

The Emergency Ride Home (ERH) program takes the fear out of leaving your car at home. **If you are registered as a carpool or vanpool participant in the CommuteSmart database and are a resident of Jefferson or Shelby counties**, you are eligible for the Emergency Ride Home program.

We are now offering more options for you to make sure that the program fits your needs. Now you will have the option of taking a taxi, using a rental car, or having a friend/family member take you home, and get reimbursed for the cost of the trip by CommuteSmart. These changes are effective immediately.

**I HAVE AN EMERGENCY. NOW WHAT? YOU HAVE TWO OPTIONS:**

REIMBURSEMENT METHOD	CALL COMMUTESMART
<ol style="list-style-type: none"> <li>1) Employee determines appropriate method of transportation and arranges the ride home</li> <li>2) Pay for the ERH trip and keep the receipt</li> <li>3) Employee completes signs and mails ERH Employee Reimbursement Trip Summary along with trip receipt to CommuteSmart within ten (10) business days</li> <li>4) CommuteSmart will mail employee a check in the amount of the ERH trip costs</li> </ol>	<ol style="list-style-type: none"> <li>1) Employee calls CommuteSmart to arrange the ride home at <b>205-264-8429</b></li> <li>2) CommuteSmart will determine the best method for the ERH trip</li> <li>3) We will call and arrange for your transportation home</li> </ol>

**HOW CAN YOU GET THERE?**

**1) Taxi:**

- If the employee lives less than 50 miles away
- Can include a 10% taxi gratuity

**2) Rental Car:**

- If the trip is more than 50 miles away
- You **must** have a **valid driver's license** and **major credit card**, and in most cases be 25 years old to rent a car. Some rental car agencies will deliver a rental car to your workplace

**3) Mileage Reimbursement:**

- Mileage is reimbursed at the current federal rate
- Requires address of start and ending points

**HOW OFTEN CAN YOU USE THE PROGRAM?**

- Up to five times per year

**WHAT IF YOU NEED A RENTAL CAR?**

- Just pick up the phone and call for a compact rental car
- Use the rental car to get home during your emergency
- Save your receipt!
- Return the rental car to the location nearest your home or work within 24 hours

**HOW DO I GET REIMBURSED?**

- Save your original receipt
- Complete the Emergency Reimbursement Trip Summary
- Submit your receipt and completed Trip Summary to CommuteSmart within 10 business days

**CommuteSmart - ERH Program  
1731 First Avenue North, Suite 200  
Birmingham, AL 35203**

**EXCLUSIONS AND LIMITATIONS:**

- Personal errands
- Business-related travel
- Pre-planned appointments (i.e., doctor's visits)
- On-the-job injury
- Working overtime without supervisor's request
- Transportation system delays
- Weather-related events
- Unexpected acts of nature
- General ride to work
- Building closings

The CommuteSmart staff will be available Monday thru Friday, 8:00 a.m. - 5:00 p.m. at to answer any questions/concerns about the new ERH protocol. As always, we thank you for choosing CommuteSmart as your commuter services provider----assisting you in finding a smarter way to work.

Sincerely,

The CommuteSmart staff  
1-87-RIDEMATCH