

EMERGENCY RIDE HOME

PROGRAM PARTICIPATION OVERVIEW

The CTrides Emergency Ride Home (ERH) program is a “safety-net” for employees who regularly use an alternative commute to work. If an unexpected emergency arises, the ERH program will reimburse commuters who meet the guidelines for their trip – up to four (4) times a year.

WHO IS ELIGIBLE:

- Hartford Express Bus Riders who use a monthly or 31-day pass
- Rail parking shuttle commuters going to/from the Westport, South Norwalk, and Greenwich train stations that use a monthly ticket
- Shore Line East Monthly Pass holders whose employer has registered for the ERH program
- Carpoolers whose employer has registered for the ERH program
- Vanpoolers whose employer has registered for the ERH program
- Bicycle riders whose employer has registered for the ERH program

QUALIFIED EMERGENCIES:

- Unexpected personal or family illness/emergency
- Unexpected mandatory overtime
- Vanpool/carpool driver has emergency; or unscheduled overtime
- Vanpool breakdowns
- Building evacuation or shutdown due to unexpected emergency
- Shore Line East train cancellation or delay (Only if next train going to rider’s station is more than two [2] hours later than original train’s scheduled departure)

UNQUALIFIED EMERGENCIES:

- Rides to work
- Personal errands or pre-planned appointments
- Scheduled overtime
- Scheduled/unscheduled vanpool maintenance
- Weather-related events
- Transit systems delays/closures
- On-the-job injury
- Shift times that end outside of transit service hours



ACCEPTABLE DESTINATIONS:

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

ELIGIBLE MODES:

- Taxi
- On demand ride services
- Coworker reimbursement (at federal mileage reimbursement rate)

TRIP ALLOWANCE:

- An individual can submit up to four (4) reimbursement requests per fiscal year (July 1 – June 30)
- There is a max of \$100 allowance per trip (commuters may submit documentation for rides over \$100, but will only be reimbursed \$100)

STEPS TO FOLLOW WHEN AN EMERGENCY ARISES:

1. Arrange for emergency transportation.
2. Take the trip and pay for the emergency ride – make certain to keep the receipt.
3. Submit request for reimbursement **within 30 days of the trip** at www.CTrides.com/ERH

Additional Guidelines and Restrictions:

- Students are only eligible for the program if they are a monthly Hartford Express Bus Rider who use a monthly or 31-day pass.
- A qualified trip expense exceeding \$100 will be paid at the capped amount.
- When the Go CT Card is introduced in early 2017, a registered Go CT account will be required.
- The ERH program is not to be used for emergency medical care in lieu of an ambulance or other appropriate medical transport service or for work-related injuries.
- Commuters whose trips or emergencies cannot be verified will not be reimbursed for their expense.
- Rail parking shuttle commuters only – Rides are available to or from Westport, South Norwalk, and Greenwich stations, whenever New Haven Line trains are running and shuttles are not.
- The ERH program may be changed at any time without notice and reimbursement requests do not guarantee payment.



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