

Emergency Ride Home Service Guidelines

The CommuteInfo program's Emergency Ride Home service is currently available to those commuters registered with the CommuteInfo program who are participants in a registered carpool or vanpool. To register, contact the CommuteInfo staff by [email](#) or by calling 1-888-819-6110.

Eligibility by Employment Status:

- Full Time employees
- Part Time employees
- Full Time Students
- Volunteers
- Part Time Students

Eligibility by Mode:

- Registered Carpoolers
- Registered Vanpoolers

Eligibility by Usage of Non-Single Occupant Vehicle Mode:

Must be registered with the CommuteInfo program, ridesharing at least twice a week and on the day the emergency ride is requested. To register, contact the CommuteInfo staff by [email](#) or by calling 1-888-819-6110.

Eligibility by Trip Purposes:

- From work to home
- From work to hospital/doctor's office
- From work to school or daycare (e.g., pick-up sick child)
- 1 stop allowed (e.g., from work to doctor's office to home)

Reasons for Use:

- Unscheduled overtime or late meeting (i.e., no advance warning)
- Sickness or accident of immediate family member (child, spouse, parent)
- Breakdown or accident of carpool vehicle on way to or from work (i.e., not a vehicle that was planned to be in the shop for several days)
- Carpool partner or vanpool driver had to unexpectedly leave work early (e.g., sickness)
- Sorry, the ERH service cannot be used for working late without a supervisor's request, weather emergencies, any type of building closings or evacuations or acts of God.
- **The ERH program is for unexpected emergencies and unexpected overtime only.** ERH may not be used for personal errands, previously scheduled appointments or business-related travel.

Modes Used to Provide Service: A variety of modes may be utilized depending on the location and circumstances (see [suggested service providers list](#)).

- Taxi
- Rental car
- Transit

Program Requirements:

- Commuter must be pre-registered with the CommuteInfo ERH service and must agree to the terms of service in order to receive a ride. To register or to receive a copy of the terms of service, contact the CommuteInfo staff by [email](#) or by calling 1-888-819-6110.
- Each registered commuter can access a total of 4 ERH each year or a cumulative total of \$100 worth of ERH trips, even if the number of trips is less than 4.
- Commuters must re-register annually to maintain their ERH registration. Commuters must contact the CommuteInfo office to re-register and update their registration information.
- Depending on the nature of the emergency, and home and work locations, a commuter using the ERH service may use a taxi, car rental, transit, or any combination of these services to reach their destination point. The CommuteInfo program will pay for one vendor service and/or one transit service per request. The commuter must submit their ERH [refund application](#) and receipt to the CommuteInfo office within thirty days of the ERH trip. Please allow 45 days from receipt for review and reimbursement.
- If the ERH trip is made by Access, the commuter will not pay for their trip at the time it is taken. Access will bill the CommuteInfo program directly for the ride. The commuter will still be required to submit a [refund application](#) for the ride. If the ride is not eligible under the ERH guidelines (described above) and/or the [refund application](#) is not submitted, Access will then bill the commuter directly for the cost of the ride.
- If the ERH 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), additional rental charges if auto is not returned within a 24-hour period (unless the CommuteInfo program staff has given prior approval for additional rental time). The commuter will be responsible for any loss or damage to the rental car.

ERH is a free service provided by the CommuteInfo program. CommuteInfo program staff will use their best efforts to administer the Emergency Ride Home in accordance with the guidelines shown above. By requesting assistance from the Emergency Ride Home service, the participant in the program explicitly acknowledges that the CommuteInfo program assumes no liability for the timeliness of the ERH participating vendor(s) or any accidents that may occur on the conveyance.