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○ VANPOOL

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○ GUARANTEED RIDE HOME



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# Vanpool advantage network

GRH IS DESIGNED TO REASSURE COMMUTERS WHO ARE WORRIED ABOUT HOW THEY WILL GET HOME WHEN AN EMERGENCY ARISES. KNOWING THERE IS A GUARANTEED RIDE HOME PROVIDES PEACE OF MIND AND CONFIDENCE.

Commuters who regularly vanpool can get a ride home early when an emergency arises thanks to a program called *Guaranteed Ride Home* or "GRH". Vanpool commuters can use **GRH** up to four times per year for a small annual fee. After enrollment the ride home is free. Vanpool commuters can also use **GRH** for unscheduled overtime at work.

## A guaranteed ride home from ATA

Commuters sharing the ride to work in a vanpool can save thousands of dollars each year. If you are a member of the *Vanpool Advantage Network*, you automatically qualify for ATA's *Guaranteed Ride Home Program* (GRH).

Who's Eligible to Participate in the GRH Program? - To be eligible for the GRH program you must use one of the following alternative commute modes at least twice a week, and you must use an alternate commute mode on the day you request a ride home.

Alternate commute modes are:

- Vanpools
- Mass transit (bus)

Also, you must work and live in ATA's six county area of Cameron, Clearfield, Elk, Jefferson, McKean, and Potter.

Getting Started - To participate in the GRH program, please call our toll free Customer Service line 866-282-4968. When you call you will be asked a series of questions to enroll you in the program. You will then be asked to make a payment electronically by using your debit or credit card.



How the Program Works - When an emergency arises call ATA's Call Center, Monday through Fridays (except holidays) from 6:00 a.m. to 6:00 p.m. The hours of dispatching service have been designed to best serve employees with a change in their schedule due to unexpected overtime or personal emergencies. ATA has created a network of providers who offer several transportation options to get commuters home quickly and safely.



## Network support

The Vanpool Advantage Network is backed by one of the most experienced and dedicated rural transportation systems in the U.S. and its based right here in North Central Pennsylvania. Since 1976 the ATA system has created a multi-county network of transit services coupled with innovative transview scheduling and smart technologies that serve hundreds of thousands of riders each year. Visit [VanpoolAdvantage.net](http://VanpoolAdvantage.net).





## THE ATA GUARANTEE

# GRH GUIDELINES

Commuters must be officially registered with ATA before using the GRH service. Commuters must provide the supervisor name and phone number and at least two (2) phone numbers (home/cell and work) in order to register for GRH service. Registered commuters are those who have received an official GRH card from ATA. Registered commuters must be vanpooling or taking transit to their site of employment on the day they use the GRH service. GRH is only available to people commuting to and from work. Registered commuters may use the GRH program up to four (4) times annually from their official registration date. The GRH trip credits are non-transferable.

Visit [VanpoolAdvantage.net](http://VanpoolAdvantage.net)

*GRH trips must be taken before 6:00 P.M. to ensure that the commuter has received their ride.*

Designated program Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

### GRH eligibility

To be eligible, a commuter must be physically working and living in the ATA's six county area that includes the counties of Cameron, Clearfield, Elk, Jefferson, McKean and Potter.

All GRH trips must originate from the commuter's work location. Depending on the nature of the emergency, and home and work locations, a commuter using the GRH service may be required to use a car rental, transit, or any combination of these services to reach their destination point. ATA will determine the type of service used and will issue a valid GRH authorization number at that time.

### GRH rental car policy

If the GRH trip is made by rental car, the commuter is responsible for signing a standard rental agreement, showing a valid driver's license, proof of insurance, providing a credit card number for collateral, returning the rental car within a 24-hour period, and the following charges: gasoline refueling charges, taxes, purchase of insurance (if necessary), and additional rental charges if auto is not returned within a 24-hour period (unless ATA has given prior approval for additional rental time). The commuter will be responsible for any loss or damage to the rental car.

If you are located in an area where taxi service is available, taxi service is paid for the first 50 miles only, and anything beyond that is the responsibility of the rider and payable to the taxi service at the time of the ride.

## THE BASICS

### Call ATA

Commuters must call ATA and receive authorization from ATA prior to using the Guaranteed Ride Home (GRH) service. ATA will issue an authorization number(s) to the commuter to approve a GRH trip. Commuters will not be reimbursed for trips not authorized by ATA. After approval, ATA will make the GRH trip arrangements for the commuter and, if necessary, provide instructions on how and where the GRH transportation provider will pick up the commuter. ATA is equipped to provide accessible transportation as part of the GRH service as needed.

### Re-register annually

Commuters must re-register annually to maintain their GRH registration. Commuters must contact ATA to re-register and update their registration information.

### Approved use of GRH

The GRH program may only be used in cases of unexpected personal or family emergency, unexpected illness, or unscheduled overtime. Cases in which the GRH program cannot be used include, but are not limited to the following: previously scheduled medical appointments, trips to the hospital or emergency room for a commuter that needs medical attention, personal errands, transit service disruptions and/or delays, business related travel, working late without a supervisor's request, weather emergencies, any type of building closings or evacuations, and natural disasters. Requests to use the GRH program because of unscheduled overtime must be made before the commuter's registered work end time, and a supervisor's verification will be required at the time of the request.

### GRH availability

GRH service is available between 6:00 a.m. and 6:00 p.m., Monday through Friday, except designated program holidays and any planned and/or unplanned Federal Government office closings.

GRH Trips must be taken before 6 P.M.

FILL THE SEATS  
GET A VANPOOL ADVANTAGE



The Vanpool Advantage Network is a program operated by the Area Transportation Authority of North Central Pennsylvania (ATA). The Vanpool Advantage Network is supported by the Federal Transportation Administration Division of the United States Department of Transportation. It is also supported by the Bureau of Public Transportation, a part of the Pennsylvania Department of Transportation.

CALL • 1.866.282.4968  
[VanpoolAdvantage.net](http://VanpoolAdvantage.net)



### GRH cost

The cost of the GRH is a small fee of \$10 per year. ATA will use its best efforts to provide the Guaranteed Ride Home in accordance with the guidelines shown above. By requesting assistance from the Guaranteed Ride Home program, the rider in the program explicitly acknowledges that ATA assumes no liability for the timeliness of the GRH participating vendor(s) or any accidents that may occur on the conveyance.

04-12-13

**ATA**  
VANPOOL ADVANTAGE NETWORK  
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