RideFinders Emergency Ride Home Program

One of the most commonly cited concerns from commuters for not ridesharing, even though they would like to, is not having a way home from work in the event of illness, accident or emergency. Some commuters forego the benefits of a green commute "just in case" they need their car. RideFinders offers commuters a safety net to ease worries against being stranded when ridesharing. The Emergency Ride Home (ERH) program provides eligible, enrolled commuters who carpool, vanpool, bike, or ride the bus to work at least three days a week with a ride home or to your vehicle if an emergency occurs while at work.

There is no cost to register for the program! RideFinders offers four (4) free ERH rides per year. Program usage is restricted to four (4) times per calendar year while funding is available.

**Participation Guidelines**

To use the ERH Program, you must:

- Register for the program by completing an ERH application form online or calling RideFinders at 804-643-7433 to complete an application by phone. **Please note: ERH registration is separate from registering for RideFinders ridematching service. All information provided is subject to verification upon enrollment in the ERH Program.** When your registration is approved, RideFinders will send you an enrollment confirmation letter and an ERH pamphlet;

- Sign the general release and waiver of liability statement;

- Carpool, vanpool, bike, or ride the bus to work at least three days a week;

- Have an emergency which causes you to need the service. You must have carpooled, vanpoold, ridden your bike, or ridden the bus to work on the day you request to use the service.

- RideFinders reserves the right to verify your commute mode on the day the emergency ride home is used, the right to contact your supervisor for verification, and the right to revise program guidelines as needed.

**How Does the Program Work?**

Once you are registered for the ERH program and have received your confirmation letter, you may use the service.

- To use the ERH service, you must call RideFinders during operating hours, Monday through Friday, 8:00 a.m. – 4:30 p.m. except holidays and weekends. The ERH program is not available for weekend usage. Observed holidays include but are not limited to: New Years Day, Martin Luther King's Birthday, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

- Once the call is made for an emergency ride, RideFinders will confirm that you are a registered participant of the ERH program. You must have carpooled, vanpoled, ridden your bike, or ridden the bus to work on the day you request to use the program. **Please do not wait until you need a ride home to register as you may not be immediately eligible.**

- RideFinders will call the provider to request a taxi pickup for you. If you cancel an ERH trip after the taxi cab has been dispatched or do not show up for your trip, it will count as one of the four annual trips.

- RideFinders does not provide gratuity to taxi drivers. You are solely responsible for tipping the taxi driver.
• The taxi company will pick you up at work. You are required to show the driver a valid photo ID and your ERH voucher.

• On your first ERH trip, RideFinders will email or fax you a voucher and survey prior to your trip. ERH vouchers are non-transferable.

• You are required to complete, sign, and date the voucher. Present the voucher to the driver to complete his/her portion of the voucher and collect the voucher back from the driver.

• After your ride, complete the survey. Return the completed voucher and survey by mail, email or fax within thirty (30) business days after using the voucher.

• Once RideFinders receives and approves the first used voucher, we will mail the second voucher and survey to you within ten (10) business days. Keep your voucher and survey at work.

• If your ERH trip requires that you use Amtrak service or another 3rd party provider, you are required to complete the Emergency Ride Home Reimbursement Request Form. Mail the form and your original Amtrak or other transportation service receipt to: RideFinders, Attn: Client Services Coordinator, P.O. Box 1239, Richmond, VA 23218.

**How Do I Use the Service After Hours?**

RideFinders accepts requests for ERH service weekdays, 8:00 a.m. -4:30 p.m. There will be limited availability for the ERH program for after hours usage when the RideFinders office has closed for the day. Requests made after normal operating hours of 8:00 a.m. -4:30 p.m. are on a restricted basis and are subject to next day verification by RideFinders. Approval is not guaranteed. All expense incurred by non-approved usage is the responsibility of the requestor.

• The following guidelines are to be adhered to:
  o Call the approved taxi cab company located on the ERH card. Complete verification process by phone.
  
  o The following morning, you must call RideFinders to report your usage for the services to be covered. Please note: Failure to report usage will result in the commuter being solely responsible for paying the service provider.
  
  o A survey will be provided to you via email, fax or mail. Follow the guidelines stated above.

**What information is required when requesting an emergency ride home?**

The commuter should provide the following:

• Name
• Work phone number
• Reason for emergency
• Origin, destination, and mode of transportation
• Supervisor’s name and number to verify emergency
• Carpool partner name(s) and phone number(s) (if applicable), vanpool number (if applicable), or bus route (if applicable).

**The Emergency Ride Home Program MAY BE USED FOR:**

• An emergency at home such as a break-in, flood, or fire
• A sudden illness or injury to you or an immediate family member.
• Unexpectedly working late resulting in missing your bus or ride.
• Rideshare partner leaving early or staying late. (Rideshare partner will be called for verification.)
• A child sick at school.
• Bike damage (flat tire, broken chain, etc) when cycling while commuting from work and public transportation is not available within 30 minutes. Inclement weather (rain/snow) does not qualify.

Falsifying information related to the reason for using the Emergency Ride Home Program, the commute mode taken on the day of the program’s use, or otherwise abusing the program, will result in reimbursement for the charges incurred for the ride and restriction from using the program for one year.

The Emergency Ride Home Program MAY NOT BE USED FOR:
A ride to work, personal errands, pre-planned medical or dental appointments, business-related travel, intermittent stops or side trips, City/State office closures, scheduled overtime, scheduled appointments, company-wide emergencies or building closures and/or evacuations, inclement weather, natural disasters or acts of nature, 911 emergencies, termination of employment or layoffs, vehicular failures (unless it is the rideshare vehicle on the day of the emergency), work-related and/or bodily injury, ambulance service, transportation system and/or provider closures or failures. You may lose access to the program if it’s used in an unauthorized or inappropriate way.

How Often Can I Use the Emergency Ride Home Program and How Much Does It Cost?
The ERH program may be used up to four (4) times per calendar year. There is no co-pay! If you cancel an ERH trip after the taxi cab has been dispatched or do not show up for your trip, it will count as one of the four annual trips.

There is no cost to register for the program. When a trip is taken, you must return the completed ERH voucher and completed survey by mail, email or fax within thirty (30) business days in order to receive the next voucher.

RideFinders will pay the taxi company for ERH trips by taxi. RideFinders will not pay a gratuity. You are responsible for tipping the driver.

RideFinders will reimburse you for your car rental. You will need to submit the original car rental receipt and Emergency Ride Home Reimbursement Request Form to RideFinders.

Do I Need to Register Every Year?
Yes, you will need to register each year. Registration is valid for one year only. You must renew your ERH registration by calling RideFinders at 804-643-7433, faxing a completed form to 804-649-2513, renewing online at www.ridefinders.com, or mailing it to: RideFinders, Attn: Client Services Coordinator, P.O. Box 1239, Richmond, VA 23218.

The Emergency Ride Home Program will be effective each year beginning January 1 and ending on December 31. Please note: ERH registration is separate from registering for RideFinders ridematching service.

Vouchers are Non-Transferable:
You may NOT give your assigned voucher to another person. Each voucher is assigned to an individual. Unused vouchers do not carry over to the next year.

Replacement Vouchers:
Requests for replacement of vouchers due to damage or loss must be made in person at RideFinders by the participant with the proper proof of identification, driver’s license or State ID. A participant whose voucher(s) has been lost must complete a lost affidavit and will only receive replacement for the unused voucher.
Service Providers

If your commute is within the Richmond area, RideFinders will arrange for a taxi to provide you with transportation. Call RideFinders at 804-643-7433 to arrange your ERH trip.

If your commute takes you out of the Richmond area, RideFinders will assist you in contacting a car rental company to provide you with a vehicle to get home or to your vehicle. The rental company will then call you to arrange pick up so that you can complete the necessary paperwork. You will need to submit the original car rental receipt and Emergency Ride Home Reimbursement Request Form to RideFinders. Mail the form and your car rental receipt to: RideFinders, Attn: Client Services Coordinator, P.O. Box 1239, Richmond, VA 23218.

What are the requirements for receiving a car rental?
You will be solely responsible for the vehicle. You must meet minimum requirements for the car rental provider such as having a current, valid driver's license, and having a valid credit or debit card with funds for a temporary hold. Virginia State law requires that you carry liability insurance on your vehicle. Supplemental liability protection, collision damage, and deductible coverage are available at your expense.

Does RideFinders pay for the gas in the vehicle?
You will be responsible for the gas in the vehicle. RideFinders pays for only the car rental.

Could I drop the rental car off at a Park-N-Ride lot near the rental company? Does RideFinders pay if there is a drop-off fee?
Please be sure to observe the rental return policy of the car rental company. RideFinders will not be responsible for any fees associated with late returns, failure to drop off at proper location, or for rental periods longer than one day.

RideFinders reserves the right, at its sole discretion, to suspend or revoke participation in the Emergency Ride Home Program due to any abuse or misuse of the Program, including but not limited to falsification of registration information, falsification of information about taxi cab trips, or sharing or duplication of vouchers. Participants found to be abusing the program will not receive reimbursement and will be responsible for any costs incurred. RideFinders reserves the right to revise program guidelines as needed.