

Emergency Ride Home

COMMUTER SERVICES OF PENNSYLVANIA



Many people think, "I'd like to carpool or ride the bus to work, but what happens if I get sick during the day, or the person I rode with has to leave for some reason? What if my child gets sick at school and I don't have my car? What if I'm asked to stay late for unexpected overtime?"

Commuter Services knows that these concerns can cause many people to think they need their car every day "just in case", That is why we offer the FREE Emergency Ride Home program!

Frequently Asked Questions

What is an Emergency Ride Home? *

A reimbursement for a qualified emergency ride for commuters who use options other than commuting alone to work in their personal vehicles.

Who can use an ERH?

Anyone who commutes to work at least twice a week by transit, carpool, vanpool, bicycle, or walking, and lives or works in Adams, Berks, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, Perry or York Counties.

What is a "qualified emergency?" *

An unexpected personal illness/emergency, unexpected immediate family illness/emergency, or unscheduled overtime at your supervisor's request. Immediate family is husband, wife, child, brother, sister or parent. You are able to utilize the ERH program if your current mode of transportation is delayed an hour or if the delay causes you to miss your connection to another mode. For example: If you take the train to a bus stop, take the bus to your home, and the train is over an hour late which makes you miss your bus, this is considered a qualified emergency. Also - if a commuter's carpool driver has a qualified emergency or supervisor-approved, unexpected overtime.

What does not qualify?

Trips like personal errands, non-emergency medical appointments, business-related travel, working overtime without a supervisor's approval, and on-the-job injury. **Please call for clarification on what qualifies as an emergency.**

Where can commuters go on their ride?

Qualified destinations are to their home, vehicle (if parked at a transit station or carpool/vanpool pick up site), child's school or daycare, or a medical facility. Trips may also include several stops, such as to the child's school, a medical facility, and then home.

Is there a limit for the number of emergency rides?

A maximum of **six** (6) rides and up to **\$100** per ride will be refunded per calendar year, per commuter.

Who pays for the ride?

The commuter pays for the ride and is reimbursed by Commuter Services for qualified rides. If their employer is enrolled in our program, the employer can pay for any emergency rides home and the employer will be reimbursed by Commuter Services. Ask your employer if they participate in this program or call Commuter Services.

Step by Step Instructions

1. If you qualify for the program, please enroll online or by contacting Commuter Services. You **must** be enrolled in the program prior to the date of the emergency trip.
2. **An individual finds, coordinates and pays for their transportation trip(s).** The commuter decides how they are transported, for example by taxi, transit, car rental or by a co-worker. Reimbursement is based on the receipted fare or equivalent of the IRS rate for mileage reimbursement. Taxi tips are reimbursed by Commuter Services. We ask that commuters use discretion when tipping.
3. After the Emergency Ride Home, commuters or employers simply submit their reimbursement form and any accompanying receipts to Commuter Services by fax or mail **within thirty (30) days following any trip.** Commuter Services may contact the commuter or employer to verify information and eligibility. Please allow at least 60 days for reimbursement. A reimbursement form is available on our website or by mail.



Scan the QR code, visit www.PaCommuterServices.org or call 1.866.579.RIDE to enroll or for more information!

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*Note: ERH is not to be used to access emergency medical care in lieu of ambulance or other appropriate medical transport service or for work-related injuries.

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