

How to take an Emergency Ride Home

The Emergency Ride Home program assists County employees in getting home during or at the end of the workday when an emergency arises.

Emergency Ride Home Basics

Who is eligible?

County employees who regularly use one of the SHIFT Program benefits, such as the Transit Subsidy or Commute Cash, and who have used one of the following commute options to get to work on the day of their emergency: bike, walk, carpool, vanpool, or public transit.

How many times may you use an Emergency Ride Home?

Employees may use the ERH program up to 4 times per year.

You may use the Emergency Ride Home program for:

- Sudden illness of self or immediate family members or carpool partner.
- Personal or family emergency.
- Dependent care or daycare emergency.
- Supervisor-approved, unscheduled overtime.
- Carpool/vanpool emergency resulting in loss of ride home.
- Bicycle theft or breakdown.

Your Emergency Ride Home program MAY NOT BE USED for:

- Rides TO work.
- Public transit delays.
- Personal errands.
- On-the-job injuries (*worker's compensation regulations apply instead*).
- Bad weather or natural disasters.
- Pre-planned medical or dental appointments.
- Business-related travel (*contact your supervisor about travel expenses during work hours*).
- Pre-arranged overtime.
- Non-emergency side trips on the way home.
- Any rides NOT approved by your respective supervisor.

What are my transportation options in an emergency?

These options are listed in order of preference based largely on cost, however your request will be filled which ever manner you choose to get home!

1. A co-worker can take you home at the end of the workday, and we can pay them \$20.
2. You can take public transit.
3. You can take a County car from Motor Pool, with approval from your department Director.
4. You can take a taxi or a rideshare vehicle (such as, but not limited to, Uber or Lyft).

How do I get reimbursed?

1. Before you leave work for the emergency, **contact your supervisor** (email or text message) for documentation purposes. Reimbursements will only be granted for requests that are submitted to a supervisor before the trip was made.
2. Save documentation of the cost of your trip
 1. **Coworker ride home:** save a written exchange between yourself and your co-worker confirming that a ride was given. Include all parties.
 2. **Transit:** Keep the receipt and/or ticket showing the cost of the fare.
 3. **Motor Pool:** Find out from your supervisor or from motor pool the rate charged to your department for checking out a vehicle for your trip. Submit the cost and the charge code used.
 4. **Rideshare:** Take a screenshot of the trip you requested that clearly displays the date, the trip cost, and the origin and destination.

5. **Taxi:** Ask for a receipt at the end of your trip.
3. When you return to work, email commute@smcgov.org with the subject "Emergency Ride Home." Attach the conversation with your supervisor and your receipt.
4. Your reimbursement request will be reviewed by SHIFT staff and, if approved, you will receive a direct deposit or check via PONY (the County's internal mail) within 4-6 weeks.