

Emergency Ride Home

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.” But we have an Emergency Ride Home program so that anyone who is enrolled with Commuter Services can receive up to 6 emergency rides a year.

Anyone who commutes to work at least twice a week by transit, carpool, vanpool, bicycle, or walking is eligible to

This page will answer most of your questions on the program.

What is an Emergency Ride Home*?

A free ride home in a qualified emergency for commuters who use options other than commuting alone 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, 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 doesn’t 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.

How are employees transported?

The commuter decides how they are transported, for example by

use the Emergency Ride Home program. You decide how you will be transported, for example by taxi, transit, car rental or by a co-worker. Reimbursement is based on the receipted fare or the equivalent of the IRS rate for mileage reimbursement. You must pay for the emergency ride, and then submit a reimbursement form to Commuter Services, which is available by mail or on our website.

For more information on the Emergency Ride Home program, please call us at **1.866.579.RIDE** or go to our website: www.PaCommuterServices.org and click on the blue button on the left side that says **Emergency Ride Home**.

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Is there a limit on free rides?

A maximum of six (6) ERHs 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 for more information: 1.866.579.RIDE.

What about taxi tips?

Tips are reimbursed by Commuter Services. We ask that commuters use discretion when tipping.

Who coordinates the ride?

Individual commuters can find and coordinate their own transportation for their ERH trip(s). Participating employers identify a coordinator, who arranges for ERHs and gives employees cash (or equivalent) to pay for rides. An employee takes and pays for the ERH, then submits any receipts to their ERH coordinator. If employees must track mileage, they do so under their employer’s travel reimbursement policies.

How are trips reimbursed?

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 45 days for reimbursement.

How do commuters and employers enroll?

Contact Commuter Services by calling **1.866.579.RIDE**, or log on to www.PaCommuterServices.org.

**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.*

