

# Emergency Ride Home Program



## About

The Emergency Ride Home (ERH) program makes it easier for commuters in Dane County to choose affordable, healthy, and sustainable transportation options, without worrying about how they will get home in an emergency.

**ERH ensures that you'll never be stranded at work in a qualified emergency situation when you choose to walk, bike, carpool, vanpool, or ride public transit.**

ERH is a safety net that benefits Dane County employers and commuters by making it easier to choose travel options that reduce driving, congestion and parking demand, and improve health.

**Emergency Ride Home is a free program funded by Dane County and administered by the Greater Madison MPO RoundTrip program.**

## Eligibility

ERH supports sustainable commuters in Dane County! You are eligible for ERH if you:

- Work in Dane County
- Register with RoundTrip and commute by carpool, vanpool, public transit, bike or walking for the majority of your trips

## What Is Covered?

ERH covers up to six rides home per year, up to \$75 per ride, in the following qualified situations:

- Personal or family illness when at work
- Illness of a carpool or vanpool driver making it impossible to rideshare home
- Bicycle breakdown on the way to or from work
- Unscheduled overtime requested by your supervisor

You may use an ERH voucher to get to:

- Home
- A park-and-ride
- A public transit connection point
- A hospital or doctor's office
- A daycare or school (this may also be a middle stop)

## What Is Not Covered?

ERH provides an occasional safety net for sustainable commuters. Participants may not use ERH as a regular transportation solution. ERH vouchers do not cover:

- Rides to work
- Personal vehicle breakdown
- Missed bus or carpool

- Working late by choice
- Transit service disruptions and/or delays
- Personal errands and appointments
- Rides to/from destinations such as the airport and entertainment venues
- Business-related travel
- Multiple rides in the same day, or multiple rides within another short period of time
- **Any situation for which riders are reasonably able to plan in advance.**

## How to Participate

1. Sign up for the [Emergency Ride Home](#) program with RoundTrip. Staff review requests within 1-2 business days.
2. If a qualifying emergency occurs, request an ERH voucher under “My Account” when logged into RoundTrip. **Only request a voucher at the time needed. The date on your voucher must match the date of your ride.** Print or show the digital voucher to the cab driver on your phone.
3. After requesting a voucher, call Union Cab at (608) 242-2000 to request a ride. Read about Union Cab’s latest safety protocols at [www.unioncab.com](http://www.unioncab.com).
4. If you are an approved participant but unable to generate a voucher due to technical difficulties or lack of access to a phone/computer, you may pay for the ride and submit your receipt to [roundtrip@cityofmadison.com](mailto:roundtrip@cityofmadison.com) for reimbursement (tips not included).
5. Important Details:
  - All rides are reviewed for consistency with program criteria. If a ride is flagged as inconsistent with ERH policy, the rider must provide a valid explanation or reimburse Dane County for the cost in order to continue to participate.
  - Riders are responsible for driver gratuity and any extra cost beyond \$75.
  - Riders must be present when the cab arrives – cabs will leave after five minutes.

## Help Us Make ERH a Success!

ERH is a free program for commuters in Dane County that supports carpooling, vanpooling, walking, bicycling, and riding public transit to work, and is designed for occasional use. To ensure the wise use of program funding, all rides are reviewed for consistency with the policies above, and riders may be removed from the program in cases of misuse.