

# RoundTrip Emergency Ride Home Program



## About

RoundTrip's free Emergency Ride Home (ERH) program makes it easier for commuters in Dane County to choose affordable, healthy, and sustainable options without worrying about how they will get home when unexpected circumstances arise.

ERH ensures that you'll never be stranded at work in an emergency when you choose to carpool, vanpool, bike, or take public transit.

ERH provides up to six Union Cab vouchers per year worth up to \$75 per ride. The program is made possible by generous funding from the Dane County Highway Department.

## Eligibility

ERH is a perk for sustainable commuters in Dane County! You are eligible for ERH if you:

- Work in Dane County and are registered with RoundTrip
- Regularly commute by carpool, vanpool, public transit, or bike (3+ days per week)
- Follow the rules outlined below

## What Is Covered?

ERH covers emergency situations when you are at work such as:

- Personal/family illness or crisis
- Illness of a carpool/vanpool driver
- Bicycle breakdown on the way to or from work
- Unscheduled overtime requested by your supervisor

You may use an ERH voucher to get to:

- Your 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 is meant to be used as an occasional safety net for sustainable commuters rather than a regular transportation option. As such, ERH cannot cover:

- When your personal vehicle breaks down
- When you are running late
- Rides to work, unless you have a bicycle breakdown along the way
- Personal errands and appointments (medical, dental, or other)
- Rides to destinations such as the airport and entertainment venues
- Business-related travel

- Multiple rides in the same day or within another short period of time, such as three rides in one week
- Transit service disruptions and/or delays
- Working late by choice
- Inclement weather, office closings/evacuations, and natural or man-made disasters
- In general, any situation for which you are reasonably able to plan for in advance

## How to Participate

1. Sign up for the [Emergency Ride Home](https://www.RoundTripGreaterMadison.org) program at [www.RoundTripGreaterMadison.org](https://www.RoundTripGreaterMadison.org). A RoundTrip staff member will review your request within one business day.
2. Once approved, you may request ERH vouchers under your “My Account” page when logged into RoundTrip. **Only request a voucher at the time you need it, as the date on your voucher must match the date of your ride.** You may print the voucher or show the digital voucher to the cab driver on your phone.
3. After requesting a voucher, just call Union Cab at (608) 242-2000 to request a ride! Read about Union Cab’s COVID-19 safety protocols at [www.unioncab.com](https://www.unioncab.com).
4. If you are unable to generate a voucher, you may pay for the ride and submit your receipt to [roundtrip@cityofmadison.com](mailto:roundtrip@cityofmadison.com) for reimbursement (note that tips are not included).
5. Important Details:
  - Participants are responsible for driver gratuity and the extra amount of any ride costing more than \$75.
  - You must be present when the cab arrives. Cabs will leave after five minutes.
  - The only situation in which you may use a voucher to get to work is if you have a bicycle breakdown on your way to work.
6. If your ride is later flagged by RoundTrip staff as inconsistent with the rules outlined in this document, you will have the option to reimburse the program for the cost of the ride in order to continue to participate.

## Help Us Make ERH a Success

ERH is a FREE service for commuters in Dane County that is funded by the Dane County Highway Department. Misuse of the program may unfairly limit opportunities for other commuters and endanger its success. Please help us use our program funding as it is intended!

**RoundTrip staff carefully review all ERH use and reserve the right to remove any participant whose ride is inconsistent with the program rules and intent.**