



## Emergency Ride Home Program Guidelines

### What is the Emergency Ride Home program?

Emergency Ride Home (ERH) is a service provided by **reThink**, a program sponsored by the Florida Department of Transportation. ERH allows you to carpool with confidence, bike with bravery or vanpool with valiance knowing that your choice to **reThink Your Commute** will not keep you from handling those emergency curveballs that life throws your way.

**reThink's** Emergency Ride Home program is for registered Central Florida commuters who experience a qualifying emergency event that prevents their chosen alternative mode of transportation from being a reliable way home. The ERH program reimburses the expense of cab fare, a rental car, or mileage, up to \$150 per claim, up to four times each year.

### Who can use the Emergency Ride Home program?

To qualify for the Emergency Ride Home program made available through **reThink**, the following guidelines must be met:

- Live or work in Brevard, Flagler, Lake, Marion, Orange, Osceola, Seminole, Sumter or Volusia County
- Maintain an up-to-date profile in **reThink's** commuter database (profiles must be updated every three months)
- Actively use an alternative mode of transportation for at least half of your commute trips (e.g. two times a week)
- Qualifying alternative modes of transportation to work include carpooling, vanpooling, riding the bus, using the train, walking, or bicycling
- Emergency event meets the qualifying criteria for reimbursement

The ERH program is a service for all commuters who live or work in our nine-county area that are registered with **reThink** and use an alternative mode of transportation two or more times per week for their commute trip. Whether you carpool, vanpool, use bus or rail, bicycle or walk to work, we are here to provide this service when a **qualifying emergency** arises.

## What is a qualifying emergency?

- *Illness*

Sometimes illness unexpectedly strikes while we're at work. When this happens, your carpool or vanpool group may not be able to take you home. Likewise, if you use transit, walk or bike to work, the last thing you may be able to do when you're sick is pedal or walk home. Unexpected illness during work hours is a qualifying emergency event.

Another example of a qualifying emergency event is if a dependent (e.g. a child) is sick and you must leave work in order to provide care.

- *Having to unexpectedly work late*

Even the most compatible carpool or vanpool group may find themselves in a situation where the driver or one of the passengers needs to stay at work for some surprise overtime. There may also be situations where you unexpectedly need to work later than the last scheduled transit route home. Unexpected overtime hours is a qualifying emergency event.

## What is not considered a qualifying emergency event?

Emergency Ride Home is not to be used for a ride *to* work, personal or work-related trips or scheduled overtime. Inclement weather or transit closures also are *not* qualifying events, so plan accordingly! Instances where you could have scheduled transportation ahead of time do not qualify for this program.

Additionally, you cannot use the ERH program for a ride to work, a trip to a medical facility, personal errands, more than the allowed one intermittent stop, scheduled appointments, medical appointments, scheduled overtime, company-wide emergencies or closures, business related travel, termination of employment, side trips, vehicular failures, transportation system and/or provider closures or failures, 911 medical emergencies, inclement weather, natural disasters or acts of God.

Please contact us directly if you are not sure if your situation qualifies for the Emergency Ride Home program.

## How many times can I use the ERH service?

You may make an ERH reimbursement claim up to four (4) times per calendar year, as long as you have an active registration with **reThink** and are using an alternative mode to get to work at least twice a week.

## How do I get reimbursed for a qualified Emergency Ride Home?

To be reimbursed for the expense of your Emergency Ride Home, you will need to submit a Reimbursement Claim Form. To make a claim, complete the Emergency Ride Home Reimbursement Claim Form and submit it by email, fax or mail.

By email: Email as an attachment to **ERH@reThinkYourCommute.com**

By fax: Fax completed claim form to **407-275-4188**, marked **ATTN: reThink ERH**

By mail: Send a completed form to **Florida Department of Transportation, ATTN: reThink, 133 S. Semoran Boulevard, Orlando, FL 32807.**

Reimbursement checks are typically available one to two weeks after an approved claim form is received and processed.

### Additional information on taxi reimbursement

- Ask for a receipt, as you will be required to submit a copy with your reimbursement claim form.
- You are allowed to make one emergency-related stop to pick up a sick child or a prescription if needed.
- Please note the \$150 limit.

### Additional information for rental car reimbursement

- **reThink** will reimburse the cost of a 24-hour car rental. Any charges after that time span are to be covered by the renter.
- If the rental car is needed on a Friday, the ERH program is unable to cover the cost for a Saturday or Sunday rental. Be sure to check with the car rental agency to determine if you can return the car on Saturday or if there will be additional weekend charges.
- When selecting a vehicle, please note that this program will only reimburse you for the cost of the most economical rental available at the time of pick-up/delivery. If the vehicle that the rental car company offers you is not in the “economy” class, we will require documentation from the rental car company stating that there were no economy class rates or vehicles available at the time of your reservation.
- Optional insurance purchased through the rental agency is the responsibility of the renter; the cost for optional insurance is reimbursable if included in the \$150 maximum reimbursement level.

- Some car rental companies provide free delivery of the vehicle to your worksite depending on the time the reservation is made. If this service is not available in your area and you have no other way to get to the pick-up location of the rental car, **reThink** will reimburse the cost of a taxi cab to get you to the car rental pick-up point.
- **Please note:** The total reimbursement level is \$150 for each emergency event, even if two transportation modes are needed to get home (e.g. you have to take a taxi to the rental company to pick up your rental car, etc.).

### **Additional information for mileage reimbursement**

- If you are able to arrange your own transportation through a co-worker, friend or family member, **reThink** will reimburse the cost of mileage up to \$150.
- The reimbursement will be made directly to the person providing the emergency transportation home.
- The individual who provided the Emergency Ride Home must provide contact information on the Reimbursement Claim Form so that we have all necessary information on file.
- The mileage reimbursement rate will match the current Florida state mileage reimbursement rate at the time of the ride.
- Reimbursements will be distributed by check only.

### **Additional Notes**

- **reThink** reserves the right to end or change the Emergency Ride Home Program at any time and without notice.
- Intentional abuse of the Emergency Ride Home program will result in suspension or termination of ERH privileges.
- Your employment and worksite location may be verified. You will be eligible for the program after your registration has been completely processed by **reThink** and you have been sent a confirmation letter or email. Please do not wait until you need a ride home to register, as you may not be immediately eligible.

- By registering in the **reThink** database, you acknowledge that **reThink** and its supporting entities or agencies do not endorse or recommend any transportation agency or provider and are not liable for any personal injury, loss, theft or damage to you or your property or for any consequential damages resulting from participation in the Emergency Ride Home program. The decision to accept a ride with a co-worker, via transit service, taxi, or other transportation provider rests entirely with the user.

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If you have additional questions regarding the Emergency Ride Home reimbursement program, please contact us at 1-866-610-RIDE (7433) or by e-mail at ERH@reThinkYourCommute.com.

