

ERH Guidelines



Emergency Ride Home Guidelines

MassRIDES Emergency Ride Home (ERH) Program supports commuters who commute green with a free ride if an unexpected emergency arises. ERH provides "commuter insurance" for those who carpool, take transit, bicycle, walk or vanpool to work. Participants simply take a taxi or rental car from their worksite, get a ride from a coworker, or take transit in the event of an emergency, and submit a reimbursement request. MassRIDES will reimburse the individual up to \$100 for the cost of getting home for trips submitted within 30 days.

Who Can Use ERH:

An individual must be enrolled in ERH and carpool, vanpool, take transit, bicycle, or walk at least twice per week and on the day of program use. The individual must also be an employee of a participating MassRIDES employer partner worksite that is registered for ERH.

Qualified Emergencies:

- Unexpected personal illness/emergency,
- Unexpected family illness/emergency,
- Carpool leaves due to an illness/emergency,
- Unexpected mandatory overtime.

Please note the following **do not qualify** as emergencies:

- Rides to work,
- Personal errands or pre-planned appointments,
- Scheduled overtime,
- On-the-job injury,
- Weather-related events,
- Transit system delays/closures,
- Vehicle failure,
- Building closings,
- Shift times that end outside of transit service hours.

Acceptable Destinations:

- Home,
- Park and Ride lot or transit station where a vehicle is parked,
- Child's school or day care,
- Medical facility,
- Interim stops are accepted if they are part of the emergency (e.g., child's school then home).

How to Get There:

- Taxi—typically the quickest and most convenient option.
- Transit—if timely service is provided between origin/destination.
- Rental Car—if the trip is more than 20 miles and time allows for rental process.
- Co-worker/Friend—get a ride from an individual and they will be reimbursed for the mileage at the federal mileage rate.

Steps to Follow When an Emergency Arises:

1. Arrange for emergency transportation.
2. Take the trip originating at employee's workplace and pay for the emergency ride—make certain to **keep the receipt**.
3. Submit request for reimbursement.

ERH Trip Allowance:

ERH trips will be reimbursed up to \$100 per trip, with up to four (4) trips per individual per calendar year.

Reimbursement Details:

Following an emergency ride, an individual submits a reimbursement request at www.commute.com. The receipt must be scanned and attached (if applicable) within 30 days of the trip. The individual's employer must approve the request. Following employer and MassRIDES approval, a check is issued within 30 days.

Additional Guidelines & Restrictions:

- Rental car: reimbursement covers a 24-hour economy/compact rental; individual must be able to access a rental facility or a no-cost pick-up service; and meet standard requirements of the provider; individual is responsible for insurance, fuel costs, and any expenses exceeding 24-hour limit.
- Students are not eligible for ERH; an individual must be a paid employee.
- A trip expense exceeding \$100 will be paid at the capped amount.
- Reimbursements for car share services are not permitted.
- Reimbursements for taxi services cannot include a driver tip.
- ERH is not to be used for emergency medical care in lieu of ambulance or other appropriate medical transport service or for work related injuries.

Register for ERH at www.commute.com
1.888.4COMMUTE