



EMERGENCY Ride Home

What is the MassRIDES Emergency Ride Home Program?

It's our promise to any of your employees who use travel options such as transit, carpooling, vanpooling, bicycling or walking to work, that we'll pay for their ride home if they experience a qualified emergency. It's one of the many free services that MassRIDES provides to our partners. An ERH program provides that extra reassurance people need in order to choose an alternative to driving alone, and it's an added benefit for those who already use an alternate commute mode.

Who Can Use the ERH Program? Any employee who commutes to work by transit, carpool, vanpool, bicycle, or by walking **at least twice a week** and who enrolls in the program

What is a Qualified Emergency?

Unexpected personal illness/emergency, unexpected family illness/emergency, unscheduled overtime at supervisor's request, carpool driver has emergency or unscheduled overtime. **What is not covered?** *Personal errands, pre-planned medical appointments, business-related travel, working overtime without supervisor's approval, on-the-job injury, weather-related events, transportation system delays, utility system failure, building closings*

Where Can They Go? The ERH program provides flexibility to employees who experience a qualified emergency, and allows them to choose from a wide array of destinations that can best serve their needs. Qualified destinations include: home, their vehicle (if they are parked at a transit station or park and ride lot), their child's school or day care or to a medical facility.

How Can You Get There? By transit, taxi or rental car

How Often Can You Use It? Up to four times per calendar year per employee

An Employee has an Emergency: What Do They Do? They arrange for emergency transportation (transit, taxi, or rental car). They take the trip, pay for the emergency ride, and keep their receipt.

How Does the Employee Get Reimbursed? They bring their receipt to their ERH Coordinator. They and their ERH Coordinator complete and sign a Trip Summary. They submit the receipt and Trip Summary to MassRIDES within two weeks. MassRIDES will reimburse the employee for the cost of the trip. *Taxi gratuity, rental car taxes, insurance, and fuel costs are the responsibility of the employee.*

How Do We Administer the ERH Program? Confirm Trip Summaries and verify all emergency ride receipts (taxi, transit, or rental car) from eligible employees

MassRIDES

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