

Emergency Ride Home



Interested in trying out ridesharing, but anxious about losing the flexibility of driving alone? CommuteInfo's Emergency Ride Home service (otherwise known as ERH) offers commuters who regularly carpool, vanpool, bikepool or use an eligible transit service, with a reimbursement for a ride home due to an unexpected emergency.

Eligible commuters make take advantage of ERH to get home for unexpected emergencies such as personal illness, family emergencies, unscheduled overtime, or other covered events. Each registered commuter can be reimbursed for a total of 4 ERH rides each calendar year or a cumulative total of \$100 worth of ERH trips, even if the number of trips is less than 4.

Plan Ahead!

Before you need to use ERH, it is important for commuters to understand program eligibility requirements! This brochure provides an overview of the ERH service.

It is recommended that you identify one or several possible ERH providers for your commute in advance, and keep their contact info in a convenient location, such as your wallet or purse.

Transit Riders

Transit riders in southwestern Pennsylvania may also be eligible for the CommuteInfo Emergency Ride Home service. Eligibility is determined by transit operator. Contact these participating providers directly for more information.

Beaver County Transit Authority
724-728-8600

Butler Transit Authority
724-283-1783

Fayette Area Coordinated Transit
1-800-321-7433

Freedom Transit
724-223-8747

Indiana County Transit Authority
1-800-442-6928

New Castle Area Transit Authority
724-654-3130

Mid Mon Valley Transit Authority
724-489-0880

Town and Country Transit
1-800-245-8588

Westmoreland County Transit Authority
1-800-221-9282



a better way to work

1-888-819-6110

Operating a customer-focused full service commuting options resource center, running the region's vanpool and carpool programs, and facilitating the forum for coordinating regional ridesharing efforts—SPC's CommuteInfo Program is the regional one stop shop for ridesharing services.



“ I would like to share a ride, but what if there is an **emergency** and I need to get home? ”

Emergency Ride Home



a better way to work

Check Your Eligibility for Emergency Ride Home

Please review the following eligibility requirements to ensure that you are eligible to take advantage of the CommuteInfo Emergency Ride Home (ERH) Service.

You must be registered with the CommuteInfo program, ridesharing at least twice a week and on the day the emergency ride is requested. To register, either complete a "Commuter Profile" online or call toll-free: 1-888-819-6110.

Eligible Commuting Modes

(Select one of the following)

- CommuteInfo Bikepool Commuter
- CommuteInfo Carpool Participant
- CommuteInfo Vanpool Participant
- Eligible Transit Rider - participating transit operators listed on the back of this pamphlet

Eligibility by Employment Status

(Select one of the following)

- Full Time & Part Time Employees
- Full Time & Part Time Students
- Volunteers

Eligibility by Trip

(Select one of the following)

- From work to home
- From work to hospital/doctor's office
- From work to school or day care (e.g., to pick-up a sick child)

One stop is allowed (e.g., from work to doctor's office, then to home)



Reasons for Use

(Select one of the following)

- Unscheduled overtime or late meeting
- Sickness or accident of immediate family member (child, spouse, parent)
- Breakdown or accident of carpool vehicle during the commuting trip
- Carpool partner or vanpool driver had to unexpectedly leave work early (e.g., sickness)

Program Restrictions

- ERH cannot be used for working late without a supervisor's request, weather emergencies, any type of building closings, 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.

How to Get Home

Depending on the nature of the emergency, and home and work locations, a commuter using the ERH service may use a taxi, car rental¹, 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.

¹ 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.

My Emergency Ride Home Plan

CommuteInfo recommends that you think through how you would use Emergency Ride Home before you need it. By planning ahead, it will be easier for you to get yourself home when you encounter an unexpected emergency.

The most important aspect to your Emergency Ride Home Plan is determining which transportation provider you will use. Use the simple form on the right to write in which providers you plan to use if you happen to need an Emergency Ride Home.

If you need help finding a provider, you can access a list of suggested providers at CommuteInfo.org, or by calling 1-888-819-6110.

Emergency Ride Home Provider (Primary)

Company Name _____

Phone Number _____

Notes: _____

Emergency Ride Home Provider (Backup #1)

Company Name _____

Phone Number _____

Notes: _____

Emergency Ride Home Provider (Backup #2)

Company Name _____

Phone Number _____

Notes: _____