



### **What is Emergency Ride Home (ERH)?**

The Emergency Ride Home program provides commuters at Commute Ontario workplaces with reimbursement for transportation used during unplanned events and emergencies. ERH is like an insurance policy for sustainable commuting; it gives commuters peace of mind when they choose carpooling, vanpooling, public transit, cycling and walking. Commuters who use a sustainable mode of travel to commute to work are eligible to have their emergency travel costs reimbursed.

Commuters arrange the transportation that is most convenient during the emergency. Commuters may choose any transportation mode that suits their needs, including taxis, on-demand rides such as Uber or Lyft, public transportation, shuttles, or rental cars. Commuters may use more than one type of transportation during an emergency; combining multiple types may reduce transportation costs. Commuters may travel to more than one location, and final destinations other than a home is allowed.

Commute Ontario reimburses commuters to a maximum of \$75.00 per ride.

Commuters are responsible for all costs incurred above this limit. Commuters cover all costs up-front when transportation is required and Commute Ontario will reimburse claims, but cannot pay for transportation up-front.

Commuters can submit claims online or via regular mail. Both online and downloadable forms provide instructions for submission. Claims can be submitted online via the Commute Ontario workplace portal. To download the ERH reimbursement form, visit [commuteontario.ca/ERHCLAIMFORM](https://commuteontario.ca/ERHCLAIMFORM). Commuters must retain all receipts and are responsible for submitting all information required by Commute Ontario to verify claims. Claims must be submitted within two months of the day of the ride. Claims without receipts will not be reimbursed under any circumstances.

Once the claim is reviewed and verified by Commute Ontario, commuters will be mailed a cheque to their work address.

### **Am I covered by Emergency Ride Home?**

You are covered by Emergency Ride Home if:

- You are employed at a Commute Ontario workplace.
- You used a sustainable commuting mode the day you had an emergency.
- Sustainable commuting modes include carpooling, vanpooling, public transit, walking, cycling, or any other alternative to single-occupant vehicle travel.



### **What kinds of situations qualify for Emergency Ride Home reimbursement?**

Unplanned situations and emergencies are covered by Emergency Ride Home.

The following situations qualify for reimbursement:

- Personal or family illness, accident, injury or emergency situation.
- Unscheduled overtime, approved by a supervisor.
- Unplanned absence of a carpooling partner due to his or her having to leave early or stay late unexpectedly.

Commute Ontario reserves the right to track individual usage and verify the reason for rides. Commute Ontario reserves the right to deny reimbursement.

### **What kinds of situations do NOT qualify for Emergency Ride Home reimbursement?**

Situations where travel could have been arranged in advance are not covered.

Other situations that are not covered include, but are not limited to:

- Pre-planned overtime known to commuters.
- Overtime performed without a manager request.
- Pre-planned medical or personal appointments.
- Pre-planned or known absence of a carpool partner.
- Business travel.
- Personal errands.
- Missed transit connections.
- Transit delays or cancellations.
- Weather-related emergencies.
- Natural disasters.
- Building closures.
- Power outages.

Commute Ontario reserves the right to track individual usage and verify the reason for rides. Commute Ontario reserves the right to deny reimbursement.



### **Do I need to register for Emergency Ride Home?**

Registration is not required, simply verify that your workplace (employer and specific location) are enrolled in the Commute Ontario Program and then submit a completed claim form along with original receipts.

### **What transportation can I use to get home?**

Commuters may choose any transportation mode that suits their needs during an emergency, including taxis, public transportation, shuttles, on-demand services such as Uber or Lyft, or rental cars. Commuters may use more than one type of transportation during an emergency; combining multiple types may reduce transportation costs. Commute Ontario reimburses commuters to a maximum of \$75. Commuters are responsible for all costs incurred above this limit.

### **Who do I call to arrange a ride home?**

Arrange a ride with the most convenient service provider(s) near the workplace. This could include (but is not limited to) local taxi services, car rental services, local transit agencies, regional transportation services, on-demand services such as Uber or Lyft, or some combination of services. Retain all receipts – including fuel receipts if a rental car is used. Receipts are required for all reimbursements.

Remember that Commute Ontario reimburses commuters to a maximum of \$75 and commuters are responsible for any costs exceeding this limit.

### **What destinations can I travel to? Can I make stops along the way?**

Commuters may travel to any appropriate destination (such as a school, doctor's office, spouse's office, hospital, clinic, or home). Commuters may make more than one stop (for example, stopping at a child's school, and traveling to home as the final destination).

Receipts are required for all routes and transportation method(s) used.

### **How much reimbursement does Emergency Ride Home provide?**

Commute Ontario reimburses commuters to a maximum of \$75. Commuters are responsible for all costs incurred above this limit.



### **How does Emergency Ride Home provide reimbursement?**

Once a claim is submitted Commute Ontario will review the claim and take appropriate steps to verify details of the emergency ride, if necessary. This may include calling the commuter or the commuter's supervisor to verify claim details.

Once the claim is properly verified, Commute Ontario will issue a cheque and mail it to the workplace address.

### **What proof do I need to supply to get reimbursement?**

Commuters must provide all information requested on the reimbursement form. Commute Ontario reserves the right to request further proof if this is deemed necessary. Commute Ontario will contact supervisors to verify emergency details if necessary.

Commute Ontario reserves the right to deny claims for any reason. If Commute Ontario cannot verify the validity of an emergency or the costs incurred, the claim will be denied. Commuters are 100% responsible for providing sufficient proof of the emergency and costs incurred.

### **Can I submit my reimbursement request by regular mail instead of on the internet?**

Yes. Download the ERH reimbursement form at: [commuteontario.ca/ERHCLAIMFORM](http://commuteontario.ca/ERHCLAIMFORM). Include all required details as well as original receipts for transportation services. Commute Ontario recommends photocopying the form and receipts before mailing the request.

Reimbursement requests must be mailed to:

SustainMobility  
Attention: Commute Ontario ERH Claims  
4080 Confederation Pkwy Suite 202  
Mississauga ON L5B 0G1

Commute Ontario will verify your request and notify you (by phone or email) whether your request is approved or denied. If approved, Commute Ontario will mail a cheque for your eligible emergency transportation to the workplace address within four to six weeks.

### **How long will it take to receive reimbursement?**

If approved, Commute Ontario will mail a cheque for your eligible emergency transportation to the address you have provided within four to six weeks.



**Are there any limits on how often I can get Emergency Ride Home reimbursement?**

There are no limits to the number of claims a commuter can make in a given month or year. However, second and subsequent claims in a single calendar year will be verified with the commuter's workplace supervisor by Commute Ontario.

**How are Emergency Ride Home reimbursements verified by Commute Ontario? Will my boss or supervisor be called?**

Commute Ontario will contact supervisors if further verification of emergency details is needed; however, this is not required for every claim.

If a commuter has made more than one claim in a single calendar year, Commute Ontario will contact supervisors for all subsequent claims during that year.

**How can my workplace qualify for Emergency Ride Home?**

To inquire about Emergency Ride Home availability, please contact us at [erh@commuteontario.ca](mailto:erh@commuteontario.ca)

**I still have questions. Who can I contact for more information?**

Please contact us at [erh@commuteontario.ca](mailto:erh@commuteontario.ca)