

Frequently Asked Questions

What is the CommuteInfo program?

CommuteInfo is a program of the Southwestern Pennsylvania Commission. CommuteInfo provides a FREE regional rideshare matching service for motorists interested in alternatives to driving to their workplace, such as taking transit, carpooling, vanpooling, biking and walking. The goal is to provide viable options, incentives and encouragement so employers promote and commuters choose ridesharing at least twice a week.

What is CommuteInfo's service area?

CommuteInfo serves employers and employees working, living or attending school within the 10 counties in Southwestern PA, including Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland Counties as well as the City of Pittsburgh.

Where is the CommuteInfo program located?

The Southwestern Pennsylvania Commission's CommuteInfo program office is in the Regional Enterprise Tower in downtown Pittsburgh. The street address: is 425 Sixth Street, Suite 2500, Pittsburgh, PA 15219.

What is the address for the CommuteInfo website?

WWW.COMMUTEINFO.ORG (not case sensitive)

What will it cost me to register with the CommuteInfo program?

There is absolutely **no** cost to register.

Why should commuters register with the CommuteInfo program?

CommuteInfo would like to be able to reward commuters for ridesharing. By registering with our program, commuters will receive informational updates and may be eligible for other discounts as well as participation in the Emergency Ride Home service.

What is the Emergency Ride Home service?

The CommuteInfo Emergency Ride Home (ERH) service is a safety net for commuters in the event of an unexpected personal or family emergency, personal illness, unscheduled overtime, or other eligible event. The pilot phase of this project, which began January 1, 2006, will be available to only those commuters registered with the CommuteInfo program who are participants in a registered carpool or vanpool (how can you register?). The pilot phase of the regional program will last 6 months, after which time the program will be re-evaluated and restructured as needed.

What happens if a commuter needs an Emergency Ride Home?

Commuters simply make arrangements to get home (just remember to qualify for reimbursement you: must be registered with CommuteInfo, participating in a registered carpool or vanpool, riding in the carpool or vanpool the day they need the ERH and the reason for their ERH must fall within the program guidelines).

Will commuters be reimbursed for all of their costs?

The maximum number of trips that will be reimbursed annually is 4 per registered commuter or up to a total of \$100 worth of trips (annually). This program operates on a calendar year. Every January all participants must re-register and then start over with the 4 rides and the \$100 limit (unused rides and/or reimbursements will not be carried over from year to year).

Why is ridesharing important?

CommuteInfo program staff knows the regional employment is projected to grow by 84,628 (5.46%), from 1.464 million in 2000 to 1.549 million by 2030 – which will only increase the number of commuters! A strong ridesharing program can benefit the Southwestern PA community in many ways: reducing traffic congestion and road wear, reducing demand on limited parking resources, promoting healthier lifestyles and less stressful commutes, reducing dangerous emissions and promoting flexibility for the workforce.

Why do you need phone numbers [or other personal information to complete the Commuter Profile]?

In order to find the best match for commuters, we need to know where they begin and end their commute. The information we collect is kept in confidence and our list is not sold or rented to anyone. When match lists are created they include names and contact information for potential ridesharers.

Where can commuters get bus information/schedules for [my area]?

A list of all the public transit operators within the region is available on-line at www.CommuteInfo.org and in the program brochure, *Today is the Day to Ride the Bus*. Since updates are made regularly, CommuteInfo recommends commuters check with the transit operators directly regarding scheduling, fares, etc.

What is a vanpool like?

Vanpools generally have a set number of pick-up stops where riders gather to get on the van. Each van has an assigned driver and back-up driver. If the matchlist includes vanpools, CommuteInfo encourages commuters to contact the driver to ask about that particular van to see if it would be a good match.

Will the vanpool pick commuters up at their houses?

No. Although the pick-up and drop-off locations are usually centrally located areas where the riders can meet to board the van and may be within walking distance of their homes. Commuters will be provided the pick-up and drop-off information before a commitment to join a van is made.

Where can commuters find information on biking to work [bike trails]?

The CommuteInfo website includes information about biking to work. If commuters do not have access to the internet, CommuteInfo can send information through the mail.

1-888-819-6110