampton Roads Region – *Counties of Gloucester, Isle of Wight, James City, Southampton, and York; and the Cities of Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, and Williamsburg.*

GWRideConnect – *Counties of Caroline, King George, Spotsylvania and Stafford, and the City of Fredericksburg.*

MidPenRideshare – *Counties of Essex, Gloucester, King and Queen, King William, Mathews, and Middlesex, and the Towns of Tappahannock, Urbanna, and West Point.*

Hours of Operation

This service is available Monday through Friday between 8am and 5 pm, except for the holidays listed below. All rides must be requested by 5pm. A ride may take place after 5pm, but no later than 10pm.

Holidays – No Service

New Year's Eve, New Year's Day, Martin Luther King Jr. Day, Washington's Birthday/President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus and Yorktown Victory Day, Election Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day

Program Details

Eligible members may use up to six (6) rides in each twelve (12) month period, starting on the date the member joined and set up their account. The maximum number of rides an eligible member may use in one calendar month is two (2).

This service may only be used in cases of unexpected personal or family emergency, unexpected illness (self), unscheduled overtime, illness to immediate family member (child, spouse, parent), carpool or vanpool left early, carpool or vanpool is not available for a ride home or to their vehicle.

Cases in which this service **cannot** be used, include the following: Previously scheduled medical appointments, trips to the doctor's office, hospital, urgent care facilities or emergency room for the member's personal care, medical emergencies, a declared state of emergency, building closures, evacuations, business related travel, transit service disruptions or delays, personal errands, travel to and from bars or restaurants, weather, natural or manmade disasters or emergencies, and working late without a supervisor's request.

Rides for approved requests will be provided by either Uber, Lyft, or taxi. The choice of ride provider is the sole discretion of the program administrator.

Rides are provided only from the member's work location to the member's home or where their vehicle is parked (e.g., park-and-ride lot). No other pick-up and drop-off locations are permitted and cannot be changed once the ride has been arranged.

Cost – There is no cost to the member to use this service. The program pays for the cost of Uber or Lyft rides directly to the ride providers. The program does not pay or reimburse for tipping the drivers, but members are encouraged to tip the drivers. Tipping is the only out-of-pocket cost to the member.

Taxi trips are paid for by approved funding of the individual CAP program. It is recommended that each CAP program work with local taxi companies for payment arrangements. This could be a company that offers a business contract.

No Shows – A “No Show” is when a member does not show up for the arranged ride. No Shows will count as a ride used. Cancelled rides will also count as a ride used. If the “No Show” is the result of Uber, Lyft, or taxi service, the program administrator should reach out to Agile Mile to have the commuter’s trip reward reinstated.

How to Use the Service

1. Before requesting a ride, be sure all the eligibility requirements shown in this document are met. Sign into your account and check your account profile and trip profile settings to ensure the information is correct.
2. Ride requests must be made through the website or mobile app. Do not call to request a ride as ride requests cannot be made by phone.
3. In the Featured Rewards section, there will be a reward for this program. Select it, read all information, and redeem the reward.
4. Next, complete the Ride Request.
5. You will receive an email confirmation for your ride request and a call from the program administrator to confirm the details and, if approved, arrange the ride for you. *Please note: if you are on a military facility, please let the program administrator know so an authorized vendor and vehicle will be requested that is allowed on the military facility.*
6. Once the ride is arranged, if using Uber or Lyft, you will receive text messages from the appropriate vendor with your ride details. If the ride was arranged with a taxi provider, you may receive a call from the taxi company to confirm your ride details. Once a ride has been arranged, you cannot make changes to the pick-up and drop-off locations.
7. The cost of the Uber or Lyft service ride is paid by the program. You will not need to pay for the ride. If using a local taxi service, the regional program will pay for your ride. However, the programs do not tip the drivers and you are encouraged to tip the driver. Tips will not be reimbursed by the program.

ConnectingVA and Ride Home Rewards are programs provided by the Virginia Department of Rail and Public Transportation (DRPT) in partnership with the Greater Richmond Transit Company (GRTC) - RideFinders Division, the Hampton Roads Transit (HRT) - TRAFFIX program, George Washington Regional Commission (GWRC) - GWRideConnect, and the Middle Peninsula Planning District Commission - Mid-Pen Rideshare.

Terms and Conditions

This service may be terminated at any time without notice. Inappropriate or fraudulent use of this service may result in the member's reimbursement of all expenses incurred and/or suspension or termination from the use of the service.

By requesting and accepting a ride under this program, the member assumes all risk to person and property during the conveyance of the ride. Furthermore, the member agrees to hold harmless DRPT and its partners, Greater Richmond Transit Company (GRTC) - RideFinders Division, the Hampton Roads Transit (HRT) - TRAFFIX program, George Washington Regional Commission (GWRC) - GWRideConnect, and the Middle Peninsula Planning District Commission - MidPenRideshare from any injury or damages occurring during or as a result of the ride provided.