



ConnectingVA RIDE HOME REWARDS

PARTICIPATION GUIDELINES

Eligibility Requirements

Eligible commuters may use the ConnectingVA Ride Home Rewards program up to six (6) times annually from their ConnectingVA account activation date, with a maximum of two (2) trips in any month. Commuters must meet the following eligibility criteria and agree to adhere to the requirements and operations of the program as written below.

1. Must have a ConnectingVA account and have completed the following information in their account profile.
 - a. Entered a cell/mobile phone number in the "Contact Info" section of their account and enabled texting.
 - b. Entered a valid email.
 - c. Entered the name of employer/company.
 - d. Entered the work location that must be an official employer location, not a home or public Wi-Fi location.
2. Must be a full-time or part-time employee whose physical work location is one of the Virginia counties, cities or towns listed in the table below.
3. Must have recorded at least six (6) carpool, vanpool, or transit trips to work in the preceding 30 days and the day the ride is requested.
4. Commuters must be able to receive text messages. ConnectingVA uses text messages to confirm, arrange, and notify an approved commuter regarding their trip home or to their car.
5. Hours of operation: Monday through Friday, 7 a.m. – 6 p.m. For unexpected overtime that requires the commuter to work past 6 p.m., the commuter must request their trip prior to their regularly scheduled work end time and no later than 6 p.m. The trip can be arranged to pick up the commuter after 6 p.m.
6. Reasons for use that result in unexpectedly needing to leave work early or late:
 - a. Unexpected illness.
 - b. Unscheduled overtime (No advance warning.)
 - c. Sickness of an immediate family member (child, spouse, parent).
 - d. Carpool or vanpool left early.
7. Ineligible uses:
 - a. Weather or natural disasters.
 - b. State of emergencies.

- c. Pre-scheduled doctor appointments or trips to a doctor's office, hospital, or urgent care office for the commuter's personal care.
 - d. Medical emergencies.
 - e. Building closures.
 - f. Business related travel.
 - g. Transit service disruptions.
 - h. Sober rides.
 - i. Working late without a supervisor's request.
8. Ride Home trips will be provided by Uber, Lyft or taxi and will only be provided from the official work location to home or to the commuter's car, if parked at a park-and-ride lot. There is no deviation to the trip to pick up medicine, a sick child, spouse or parent, or any other reason.
 9. Falsifying information, use of the program for a non-qualifying trip or abuse of the program in any way, will result in the commuter being prohibited from using the program. The offending commuter may be required to reimburse the ConnectingVA program for fraudulent trips.
 10. "No shows" – If a commuter does not show up for their scheduled trip, the "no show" will count as one of their allotted trips. Exceptions to this rule will be on a case-by-case basis if the commuter experienced an unavoidable circumstance that prohibited them from taking the ride or if the Uber, Lyft or taxi did not show up as requested.
 11. A commuter must **work** in one of the following areas:

Counties	Counties	Cities/Towns
Accomack	King George	Bristol
Albemarle	King William	Buena Vista
Alleghany	Lancaster	Charlottesville
Amelia	Lee	Chesapeake
Amherst	Louisa	Chincoteague
Appomattox	Lunenburg	Colonial Heights
Augusta	Madison	Covington
Bath	Mathews	Danville
Bedford	Mecklenburg	Emporia
Bland	Middlesex	Franklin
Botetourt	Montgomery	Fredericksburg
Brunswick	Nelson	Galax
Buchanan	New Kent	Hampton
Buckingham	Northampton	Harrisonburg
Campbell	Northumberland	Hopewell
Caroline	Nottoway	Lexington
Carroll	Orange	Lynchburg
Charles City	Page	Martinsville
Charlotte	Patrick	Newport News
Chesterfield	Pittsylvania	Norfolk
Clarke	Powhatan	Norton
Craig	Prince Edward	Petersburg
Culpeper	Prince George	Poquoson

Cumberland	Pulaski	Portsmouth
Dickenson	Rappahannock	Radford
Dinwiddie	Richmond	Richmond
Essex	Roanoke	Roanoke
Fauquier	Rockbridge	Salem
Floyd	Rockingham	Staunton
Fluvanna	Russell	Suffolk
Franklin	Scott	Virginia Beach
Frederick	Shenandoah	Waynesboro
Giles	Smyth	Williamsburg
Gloucester	Southampton	Winchester
Goochland	Spotsylvania	
Grayson	Stafford	
Greene	Surry	
Greensville	Sussex	
Halifax	Tazewell	
Hanover	Warren	
Henrico	Washington	
Henry	Westmoreland	
Highland	Wise	
Isle Of Wight	Wythe	
James City	York	
King And Queen		

Commuters are not eligible for the ConnectingVA Ride Home Rewards if their work location is in the District of Columbia, Maryland, anywhere outside of the Commonwealth of Virginia, or the Virginia counties of Arlington, Fairfax, Loudoun, and Prince William, and the City of Alexandria, as well as all cities and towns within the mentioned counties. Commuters with work locations these areas may be eligible for the [Commuter Connections Guaranteed Ride Home Program](#) (1-800-745-7433) operated by the Metropolitan Washington Council of Governments.

Service Operations

Rides may be requested only through the ConnectingVA app or website (<https://connectingva.agilemile.com/>) Monday through Friday, 7:00 a.m. – 6:00 p.m. Ride Home Rewards service does not operate on weekends or the observed Virginia state and Federal holidays (listed below).

HOLIDAYS – NO SERVICE

New Year's Eve Day
New Year's Day
Martin Luther King Jr. Day
Washington's Birthday/President's Day
Memorial Day
Juneteenth
Independence Day
Labor Day

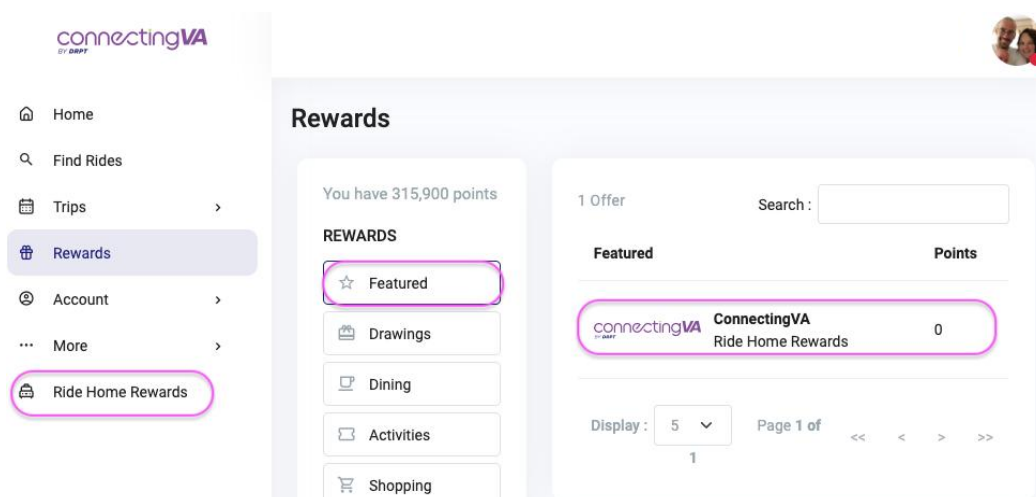
Columbus Day/Yorktown Victory Day
Election Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day

How to Request a Ride

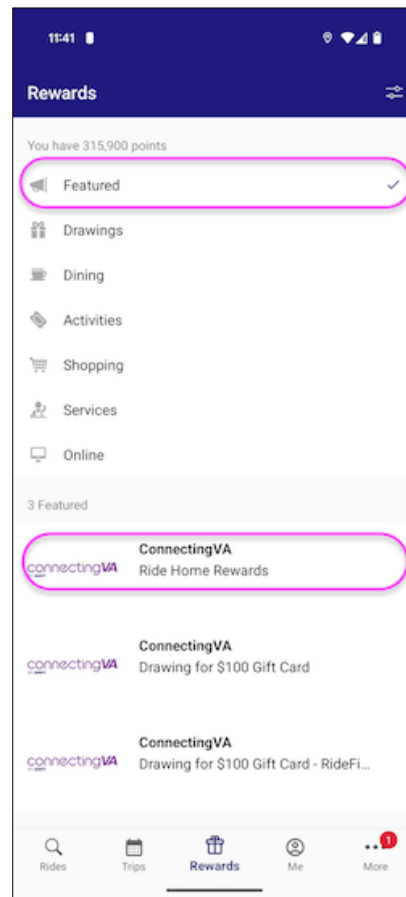
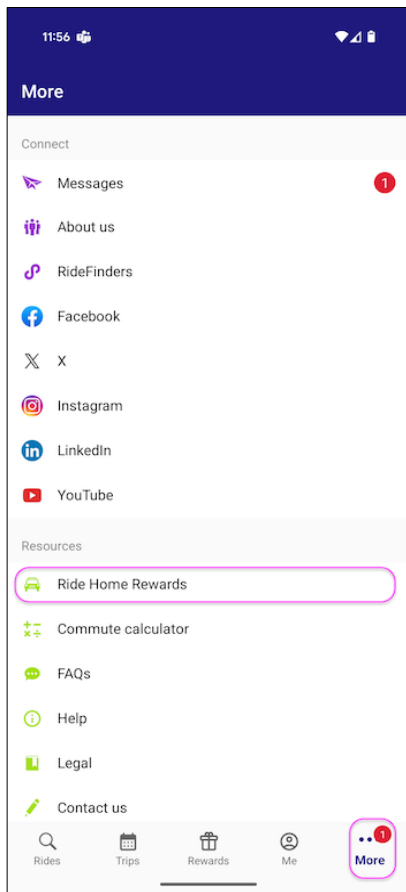
If you have met the eligibility requirements, follow these steps to get your reward:

1. Log in to your ConnectingVA account
2. Select “Ride Home Rewards” from either the “Featured Rewards” section or the “More” tab.

Web app:



Mobile app:



3. If you have met the eligibility requirements, press the “Select” button if using the web app, or “Redeem for 0 points” if using the mobile app. If you have not met the requirements, you’ll see red text that specifies the criteria you have not met.

Web app:

Reward



ConnectingVA
Ride Home Rewards



Ride Home Rewards

If you are a full or part-time employee and use a carpool, vanpool, or ride transit to commute to work, this reward will help you to get home or to your car at a park-and-ride lot when something unexpected happens that causes you to be unable to catch your normal ride home.

To qualify you must have recorded six (6) carpool, vanpool, or transit trips to work in the last 30 days prior to your request and have taken one of those modes to get to work on the day of the request.

This program is available Monday through Friday between 7:00 am – 6:00 pm EST, excluding federal and state holidays. However, for unexpected overtime, you may schedule the trip prior to 7pm to be picked up later.

By redeeming your reward, you confirm you have read and agree to the [Participation Guidelines](#).

Mobile app:



Ride Home Rewards

Ride Home Rewards

If you are a full or part-time employee and use a carpool, vanpool, or ride transit to commute to work, this reward will help you to get home or to your car at a park-and-ride lot when something unexpected happens that causes you to be unable to catch your normal ride home.

Terms

To qualify you must have recorded six (6) carpool, vanpool, or transit trips to work in the last 30 days prior to your request and have taken one of those modes to get to work on the day of the request.

This program is available Monday through Friday between 7:00 am – 6:00 pm EST, excluding federal and state holidays. However, for unexpected overtime, you may schedule the trip prior to 7pm to be picked up later.

By redeeming your reward, you confirm you have read and agree to the [Participation Guidelines](#).

4. You'll be prompted to select an answer to a series of questions. **Please note that these answers cannot be changed or altered after redeeming the reward.**

Web app:

Reward


ConnectingVA
Ride Home Rewards

What is your current employment status?

- select -

How did you get to work today?

- select -

Why do you need to request a ride home?

- select -

When do you need to take this ride?

- select -

You can only be picked up at the work location you provided in your account profile

- select -

Where do you need to go to?

- select -

Please select your mobile (cellular) phone number. Your phone must be able to receive texts.

- select -

Please acknowledge that you have read & agree to the Participation Guidelines, and you understand that before scheduling a ride for you, you'll receive a phone call to confirm your request.

- select -

Back

Submit

Mobile app:

12:11

← Question (1 of 8)

What is your current employment status?

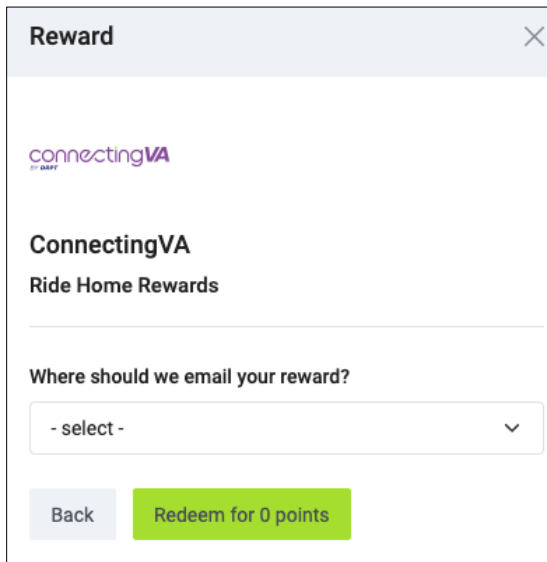
Employed full-time

Employed part-time ✓

Not employed

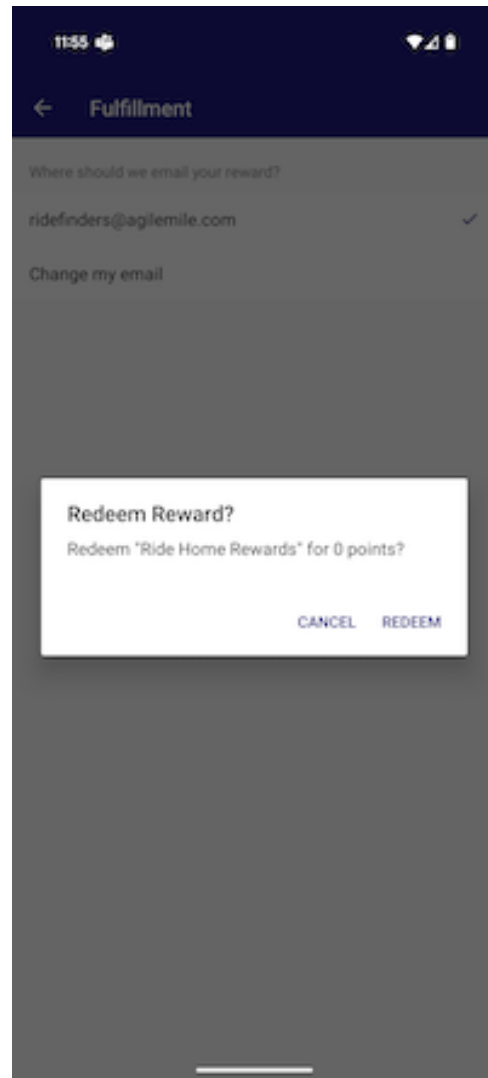
5. Select a valid email to receive your confirmation message, and press “Redeem for 0 points” on the web app, or “Redeem” on the mobile app.

Web app:



The screenshot shows a web app interface for redeeming a reward. At the top, there's a header bar with the title "Reward" and a close button (X). Below the header, the "connectingVA" logo is displayed. Underneath the logo, the text "ConnectingVA" and "Ride Home Rewards" are shown. A section titled "Where should we email your reward?" contains a dropdown menu with the text "- select -". At the bottom of the screen, there are two buttons: a light blue "Back" button and a green "Redeem for 0 points" button.

Mobile app:



The screenshot shows a mobile app interface for the "Fulfillment" screen. The top navigation bar is dark blue with a back arrow and the title "Fulfillment". Below the header, the text "Where should we email your reward?" is followed by the email address "ridefinders@agilemile.com" with a checkmark to its right. Below this, there is a link that says "Change my email". A white modal dialog box is overlaid on the screen with the title "Redeem Reward?". The text inside the modal says "Redeem 'Ride Home Rewards' for 0 points?". At the bottom of the modal, there are two buttons: "CANCEL" and "REDEEM".

After Redeeming Your Ride

You will receive an email confirmation for your ride request (see example below), as well as a call from the program administrator to confirm the details of your request and, if approved, arrange the ride for you.



Hi Rich,

We have received your request for a ConnectingVA Ride Home Rewards ride. To complete the arrangements for your ride, we will contact you shortly with the phone number you provided to us in your request.

Please be prepared to confirm the details of your ride request, including the pick-up and drop-off locations, as well as the reason for needing this ride.

Please note:

- *All information entered in the program request form cannot be changed.*
- *By accepting this ConnectingVA Ride Home Rewards ride, you are allowing us permission to contact your supervisor should we need to confirm any details of the reason for your request.*
- *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.*

Thank You,
The ConnectingVA Program Staff

If you are found to be ineligible, your ride will not be ordered, and we will reverse your redemption.

Taking the Ride

Uber or Lyft

If an Uber or Lyft is ordered for you, you will receive a text message with the details of your ride, including the pick-up time, driver information, and ride details.

If Uber and Lyft service is unavailable, the ConnectingVA program administrator may provide a phone number for a local taxi and direct you to arrange for your own transportation by taxi. To receive reimbursement for your taxi trip, you must obtain a receipt and the ConnectingVA program administrator will provide an email address for you to send the receipt for reimbursement. If the reimbursement is approved, an email will be sent to you that will include a link to a digital gift card for the cost of your ride.

Tipping is encouraged but is not reimbursable by ConnectingVA.

Note: Once a ride has been arranged, you cannot make changes to the pick-up and drop-off locations.

Enjoy the Ride!